

NEWSLETTER

GPO BOX 1252, MELBOURNE, VICTORIA 3000
Telephone: 61 3 8601 1124 Email: professionaltourguides@ptgaa.org
Website: www.tourguides.com.au

NEWSLETTER 75
Editor: Helen Wilms

April 2011

REPORT FROM THE PRESIDENT



Hello again

Welcome to the first newsletter of 2011.

First I would like to congratulate Lesley Bryden on her organization of our Christmas Function. A very interesting night began with Kenneth Park hosting drinks and a guided tour of the Savage Club. For those who had not previously visited the club it was a glimpse into another and very interesting world. This was followed by dinner at the Mitre Tavern, a sponsor of the Melbourne's Golden Mile, where, fortunately for the other patrons, we had a private room in which to make merry. Finally gifts were collected for donation to a children's charity.

Before the year ended the Committee, with the help of Peter Wilms, made a written submission to the Inquiry into Victorian Tourism. The point stressed in this document was that while infrastructure is vital, experience of tourists is often damaged by the use of unprofessional and unqualified guides. This was contrasted with the situation in many overseas countries where guides are licensed by the government and must have appropriate knowledge and skills. In conclusion we asked that the Government begin to take steps to have all guides accredited and licensed.

Earlier that month, following a VTIC meeting, Lesley Bryden had written to the Minister for Tourism (now Louise Asher) about the same subject.

These two actions have culminated in a request from a Senior Policy Advisor at Tourism Victoria to meeting and discuss these matters. We know from past experience that this does not mean instant action, but it is a beginning.

- Open Meeting
- Contact with Ministerial Advisor
 - Submission to enquiry
- Jytte's Monday meetings at the Danish Club
- Membership is holding strong, but sorry to say goodbye to Alex Eastgate and Zev Landes

Marion Brauer
President

-2-



Guiding Organisations Australia (GOA)

GOA Report for PTGAA Newsletter – March 2011.

Five years ago Hon Fran Bailey, the then Federal Minister for Small Business and Tourism, launched the Guides of Australia Accreditation Program here in Melbourne. Today in excess of 150 guides throughout Australia have reached a higher standard of professionalism by achieving this accreditation and they are proudly wearing their ID badges when working. The Minister's words in the foreword of the original Accreditation Application Kit are as important today as they were then. Here is what she wrote.

I'm excited by the latest initiative by Guiding Organisations Australia. A national guide accreditation framework is just what the industry needs to promote professionalism and higher standards in the tourism industry.

I encourage all in the industry to use this framework. Not only is it a useful business tool, but one that promotes best practice.

Guiding Organisations Australia are to be congratulated for developing and implementing the accreditation framework. The Australian tourism industry now has a national tour guide accreditation framework which will foster professional standards. This will help to underpin our \$73 billion industry which employs more than half a million Australians.

The Australian Government funded the initiative as part of a multi-pronged effort to provide tourists with first-class services in Australia.

Professional tour guides can enhance a tourism experience for visitors, creating an appreciation of Australia, its social and cultural characteristics, its history and unique natural beauty. Australia is a popular destination. More than five million tourists have visited Australia, many of whom used guides throughout their travels. These guides play a critical role in delivering world-class tourism products and services.

Signed by Fran Bailey, Minister for Small Business and Tourism
Editorial for Guiding Organisations Australia. May 2006.

We are pleased to announce that Joy Vandosky has completed the requirements and been accepted for accreditation.

Anne Bottomly



MELBOURNE GOLDEN MILE FEBRUARY 2011 REPORT- PTGAA



The start of another year and Melbourne Golden Mile Guided Walk has some new opportunities on its horizons.

On 13th February Ken Dimsey took between 35 -40 tourism buyers from the AIME conference. It was a most successful promotion for MGM- Ken being a highly acclaimed host- taking them on a 'specially designed route' and then courting them with morning/afternoon tea at Young and Jackson's hotel.

Tourism Vic is promoting Melbourne to Hong Kong- MGM has been fortunate to have been chosen as one of the selected few for this campaign. We are hoping this will bring some new business.

National Gallery Victoria chose MGM to be part of the 100 Years of Fashion and Anne Bottomley was author and host for these Walks. Unfortunately there was a limit on numbers to participate in the Walk however they were most successful. NGV has now asked MGM to be part of their next exhibition that has a strong Australia flavor!

A high profile American tourism company has approached MGM for a 'pitch'. The success of this would be wonderful as this has potential to create many more dollars.

Currently MGM has approximately 400 students booked to do the Walk. This is wonderful as the daily Walks are still not covering the Guide fees! The groups are most necessary for the financial viability of MGM. Any suggestions to publicize the daily Walks would be greatly appreciated.

The Life Activities groups- Ken Dimsey- special women's walking groups- Anne Bottomley – the Burke and Wills tours- Anne's Miller/Bottomley are some of the work the Guides have done to add to the coffers of the MGM.

A new sponsorship package being put together to seek further sponsors. The amounts will be smaller dollars- any ideas for sponsors would be appreciated.

Museum Victoria is putting together a training day for current and potential Guides- the date still unknown. New Guides are needed- please spread the word amongst your ranks.

MGM is interested in holding an evening with a guest speaker of renown- would the PTGAA be able to promote this to their members. The date has not been set- depending on the availability of the speaker!

**Regards Irene Goonan
Director- Melbourne Golden Mile Guided Walk**

-4-

PD's FOR 2011

PLANNING MEETING FOR ALL PTGAA MEMBERS Monday 28th March

10AM - 2PM AT VICTORIAN ARTISTS SOCIETY 430 Albert St. East Melbourne
All encouraged to attend and contribute PD Points 4
Bring own lunch. Tea/Coffee provided

MELBOURNE MUSEUM & ROYAL EXHIBITION BUILDING - Monday 18 April 2011

The Museum/Royal Exhibition Building tour 1 1/2 hours. 10am - 11.30am
RSVP 7th April. PD Points 4

It is possible to visit the King Tutankhamun Exhibition at your own arrangements..
There is a charge of \$28 (prepaid) for the above Exhibition.

JAN ROBERT'S WORKSHOP - Monday 16th May 2011

Jan has offered to do another of these popular workshops in May
10am - 2pm at VICTORIAN ARTISTS SOCIETY 430 ALBERT ST. EAST MELBOURNE
Bring own lunch. PD Points 4

VICTORIAN ARTS CENTRE - Monday 6 June 2011

1 HOUR TOUR - 10AM-11AM.
COST \$7.50 Will only book tour if more than 15 pax.
PD Points 2

ACCA (AUSTRALIAN Centre Contemporary Art) & MALTHOUSE THEATRE- June date t.b.a.

These two buildings at Southbank will be visited in June. Date to be announced.

ST KILDA & ROYAL BOTANICAL GARDENS - Saturday 16th July afternoon tour

Patricia Convery has offered a tour of this wonderful part of Melbourne on a Saturday afternoon. Bring family/friends and enjoy the company whilst being informed ! PD 4 points

TO COME -

- FIRST AID & HEALTH & SAFETY
- MELBOURNE FIRE STATION & MUSEUM
- MELBOURNE CEMETERY
- ART HOTELS

- ANNUAL GENERAL MEETING
 - 21 SEPTEMBER 2011 AT VICTORIAN ARTISTS SOCIETY 430 ALBERT ROAD, EAST MELBOURNE 6pm - 8pm.

Lesley Bryden - PD Rep. PTGAA

A HUNDRED NOT OUT - taken from the Review 18/19 September 2010

The History of Australia in 1910 is awash with momentous events. Within the space of 8 days, there was a change of the head of Government and the head of state as Andrew Fisher replaced Alfred Deakin as prime minister on April 29 and George V became king of the United Kingdom and the British Dominions on May 6.

The Northern Territory prepared for its release from the control South Australia to the commonwealth on January 1 1911, about which Deakin noted " to me the question has been not so much commercial as national, first, second, third and last. Either we must accomplish the peopling of the Northern Territory or submit to its transfer to some other nation."

Magician and escapologist, Harry Houdini, completed one of the first powered flights over Australia in his Voisin biplane; he later claimed that if the world forgot his skills as a magician, they would never forget his achievements as an aviator.

Geelong was officially declared a city on december 8 while the year also saw the official opening of Flinders Street Station in Melbourne, completing a process that had initially received a government mandate in 1882.

Chopin, Schumann, Samuel Barber and Mahler (died 1911) the former 3 born in 1910.

Just a few facts or life in the year 1910. I wonder what our grandchildren will record one hundred years hence?

DJ email help desk

VIRGIN Blue has created a real time email information help desk for passengers, providing details on up-to-date flight arrival and departure times.

The service requires pax to email flights@virginblue.com.au with a particular query in the subject line of the message, such as "Brisbane to Sydney tomorrow", "Brisbane to Sydney today" or "Brisbane to Sydney DJ904". "If we understand your query, we will reply with the flight information in an email straight away," Virgin Blue claims.

The new service only has the capability to provide information up to 24 hours in advance, but DJ does stipulate that flight arrival and departure times may change.

PTGAA CHRISTMAS DINNER @ THE MITRE TAVEN



From Lt . Jan Roberts, Anne Bottomley & Joanne Alderman



From Left. Ken Dimsey and Marion Bauer

-7-

Guides @ Work



Left : Jytte Ranjel
Below: Anne Miller & Janet Bambino





Another Helpful Mobile Service

Travelers on the go can point their mobile web browsers to our free mobile web site - mobile.flightstats.com - to access a powerful suite of flight status, airport information and flight availability services.

The site has proven its value to frequent travelers and those tracking the flights of others. Many prefer it as a no-cost alternative to paid smartphone applications and make it their primary source for flight status, airport delays and weather, and even to find alternative flights when stranded by cancellations or missed connections.

Useful features at mobile.flightstats.com include:

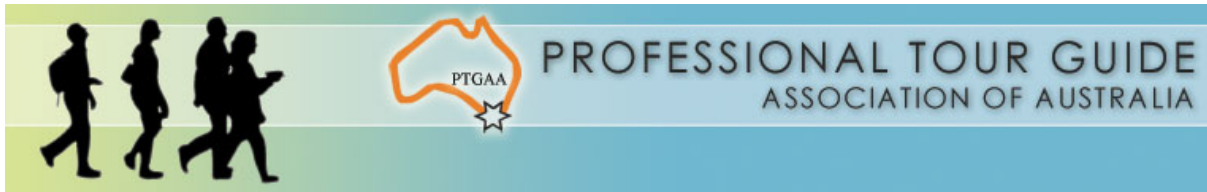
- Flight status by flight number - **global, up-to-the minute flight data.**
- Flight status by route - **don't know the flight number? Find it fast by checking all flights between two airports.**
- Flight status by airport - **arrival and departure data for thousands of airports worldwide.**
- Flight maps - **watch the progress of flights in US airspace with maps showing current flight location, speed, and direction.**
- Airport delays - **quickly see how airports are performing so you know what to expect with FlightStats exclusive airport delay index.**
- Airport weather - **get current conditions and forecasts.**
- Airline contact info - **find reservation numbers and airline mobile websites fast.**
- Next flight out - **when your plans are impacted by delays, cancellations and missed connections, you can quickly find alternative flights with empty seats. Be first in line for re-accomodation.**
- Find a hotel or a ride - **links to hotel booking and airport shuttle services help you when you need to make a last minute change.**

<http://www.flightstats.com/go/Downloads/mobile.do>

DID YOU KNOW

The Koala has fingerprints that are so similar to the human fingerprint that it is almost impossible to tell them apart because of the pattern, shape and size of the ridges. Under the microscope, the ridges look exactly the same. The width of the ridge, the shape, general size and pattern is the same. The main difference is that the entire human palm and fingers are covered with ridges while the koala only has ridges on its fingertips and some parts of the palm.





MELBOURNE'S HIDDEN GEMS

COACH HOUSE, BIONIC EAR LANE & TUNNEL UNDER VICTORIA STREET

Most lanes and alleys in Melbourne have a story to tell. The little lane over the road from St. Patricks has an impressive row of houses. Among them **a two story brick structure: a coach house.**

In the 19th century many houses would have a stable. The humbler ones would just be a rough wooden shelter and, as **a working horse needs 50 litres of water a day**, the back lanes adjoining rows of stables had a distinctive aroma. This aroma would be enhanced when the night cart visited.

For those families that could afford a buggy or a carriage a coach house served the function of a garage. The coach and horse occupied the ground floor while hay was kept dry on the top floor and dispensed to Dobbin below through a trapdoor. A block and tackle projecting over the lane allowed hay and other goods to be lifted direct form a wagon below into the storage area, which was also where the stable hand might sleep. Nowadays, **many of these coach houses have been converted into small flats or apartments and whole rows of them are often called Mews. Some were put to service as artists' studios and some of Melbourne's famous artists started out in a coach house.**

However if you walked down this back lane in the seventies you would have gradually become aware of singing emanating from the coach House. It was the studio of singing teachers John and Aida Dickens. One of their students back in London went by the name of Joan Sutherland and here in this back lane within view of the St Patrick's spire lane they were producing more fine singers.

At the end of the lane is **the building where the first bionic ear was produced.** In 2004, Melbourne City Council decided to rename this lane 'Bionic Ear Lane'. The local residents' association and historical society opposed it with the spokeswoman stating "the name sounds a bit commercial, a bit like promoting a product".

Wandering further down the lane there is a tunnel, which runs underneath the busy Victoria Street.

DID YOU KNOW

Population Explosion – The Age 1/4/2011
Melbourne's population is now 4,0077,00 and
increase of 605,411 in the last 9 years

The Views expressed in articles in this Newsletter are not necessarily those of the PTGAA.