



Council of Australian Secondary Tourism Teachers SA Chapter

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A vital initiative for Tourism and Hospitality teachers linking teachers with each other, with tertiary and government bodies, and with tourism and hospitality industry representatives

NEWSLETTER

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President's Column

Welcome to the first issue of the CASTT- SA Chapter Newsletter for 2009. This year CASTT has offered a range of professional development activities that provided current relevant industry information to attendees who are teaching, learning or working in the areas of Tourism and Hospitality.

The CASTT conferences, seminars, workshops and training days are designed to enable growth of links through networking amongst a wide representation from tertiary bodies, government bodies, private-providers of post school training and Tourism and Hospitality industry representatives. We encourage you to join in these activities and share news of these with others in your workplace. Many of the activities may also interest teachers of Vocational Education, Career Education and Society and Environment. All are welcome to join in.

This year's **Conference Day –AGM** was held on Saturday February 14th at the Majestic Roof Garden Hotel, Frome Rd, Adelaide and featured a delicious TASTING SA: Bushtucker Breakfast. Information and issues related to the theme: Sustainable Practices in Tourism and Hospitality was discussed very effectively by guest presenters throughout the day. Special thanks to the presenters: Mr David Crinney *GM Destinations SA*, Mr Duncan McKenzie, Chairman of Eco-tourism Australia and Mr Jason Wright, Food and Beverage Manager of *Lane Vineyard*, Belinda Redman of *Adelaide Zoo*, Karen Seller, Hospitality Manager of *Banrock Station*, Tony Smith, Owner / Operator of *Rawnsley Park* and Ulli Spranz of *Paris Creek*. Thank you to our sponsors and supporters: *SATISFAC Teachers Credit Union*, *Woodridges* (formerly Kelly Farm) *Darrel Lea Chocolates*, *Beach Organics*, *Chelsea Cinemas*, *South Australian Tourism Commission*, *Eco-Tourism Australia*, Lane Vineyard Winery, Adelaide / Monarto Zoo, Banrock Station, Rawnsley Park Station, *BD Farms*, *Paris Creek*. Feedback from delegates was constructive and positive. CASTT Executive were pleased that the 50 delegates enjoyed and gained benefit from the day's activities. To Irene Forrest of St Columba College who joined the CASTT Executive Committee in 2009, welcome.

At the Education Development Centre, on March 20th, 181 Stage 2 Tourism students and 17 teachers attended the **Student Conference Day: The Big Green Day In**. Our special thanks to presenters on this day: including Anna Stefopoulos, St Peter's Collegiate Girls College, Flora Botting, Hamilton College, Jenny Davies of the University of SA, Graham Harness, Underdale High School, Professor Jane James and Chris Fanning both of Flinders University Tourism Dept. Student feedback informed that the day provided useful tools and resources to support students as they study Stage 2 Tourism.

Upcoming CASTT events include a **Tourism and Technology May 23rd**. Join Grant Brindall, Media Studies expert teacher at Valley View Secondary School to learn interesting ways to incorporate technology: short video/ film editing as part of your teaching / learning experiences in tourism and hospitality.

The **Backpackers Experience**, **Saturday May 30th** offers a chance to experience a day as a backpacker in Adelaide. Hear from Industry speakers and visit several backpacker accommodations in Adelaide. Check the CASTT website for registration forms.

Susan Melhuish CASTT President.

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Responsible Travel and Travel Companies

Responsible Travel and Travel Companies

My Christmas holidays were spent in Vietnam and Cambodia. Prior to booking the trip I obviously spent some time researching destinations, travel dates, seasonal climate details for the selected locations and ground travel options. I also spent a little time researching travel companies. TRAVEL INDOCHINA promotes itself as responsible and was chosen to co-ordinate all the details of my hopefully responsible holiday..

Travel IndoChina's responsible travel policy with reference to making a difference was attractive and wherever possible I discussed this policy and its outcomes with local workers.

(Check

http://www.travelindochina.com.au/export/sites/travelindochina/downloads/Our_Responsible_Travel_Policy.pdf for details)

These conversations revealed a genuine attempt by this company to train, treat and remunerate staff responsibly. I discussed employment conditions and opportunities with all of the guides and drivers assigned to me. Each of whom indicated that the Travel Indochina's employment policy with permanency, sick leave and retirement benefits was the best in the region. Their monthly or bi-monthly conferences kept all employees up to date and dealt with any emerging issues.

During our travels at each destination, we (myself and one other teacher) were greeted by both a local guide and driver with an introductory letter from IndoChina outlining the itinerary, guide's name and mobile contact as well as information relevant to responsible behaviour and personal safety. Upon leaving each destination we completed a detailed survey in relation to all aspects of the guide's and driver's skills, ability and local knowledge as well as various aspects of the accommodation provided. These were returned in sealed envelopes. If filling in a survey is not your thing then the sealed envelope with a notation on it to this effect needed to be returned. All of the guides informed us that these surveys were used for reviews, training and improving aspects of



Handicapped children copying paintings for sale to tourists

service. I could not fault any aspect of their tailor made travel arrangements for us. Although their opinions on why the trees in parks and along the sides of the road had been whitewashed with lime varied from deterring ants (possibly the most likely), showing where the side of the road was to making the park more interesting, all factual historical and cultural information was accurate and well explained.

Very definitely our visits did not coincide with any of the mass tourism excursions by the Japanese (who were extremely interested in posing for photographs both individually and in a large groups at key locations and entrances to tourist sites) or the Korean groups (who were accompanied by guides with megaphones whose volumes must have been well off the top of any known decibel scale). Only on the way to Halong Bay did we have to stop at an "organized shopping site." This being mandated by the government for all visitors travelling to Halong Bay.. The site was the home for children suffering from the on-going affects of agent orange. These children are employed



Halong Bay House boats and

in weaving, painting, sculpture and pottery manufacture as well as refreshment provision. The dormitories covered a very small area of the site while the retail sections was very extensive. For many tourists this may well have been their first introduction to Vietnamese handicrafts or indeed their only stopover as they travelled for overnight stays on Halong Bay. The prices here were more than double those in other outlets which were also supplied from the centre and it was difficult to ascertain who made the profits from the centre as the guides told us there more millionaires in North Vietnam than the central and southern Vietnam and most of these were associated with the higher levels of government and contract provision.

It was interesting to hear the different interpretations of the history of the American War (North Vietnam guides) Civil War (Central Vietnam guides) and Vietnam War (Southern /Mekong area guides). Several of the guides indicated (when I asked if they had different information for different nationalities) that they had to be careful in information conveyed to American nationals. I also asked if there were other problems they had to deal with. Surprisingly the problems were with individually designed small tours groups from other Asian areas who expected the guides to be available 24/7 and escort them to venues supplying alcohol or “female companions,” or expecting them to totally change a pre- arranged itinerary and associated transport and visitation times. The lack of punctuality by one specific nationality was also a major problem regularly throwing pre- arranged bookings at locations into some disarray.

For me the oral histories of survival during the Pol Pot regime re-awakened the horror of that era. One guide Dalling (photographed on page 3 purchasing a delicious snack for his daughter) indicating that his father, a former University Professor only survived by pretending to be insane. All other family members (medical doctors) disappeared under the regime. Our guide’s wife had been only 6 months old at the time Pol Pot evacuated Pnong Phen and was somehow kept alive by her 12 year old sister during the following three years. Her meeting with her husband (our guide) was somewhat surreal. Looking for her family she contacted his mobile with no luck in locating a family member. Several weeks later the guide reviewed the calls received during the previous two weeks and decided to call her. The phone contact continued for two years until he invited her to visit his family and invited her to join the family as his wife. One of the other guides was 10 years old when forced by the Khmer Rouge to flee to the country and carry out the commands of soldiers in clearing forest and planting destroyed rice crop areas

; Liz.Aziz Valley View<

Interested in making Rice Paper Rolls (quick and easy for time challenged teachers)



Ingredients

- 1 small cucumber, peeled and julienned
 - 1 small carrot, peel and julienned
 - 1/4 cup mint leaf
 - 40 g bean sprouts
 - 1 bunch chives, cut in 9 cm le
- rice paper sheet (you can include other salad vegetables and cooked prawns or even julienned lotus root or banana flower if your wish)

DIPPING SAUCE INGREDIENTS

- 3 tablespoons freshly squeezed lime juice
- 3 tablespoons Thai fish sauce (you don't need to use this if your don't wish to)
- 1 clove garlic, crushed
- 2 small red chillies, finely sliced
- 1 tablespoon brown sugar or palm sugar

Directions

1. Soften rice paper sheets by soaking in warm water. (Our instructor actually left these between banana leaves to soften)
2. When soft and pliable, remove and place on a clean cotton cloth.
3. Lay a small amount of the filling along the centre top of the rice paper.
4. Fold one side in towards the centre, then fold the bottom up towards the top.
5. Roll the wrap over towards the remaining side to make a neat roll.
6. Repeat the process until the rice paper and filling are used up.
7. Combine all dipping sauce ingredients into a bowl.

Edible rice paper is made from white rice flour, tapioca flour, salt, and water. The tapioca powder makes the rice paper glutinous and smooth. It is usually sold dried in thin, crisp, translucent round sheets that are wrapped in cellophane. The sheets are dipped briefly in hot water to soften them, then wrapped around savory or sweet ingredients.



But did you know that all rice paper is not made from rice?

It is actually the pith of a small tree, *Tetrapanax papyrifer*, the rice paper plant which grows in swampy areas. It is grown both as an ornamental plant and also to produce the rice paper. The cylindrical core of pith is rolled on a hard flat surface into thin sheets of a fine textured sheets. It is often dyed in various colors for the preparation of artificial flowers, while the white sheets are employed for watercolor drawings. Due to its texture this paper is not suited for writing.

While spring rolls are yummy how would you feel about a snack of tarantulas ?

Those crispy-fried tarantulas with hollow legs are the delicacy of Skoun Cambodia freshly roasted – and covered in sugar, monosodium glutamate, and Knorr ready-mix sauce.



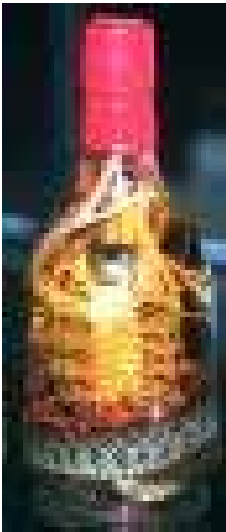
If tarantulas are not really your thing what about a quick bite of grilled crickets?



These tasty morsels are sold alongside of the tarantulas in Skoun. Gram for gram these are nutritionally better than beef. Crickets contained more than 1,550 milligrams of iron, 25 milligrams of zinc and 340 milligrams of calcium per 100 grams of dry tissue just three crickets would provide an individual's daily iron requirement. (Liz Aziz Valley View)

Have your students actually checked out what can and can not be brought into Australia?

Below are some of the items that the returning young Australian male in the queue in front of me decided might make great gifts. Unfortunately the whole queue was held up when these undeclared items were discovered in his baggage.



Banana flavoured scorpion



Centipede whisky



Cobra whisky

Who gains from World Heritage Site Tourism?

In Cambodia for example the government has given a private company tycoon Sok Kong's, Sokimex a 10 year concession on revenue from Angkor Wat's ticket sales. Given that a 3 day pass costs \$40U.S, which must be paid in U.S. currency, (with the visitor's photo attached and checked at all sites) and that the government expects up to 3 million visitors annually at the site, this involves a substantial amount of money. 50% of the first \$3,000,000 revenue is retained by Sokimex and 50% by ASPARA (Authority for Protection and Management of Siem Rep). Thereafter 17% goes to Sokimex, 15% to maintenance and the remainder to ASPARA (Authority for Protection and Management of Siem Rep) Critics of this monopoly have suggested that the decrease from an anticipated \$60,000,000 income (given the number of incoming tourists) to \$32,000,000 in 2007 and \$30,000,000 in 2008 is indicative of considerable corruption. Sok Kong's Sokimex, which also owns Sokha Hotels have refused to release any financial details.

Angkor Wat, built in the 12th century by King Suryavarman II to serve as his state temple and capital city has survived, this survival is now coming at a price. Built

Issue: Limited river flow information

Background

Whilst there is a reasonable coverage of meteorological stations across the overall Siem Reap pilot watershed, there is a less satisfactory coverage of stream measuring stations. This makes sound water resources planning very difficult, as it is essential to have detailed information on how much, where and when water is available in what quality. Due to rising demand, long term water planning is urgently needed, making improved network of gauging stations in the three drainage catchments necessary.

In absence of this information, water utilization projects are likely to be poorly designed, limiting the opportunities for local farmers to enhance their livelihoods and creating problems in urban areas. The lack of understanding of hydrological processes further poses a threat to watershed functions.



Stream morphology in Stung Rolus, 05.05.06 (Dr. Simonetta Siligallo) Stream morphology in Stung Siem Reap May 08 (Thim Sang Hun)

Possible Solutions

Surface Water Survey:

- Complete survey stream morphology and water quality in 3 sub-catchments (Stung Siem Reap, Stung Rolus and O' Samraung).
- Identify and set up regular monitoring sites for water level / flow, and quality monitoring in all 3 sub-catchments.
- Establish a database at LIC.

Ground Water Survey:

- Detailed groundwater survey to estimate GW recharge and GW flow, and the potential to use GW for small scale irrigation in dry season.
- Daily measurement in GW wells (done by villagers with support from water resources department) in all 3 sub-catchments.

Australian Tourism Award Winners 2008	
LIST OF WINNERS 2008	
Major Tourist Attractions	Tourist Attractions
WINNER AUSTRALIA ZOO, QLD www.australiazoo.com.au	WINNER PET PORPOISE POOL Coffs Harbour NSW www.petporpoisepool.com
Major Festivals & Events	Festivals & Events
WINNER 2008 Clipsal 500 Adelaide, SA www.clipsal500.com.au	WINNER Fun4Kids Festival, VIC www.fun4kids.com.au
Ecotourism	Heritage & Cultural Tourism
WINNER Montague Island Tours, Narooma, South Coast NSW www.montagueisland.com.au	WINNER Old Melbourne Gaol Crime & Justice Experience, VIC www.oldmelbournegaol.com.au
Indigenous Tourism	Specialised Tourism Services
WINNER Kooljaman at Cape Leveque, WA www.kooljaman.com.au	WINNER APT Group- VIP Touring, NT www.aptouring.com.au
Vistor Information Services	Meetings & Business Tourism
WINNER Augusta Margaret River Tourism Association Inc., WA www.margaretriver.com	WINNER Adelaide Convention Centre, SA www.adelaidecc.com.au
Major Tour &/or Transport	Tour &/or Transport Operators
WINNER Quicksilver Group, QLD www.quicksilvergroup.com.au	WINNER The Discovery Group www.thediscoverygroup.com.au
Adventure Tourism	Tourism Marketing
WINNER The Maria Island Walk www.mariaislandwalk.com.au	WINNER Quicksilver Group, QLD www.quicksilvergroup.com.au
Tourism Education & Training	Tourism Restaurants & Catering Services

WINNER SKYCITY DARWIN, NT www.skycitydarwin.com.au	WINNER Café Pronto, WA www.cafepronto.au.com
Tourism Wineries	Tourist & Caravan Parks
WINNER De Bortoli Winery and Restaurant , VIC www.debortoli.com.au	WINNER Lane Cove River Tourist Park, NSW www.lanecoverivertouristpark.com.au
Backpacker Accommodation	Hosted Accommodation
WINNER Sydney Central YHA, NSW www.yha.com.au	WINNER Crystal Creek Meadows Luxury Cottages & Spa Retreat, NSW www.country-accommodation.com.au
Unique Accommodation	Standard Accommodation
WINNER Faraway Bay, The Bush Camp, WA www.farawaybay.com.au	WINNER Narnu Farm, SA www.narnufarm.com.au
Deluxe Accommodation	Luxury Accommodation
WINNER The Old Woolstore Apartment Hotel, TAS www.oldwoolstore.com.au	WINNER SKYCITY DARWIN, NT www.skycitydarwin.com.au
New Tourism Development	Qantas Award for Sustainable
WINNER Greater Blue Mountains Drive, NSW www.greaterbluemountainsdrive.com.au	WINNER Skyrail Rainforest Cableway QLD www.skyrail.com.au

**Ecotourism conference: 17 – 19 November 2008
“Green Travel, Climate Change and Ecotourism”.**

I was fortunate to attend the Ecotourism Conference in November 08 at the Adelaide Wine Centre. There were approximately 185 delegates, from around the world, who participated.

The two days I attended were very informative and it was exhilarating to be amongst tourism industry workers and finding out more about their line of work and what they hoped to achieve by attending this conference. Speaker PowerPoint Presentations, Papers and Pictures from the Conference are available on the following website www.ecotourism.org.au The day was split into 3 sessions with guest speakers focusing on delivering information specific to Case Studies in various parts of the world, University students who delivered their research papers on Tourism issues investigated and industry experts providing helpful guidelines for sustainability.

Other resources that may be useful to you:

- Linking with Nature, A Trails strategy for South Australia's protected Areas 2008- 2012 Department for Environment and Heritage (www.environment.sa.gov.au)
- Ecovoice: www.ecovoice.com.au (Magazine)
- Carbon Market: www.carbonmarket.com.au
- Brochure: National Landscapes A partnership between conservation and tourism www.tourism.australia.com/ www.environment.gov.au or contact dhowell@tourism.australia.com for the program
- The Green Travel Guide Australia 2009: www.ecotourism.org.au
- Travelling in Australia, Ecotripping Sky's the limit for Nature Based Tourism, Australia's 20 best Experiences (Magazine) Free: email tiam@morrisonmedia.com.au and give reasons why you feel you should be added to their subscription list.
- Diamantis, D. (2004). *Ecotourism*. Thomson Learning, London
- Available via Clickview:
 - Classroom Video (1998) "Ecotourism, what is it?" www.classroomvideo.com.au/
 - (2006) *Four Star Ecotourism, a Case Study of Aquila Eco Lodges* www.vea.com.au
 - (2007) *Tourism, Planning and Development: A case study in Susatinability* www.vea.com.au
 - (2008) *Working in a Large Resort: A case study* www.vea.com.au

Ultimately I discovered that many Tourism businesses were looking for ways to improve their operations by implementing sustainable practises but the only thing preventing them was finance. The Government's future Carbon Emissions paper will also impact on many in the industry. The general feel from many small businesses was they could only do so much but every little bit helped.

Gerry Morvell - Protecting our Natural Assets through Responsible Travel

Glenn Jampol - Why Gamble on Sustainable Tourism?

Graeme Pearman - Will Climate Change ever be Seriously Addressed?

Hoa Thi Le Nhu - Ecotourism and Domestic, Regional and International Tourists - a Cultural Based Approach to a Market Definition

Jasmine Westerman - Sea Change - It's more than a Lifestyle Choice

Jill Brown - Climate Change, the Great Barrier Reef and Marine Tourism

Joane McKnight - Development of UNESCO assisted Geo-parks in Australia

Joanne McLaren - What is Yield Management? How to wholesale your Product

Joost Heymeijer - Emirates Hotels and Resorts - Sustainable Luxury

Jude Franks - How to Brand your Identity and Identifying your Core Markets

Julia Chen - Chinese Wildlife Visitors - Market Profile and Wildlife Tourism Experiences

Julie Carmody - Towards Accreditation: The Wet Tropics World Heritage Area Tour Guide Handbook

Ms Kelly Bricker - Mainstreaming Stability in Tourism and Supporting Certification Programs

Kelly Bricker - Rivers Fiji: Solutions and Challenges to Biodiversity Conservation

Kerri Rusnak - Going Carbon Neutral

Kiam Yoong - The Role of Zoos within Climate Change

Kristie Gray - The new Climate Action Australia Program, ECO Certification, EcoGuide Certification

La Vergne Lehmann - It isn't easy being green - Is Tourism sending the wrong message about Sustainability in Tourism?

Laurie Pritchard - American 'Green' Travellers and Trends

Michelle Gapes - Australia, the Destination

Peter Lloyd - Facilitating Regional Green Travel Opportunities

Phoenix Arrien - Green Accommodation - Beyond the Towel Change Card

Professor Ross Dowling - Geotourism and Geoparks

Ricardo Krauskopf - Sustainable accommodation in a CBD Hotel

Richard Watson - Does the Travel Industry have a Future?

Rik Thwaites, Dale Flynn, Tom Carrie - Perceptions of Climate Change and Adaption Strategies on Kangaroo Island

Ronda Green - Ecological Interactions and Climate Change

Tengku Adlin - The Land below the Wind

Vicki Bonanno - Ecotourism: Value Adding to Marine Protected Areas
