

YOUR GUIDE



living &

working

at Ayers Rock Resort

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Our company

Voyages acknowledges it operates on the traditional lands of a number of Aboriginal groups and pays respects to Elders past, present and emerging. We acknowledge continuing connection to country and community and the care and protection of the land, its flora and fauna over many generations so that we, and our guests are able to experience and enjoy them today. We also acknowledge and pay respect to all Aboriginal and Torres Strait Islander peoples and Elders, past present and emerging.

Voyages Indigenous Tourism Australia is owned by the Indigenous Land & Sea Corporation (ILSC) and manages tourism and resorts on their behalf. With a strong commitment to social responsibility, all profits from our business activities go towards supporting Indigenous training and employment across Australia.

Voyages is Australia's most respected and successful Indigenous tourism company and through connection with country and community, we operate sustainable tourism businesses, where guests experience the diversity of Indigenous cultures.

Voyages offers experience-based holidays in spectacular wilderness locations including Ayers Rock Resort in the iconic Red Centre and tourism facilities at Mossman Gorge in Tropical Queensland.

We are privileged to operate in some of Australia's most sensitive ecosystems and culturally significant locations. Our reputation is built on the philosophy of supporting the local communities and protecting and enhancing the culture and environment at these locations. We are therefore committed to behaving ethically and operating in a sustainable manner that continues to enhance economic, societal and environmental values.

Voyages is recognised as the leader in employment and training of Aboriginal and Torres Strait Islanders in tourism and through its operations, supports the development of Indigenous businesses. We have a strong commitment to social responsibility and through cultural tourism we create opportunities for Indigenous Australians. We are dedicated to building and sustaining an Indigenous workforce through attracting the right talent, aiding secure employment, promoting career advancement and fostering empowerment. We offer a unique working environment and rewarding careers in the hospitality and tourism industry either through direct hire or our highly successful Indigenous traineeship program at Ayers Rock Resort.





VOYAGES
INDIGENOUS TOURISM
AUSTRALIA

THE VISION IN DETAIL

Our optimal desired future

Voyages is the model of Indigenous excellence in tourism. Our guests are immersed in Indigenous culture and gain an appreciation of its richness and diversity through a wide range of interactive experiences. With a majority of Indigenous staff, guests have the opportunity to interact with Aboriginal and Torres Strait Islander peoples throughout their stay.

We provide our guests with world class facilities and service that exceeds their expectations. As the heart of our operations, Ayers Rock Resort is recognised as the premier cultural tourism destination in Australia. We operate a growing portfolio of Indigenous tourism businesses that provide a range of experiences unique to their location.

We work with local communities to create opportunities for employment, training and business development. Through our operations we assist the development and empowerment of local communities. We achieve industry-leading rates of Indigenous employment and Indigenous Australians are

represented at all levels of the organisation.

The National Indigenous Training Academy is Australia's leading enterprise based residential training model in tourism which is sought out by students and employers and replicated throughout Australia. Voyages provides its employees with a career path in tourism, supported by its business partners and Voyages alumni are recognised throughout Australia's tourism industry.

Voyages' Indigenous engagement objectives are supported by our commercial success and our business is self-funding and sustainable. Our business has a significant and lasting economic and social impact on Australia and Voyages is distinguished within the industry as a company that aligns Indigenous economic development with commercial success.

Voyages staff are drawn to the vision and are proud of what we achieve.

VISION STATEMENT

Our direction, what we want to be

Australia's most respected and successful Indigenous tourism company, we operate sustainable tourism businesses where guests experience the diversity of Indigenous cultures.

Through connection with country and community, Voyages provides unique experiences that exceed guest expectations. We achieve commercial success and deliver sustainable financial returns.

Voyages is recognised as the leader in employment and training of Aboriginal and Torres Strait Islander peoples in tourism and through its operations supports the development of Indigenous businesses.

CORE PURPOSE

Why we exist, why the company does what it does outside of making money

**THROUGH CULTURAL TOURISM
WE CREATE OPPORTUNITIES FOR
INDIGENOUS AUSTRALIANS**

CORE VALUES

Our guiding principles, what we stand for and how we behave

RESPECT

We treat people and our environment with respect. We recognise the value and strength of the diverse Indigenous Australian cultures and we respect the cultures and beliefs of all people. We live and work with all communities in harmony.

TRUST

We trust each other. Through open and honest communication we engage in transparent decision making. We conduct ourselves professionally at all times. We empower our teams to make decisions.

EXCELLENCE

We strive for excellence in everything we do. We develop highly skilled teams delivering outstanding service and products that meet the demands of our customers. We are commercially focussed and deliver sustainable financial returns.

COURAGE

We have the courage to attempt the bold, the new and the uncharted. We are committed to achieving our goals.

Ayers Rock Resort

The traditional land owners of Uluru-Kata Tjuta National Park, call themselves Anangu (pronounced arnahng oo). The Anangu mainly speak Pitjantjatjara (pronounced as pit-jan-jah-jarra) and Yankunytjatjara (pronounced as yankun- ja-jarra).



- Located in the Northern Territory, approximately 450kms from Alice Springs (the nearest town)
- Lies at the gateway to the dual World Heritage listed Uluru – Kata Tjuta National Park, just 6km from Ayers Rock Airport
- One of the largest resorts in the Southern Hemisphere
- 6 hotel options plus a campground
 - Sails in the Desert
 - Desert Gardens Hotel
 - Emu Walk apartments
 - Outback Pioneer Hotel & Lodge
 - The Lost Camel
 - “Longitude 131” (owned by Voyages; operated by Baillie)
- Ayers Rock Resort Campground
- Resort Town Square – Café, IGA Supermarket, Bank, Post office, Souvenir stores,
- Hair and Beauty Salon, Tour & Information Centre
- Offer free guest activities including:
 - Indigenous Art Markets
 - Guided Garden Walks
 - Astronomy Information Sessions
 - 15 dining options within the resort (when fully operational)
 - Approximately 1,000 staff live and work at Ayers Rock Resort (when fully operational)

Courtesy shuttle bus around resort. Runs every 15 minutes 10:30am – 12:30am

YULARA LIFE



LIVING AND WORKING AT AYERS ROCK RESORT

Whether you are arriving at the Resort by bus, car or plane, HR or a representative from your workplace will meet you and help you settle in to your accommodation.

From	Kilometres	Hours Drive
Alice Springs	460	5
Kings Canyon	310	2 to 3
Adelaide	1,800	18 to 22
Sydney	2,900	28 to 32
Melbourne	1,935	20 to 22

WEATHER

The temperature at Ayers Rock Resort in summer are on average a bit higher than in Alice Springs and the winter nights just a little colder. In other words, temperatures are just a bit more extreme. Nights and mornings during winter can be very cool and employees and guests are advised to pack appropriate warm clothing.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average Day	37.5	35.8	33.5	28.8	23.4	20.2	20.3	22.6	26.4	31.5	34.1	36.8
Average Night	21.2	20.5	17.4	12.6	7.9	5.1	3.4	5.5	9.1	13.5	17.2	19.8

STAFF ACCOMMODATION

Rental accommodation at Yulara (the residential community) is owned and supplied by Voyages Ayers Rock Resort. There are various styles of housing in Yulara and your accommodation is based on your contracted position. If for some reason your entitled housing is not available on arrival you will be advised prior to arriving in Yulara.

RENT & BOND

As indicated above there are various styles of housing in Yulara and rent and bonds vary according to the style and size of the accommodation. Rents start at \$98 with two weeks bond.

The larger properties bonds are four weeks and rents range from \$250 to \$400 per week.

Gas and water is included in all accommodation however electricity charges will vary according to your allocated housing. Rent and bond is not paid on arrival but deducted from your pay each fortnight for the first four full pay cycles. Your rent is paid in advance.

Please make sure you have enough funds for the first month of your employment. Please note you will be able to salary sacrifice your rent. This means your rent will be deducted on a before tax basis rather than after tax, which will result in as



UNIFORMS

Uniforms are provided in most departments and you will be advised on this. You must provide your own shoes and will be required to provide some clothing items for your uniform. Listed below are footwear and clothing requirements that you will need to bring.

Shoes must be fully enclosed, non-slip and conservative.* Neutral refers to black, grey, brown or white.

OUTLET	CLOTHING	ACCEPTABLE FOOTWEAR
Administration/Finance	Black trousers	Black business shoes
Airport		Non slip, black business shoes/boots
Airport (Maintenance)		Steel capped, waterproof black boots
Food & Beverage	Black trousers	Non slip, black business shoes/boots
Freight Services		Steel capped, waterproof black boots
Reception/Tour Information	Black trousers	Non slip, black business shoes/boots
Gardeners		Steel capped, waterproof neutral* boots
Housekeeping	Black trousers/shorts	Clean neutral* sneakers
Houseman	Black trousers/shorts	Steel capped neutral* boots
Housing & Security	Black trousers	Black Boots
IT & T	Black trousers	Non slip, black business shoes
Kitchen		Non slip, black shoes/boots/clogs
Laundry	Black shorts/trousers	Non slip, black or brown boots
Maintenance		Steel capped, waterproof Neutral boots
Pioneer Kiosk	Black trousers	Non slip, black or brown boots
Porters	Black trousers/shorts	Steel capped, waterproof black boots
Public Relations		Black business shoes or navy/black court shoes
Recreation Centre	Black shorts/Track pants	Clean white sneakers
Retail Outlets (all)	Black trousers	Non slip black business shoes
Sounds of Silence	Black trousers/Khaki shorts/Khaki pants	Steel capped, waterproof black boots
Stores	Black shorts	Steel capped, waterproof neutral* boots
Tour Guides		Non slip neutral* boots
Front Office	Black trousers	Black non-slip closed business shoes

WHAT TO PACK

Just to give you an idea of what you will need to set yourself up at the Resort, the following checklist has been compiled as a guideline:

If you don't have everything, remember that Alice Springs is a 5 hour drive away and online shopping and delivery is always a possibility!

The IGA based at the Resort has a limited selection of household goods available for purchase.

WHAT TO NEED

ESSENTIAL

Details for Payroll so you can be paid – Bank account details, tax file number, Superannuation details, passport and work visa for non-Australian Citizens (you will probably have emailed these back) if not, click [here](#) to ensure these have been completed.

Sleeping Essentials – Bed linen and pillows, blanket or quilt (especially for winter), bath and tea towels

Cooking Utensils - Saucepans and fry pan, cutlery, crockery and glassware, kettle and toaster

It is mandatory that you have Health and Travel Insurance whilst working at Ayers Rock Resort due to the limited medical services and restricted access to emergency services in Yulara.

Special pharmacy items, including medications if required (please contact recruitment if you have any regular prescription medication as they will explain the easiest way to obtain these moving forward)

Iron, alarm clock, torch

Money to last you until your first pay

Summer and winter clothes including socks and gloves for winter, cap/hat, sunscreen and and swimwear

PERSONAL ITEMS

- Mobile Phone and charger
- Shoes e.g. walking boots, running shoes, sandals &
- working shoes (refer to footwear listing)
- Camera, TV & DVD player, radio/stereo, iPod, computer
- Minimal electrical cooking equipment
- Recreational items e.g. tennis racquet
- Personal effects (photos, pictures etc.)
- Bicycle (great for transport to and from work)
- Motor Vehicle if suitable
- Any other personal items to make your relocation comfortable



AYERS ROCK RESORT STAFF BENEFITS

Not only is working at Ayers Rock Resort, in the Red Centre, close to Uluru and Kata Tjuta, the experience of a lifetime, Staff also have a number of benefits that they have access to.

Annual Events	Including, but not limited to, the Staff Christmas Party, Billy Cart Bash, Tjungu Festival (April), Uluru Camel Cup (May), Australian Outback Marathon (July), Uluru Astronomy Weekend (August)
Discounted accommodation rates	Ayers Rock Resort discounts are extended to staff and immediate family for accommodation within Ayers Rock Resort and other Voyages properties. This discount is offered after three months of service. After being employed by the company for a period of 6 months staff will also be issued an Accor Heartist Bienvenue, allowing you benefits at over 4900 hotels worldwide.
Multi Hire	Staff have the opportunity to earn extra money working in other departments (conditions apply).
Restaurant and Retail Discounts	As an employee of Voyages you will be eligible to receive discounts at the various restaurants and retail outlets (conditions apply). Ensure you always have your residents' card when going into retail shops. The discounts you will receive depend on your position and entitlements. Your discounts apply in IGA, Geckos Café, ARD and the Hairdresser.
New Apprenticeships	Voyages in conjunction with Charles Darwin University and the Australian Apprenticeship Centre, offer apprenticeships in Certificate 2 & 3 in Hospitality Operations for part time and full time employees in various disciplines. Many of our staff increase their qualifications whilst working at the Resort by taking advantage of free accredited training through Charles Darwin University.
Park Entry	Residents of Ayers Rock Resort may receive discounted entry into the National Park, and have the opportunity to purchase an annual pass for per person or per car.
Relocation Assistance	You are entitled to claim up to \$700 of your relocation costs. Upon Induction, you must provide valid tax receipts. Should your employment cease within 6 months of commencing with us, you will be required to repay this amount. Please note, reimbursement can take 6 weeks to be processed
Health	Working for Voyages Ayers Rock Resort also entitles you to be able to book with our visiting Physiotherapist who holds a clinic onsite 1 week out of every month free of charge, ask the Health and Safety team about this on your arrival



AYERS ROCK RESORT STAFF BENEFITS

...continued

Rent Charge (Pre-tax benefit)

Rent is deducted on a before tax basis rather than after tax, which will result in a substantial tax saving to you.

Guest Activities & Touring

The Guest Activities hub is located at the Tourist Information Centre in Town Square. Head into the TIC office to receive a brochure of all the free daily guest activities. Discounts are available for staff and can be booked through the Tour and Information Centre. Residents' card must be presented to obtain the discount.

Red Ochre Spa

All Ayers Rock Resort residents are offered 25% off Spa Treatments and 20% off Elemis products. To make an appointment please call at 8957 7036. Open Daily from 9:30am – 6:00pm.



Facilities & services

Everything that is available for you in Yulara during your personal time

Sports Oval	The Sporting Oval that is used for football, cricket, social function and be used at your own leisure
Medical Centre, Fire Department and Police Station	<p>In an emergency it is advised that you call 000 immediately. For non emergency matters please call</p> <ul style="list-style-type: none">• Yulara Police Station - +61 8 8956 2166• Yulara Fire Department - +61 8 8956 2061• Yulara Medical Centre - +61 8 8956 2286 <p>Being in the Red Centre it is not unusual to encounter wildlife that you may not be used to, such as snakes. If you have any problems with wildlife, the snake catcher is available on +61 408 295 204. If this number fails please call 0437897537.</p> <p>Connected to our police station here in Yulara is our Motor Vehicle Registry. The MVR is open 8:00am-4:00pm</p>
Post Office	Australia Post Office is located in Town Square. The Post Office also acts as an agent for the Commonwealth Bank.
Primary School and Child Care	<p>Yulara offers child care from an early age and also operates a primary school in town. The facilities and teachers are of a very high standard, and Community Services try to put on events to keep your kids busy on the weekend, so there is no need to turn down an opportunity to work in Yulara because of your children. If you would like to contact the Child Care Centre, you can call +618 8956 2097. You can also email on yularachildcare@outlook.com.</p> <p>The center operates between 7:45 am and 5:30 pm. If you would like to contact the Primary School you can call on +618 8956 2014 or email at yulara.school@ntschoools.net.</p>
Sport and Recreation Facilities	All aerobics, team sports (including netball, volleyball, indoor soccer and basketball) and use of the gymnasium. Gym membership is \$10 per week and includes weights, cardio, and an indoor multi-purpose court.
Residents Club	The Residents' Club is where staff are able to relax and offers counter and lounge meals each night, pool table, beer garden, visiting bands,
Security Services	<p>Yulara has its own security team running 24 hours a day, 365 days a year. The Yulara Security team prides itself on providing a safe and secure town for all residents and is here to assist in a range of issues, from general patrols of the resort to assisting in disaster response.</p> <p>No matter how big or small the issue, our friendly security team are always here to help. The security team undergo fortnightly training to ensure they are up to date with the latest tips, techniques and laws, to ensure your stay in Yulara is a safe and happy one.</p>
Service Station	Shell Service Station is located in the Resort where you are able to purchase fuel, takeaway food and convenience shop items.

Shuttle Bus	A free shuttle bus is available for staff to get around the Resort. The shuttle bus is available from 10:30am – 10:00pm
Staff Outlets	<p>Exclusively for the use of residents of include:</p> <p>Recreation Centre (including gymnasium and sporting facilities), community swimming pools, Residents Club (including bottle shop, counter meals, 2 bars, pool table, etc.). Staff must accompany visitors at all times</p>
Supermarket (IGA)	For all groceries and general hardware, located in the Town Square. EFTPOS is available.
Takeaway Food	Available from Town Square, Shell Service Station, Geckos, Ayers Wok and IGA.
Tourist Information Centre	<p>Display area of flora, fauna and geology of the Resort and National Park.</p> <p>Music and souvenir items are available to purchase.</p>
Volunteer	Emergency Services: ask at the Police Station. Paramedics: ask at the Medical Centre, Fire Department: ask at the Fire Station
Wi-Fi and Internet Access	Internet access is available in some staff housing. To enable internet access, please speak to your mobile network to arrange connection. Providers on either Telstra or Optus 4G networks are available.
Yulara Facebook Pages	Yulara Buy Swap and Sell is dedicated to buying second-hand items or selling those unwanted goods! There are also the 'ARR Community Page', "Yulara Wildlife" , "Yulara K9" and "Yulara Gardening" Pages.
Lions Club	<p>The Lions Club has provided a tremendous service to Yulara over the years. The club is Yulara's little backyard for us with a BBQ and a bar. A quiet place to go on a weekend, put your feet up and not be bothered by loud music or guests. They accommodate endless amounts of functions for the town completely covered by volunteer manning. If you are celebrating a milestone birthday or something like this, the Lion's Club is a great place for it. Please get into contact with Keith Hetherington at keithy.57@bigpond.com to arrange something! They have contributed to the Community in various ways to raise money for kid's playgrounds, an upcoming community shed and running raffles for fundraising for many other causes.</p>
Yulara Book Room	Located in the back room of the Gymnasium and open 10am-2pm, 3pm-5pm Monday - Saturday. The Book Room allows residents to borrow up to 2 books and 2 DVDs for 2 weeks. Residents must present their residents card to borrow items from the Book Room

Things you should remember

Voyages Ayers Rock Resort is 450kms from Alice Springs (the nearest town) and therefore a long way from many of the facilities that people take for granted. For example shopping, a pharmacy, entertainment and theatre.

Due to the size and the scope of the Resort there are many opportunities for employees to gain additional employment and cross training.

Most residents are able to save a good deal of money whilst living at Ayers Rock. Living costs are generally not as high as in a city and there are discounts and tax benefits to help you save.

Voyages Indigenous Tourism Australia is committed to the training and development of its employees and extensive training programs are conducted regularly.

Most employees find it very easy to settle in, as the residents of Ayers Rock are very friendly and helpful.

Being in such a unique area filled with history and wildlife - enjoying the great outdoors and vast landscape is a popular with residents

CLIMATE - A "dry" atmosphere with temperatures across the year varying from a hot 45°C in Summer months (December - March) to a cool 19°C in winter months (and chilly nights down to as low as -2°C!).

Being a Resort with approximately 1000 residents, people find that they live and work together, which can at times be restrictive on your personal privacy

Summer months can be an interesting time within the Resort, with the extremes in temperature and the influx of insects and interesting wildlife. Due to the natural environment that the Resort is situated in, we are subject to a variety of creepy crawly fauna, i.e. snakes, spiders, etc. however don't be alarmed! All you need is a little common sense.

Being a Resort with approximately 1000 residents, people find that they live and work together, which can at times be restrictive on your personal privacy

All in all, Ayers Rock Resort is a great place to live. Where else can you boast no pollution, and no traffic (well we do have a roundabout) while offering a great lifestyle!





Important required changes

Medicare	You will need to update your home address registered with Medicare before or upon your arrival at the resort with the following location: Your Name C/O Post Office Ayers Rock Resort Yulara NT 0872
Motor Vehicle Registration/ Licence	You need to consider the regulations governing the territory of motor vehicles registered in states other than the Northern Territory and Driver's licenses issued in states other than the Northern Territory. All information in relation the transfer of registrations and licenses can be obtained from the Yulara Police (08 8956 2568)
Redirect your mail to	Your Name C/O - Post Office Ayers Rock Resort Yulara NT 0872

Accor Partnership

Voyages signed a unique franchising agreement with The Accor Group in 2012. This agreement enables Voyages to use Accor's extensive resources to supply Ayers Rock Resort and allows employees to reap the benefits of Accor's extensive resources.

This includes, the ability for our internal Human Resources team to work with Accor Talent and Culture to assist employees with sourcing new roles within the group, use of Accor's online university programme, and access to Accor's Heartist Bienvenue rewards programme

Any other questions

For more information about Voyages and our properties including Ayers Rock Resort, please explore <https://www.voyages.com.au> and <https://ayersrockresort.com.au>

If you do have any more questions, please contact the Recruitment team, we are more than happy to answer them for you. Our email address is talent@voyages.com.au

Palya