

Updated 4 March 2020

6. CULTURAL TOURISM

This category recognises tourism businesses that foster a greater understanding and appreciation of authentic culture, history, heritage and/or the arts.

Maximum word count: 10,000 words
Maximum images: 25

1. Introduction (20 marks)

A. Please provide an overview of your tourism products, experiences and services including the nature and history of the business. How does the business demonstrate tourism excellence? 20 marks

Response Guidance

- This is where you set the story of your product/experience/service and give the judge insight into the product/experience/service on offer. Take the judge on a journey of your business product/service; describe the visitor experience, where/how it began, how you have developed the product over time.*
- Your response should demonstrate why your business should be considered as an award-winning tourism business by highlighting your points of difference/what makes you different/special. Specify amenities, products, services or facilities that enhance visitor satisfaction.*
- This is where the judges (and auditors) will gain an understanding of how you fit into the category, therefore it is important to clearly demonstrate your eligibility by aligning with the category criteria to ensure that there is no misunderstanding as to why you have entered this category.*
- Demonstrate your commitment to tourism excellence by explaining the values and philosophy of your business and how the business has been actively involved with and contributed to the tourism industry (locally, regionally and nationally) through both business and personal participation.*
- Tourism excellence can also be demonstrated by listing any awards you have won and accreditations you hold.*
- Use graphics to support and enhance your response provided. For example, a map of where you are located, images of the product/service and any specific facilities/amenities/services you have highlighted in your response, a collage of the accreditation programs you participate in and/or any award achievements.*

2. Cultural Protection and Preservation (30 marks)

A. Demonstrate how you mitigate or minimize its impacts on our cultural heritage resources. 15 marks

Response Guidance

- This is where the judges will gain an understanding of how you carefully consider your impact on the cultural heritage resources and how you marry preservation and protection with allowing visitor access and providing a tourism experience.*
- With this question, consider, if applicable, both the physical and reputational impacts.*
- Outline the services and facilities available which have been designed to respect heritage resources and places.*
- Describe the outcomes of the mitigation/minimisation activities that are in place.*

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B. During the qualifying period, what have you implemented or improved to protect and preserve cultural heritage whilst enhancing the visitor experience. 15 marks

Response Guidance

- The previous question is designed to give judges a broad overview of all the preservation and protection you undertake for the cultural heritage resources. This question requires you to share what strategies, innovations and/or developments you have introduced or updated during the qualifying period.*
- An enhancement could include, for example, a new experience/facility, creation of education programs; development of asset management strategies etc.*
- The response should demonstrate why the strategy/innovation/development was implemented and how this enhances the visitor experience and cultural understanding.*
- Also include the research, planning and outcome/s of these and how they align with the business' main goals and strategies.*
- Use graphics to support and enhance your response provided. For example, an image of any new products or facilities, posters promoting changes that have been implemented.*

3. Visitor Awareness and Customer Experience (30 marks)

A. Describe the marketing strategies you have used to differentiate your cultural heritage business and promote the appreciation and enjoyment of the region's cultural heritage. Why were these strategies chosen and what was the result? 15 marks

Response Guidance

- The response needs to focus on innovative approaches to marketing and relate back to the cultural heritage experience.*
- Judges are looking for a clear overview of the innovative approaches you have taken to marketing and what you have done differently to attract your customers within the qualifying period. Consider for example; social media, digital or interactive advertising, apps, product packaging, tactical or paid advertising campaigns, relationship marketing.*
- Your response should demonstrate how you promote the appreciation and enjoyment of the region's cultural heritage and how it aligns with local, regional and/or state cultural heritage marketing plans.*
- Detail how these new/different/unique marketing activities have been successful. You should consider metrics to measure the outcomes and consider media coverage, social media engagement, increased web traffic, increased bookings etc.*
- Ensure that your response is relevant to the qualifying period.*
- Use graphics to support and enhance your response. For example, images of marketing placement (social media screen shots, website, advertisements).*

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B. Demonstrate how you raise awareness about the need to preserve our cultural heritage resources and influence visitors to enjoy our heritage resources sustainably. 10 marks

Response Guidance

- The judges are looking for leadership in visitor education of cultural tourism. Therefore you need to outline how you share knowledge on cultural heritage and support its sustainability.*
- Consider all of the ways in which awareness and education is delivered to visitors and the wider community. For example, onsite communications/signage, staff training and development, education programs.*
- Demonstrate what the outcomes of these activities are and how you have influenced visitors to participate in cultural tourism in a sustainable manner.*
- Demonstrate how the business influences visitors through activities which foster responsible use and enjoyment of our cultural heritage and our communities.*

C. How do you provide quality visitor experiences and demonstrate inclusive practices? 5 marks

Response Guidance

- This question requires you to outline the practices you have put in place to ensure the delivery of high quality customer service throughout the visitor experience journey.*
- Demonstrate how you are committed to quality customer service throughout all areas of the business. This could include staff training, service principles and policies, staff reward systems etc.*
- Consider all points of customer engagement e.g. email, phone, guest greetings/welcome and interaction during and after the experience.*
- Once you have provided an overview of how customer service is delivered, you should demonstrate how you monitor and assess customer service to ensure continued quality delivery. For example; feedback forms, monitoring social media, blogs, mystery shoppers etc.*
- As a part of your delivery of quality visitor experiences you need to demonstrate how you consider visitors' special and specific needs and recognises the needs of a diverse community. This can include, but is not limited to, cultural, language, physical, intellectual, dietary and other specific needs e.g. groups, special interest, LGBTQ etc.*
- Provide examples of how you catered for customers with specific needs and explain the outcome or successes. A case study would be beneficial here.*
- Use graphics to support and enhance your response. For example, staff communications posters, flow charts of customer service processes, reception cards encouraging feedback.*

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4. Community (15 marks)

A. Demonstrate how you engage other stakeholders and host communities in the preservation and promotion of cultural heritage resources. 10 marks

Response Guidance

- Describe how you work with various stakeholder groups such as governments, communities, stakeholders, travellers and other industries to exchange information, technologies and solutions, and develop shared plans for the preservation and promotion of our cultural heritage resources.*
- Demonstrate how the business respect the rights and values of host and local communities in the development of your product/service.*
- Describe how you communicate and educate to communities about the importance of cultural tourism. This might include demonstrating how you involve stakeholder groups with a meaningful role in planning and decision-making for the design, development and delivery of cultural tourism programs and services.*
- Consider how the business optimises the long-term economic, social, cultural and environmental benefits to the community.*

B. Demonstrate how the business has considered its other responsibilities to the wider community. 5 marks

Response Guidance

Judges are looking for you to highlight any further activities undertaken to ensure the cultural heritage tourism experience is conducted in a responsible manner within the community.

Consider the following:

- *Non-monetary examples of supporting the local communication including supporting local businesses, product packaging, charitable donations, sponsorship, engagement with community groups*
- *Monetary examples of supporting the local community e.g. local purchasing, % of employment of local people.*
- *How the business has considered the engagement and representation of Aboriginal and Torres Strait Islander people, animal welfare etc.*
- *Offering gifts for the school raffle that allowed the school to raise money for an item they wouldn't have otherwise been able to afford*
- *Waiving conference room fees for local not-for-profit groups to give them somewhere to meet which allows the group to keep going*

Submission score /95

Online review /5