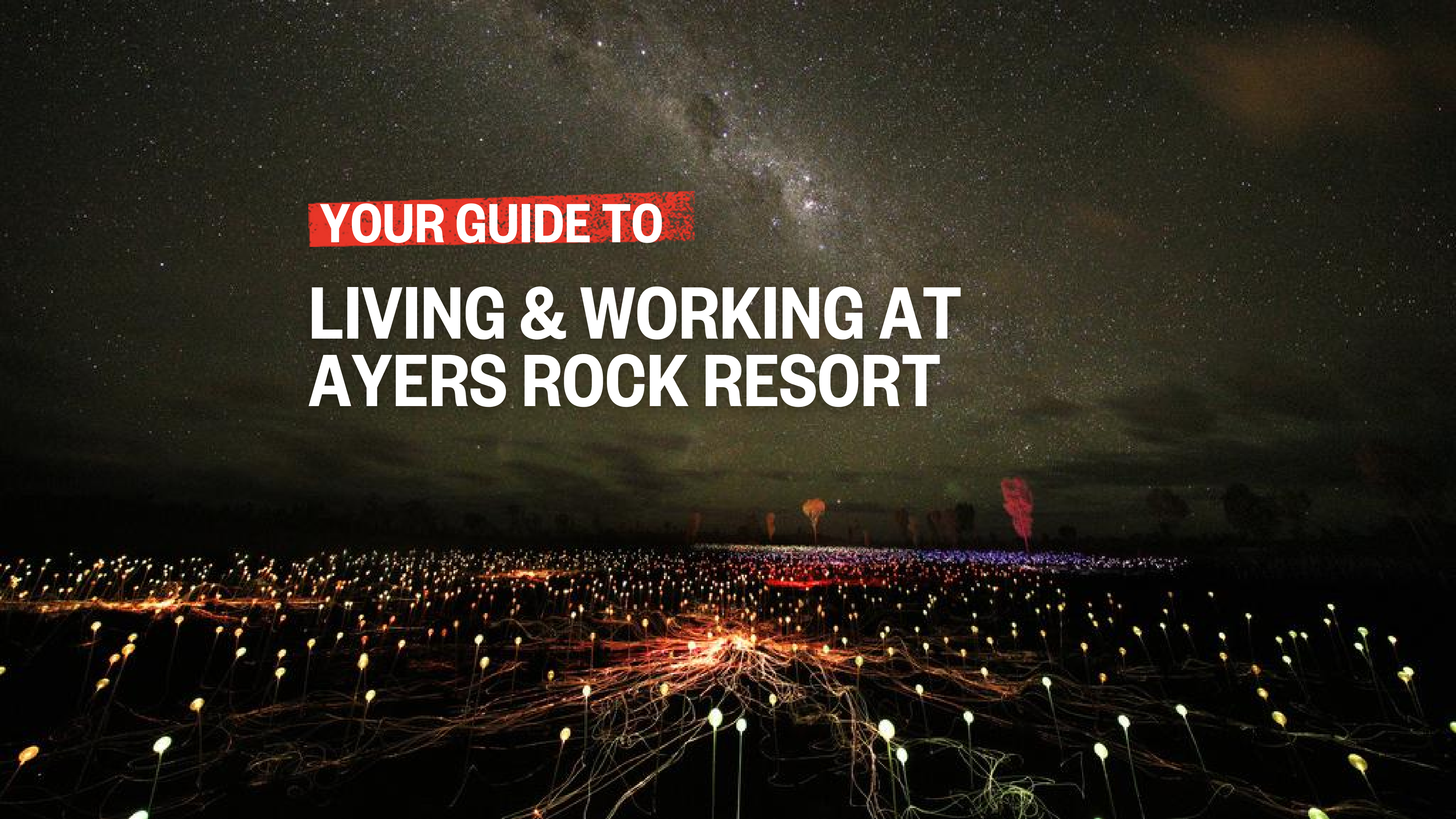




YOUR GUIDE TO

LIVING & WORKING AT AYERS ROCK RESORT

ACKNOWLEDGEMENT TO COUNTRY

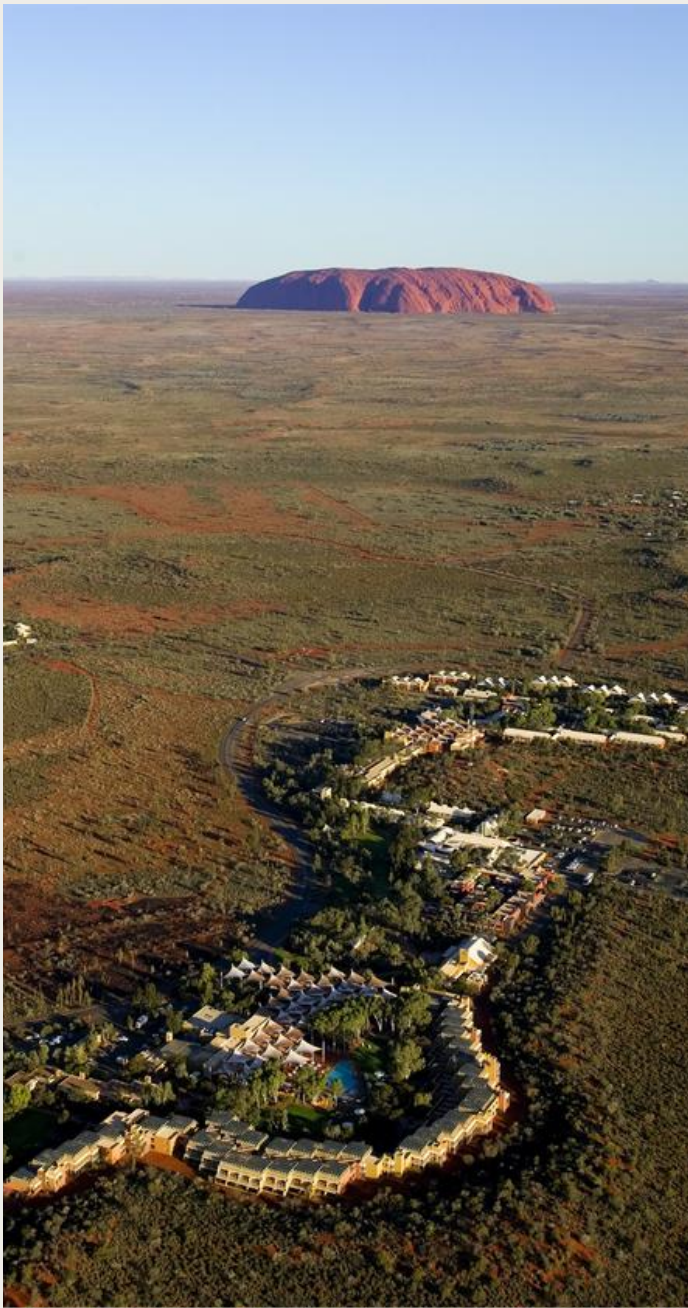
Voyages acknowledges it operates on the traditional lands of a number of Aboriginal groups and pays respects to Elders past, present and emerging.

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.



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OUR COMPANY

Voyages is part of the Journey Beyond family of brands - Australia's leading experiential tourism group. Voyages, through a connection with Country and community, operates sustainable tourism businesses, where guests experience the diversity of Indigenous cultures.

Voyages is privileged to operate in some of Australia's most sensitive ecosystems and culturally significant locations and have built their reputation on a philosophy of supporting the local communities and protecting and enhancing the culture and environment at each site. It is committed to behaving ethically and operating in a sustainable manner that continues to strengthen economic, societal and environmental values.

As a recognised leader in employment and training of Aboriginal and Torres Strait Islanders, Voyages supports the development of hospitality and tourism specialists within its operations, while supporting the development of local Indigenous businesses.

Voyages is dedicated to building and sustaining an Indigenous workforce through attracting the right talent, aiding secure employment, promoting career advancement and fostering empowerment.



OUR CORE VALUES



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.



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.



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

Situated on Anangu Country in Yulara, Northern Territory, Ayers Rock Resort is the perfect base for visiting the stunning Uluru – Kata Tjuta National Park, providing an unforgettable experience in the heart of Australia. With six accommodation options, such as the luxury hotel Sails in the Desert, family-friendly Emu Walk apartments, and outback camping, there's a comfortable place for everyone to stay. The resort offers a variety of dining and entertainment options, guided tours, cultural experiences, and outdoor activities, all of which showcase the area's natural beauty.

Working with us is more than just a job, it's an adventure! Imagine getting paid to live and work in a picturesque desert town with a thriving community. With a range of jobs and environments available, from hospitality to tourism, retail to maintenance, there's something for everyone! With our casual multi-hire opportunities, you have the chance to earn extra money and develop skills in different departments. And when it comes to on-shift meals, we've got you covered. Plus, with learning and training programs available, you can upskill and develop your career while living in one of the most beautiful places on Earth.

LIVING & WORKING AT AYERS ROCK RESORT

Our Resort is surrounded by the world-renowned Uluru-Kata Tjuta National Park, home to impressive landmarks such as Uluru and Kata Tjuta. During your downtime, there are endless activities to enjoy in the region. Take a hike through the rugged terrain and appreciate the natural beauty, marvel at the Field of Light art installation, or venture out to Kings Canyon for the day.

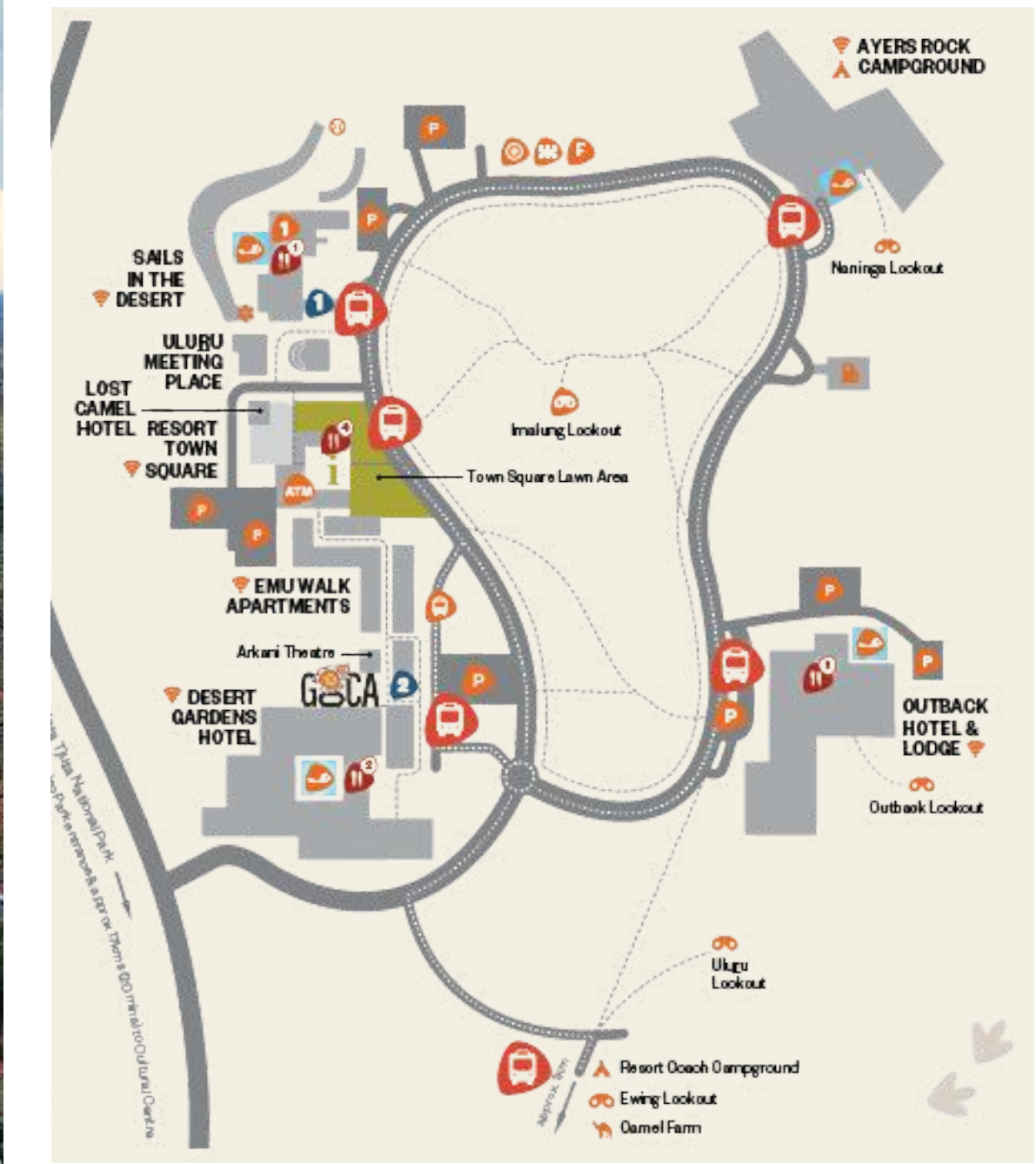
If you are interested in local culture, we offer a range of free activities, including dot painting a didgeridoo workshop, as well as language classes to learn Pitjantjatjara, the local language of the Anangu.

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
Daily Avg	37.5	35.8	33.5	28.8	23.4	20.2	20.3	22.6	26.4	31.5	34.1	36.8
Night Avg	21.2	20.5	17.4	12.6	7.9	5.1	3.4	5.5	9.1	13.5	17.2	19.8





LIVING AT AYERS ROCK RESORT



RESIDENTIAL ACCOMMODATION

Rental accommodation in Yulara (the residential community) is owned and supplied by Voyages. There are various styles of housing in Yulara which is allocated is based on your contracted job position.

If for some reason your entitled housing is not available on arrival, you will be placed in temporary housing until the correct housing is assigned.

RENT & BOND

As indicated above there are various styles of housing in Yulara, rent and bonds vary accordingly to the style and size of the accommodation.

Your rent will be deducted in each fortnights pay. Your first rent will not be deducted until you have received your first full working fortnight.

A bond of 4 weeks rent is required, (which can be paid up front) or paid over your first 4 full pay cycles until paid in full.*

***This means you will not receive your full pay until after the 4 deductions are complete (8 weeks)**

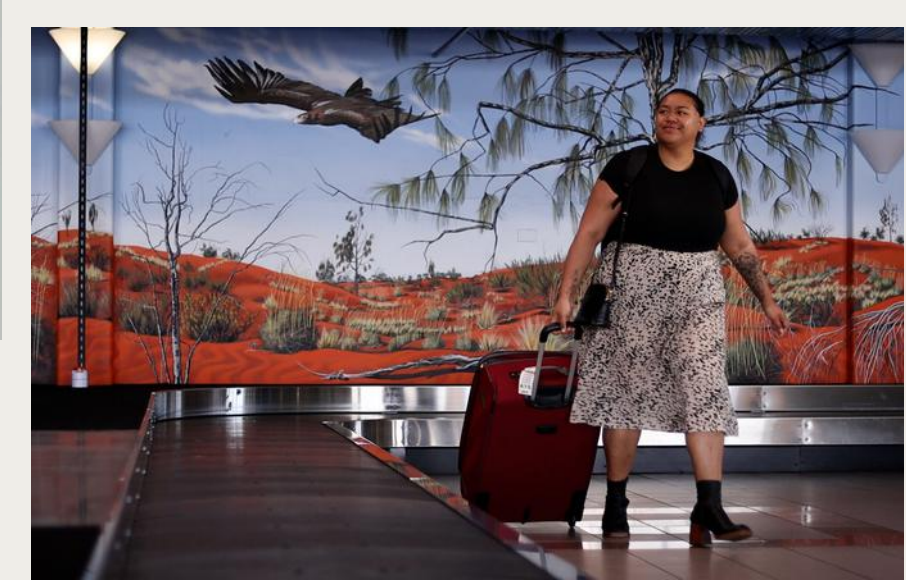


GETTING TO AYERS ROCK RESORT

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 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.

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, issued with keys, a Resident’s card & Welcome Pack.



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

APPROXIMATE DRIVING 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 AYERS ROCK RESORT

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

YOUR FIRST DAYS

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

ORIENTATION

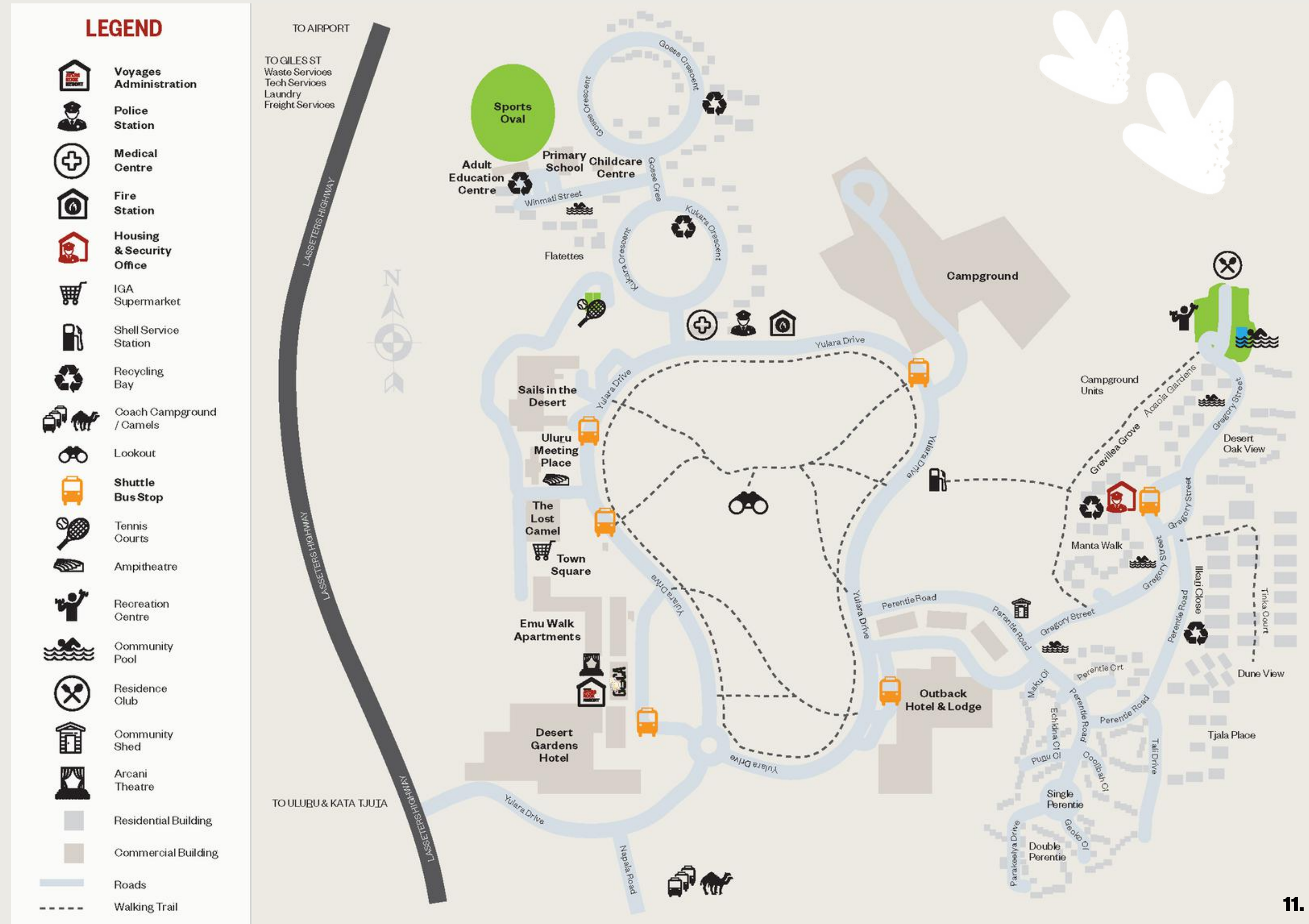
On your first day you will take part in our Orientation Day which includes Resort and Departmental Inductions, giving you an overview of the company and policies, our values, and the benefits of being part of our team. Orientation also includes a guided tour around Uluru.



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.

Watch this [video](#) of the onboarding experience!

NAVIGATING AYERS ROCK RESORT





YULARA LIVING

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 centre, a pharmacy, entertainment and cinema

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.

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



WHAT TO PACK

THE ESSENTIALS

- Linen Essentials – Bed sheets, pillows, blanket or quilt, bath towels ect.
- Work appropriate pants & shoes refer to the guide [here](#)
- Approximately \$500 to last you 2 weeks (until your first pay)
- Special pharmacy items, including medications if required (minimum 6 months supply)
- Your housing does not come with appliances & cooking utensils– you will need to bring any cooking utensils (such as plates, pans, cutlery) or household appliances you like to use (e.g. kettle, toaster).

PERSONAL ITEMS TO MAKE YOU COMFORTABLE

- Mobile phone and charger
- Comfortable shoes & clothing for different weather conditions
- Electronics e.g. laptop, ipad, portable games, TV
- Recreational items e.g. tennis racquet, football, games
- Personal effects (photos, pictures etc.)
- Any other items to make your relocation comfortable

If you don't have everything or don't want to use up suitcase space remember:

- We have a post office! So you can do some online shopping and have it delivered.
- The Housing Services Office has a selection of household items available for purchase (subject to stock) Click [here](#) for pricing list.
- Join the Yulara Buy, Swap & Sell Facebook Group. Many people list items on this page, you may be able to pick up just what you were looking for! Click [here](#) to connect.



It is recommended 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.

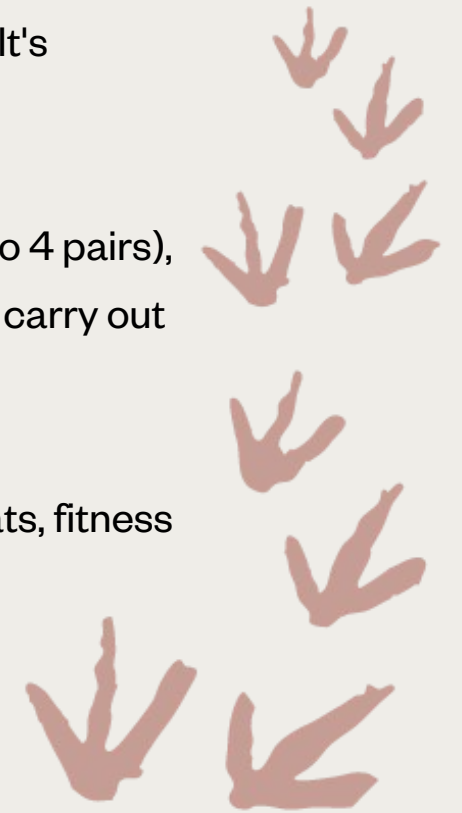


UNIFORM REQUIREMENTS

Our presentation is the first impression guests have of us, reflecting our identity as a company. It's essential that we take pride in our uniforms for every service we offer.

Most departments provide shirts; however, you are responsible for bringing your own pants (3 to 4 pairs), which should be clean and free of rips or damage, and shoes (2 pairs) which are comfortable to carry out your shift, according to your job requirements.

Please be aware that clothing not specified as part of your uniform including sneakers, ballet flats, fitness tights, cropped pants, and tight-fitting shorts are not permitted to be worn.



Click above
to view
requirements for
your department

EMPLOYEE FACILITIES



RECREATION CENTRE

All aerobics, team sports and use of the gymnasium and swimming pool (seasonal). Gym includes: weights, cardio, personal trainers and indoor multi-purpose court.



RESIDENTS CLUB

The Residents' Club is where employees are able to relax and offers great meals, pool table, beer garden, weekly dart and pool competitions, karaoke and Bingo nights and more.



TAKEAWAY FOOD

Takeaway food options are available around the resort from, Outback Hotel, Shell Service Station, Geckos Cafe, Ayers Wok and the Residents Club.

OUTLETS



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.



SHELL SERVICE STATION

Shell Service Station is located in the Resort where you are able to purchase fuel, takeaway food and a variety of convenience shop items.



PLEASE NOTE: USE OF THE RECREATION CENTRE REQUIRES YOU TO HOLD A MEMBERSHIP WHICH COSTS \$10 PER WEEK

SERVICES



SHUTTLE BUS

A free shuttle bus is available for employees (and guests) to move around the Resort. The shuttle bus operates every day from 10:30am – 12:30am.



TOURIST INFORMATION CENTRE

Showcases the tours and activities available around the resort from Voyages and Business Partners. Here employees can utilise the applicable discounts and book tours, scenic flights & hire cars.



SNAKE CATCHER

Being in the Red Centre it's 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.



PRIMARY SCHOOL & CHILD CARE

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 to bring the whole family to Yulara.



SECURITY SERVICES

Yulara has a dedicated security team available 24/7, ensuring a safe environment for residents. They handle various issues, including general patrols and disaster response assistance.



POLICE & FIRE STATIONS

We are a small town but have Police & Fire Stations to keep the town safe, there are also volunteer opportunities. At the police station is the Motor Vehicle Registry.



WELLBEING TEAM

The team offers resort-based and visiting services, including confidential counselling to help you discuss issues and reflect on new ways of looking at and responding to them.



HOUSING OFFICE

Open Monday to Friday, the team at the housing office will assist you when you first arrive and are available to discuss housing related issues.



MEDICAL CENTRE

The Yulara Clinic operates Monday to Friday and offers a variety of services daily and throughout the year.

EMPLOYEE BENEFITS



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. You will also be issued an Accor ALL Heartist, allowing you benefits at Accor Hotels hotels worldwide.
Multi Hire	Staff have the opportunity to earn extra money working in other departments (conditions apply).
Restaurant and Retail Discounts	As a team member 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 and restaurants.
Park Entry	Residents of Ayers Rock Resort will receive six months free entry, Staff will have the opportunity to renew their pass at the entry gate. To complete the renewal please provide your residents’ card.
Relocation Assistance	You are entitled to claim up to \$700 of your relocation costs. Make sure to keep all of your receipts as upon Induction, you must provide valid tax receipts through Concur for your reimbursement. Should your employment cease within 6 months of commencing with us, you will be required to repay this amount.
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 (TIC) 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 TIC. Residents’ cards must be presented to obtain the discount.
Training and Development	Voyages are committed to ongoing training and development. We conduct regular training programs through our Learning & Development Department.
Staff Meals	Staff meals are provided whilst on duty (conditions apply).
Business Partner Discounts	Throughout the year residents of Yulara have access to discounts with many of our business partners for you to enjoy.



IMPORTANT CHANGES YOU NEED TO MAKE

Medicare &
Redirecting
Your Mail

You will need to update your home address registered with Medicare before or upon your arrival at the Resort to the new accommodation address provided by the housing team.

For further information on how to update your Medicare address and personal details please visit www.humanservices.gov.au

Motor Vehicle
Registration

You need to consider the regulations governing the registration 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 to the transfer of registrations and licences can be obtained from the Yulara Police (08 8956 2568).

ANY OTHER QUESTIONS?

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

www.voyages.com.au

www.ayersrockresort.com.au

Learn more about our community by viewing our community website [by clicking here](#)

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

