

2010 VIC Of The Year Awards

CONDITIONS OF ENTRY

- i. Entries are only open to Visitor Information Centres and Individuals (employed or volunteers) of a Visitor Information Centre in Queensland who are a current financial member of the Queensland Information Centres Association (QICA) as at 31st December 2009.
- ii. Entries must be received by the Awards Co-ordinator by the close of business on the 29th January 2010.
- iii. No faxed or emailed entries will be accepted.
- iv. Winners will be announced at the 2010 QICA Conference to be held in Townsville from 24-26 February.
- v. Information Centres do not need to be accredited to enter.
- vi. The judges decision will be final and no correspondence will be entered into with entrants.
- vii. The judges will be chosen by a representative of the QICA Management Committee, and may include a Tourism Industry Representative from North, Central and South Queensland, with one representative from Tourism Queensland and/or Queensland Tourism Industry Council.
- viii. Finalists will have an anonymous mystery call from one of the judges or a third party chosen by the judging committee.
- ix. Submissions will not be returned to the entrant.
- x. Submissions must contain the answers to the questions, and supporting documentation. This should be formatted as follows:
 - *Set out:* Submissions must be set out with the question first and then the response to the question below.
 - *Page Size:* A4
 - *Font:* 12 point Times New Roman or Arial. No such variation such as narrow or condensed font styles are acceptable.
 - *Line spacing:* The question is to be single line spaces. Text outlining your answer should be 1 ½ line spacing or equivalent.
 - *Pages:* The main document must have no more than 20 printed pages (single sided) including text, graphs and images.
 - *Dividers:* Dividers are optional.
- xi. **All entries are to be forwarded to:** QICA VIC of the Year Award Coordinator, PO Box 159, Caboolture QLD 4020.

AWARD CATEGORIES

For the purposes of these awards: If payment is made to a staff member in the form of reimbursement (the act of compensating someone for an expense) only, then this staff member is considered to be a volunteer. A staff member receiving a wage, salary or gratuity (a gift of money for services rendered) is considered to be paid staff member.

Category One

Visitor Information Centre staffed with volunteers only.

Category Two

Visitor Information Centre staffed with one paid staff member (part time/ full time/job share) and with or without volunteers.

Category Three

Visitor Information Centre staffed with two or three paid staff and with or without volunteers.

Category Four

Visitor Information Centre staffed with more than three paid staff and with or without volunteers.

Category Five

New VIC or Refurbished VIC – opened or refurbished in 2009.

CHECK LIST

- Q 4 Copies of your submission.
- Q Cover Page – including the name of entrant, category entered and an image respective of the entrant.
- Q A separate 100 –150 word description summary outlining your VIC.
- Q CD Rom containing a maximum of 10 photos of entrant.
- Q Entries to be sent to: **QICA VIC of the Year Award Coordinator**
PO Box 159
Caboolture QLD 4510

CATEGORY 1, 2, 3 & 4

QUESTION 1

Provide an overview of your centre including your location, how long you have been operating, how many visitors your centre has each year, and how you are funded. (You may like to provide graphs or charts to substantiate your growth and up to three photographs of your centre).

QUESTION 2

Provide details of the number of people your centre has eg volunteers, part time, full time and the number of years they have been with the centre.

QUESTION 3

Provide details of the training you provide, especially Customer Service, and how you acknowledge the staff or volunteer's contribution to the tourism industry (how often, what sort of training, what recognition).

QUESTION 4

Provide details of what services your centre offers, e.g. bookings, referrals, internet, souvenirs.

QUESTION 5

Provide details to show how you promote local products and services and the level of support you receive from local operators. (you may like to include photographs of displays).

QUESTION 6

Provide details of any special activities undertaken with your LTO, RTO or TQ between January and December 2009.

CATEGORY 5

QUESTION 1

Provide an overview of your new centre or refurbishment including your location, description, services provided such as merchandising, bookings etc as well as staffing proposal (provide up to 3 photographs of your centre).

QUESTION 2

Provide details of the history of how the centre evolved and how the community, Council or local association instigated and funded the project.

QUESTION 3

Provide details of the expectations of the centre in relation to deliverance of services, ongoing operational funding and staff or volunteer training.

QUESTION 4

Provide details of the centre's involvement with the local community e.g. events, display and sale of local products etc.

QUESTION 5

Provide details of any proposed relationships to be undertaken with your LTO, RTO or TQ.