



# Wallerawang Public School Newsletter



77 Barton Avenue  
P.O. Box 21  
Wallerawang 2845  
Ph: 02 63551210  
Fax: 02 63557003

December 3 2015 Term 4 Week 9

## What's On? When?

**Christmas  
Advent Pageant  
Friday 4th Dec**

**Presentation  
Day Tuesday  
8 December  
9:15am**

**SRC Mufti Day  
Friday  
11 December**

**Last day for the  
Uniform Shop  
Monday 7th  
December**

**2016  
School  
commences**

**Years 1-6  
Thursday  
28 January**

**Kindergarten  
Monday  
1 February**

### From the Principal's Desk

Yesterday morning we held an election speeches assembly for students in year 5 choosing to stand for election as school leaders in 2016. 17 children in total presented speeches about their personal education journeys, school participation over the years and what they will offer as a school leader if elected. All students spoke with pride, enthusiasm and confidence.

School staff extend their congratulations to all those that spoke yesterday and congratulate them on the sincerity of their speeches, their commitment to the school and for the support of their peers during the process.

At our final school assembly this morning I was privileged to announce the newly elected leaders for next year. They will be School Captains **Sophie Clark** and **Wade Fraser**, Vice-Captains **Lily Forrest** and **Dayne Houlison**, and Prefects **Tiarna Wright**, **Hannah Lambert**, **Hayden Carter** and **Ethan Fitzpatrick**.



On Tuesday from 9:30 – 10:30am the Manly Selective High School Orchestra (75 students and 3 teachers) attended the school and provided a free performance as they toured through the central west of NSW. We have been privileged to host this group in the past, where year 7 to 9 public high school students entertain us with their ensemble and orchestra. The performance was fantastic with many of our children having to step up and join the group with their performance.



### **Presentation Day Award Ceremony 8th December 9:15am**

*Parents, carers, relatives and friends of the school community are warmly invited to attend the annual presentation day ceremony to be held next Tuesday morning in the School Hall. The morning is a very special occasion which acknowledges students for their outstanding achievements throughout the school year. Official guests including Mr Paul Toole, Member for Bathurst and Mayor, Mrs Maree Statham will be in attendance along with School Patrons and Life Members. The ceremony will last for approximately 2 hours with morning tea available in the COLA afterwards which will be provided by school staff and the P&C Association.*

In 2015 school staff revamped the traditional **Step-Up behaviour management** and reward system which led to levels being renamed and new processes being established. Central to this system has been the introduction of the 4 stepping up levels throughout the year; Bronze, Silver, Gold and then Platinum. It was envisaged that the majority of children would earn their way up to Platinum Level and to date this is working really well. Staff also set up a Diamond Level which was a level for children that continued to display behaviour, citizenship and participation in school activities at an outstanding level above and beyond the Platinum Level.

To achieve **Diamond Level** students at Platinum must receive another 50 green ticks, carry out a self-assessment of their own behaviour, have 3 teachers sign off on their exceptional behavioural characteristics and write 3 of the most significant impacts they have on the school in terms of managing their behaviours and being role models for other children. During this week so far another 8 students have attended my office and shared their Diamond Level achievement cards. I congratulate **Logan Ward** and **Preston Cafe** (3/4C), **Keelee Fraser** (3/4F) and **Emily Beilby**, **Jorden Berry**, **Emily Brown**, **Joshua Camberwell** and **Axel Cafe** 3/4G for achieving this level.



On Monday evening this week my wife Rebecca and I were privileged to join the members of the P&C at their annual end of year dinner held at the Black Gold Country Cabins. It was lovely to join the hard working tireless team of volunteers that support the school in so many ways throughout the year and I take this opportunity to publicly thank them on behalf of all school families for the work they undertake to ensure so many extras are provided for kids right across the school. Without the active members of the P&C we couldn't offer all that we do for your children.

The **Advent Pageant** will be held this Friday 4th December. Children in K-2 will travel by bus (bus is being paid for by the school) to Main St Wallerawang dressed in Pageant costume, visit businesses along the street and sing Christmas Carols. Children will then return to school for recess and following the recess break a special scripture assembly will be held in the school hall for all students in K-6. After the assembly a sausage sandwich, ice cream and drink will be served to the children for their lunch at a cost of \$4.00. Parents and carers are warmly invited to attend the assembly. See page 3 for further details.

On Friday 4th December following on from the Christmas Pageant special assembly elections will take place for the **2016 House Captains**. Teachers will manage this process in their respective team houses and will be seeking junior and senior boy and girl captains. **Please note that House Captain nominations were due today.**

The **school uniform shop** will open on Monday 7th December for the last time this year. The shop will open again in the new year on the following date:

**Thursday 28 January—9am-10am & 2pm-3pm**

#### **Key upcoming dates:**

Wednesday 9th December School Disco K-2: 5-6pm & Yr3-6: 6-7:30pm

Student Representative Council Mufti-Day  
Friday 11th December—see page 3

Monday 14th December Year 6 Farewell Dinner Black Gold Country Cabins

Tuesday 15th December K-6 Party Days (arrangements to be confirmed by Assistant Principals directly with families)

Wednesday 16th December – Last Day of school 2016 – Casual / Mufti Day (no donations / gold coin)

School resumption 2016—Thursday 28th January Years 1-6

Kindergarten 2016 commence—Monday 1st February

**Duncan Auld**  
**Principal**



### **Advent Pageant**

A reminder that the Advent Christmas Pageant is happening TOMORROW. K- 2 will travel by bus and sing carols along Main Street Wallerawang from 10:00am. Permission notes should have been returned to school.

After recess there will be a K-6 combined scripture service followed by a sausage sizzle for lunch for a cost of \$4.00.

Please note: **The school canteen will not be providing other lunch orders but will be open for recess and 2nd lunch for other items.**

### **Stage 3 Scripture**

On Tuesday Stage 3 students received a DVD titled 'The Good News' by Colin Buchanan from their scripture teacher. If you don't wish to keep this DVD could you please return it to school via your child's classroom teacher.

### **Mrs Carolyn Warner**

### **School Spectacular Excursion**

Last Friday students from Years 3-6 had the opportunity to travel to Sydney for the annual Schools Spectacular performance. The theme this year was 'This is our world' and it was an amazing display of singing and dancing talent, music and acting. 3600 students from across 400 schools in NSW were involved in the fantastic production.

Some of the highlights included the performance of 'The McClymonts', Courtney Clarke (LHS student) and a beautiful rendition of 'Spirit of the Anzac'.

The students were beautifully behaved and were a credit to our school. This was the final Schools Spectacular to be performed at the Sydney Entertainment Centre as they are currently looking at a new venue, with the centre under demolition in the coming weeks. Thank you to the teachers who helped make the excursion a wonderful experience for the students and we are already looking forward to Schools Spectacular 2016.

### **Mrs Katrena Fraser**



### **Changes to School Leadership Inductions**

In 2015 following consultation with staff it has been decided to put in place a new induction process for students elected as School Captains and Prefects, House Captains and Class Student Representative Council positions.

All students elected will participate in a special induction assembly early in term 1 next year. This will allow the school to recognise the new school house leaders and SRC members in a more formal way and give the proper time to acknowledge their achievements and the roles that they are taking on. At this ceremony all elected leaders will be inducted into their new role and community members, parents and extended families will be invited to come along and celebrate this significant event with the children.

Captains, Vice Captains and Prefects were elected following their election speeches on Wednesday of this week.

House Captains and Vice-Captains will be elected in House Meetings on Friday 4 December from 1:45pm.

Student Representative Council students will be elected from all primary classes (Yr 3-6) during Week 1 of Term 1 2016 through a process of in-class elections.

The newly developed process of a special induction ceremony at the beginning of a school year will be trialled at the commencement of 2016 and we anticipate it becoming tradition.

### **Katrina Foster**

### **SRC Mufti Day**

On Friday 11 December we are holding a Mufti Day in tribute to Rebecca and Simon. The money raised will go towards a framed photo of each child that will hang in our school hall.

The SRC is asking for children to come dressed in light blue or purple as these were their favourite colours.

Please bring a gold coin donation to go towards the framed photos.

### **Library News**

Borrowing has now finished for the year and the Library staff have begun their annual stocktake. All books should now be returned.

Overdue notices have been sent home as reminders. Please check for any school library books that you may have at home and return them promptly.

### **Mrs Nancarrow**

Teacher/Librarian



**Wallerawang  
Warriors  
Chocolate Wheel**



6pm in pub carpark

Heaps of hams and prizes to be won

On – 4<sup>th</sup>, 11<sup>th</sup> & 18<sup>th</sup> of December 2015

Santa will be present on the 18<sup>th</sup> for kids

Thank-you.



**REMINDER:  
P&C  
CHRISTMAS  
RAFFLE**

**ALL TICKET BOOKS SHOULD NOW BE  
RETURNED**

The raffle will be drawn on Presentation Day  
Tuesday 8 December.



The Sporting teams, Debating and NAIDOC  
photos have now arrived at school and are avail-  
able for viewing.

Orders can be placed on line at  
[www.advancedlife.com.au](http://www.advancedlife.com.au) and by using your  
**Family Code** (which is located on the back of your  
child's school photo) and will be delivered directly  
to your home address **OR**

By using the **School Code** which is **6L8J68KV3**.  
Please note these orders will be delivered to  
school. Envelopes are also available at the school  
office.

Please allow a minimum of 2 weeks for delivery.  
Keep in mind the last day of school is Wednesday  
16 December.

**CANTEEN – RED DAY**

*Next Friday 11 December will be a 'Red Day'  
this means items which are not regularly on  
the menu like, Chomps, Zombie Chews and  
other sweets will be on sale at both recess  
and lunch at a cost of just 50c. (There will be  
a limit of 2 per child).*

**AVON**

For all your Avon needs call Sharon on  
0427 858 834

**JACKAROO RANCH**

**HORSE RIDING**

Summer School Holiday Riding Camps

For children aged 6-16 years

Bingletree Station, Upper Turon

Pre-Xmas Camps: From 6-16 December.

Come anytime from 3 days to 10 days

January 2016: 1st Week: Sat 2 Jan - Sat 9 Jan

2nd Week: Sat 9 Jan - Sun 17 Jan

Enquires: Mrs Pattie Hudson

Phone: 63 377 173 (nights are best)



**CAPETEE MARKET**

\*20 December 2015

Market Stalls outside and inside the hall.

*Come and have lunch or morning tea. Great hot food,  
hot drinks and soft drinks available!*

**Locally grown vegetables, plants, cakes, jams, soy-  
wax candles, handicrafts, bric-a-brac and more!!**

35 mins from Lithgow

Community Hall in the village of Capertee,

Castlereagh Highway

New stall holders welcome.

Phone Lyn on 6359 0054

**CANTEEN ROSTER**

Friday December 4	Glenda Schroder, Kylie Williams, Vera Foong
Monday December 7	Renee Edwards Ann Forest
Tuesday December 8	<b>CANTEEN CLOSED</b>
Wednesday December 9	Anna Fitzgerald Kirsty Goodman
Thursday December 10	<b>CANTEEN CLOSED</b>



# Assembly Week 8





# Assembly Week 8





# Assembly Week 9







## Sport and Recreation's Swim and Survive lessons

Australian summers usually involve plenty of fun in and around the water, but no parent should forget how important it is to make sure children stay safe.

Sport and Recreation's Swim and Survive classes for preschoolers and school-aged children help youngsters learn important ways to be safe and enjoy our pools, rivers, beaches and lakes.

The intensive nine-day programs provide wonderful results, and are great fun as well. Plus, family discounts make our program affordable for all the children in the family.

Sport and Recreation runs Swim and Survive classes in pools throughout regional NSW.

Our instructors are nationally qualified and screened for their suitability to work with children.

Prices for nine lessons are \$69 for school-aged children and \$49 for preschoolers (prices exclude pool entry fee).

For more information or to make a booking, visit [sportandrecreation.nsw.gov.au/swimandsurvive](http://sportandrecreation.nsw.gov.au/swimandsurvive) or phone 13 13 02



## Summer & Holiday fun at the Library

### BOOKS

**Summer LEGO Club**  
Join us for fun LEGO building challenges. Parent supervision required for children under 10.  
**Lithgow Library**  
Wednesday 6, 13 and 20 January  
between 9 - 10am  
**Wallerawang Library**  
Tuesday 12 January at 2.30pm

**Wooden Christmas Shapes**  
Create a lovely Christmas decoration. All ages welcome. Parental supervision required.  
**Portland Library**  
Saturday 12 December at 10am



**Florigami!**  
Create a 3D artwork using appliqué and paper. All materials supplied. All ages welcome. Parental supervision required.  
**Wallerawang Library**  
Tuesday 5 January at 2.30pm  
**Lithgow Library**  
Thursday 7 January at 10.30am

**Makerspace**  
Join us to create and make whatever you can imagine. All ages welcome. Parental supervision required.  
**Portland Library**  
Saturday 19 December at 10am

### JIG SAWS



**Santa Story and Craft**  
Enjoy a story with Santa and then paint a lovely Christmas decoration. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Monday 21 December at 3pm

**Dreamcatchers/Suncatchers**  
Create a stunning dreamcatcher or suncatcher. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Thursday 7 January at 3.30pm  
**Portland Library**  
Saturday 16 January at 10am

### craft

**Ninja Monday**  
Come dressed like a Ninja. Create a ninja sword and decode your ninja name, make ninja stars and fight your way through our ninja obstacle course. Make your own little ninja to take home. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Monday 11 January at 10.30am

### LEGO

**String Art**  
Create a stunning work of art to decorate your room. Make a picture, a word, or your name. All materials supplied. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Thursday 14 January at 10.30pm  
**Portland Library**  
Wednesday 13 January at 10.30am  
**Wallerawang Library**  
Tuesday 19 January at 2.30pm

**Mini Football Table**  
Join us to create your very own mini football table. All materials supplied. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Thursday 14 January at 3.30pm

### Great PRIZES

**Scrapbooking**  
Make your very own scrapbook. We will supply the booklet, you need to bring your own pictures to create beautiful pages. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Monday 18 January at 10.30pm  
**Portland Library**  
Wednesday 20 January at 10.30am

**Indiana Jones - Adventure Story Time**  
Join us for an adventure story and treasure hunt! Follow your own treasure map to find buried treasure and dig for dinosaur bones. Create a gorgeous chalice of your very own to take home. All ages welcome. Parental supervision required.  
**Lithgow Library**  
Wednesday 20 January at 10.30am



**Photography Workshop**  
Come along with your own camera and learn some beginner photography skills. Ages 8+. Parental supervision required.  
**Lithgow Library**  
Thursday 21 January at 10.30am  
**Portland Library**  
Saturday 23 January at 10am

### STORIES

**Summer Reading Club**  
This year's theme is *Lost Worlds*. Get lost in a book from your local library. Register for the Summer Reading Club at your local branch and collect your summer reading book log. The person who reads the most over the summer will win a prize!



**Summer Book Bingo**  
Come into your local branch library and get your bingo sheet. As you read over the summer mark off the books and complete a line to go into the draw to win prizes. There is a major prize on offer for anyone who completes the whole sheet!

### Games

**LEGO Mindstorms**  
Book a session with the LEGO MINDSTORMS Robot. You and up to 3 friends can spend 2-3 hours building, programming and playing with the robot in the Lithgow Library. Bookings Essential and can be made anytime over the summer holidays. Ages 10+.



**MakerSpace**  
Come and try out our new MakerSpace. Make use of our craft and building supplies to build and create whatever you like. No bookings needed, the space is free and open any time the Lithgow Library is open. All ages welcome. Parental supervision required.



**Lost Worlds**  
Come and explore *Lost Worlds* in the Lithgow Library. Get your treasure map from the front desk any time over the school holidays and go exploring. Collect all the clues to get a special treat. All ages welcome - parental supervision required.



Lithgow Library, 157 Main Street, Lithgow \* Portland Library, 67 Williwa Street, Portland \* Wallerawang Library, Main Street, Wallerawang

Website: [www.wallerawang-p.schools.nsw.edu.au](http://www.wallerawang-p.schools.nsw.edu.au)

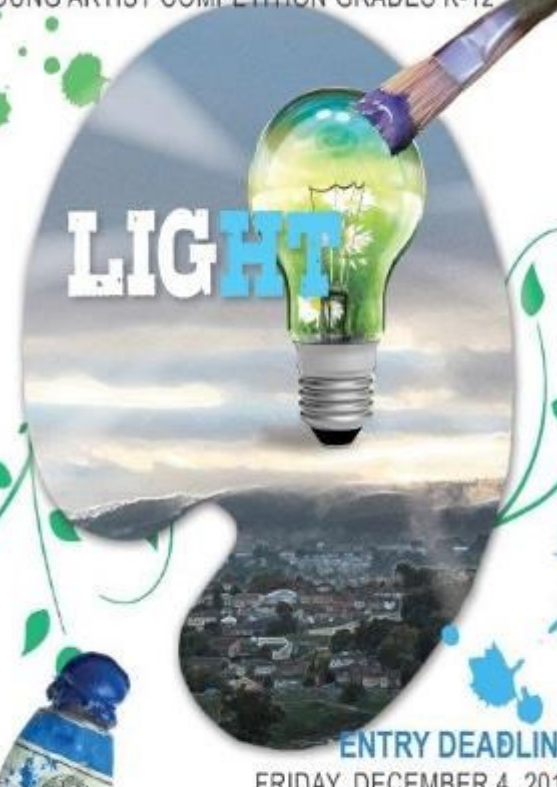
Email: [wallerawang-p.school@det.nsw.edu.au](mailto:wallerawang-p.school@det.nsw.edu.au)



LITHGOW VILLAGE MARKETS PROUDLY PRESENTS

# 2015 YEAR OF THE LIGHT

YOUNG ARTIST COMPETITION GRADES K-12



**ENTRY DEADLINE**  
FRIDAY, DECEMBER 4, 2015

Light is vital to us all – it surrounds us and is a part of everything we see.  
We want you to express what light means to you, your family and Lithgow.

DRAWINGS / PAINTINGS / PHOTOGRAPHS / COLLAGES / SCULPTURES

**Great prizes!!!!**  
Winners will be given vouchers to spend at the Lithgow Twilight Market at any store of their choice.  
Entry forms are available at participating schools or  
contact us via Facebook [www.facebook.com/lithgowmarkets](http://www.facebook.com/lithgowmarkets) or email [thelithgowmarkets@gmail.com](mailto:thelithgowmarkets@gmail.com)

**Telephone helpline for parents & teachers**

**Open school days during school hours**

**Learning Difficulties PARENT Helpline**

**Info on:** assessments, support, resources, websites, booklists, fact sheets, and more.

**02 9806 9960**  
**[www.ldc.org.au](http://www.ldc.org.au)**  
**[info@ldc.org.au](mailto:info@ldc.org.au)**

**Self Esteem**  
**Literacy & Numeracy**  
**Anxiety & Depression**  
**Speech & Language**  
**Social Skills**  
**Supported by the DEC.**  
**Support Groups**  
**Dyslexia & Dyspraxia**  
**Bullying**  
**Learning Difficulties**  
**ADD & ADHD**  
**Tourette Syndrome**  
**Behaviour**  
**Autism Spectrum Disorders**

**Learning Difficulties Coalition**



**Want to give your child a successful start at school?**

**(Home Interaction Program for Parents and Youngsters - HIPPY)**

HIPPY is a free, government funded program, for Lithgow, Wallerawang and Portland designed to help parents prepare their children for school.

Materials, guidance and home tutor support are all provided. The focus is on parents spending about 10 minutes a day doing the interactive activities with their children, to build pre-literacy and numeracy skills. HIPPY aims to further develop parents' skills and confidence to better help their children prepare for a successful start at school.

Employment opportunities are also available to parents.

Centacare requires part time Home Tutors to assist with delivering the HIPPY program.

Centacare is accepting enrolments for 2016 from families living in the Lithgow, Wallerawang and Portland areas with children in the **year prior to starting school**, usually around 4 years of age (Note: Children must turn 4 years on or before the 31<sup>st</sup> July 2016).

Interested parents / caregivers can contact Hippy Bowenfels on telephone: 6352 4868 or mobile 0409 362 663 or email [hippy@centacarebathurst.com.au](mailto:hippy@centacarebathurst.com.au)

*HIPPY Bowenfels is funded by the Australian Government Department of Education through the Home Interaction Program for Parents and Youngsters.*



### **Certificate III in Community Services**

2016 Certificate III in Community Services (Welfare) is being offered two mornings a week at Lithgow TAFE.

We are holding an information session on Tuesday 8<sup>th</sup> December for anyone who may be interested in studying in the Welfare Industry.

**When:** Tuesday 8<sup>th</sup> December 2015

**Where:** Lithgow TAFE

**Time:** 1:00 pm

If you cannot attend and might be interested in this course please phone Alison Shurmer on 6338 2413 or email [Alison.shurmer@tafensw.edu.au](mailto:Alison.shurmer@tafensw.edu.au)

This course is listed on the Smart and Skilled list so you may be eligible for a concession or exemption.

Website: [www.wallerawang-p.schools.nsw.edu.au](http://www.wallerawang-p.schools.nsw.edu.au)

Email: [wallerawang-p.school@det.nsw.edu.au](mailto:wallerawang-p.school@det.nsw.edu.au)

## Y - NOT KANGA HIRE

TONY & CAROL MCSORLEY  
02 83 551 157  
TONY 0438 425 216  
CAROL 0437 400 057  
5 ADAMS LANE  
WALLERAWANG NSW 2245

y-notkangahire@bigpond.com



### ***Black Gold Crib Room Restaurant***

*Open for a Café Style Breakfast*

*& Morning Tea*

*Or just a Cup of Tea or Coffee*

*Weekdays from 6:00am - 11:00am*

*Weekends from 8:00am - 11:00am*

***Dinner Monday - Saturday from 6:00pm***



*Dinner Monday - Saturday 6:00pm*

### **Mu Yeh Taekwondo**

Do you want to improve your self-esteem, self-confidence, self discipline and general fitness? Learn the exciting Martial Art and Self-Defence system of Taekwondo! We cater for juniors, seniors, or the whole family! Mu Yeh Taekwondo specialises in street-wise, women's and children's self-defence. Enquire about our Little Dragons class for 4-6 year olds! Also, check out our Kick-fit fitness Class for adults. (no martial arts experience necessary)

After 15 years at Wallerawang, we have now moved to our fully equipped studio at Portland.

For more information phone Master Instructor Steve Ashbridge, 6th Dan Black Belt, on 0409 305 327. You can also visit our website at: [www.muyehtaekwondo.com](http://www.muyehtaekwondo.com)



**Communities and Kids Resource Centre** is located at Portland Central School in the playgroup room.

**Address:** Vale Street Portland

**Open:** 1-4pm every Monday

It is designed to assist people with the local services that are available in the Lithgow and surrounding areas.

**Playgroups** will be run each Monday.

• **Infant music and move playgroup** for 0-2 years old. Time: 9:30-10:30am

• **Pre-school play session** for 2-6 year old begins at 11:am and runs until 1:00pm

The resource library is here for your convenience.

Information on the following services is available.

- Playgroups
- HACC (Home and Community Care)
- Home Care
- Supported accommodation service (disability)
- Multicultural support and community groups
- Brighter futures
- Legal Aid (free advise)
- Life Line (gambling Help and Budgets)
- Family and Adolescent counsellor
- NILS - Step up loans
- Galloping Gumnut
- Childcare and Preschools
- Community Transport
- Child and Family health clinic
- Library
- Housing NSW
- PCYC
- Family support service
- Community Projects
- Interact (Injury management)



**Phone: 6354 5906**

**Mobile: 0409 522 051**



## Don't be caught by a con man



New South Wales multicultural communities have been warned to watch out for travelling con men as the weather warms up.

Typically, travelling con men approach homes, farms and small businesses offering to do maintenance work, often asking for cash up front and pressuring people into accepting their offer. They door-knock, drop printed flyers in letterboxes, and put signs on electricity poles. Some even set up websites to lend a sense of legitimacy to their activities.

Travelling con men frequently offered driveway resurfacing, painting, roof repairs or carpet cleaning, at what appears to be a cheap rate. Many disappear as soon as they are paid. If they do any work, it is often unfinished or of a poor standard.

Vulnerable consumers such as community members from culturally and linguistically diverse backgrounds were often a target for these con men, who are more common in warmer weather and after emergencies such as storms, fires or floods.

To help protect you and your community, homeowners are urged to be suspicious of people who:

- doorknock with offers of work such as fixing roofs or asphaltting
- offer cheap deals using words such as 'for today only'
- ask for payment up front
- offer to drive you to the bank to get money for payment
- make you feel pressured to accept their offer
- say they can do the job now, as another job nearby has just cancelled.

If you want work done on your house, shop around and use established tradespeople who provide their full details and written quotes.

Home and business owners should be especially careful about hiring people for work which requires licensing or registration, such as plumbing and electrical work.

NSW Fair Trading and Crime Stoppers NSW are working together to warn communities about travelling con men. NSW Police may prosecute if travelling con men are found to have committed a crime and the Department of Immigration and Border Protection may detain people found working in breach of visa conditions.

For more information about avoiding travelling con men, view our [Travelling con men page](#)

### If you suspect travelling con men in your area:

- record as much information as you can about them, such as their name and vehicle registration
- call the National Travelling Con Men hotline (1300 133 408) between 8:30am and 5:00pm Monday to Friday (except public holidays)
- report them to your local police
- tweet using the hashtag #stopconmen and follow us at @NSW\_FairTrading for updates on the location of travelling con men
- post on the National Travelling Con Men Facebook page at facebook.com/StopTravellingConMen.

\*\*\*\*\*

### Fair Trading advice on your next holiday

#### Going on holiday? Have some peace of mind

With the holiday season fast approaching, many people are starting to look for cheap airfares for their next trip back home to visit families and friends.

However, the recent collapse of travel agent businesses in Victoria, Western Australia and South Australia should sound a cautionary note to consumers.

In these instances consumers who paid cash for travel services lost their money when the agent failed to pass funds on to suppliers or cancelled booked travel arrangements and kept the refunds. A number of these businesses specialised in providing travel services to particular community groups. None of the agents were members of an industry accreditation scheme.

To have peace of mind and enjoy your next holiday, Fair Trading is advising consumers that it is important to take time to read and understand the terms and conditions that apply to listed airfares, so you know exactly what you are buying.

Whether booking through an agent in person or online, you have rights under the Australian Consumer Law. Below are tips to help ensure your holiday plans go smoothly.

## Going on holiday? Have some peace of mind (continued)

### When looking for a travel agent, check:

- they are accredited (for example, through the Australian Federation of Travel Agents accreditation scheme - ATAS). ATAS members are bound by a Charter and Code of Conduct and required to abide by standards of industry practice including having formal complaint handling processes. Some agents also offer insurance to cover the collapse of carriers and travel agents in their group
- they advertise their services and any deals clearly and accurately. Carefully read the terms and conditions especially on special promotions, discounted fares and membership offers
- they answer your questions, make appropriate suggestions, and explain any terms and conditions clearly.
- you can pay by credit card or by selecting 'credit' on a MasterCard or Visa debit card. You may pay a bit extra in merchant fees but you can seek a chargeback from your bank if you don't get what you paid for. Contact your credit card provider to arrange a chargeback. Remember if you pay by cash and your travel or supplier becomes insolvent it can be very difficult to get your money back
- there is a cancellation fee for transport, accommodation if you are unable to travel
- before paying a deposit it is refundable, or if a percentage may be kept to cover the agent's cost.
- payment of a deposit means the price of a trip is fixed so that you are not required to pay more if the price of the trip increases
- how long you have to wait for your ticket and other documents if you pay your fare before the departure date (normally within two weeks unless other arrangements have been made).

### When buying from online sellers, check:

- you are dealing with a reputable travel agent or they have a good reputation. For example, read online reviews and comments
- their contact details, such as phone number and email address, are on their website
- the website payments page includes security features, such as a padlock symbol and address starting with 'https://'
- they display clear processes for solving problems and giving replacements and refunds.

### If things go wrong

- If an airline refuses to allow you to board due to overbooking insist on being provided with meals and accommodation until their airline arranges a seat for you on the next available flight.
- If hotels or tour operators refuse to honour a voucher or a letter issued by the travel agent or tour operator, which confirms the booking, you can:
  - speak to the manager on duty and get a written confirmation of their refusal to accept the booking
  - keep records of any additional expenses incurred
  - notify the organisation such as the Australian Federation Travel Agents (AFTA) if the travel agent is a member explaining the problems experienced
- If your travel provider is no longer operating, contact Fair Trading or your nearest consumer protection agency for assistance and advice on your options.

### REMEMBER!

Always take out comprehensive travel insurance when travelling, and check for circumstances and activities that are not covered by your policies.

Visit ATAS on <http://www.atas.com.au/> if you are using an accredited travel agent. They should have dispute resolution processes in place. Or if you have encountered any problems with your travel agent, you can lodge a complaint with NSW Fair Trading when you return.

Watch Michael's story shown on ABC TV **Check Out** <https://www.youtube.com/watch?v=ErOB97ibnZ8>