Discover the secrets of the Snowy Mountains and Kosciuszko

Snowy Region Visitor Centre - Jindabyne
Discover the Snowy Valleys and Riverina

Explore Pioneering Heritage
Experience Nature’s Landscapes
Relax by a Mountain Stream
Experience the Man from Snowy River Country and the Mighty Snowy Hydro Electric Scheme
Services offered at our Visitor Centres

- Local, regional and state destination information.
- Digital Services.
- Retail merchandise – with a focus on local producers.
- Local people with local knowledge.
- Cultural, heritage, environmental and art exhibitions.
- Visitor experience and safety information.
Visitor Centre Partnerships: The Benefits for Local Government and Partner Organisations

**Financial and operational**

- Cross organisation operational excellence
- Shared operational costs
- Reduced contributions required by each organisation
- Commercial revenue generation

Image: Ollie Khedun
Visitor Centre Partnerships: The Benefits for Local Government and Partner Organisations

Visitor Servicing

Cross organisational customer service → High quality customer service outcomes

Opportunities for proactive community partnerships → Increased staff expertise

Image: Destination NSW
How Do Our Joint Visitor Centre Partnerships Work?

**Tumut Region Visitor Centre**
- Partnership with Snowy Valleys Council
- Each organisation contributes 50% of operational costs
- NPWS staff, supported by volunteers

**Snowy Region Visitor Centre**
- Partnership with Snowy Monaro Regional Council
- NPWS staff

**Khancoban Visitor Centre**
- Partnership with Snowy Hydro Limited
- Each organisation contributes 50% of operational costs
- Staff from each organisation

NSW National Parks and Wildlife Service provide overall management of operations for our visitor centre partnerships.
Challenges?
<table>
<thead>
<tr>
<th>Service</th>
<th>Interactions P/A</th>
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<tbody>
<tr>
<td>Face to face visitors</td>
<td>245,000</td>
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<tr>
<td>Telephone customers</td>
<td>125,000</td>
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<tr>
<td>Email customers</td>
<td>85,000</td>
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<tr>
<td><strong>Total direct customer</strong></td>
<td><strong>455,000</strong></td>
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*Image: Don Fuchs – Destination NSW*