

Visitor Information Centre (VIC)

Introduction

Kings Park is one of the largest and most beautiful inner-city parks in the world. It is also a rich cultural heritage site. Guides are the 'friendly face of Kings Park', and are often the first person a visitor sees when they come into the park. Their visit to Kings Park may be the highlight of their holiday in Perth, so welcoming our visitors from overseas, or interstate and locals alike, is exceptionally important.

When on duty, always be ready to greet visitors, from the moment you step out of your car; be neat, tidy and welcoming, and wear your Kings Park uniform with pride.

The following are some of the things that will help you with your duty in the VIC. Learning 'on the job' with a Mentor Guide is the best way to build on your knowledge.

1. There are instruction sheets in the VIC outlining:

- How to open the VIC
- How to close the VIC
- How to turn on the tv.
- How to answer the telephone

As instructions can change from time to time, we suggest you follow the instruction sheets each time you're rostered in the VIC.

2. If you are on morning duty, collect the keys from Aspects after 9.00am, and ensure you arrive by 9.15am to prepare the VIC for the day as outlined in the instruction sheet. Sweep the floor, and be ready to open by 9.30am.

3. Sign-in diary – Remember to sign in. It is important to always sign on and off duties in the Sign-in Diary for insurance purposes. Do not sign off until your shift has finished. VIC attendance statistics, recording all extra duties, swaps and walks including WAGs, are also entered in the Sign-in diary.

4. If using the air conditioner, the VIC doors must be shut. Use your discretion and decide with your partner Guide whether or not you will use the air-conditioning, usually on very hot or very cold days. Open doors are more welcoming for visitors.

5. As a courtesy, check with the other Guide to see if they have a preference as to which end of the counter or chair they may prefer. Be sure to discuss if they are happy for you to add a comment if they are speaking with a visitor, and vice versa. Please do not add comments when another Guide is managing a visitor's enquiry, if the other Guide prefers that you don't.

6. If the other Guide on duty with you has not arrived on time, phone them, and if necessary, follow the procedure to locate a replacement by phoning a Guide on the emergency replacement list.
7. Remember, our visitors are always our first priority. If chatting with another Guide, please stop right away, to welcome our visitors into the VIC.
8. Take turns assisting the visitors with their enquires, this way you can learn how the other Guide interacts with visitors too. If a visitor asks a question that you are unable to answer, ask the other Guide for help, when they are free.
9. Provide visitors with brochures, and talk/show them through our maps as required. Be prepared to answer questions about areas outside Kings Park. Do your best to answer these, but it's ok to say that this is the Kings Park VIC. Let them know about the WA Visitor Centre, located at the Perth Train Station at 1/378 Wellington St Perth, and the Perth *iCity* Visitor Information Kiosk in Forrest Place, Murray St Mall, for information about Perth.
10. Statistics diary is used to record visitor numbers, phone calls, and wheelchair use.
11. Encourage donations, as these support the Guides activities in the park.
12. Restock brochures & maps on the counter, and on the north slat wall. Re-order items, if necessary, in the Ordering File.
13. Put out the 'wet floor' sign, if necessary.
14. Whilst tea/coffee/water are permitted in the VIC, cups and bottles should remain on the back counter. Eating is not permitted in the VIC, step outside for a snack, if required.
15. Your mobile phone should be switched to silent or off whilst in the VIC.
16. Use your spare time to explore the VIC's resources, and/or update your knowledge of the KPVG and BGPA websites, or Moodle.
17. Closing time is 4.00pm. Both Guides are to participate and to follow the instruction card on how to close the VIC. Double check that you have bolted and locked both doors, before you return the key to Aspects, which closes at 5.00pm.

Rosters

18. If the Guide rostered for either the 10.00am or 1.00pm walk does not arrive about 10 or 15 minutes before the walk start time, phone them. If they are unable to come in it will be necessary to arrange for another Guide to take their walk. Usually, one of the VIC Guides will take that walk while the other Guide locates a replacement. The replacement can catch up the walk to take over or stay in the VIC, as agreed by all parties.

19. If you are unable to do a rostered duty due to illness or an emergency, contact the Rosters Team so they can arrange a replacement for you.

20. If you know you will be unable to do a duty before the rostered day, then you are required to arrange your own swap with another Guide. Email the swap details to the Rosters Team, and either record the swap in the Sign-in diary yourself, or call the VIC to have it recorded in the Sign-in diary.

21. When you receive the monthly roster by email, record the details of your rostered duty in your diary as soon as possible, double check you have recorded the details correctly including: VIC or walk, time, day and date, so you do not miss a duty. You will receive an email two days before your duty reminding you of the duty, time, day and date.

Attending another Guide's walk

22. Attending other Guide's walks is a great way to improve your knowledge and style of guiding. If you would like to attend another Guide's walk, then you will need to arrange it with that Guide - or two Guides - at least a week or so beforehand, by phone or email. Do not just turn up on the day and expect to be included.

23. If you are on another Guide's walk, you must not wear your uniform; wear casual clothes that do not identify you as a Guide. Introduce yourself to the Guide on duty discretely, as a Perth local to other visitors and walk at the back of the group as a quiet observer. It is appropriate to be friendly but your role is to learn; do not engage with visitors as a Guide, and refrain from speaking to the Guide during the walk. If you have questions, then ask the Guide when the walk has been completed – away from visitors.

Other VIC information

24. Security alarm: this is armed automatically between 5.00pm and 8.00am.

25. Duress alarm: this is located centrally, under the counter. It is tested regularly.

26. VIC keys: on days when Aspects is closed, the PMOs will unlock and lock the VIC. The smaller key on the ring is for both tall cupboard 1, and the services cupboard on the outside of the counter.

27. Cardboard boxes: empty boxes should be flattened and put in the large recycling crate behind the kiosk gates; they should not go into the general rubbish bins.

28. Mobile phone/device charging for visitors: this is permitted in the VIC for visitors at the discretion of Guides on duty. Visitors must provide their own charger and cable and remain with their device while it is charging.

Answering the telephone

29. Always have a pen and note pad handy by the telephone.

30. Pick up receiver, wait for the music to stop, then greet the caller:

“Good morning/afternoon, Kings Park Visitors Information Centre, name speaking”.

Speak slowly, and take notes as required, and check details before you hang up. Be sure to record this on the daily statistics page.

Guides’ library

31. The Guides’ library is a useful resource while on duty and you may also borrow books to take home. Books may be borrowed for one month.

32. A current list of books is on the VIC computer desktop and a print copy is available with the collection. The list is divided into reference, botany and history. Reference books are not for loan, but botany and history books can be borrowed.

33. Botany books are identified by B and a numeral on the spine. History books are identified by H and a numeral on the spine.

34. When borrowing a book, record details in the borrowing register. A Guide in the VIC needs to check the details of the book you are borrowing and countersign your loan.

35. When returning a book, a Guide in the VIC needs to acknowledge by signing the return in the borrowing register.

Lost property, wheel chair use and more

36. There are also procedures for lost property, recording adverse visitor comments and borrowing the wheel chair, so when there is some spare time, ask your mentor Guide to show you and explain how these are managed.

37. The blue file on the side counter also contains useful information with accompanying photos.

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