

Future of VIS rests with community

The community is invited to participate in one of two consultation sessions during the final stage of the Visitor Information Service (VIS) Review.

Over 400 survey results have been analysed during the review process, alongside findings from a data and literature review. This information helped inform the Visitor Information Service 2016-17 Options and Recommendations Report, which is a focus of this final stage of community consultation.

The Options and Recommendations Report outlines five proposed visitor service options for consideration by the community, including maintaining the current operating model with increased volunteer support; closing VICs and increasing the digital service offering; an integrated model; a new VIC location; and closing the Korumburra VIC and maintaining the Foster VIC.

Director Development Services, Bryan Sword, said the purpose of the VIS Review was to consider the current situation and identify the most suitable service profile which offered the best value and was consistent with visitor needs and current trends.

“By completing this review in consultation with the community, Council will ensure that future visitor information services are being delivered as efficiently and effectively as possible, while meeting customer and industry needs, and delivering value to ratepayers,” he explained.

The community consultation process is open from 19 April to 19 May. During that time, the community can access the full Options and Recommendations Report on Council’s website, at South Gippsland VICs and libraries. There will be two public consultation sessions- dates to be advised.

To access the Options and Recommendations Report and provide feedback please visit www.southgippsland.vic.gov.au/visreview.

For more information please contact Visitor Services Coordinator, Renae Littlejohn, via email at renae.littlejohn@southgippsland.vic.gov.au or phone 5662 9200.

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