



## **Minutes Legatus Group Visitor Information Services Advisory Committee**

**Friday 6 November 2020 2pm meeting held by ZOOM**

### **1. Welcome and apologies**

Attendance: Paula Jones (Clare Valley Wine Food and Tourism Centre), Anne Hammond (Yorke Peninsula), Jo Seabrook (Barossa), Liz Heavey (Light), Shirley Dearlove (Peterborough), Jeremy Carn (RDAFN), Simon Millcock & Sarah Cheesmur (Legatus).

Apology: Glen Christie (Port Pirie) & Lynn Spurling (Copper Coast). Due to Glen Christie's apology Simon Millcock Chaired the meeting.

Welcome to Sarah Cheesmur Legatus Group Creatives Facilitator.

### **2. Guest Speaker**

Sandra Seymour – UniSA Disability Inclusion Yorke Peninsula Tourism project. Sandra joined the meeting and provided an update on research to date:

- Scoping academic literature
- Literature e.g. Government Documents / Disability Access Plans
- Looked at websites re tourism

Broad themes within the literature

- Inclusive tourism is seen as a human rights issue / underpinned by International National and State legislation
- Domestic value of overnight accessible tourism in Australia is estimated at \$8 billion
- People with a disability travel at the same rate as people without disability and typically 90% of differences of ability are invisible
- 4.4% of people use wheelchair – 4% of people with a vision impairment use braille
- This is no longer viewed as a niche tourist market

Sandra is designing a survey and will be meeting with people in the region. The meeting provided feedback on areas they were aware of and noted that the research whilst focussed on the Yorke Peninsula will have relevance across the broader region.

### **3. Minutes of the committee meeting held 14 August 2020**

The meeting endorsed the minutes as a true and accurate record of the meeting.

### **4. Check in**

General discussion held and following key points were discussed:

- Strong rebound across the region with significant increased numbers of visitors and workloads for VIS.
- Started see the Qld and NSW visitors and need to be ready for increased numbers when Vic boarder opens.
- Some of the businesses traditionally closing mid Dec in the hotter regions looking to extending their dates for closure.

- Some VIS used the down time to review their services in the councils and develop / expand on product e.g. Drovers Way & Kidman Experience.
- Those businesses who have focussed on international are rethinking and this is especially relevant to tour operators.
- Move towards more pet friendly as people travelling inter and intra state.
- Staffing is issue from a number of businesses with the reduced backpackers impacting.
- Need to ensure level of fatigue and support for both VIS paid and volunteer staff.

## **5. Budget 2020/2021- Projects**

The meeting noted the report by Simon Millcock and discussed:

- Regional VIS Forum – include focus for volunteers, better use of digital for volunteers in how to make things easier for them, better way to capture information from those who visit and structure for resourcing / technology that is useful for volunteers. The forum could be used as a way to test recommendations from the VIS report.
- Noted: Meeting for one half day off the back of the state conference get-together
- TICSA – Have a working group including for networking on sharing information and looking at May 2021. Sarah Cheesmur to action and follow up to ascertain date.
- Foundation Barossa have an App for Volunteering and be worthwhile Bridget Johns making contact.
- Creative Industries Cultural Tourism Research Project – (Lynn Spurling meeting with them hence apology) and Advisory Committee workshop with the researchers to be held on
- Port Wakefield “A sense of departure and arrival” No update provided

## **6. Other Business**

The meeting noted that a workshop is being held with Flinders Ranges Council on their Native Food Trail project for Quorn in December.

The meeting thanked Paula Jones for her support to the committee and also the tourism industry in the region as she moves onto a new project.

## **7. Close and date of next meeting**

The meeting was closed at 3.37pm and date for next meeting to be confirmed.