

**YOUR GUIDE TO**

# LIVING & WORKING AT AYERS ROCK RESORT

**JUST  
WOW.** | **ULURU  
AYERS ROCK  
RESORT**



# ACKNOWLEDGEMENT TO COUNTRY

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.





# OUR COMPANY

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

Voyages is Australia's most respected & successful Indigenous tourism company & 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 & tourism facilities at Mossman Gorge in Tropical North Queensland. We are privileged to operate in some of Australia's most sensitive ecosystems & 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 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.





# OUR VALUES

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



# AYERS ROCK RESORT

Ayers Rock Resort is located in Yulara, Northern Territory, approximately 450km from Alice Springs and lies at the gateway to the World-Heritage listed Uluru – Kata Tjuta National Park.

The Resort comprises of six accommodation options, from the award winning luxury hotel, Sails in the Desert, the family-friendly Emu Walk apartments to outback camping. The resort operates more than 100 unique activities, tours, and experiences including complimentary Indigenous activities as well as a host of restaurants and dining experiences celebrating local Indigenous ingredients.

As one of the largest resorts in the Southern Hemisphere, Ayers Rock Resort operates complimentary shuttle services for both guests and staff, as well as a host of amenities including a supermarket, bank, post office, hair and beauty salon, spa, and petrol station.

Servicing over 300k guests a year, our team of 1,000+ friendly and hardworking staff deliver immersive holidays that leave guests feeling...Just WOW!





# LIVING & WORKING AT AYERS ROCK RESORT

When you become part of the Ayers Rock Resort team, you have the World Heritage-Listed Uluru and Kata Tjuta National Park at your doorstep - along with all the incredible facilities and features the Resort has to offer. There aren't many jobs where - on your days off - you can walk the base of the Uluru, explore Kings Canyon, and learn about one of the World's oldest living cultures. Don't forget you'll be working with a supportive team from a variety of cultures and backgrounds, where you can make some life-long friendships.

## Weather

The temperature at Ayers Rock Resort in summer is on average a bit higher than in Alice Springs. 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 Daily	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



# ARRIVING AT AYERS ROCK RESORT, YULARA

## Getting Here

For a resort that's 450km away from the closest town, getting to Ayers Rock Resort is surprisingly easy. Frequent air service from Australia's Melbourne, Sydney, and Brisbane airports to Connellan Airport, is the quickest way in, and make sure you book a window seat. We promise, your first glimpse of those reddy-reds of the desert landscape make up for losing a little extra aisle space.

You can drive – it'll take a little longer, sure, but those views are well worth it.

## Approximate drive times:

From	KMs	Hours drive
Alice Springs	460	4.5
Kings Canyon	310	3
Adelaide	1,800	18 to 22
Sydney	2,900	28 to 32
Melbourne	1,935	20 to 22

## Arriving at the resort

When you arrive you'll be welcomed by a People & Culture or workplace representative who will help you settle into your accommodation. It is best to arrive at least 1-2 days before your first working day, so ensure your flights are booked to arrive by the day before and if you are driving, please ensure you arrive by noon.

## Your first days

You will spend your first day settling into your new home, exploring, and ensuring all your -employment preparation is complete.

Arrival Day	
Airport Pick Ups	You will be collected from the Airport by a member of our team.
Housing Office	You will be taken to the Housing office and issued with keys, a resident's card and a Welcome Pack.

## Orientation

You will take part in our Orientation Day which includes Resort and Departmental Inductions, which gives you an overview of the company and policies (including customer service and personal grooming standards, rules and regulations, workplace health and safety), our values, and all the benefits of being part of our team.

Orientation also includes an Anangu guided tour around Uluru and a cultural dot painting workshop.

Depending on your position, you may also participate in further training programs before starting work in your workplace. These details will be provided to you upon your arrival.





# YULARA LIVING

## Things to 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 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 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! Just remain as still as a statue.

**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!**





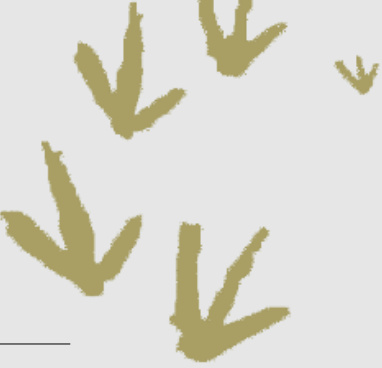
# FACILITIES & SERVICES



Medical Centre, Fire Department and Police Station	<p>If you have an emergency it is advised that you call 000 immediately.</p> <p>For non-emergency matters please call:</p> <ul style="list-style-type: none"><li>• Yulara Police Station on +61 8 8956 2166,</li><li>• Yulara Fire Brigade on +61 8 8956 2061,</li><li>• Yulara Medical Centre on +61 8 8956 2286.</li></ul> <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 Security +61 417805137.</p> <p>Connected to our police station here in Yulara is our Motor Vehicle Registry, the MVR is open Monday to Friday.</p>
	Volunteer
	Emergency Services: ask at the Police Station. Paramedics: ask at the Medical Centre. Fire Department: ask at the Fire Station
	Security Services
Post Office	<p>Yulara has its own security team running 24 hours a day, 365 days a year. The team prides itself on providing a safe and secure town for all residents. they assist in a range of issues, from general patrols of the resort to assist in disaster response. No matter how big or small the issue, our friendly team is always here to help.</p> <p>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>
	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. 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>



# FACILITIES & SERVICES



Service Station	Shell Service Station is located in the Resort where you are able to purchase fuel, takeaway food and convenience shop items.
Post Office	Australia Post Office is located in Town Square. The Post Office also acts as an agent for the Commonwealth Bank.
Supermarket (IGA)	For all groceries and general hardware, located in the Town Square.
Takeaway Food	Available from, Outback Hotel, Shell Service Station, Geckos, Ayers Wok and Res Club.
Tourist Information Centre	The tourist Information centre showcases all of the tours and activities available around the resort from both Voyages and Business Partners. Here staff can utilise the applicable discounts and book tours, scenic flights and hire cars.
Shuttle Bus	A free shuttle bus is available for staff to get around the Resort. The shuttle bus operates from 10:30am – 12:30am daily.
Staff Outlets	Exclusively for the use of residents of include: Recreation Centre (including gymnasium and sporting facilities), community swimming pool, Residents Club (including bottle shop, counter meals, 2 bars, pool table).Staff must accompany visitors at all times.
Sport and Recreation Facilities	All aerobics, team sports (including netball, volleyball, indoor soccer and basketball) and use of the gymnasium and 25 metre swimming pool (seasonal). Gym includes: weights, cardio, personal trainers and an indoor multi-purpose court.
Yulara Oval	Fantastic sporting oval that is used for football, cricket, social functions and can be used at your own leisure.
Residents Club	The Residents' Club is where staff are able to relax and offers great meals each night, pool table, beer garden, visiting bands, weekly dark and pool competitions, regular karaoke and Bingo nights and more.
Bookroom	The bookroom is located in the area upstairs area within the Recreation centre. It is a space also doubles up as a stretching area.
Wi-Fi and Internet Access	Yulara has access to both Optus and Telstra networks, some staff members opt into a Mobile hotspot plan for WIFI use at home. Alternatively some housing accommodations also have the opportunity to organise and install Telstra ADSL, Starlink and Satellite Muster NBN such as Sky Mesh.
Yulara Buy Swap & Sell Facebook Page	There is a Facebook group that is dedicated to buying second-hand items or selling those unwanted goods! You will be added to this once you are employed with us.
Bookroom	The bookroom is located in the area upstairs area within the Recreation centre. It is a space also doubles up as a stretching area.



# ANY OTHER QUESTIONS?

For more information about Voyages and our properties including Ayers Rock Resort, please explore our websites:

[www.voyages.com.au](http://www.voyages.com.au)

[www.ayersrockresort.com.au](http://www.ayersrockresort.com.au)

If you do have any more questions, please contact the Talent Acquisition Team, we are more than happy to answer them for you. Our email address is [talent@voyages.com.au](mailto:talent@voyages.com.au)

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