INDUSTRY FORUM

Jisit grampians

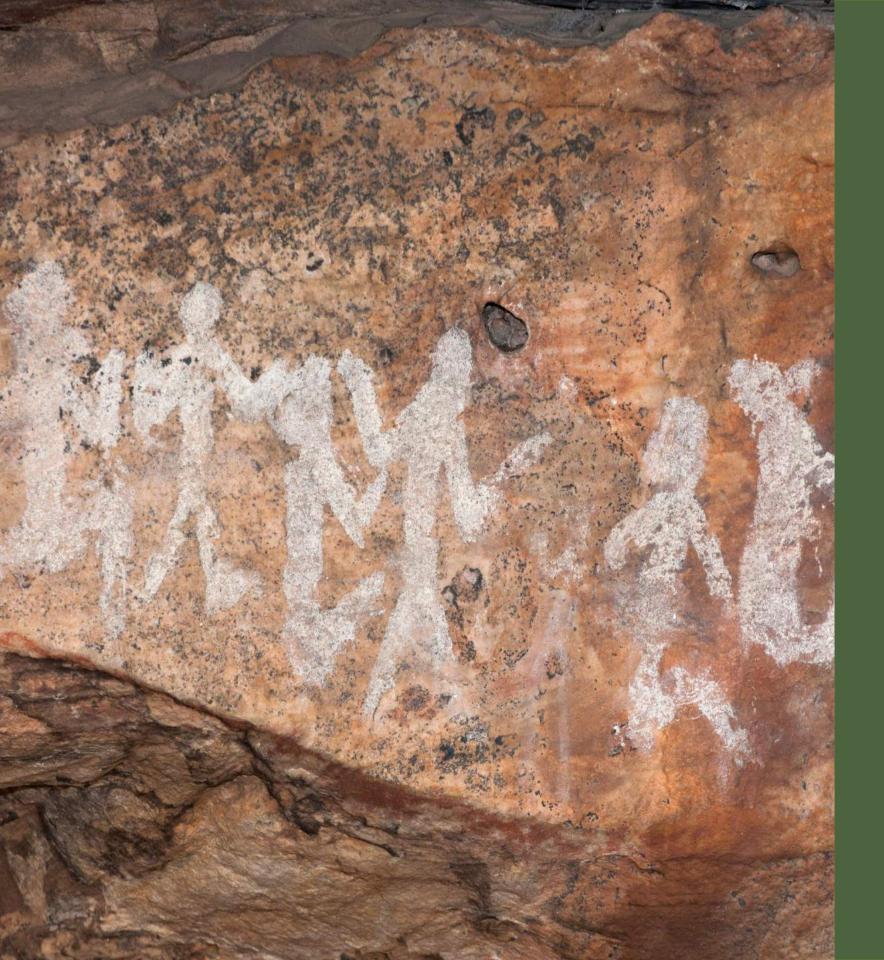
INVESTING IN THE FUTURE

MARC SLEEMAN CHIEF EXECUTIVE OFFICER GRAMPIANS TOURISM



Grampians Tourism Update

Horsham October 2022



Acknowledgement of Country

I begin by acknowledging the traditional custodians of the land that we are gathered.

When we look at the magnificent landscape, valleys and waters as we travel — we see the stories, songlines and struggles of those that came before us.

I pay my respects to Elders – past, present and emerging and their continuous connection to Country.

Grampians Tourism Team



David Jochinke Chair



Caron Fraser Administration



Amber Cummings Industry Executive

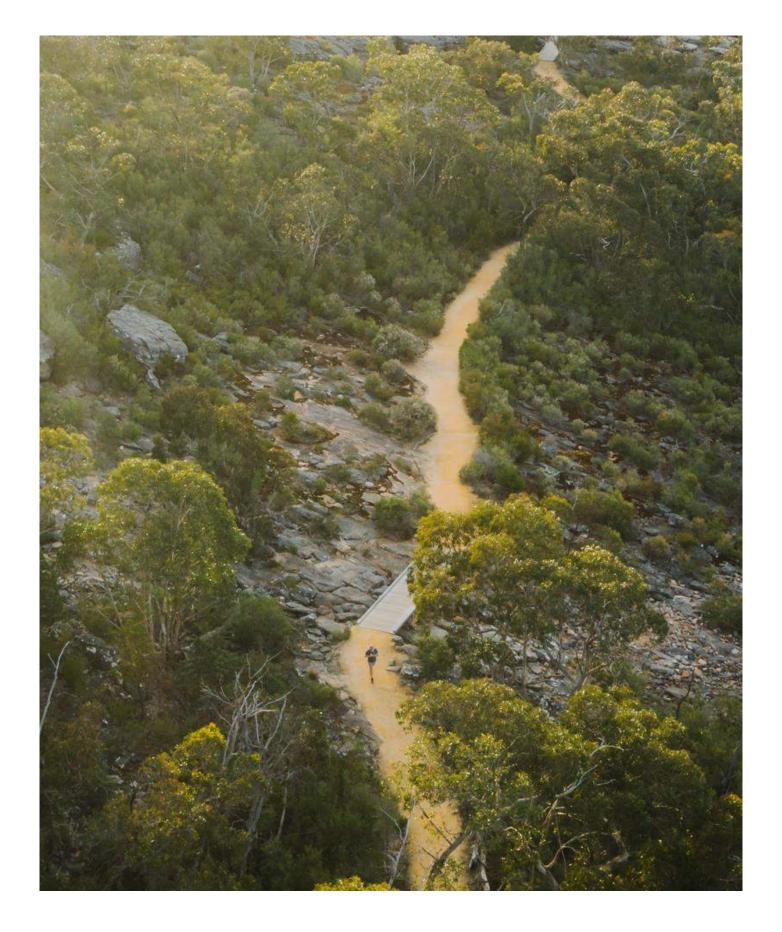


Robert Crack
Head of Marketing
& Partnerships



Marc Sleeman CEO





Our Vision

Grampians region will be recognised as one of the world's great sustainable nature-based tourism destinations.

Our **Purpose**

Facilitate a cooperative and vibrant visitor economy that supports growth of tourism expenditure and length of stay. To add value to our partners through promotion and increased brand awareness.





Guiding Principles

1. DESTINATION MARKETING

Deliver effective evidenced based *Destination Marketing Strategies* to extend length of stay, improve dispersal, increase yield, and support the regional brand.

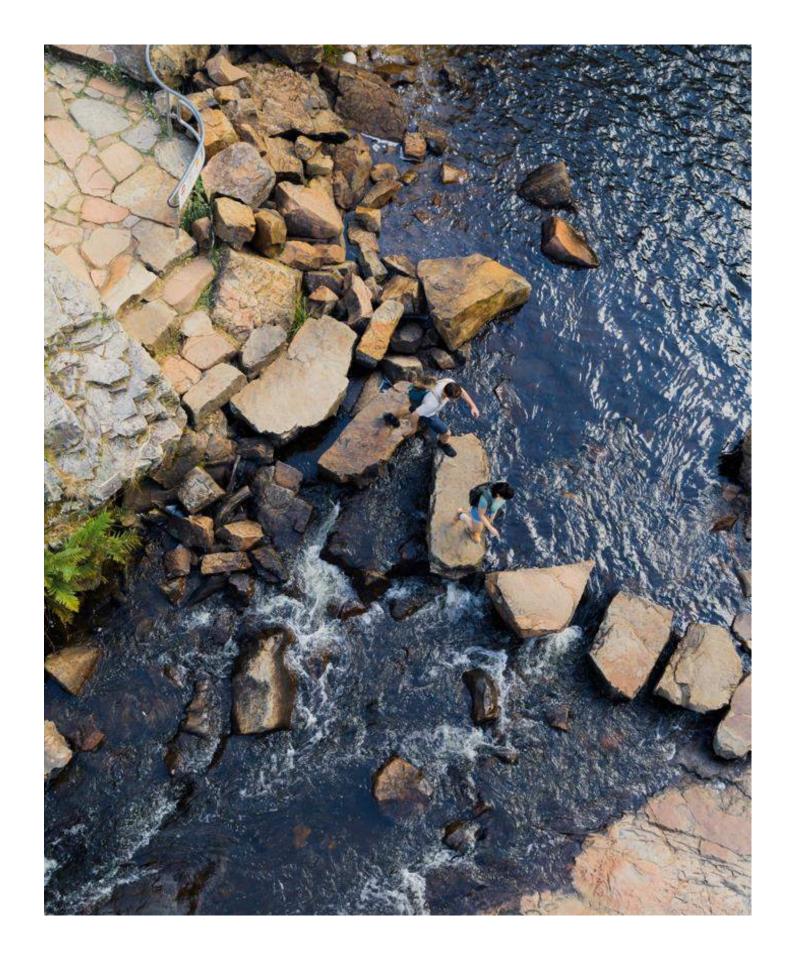
2. INDUSTRY DEVELOPMENT

 Champion activities designed to increase the capacity of operators to foster a continuous improvement mindset resulting in high-quality experiences that surpass the expectations of visitors.

3. PRODUCT DEVELOPMENT

• Curate products to create compelling visitor experiences that are both productive and sustainable.





Guiding Principles

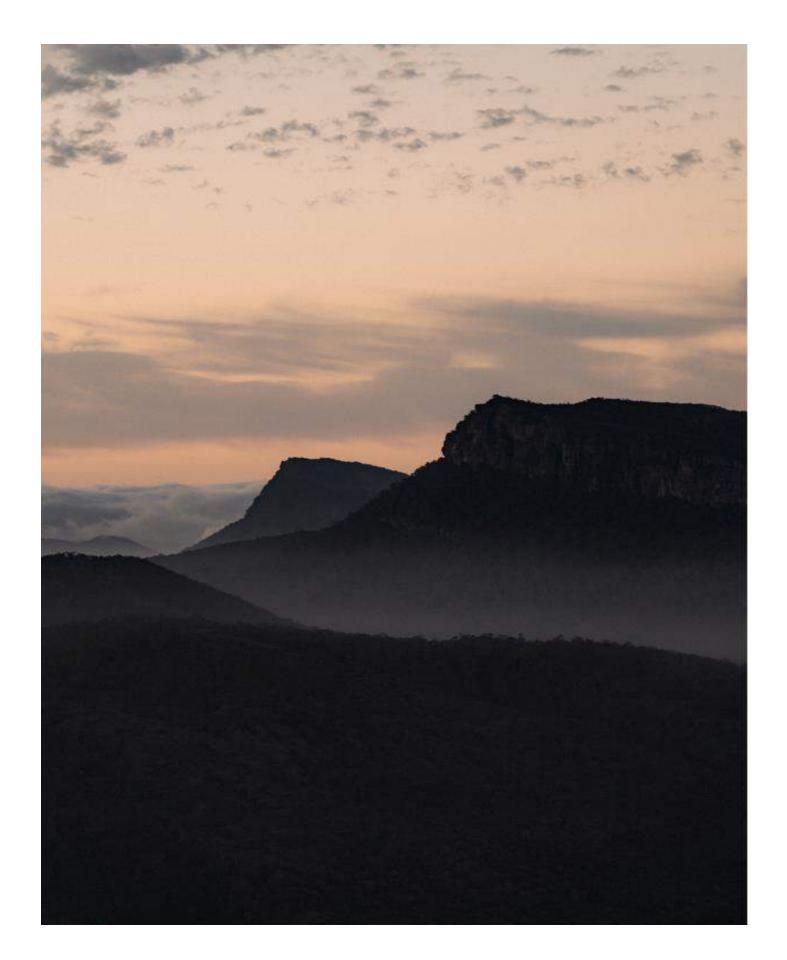
4. PARTNERSHIPS

- Successfully leverage and grow our strategic partnerships.
- Facilitate collaboration across industry, councils, and communities and include their feedback in state-wide activities, strategic planning, product development, marketing, industry development and investment.

5. TOURISM INVESTMENT ATTRACTION

- Work with and advocate on behalf of LGA partners to attract new investors and investment opportunities for the Grampians region.
- Use the new Grampians Tourism Investment Prospectus to support the attraction of investment in the next phase of tourism uplift across the region.

grampians tourism



WE ARE COMMITTED TO...

- Being passionate, authentic, innovative and research driven
- Embracing a culture of collaboration and communicating with partners and stakeholders.
- Focusing on building brand awareness, highlighting our region's strengths end encouraging dispersal, through tactical initiatives.
- Transforming the quality and diversity of product, experiences and events through industry development.
- Attracting private investment into accommodation and regional attractions to grow visitor yield and length of stay.
- Building local community awareness about the important role the visitor economy plays.
- Investing in the community as our hosts and partners to support growth in the visiting friends and relatives market.
- Putting the consumer at the forefront of all decisions.
- Advocating for further public investment to enhance the visitor experience and disperse visitors geographically and seasonally.

grampians tourism

Strategy Summary

Goal

Increase the VALUE of the visitor economy in the Grampians region.

Value = Economic Growth + Community Inclusion + Civic Pride.

Key Priorities Destination Marketing

Industry Development Product Development

Partnerships

Investment Attraction

Messaging

Be <u>targeted</u> to specific high value audiences

Promote length of stay & yield through focus on the product and/or experiences

Strengthen and raise awareness of <u>our brand</u> attributes

Encourage <u>dispersal</u> throughout the region



Value of the Visitor Economy

Pre-COVID-19, visitation increased by 55% with an additional 600,000 visitors between 2013 and 2019. Between 2022 and 2033, travel to the Grampians is anticipated to grow by over 679,000 visitors.

\$297M spend in the region

1.7M visitors to the region

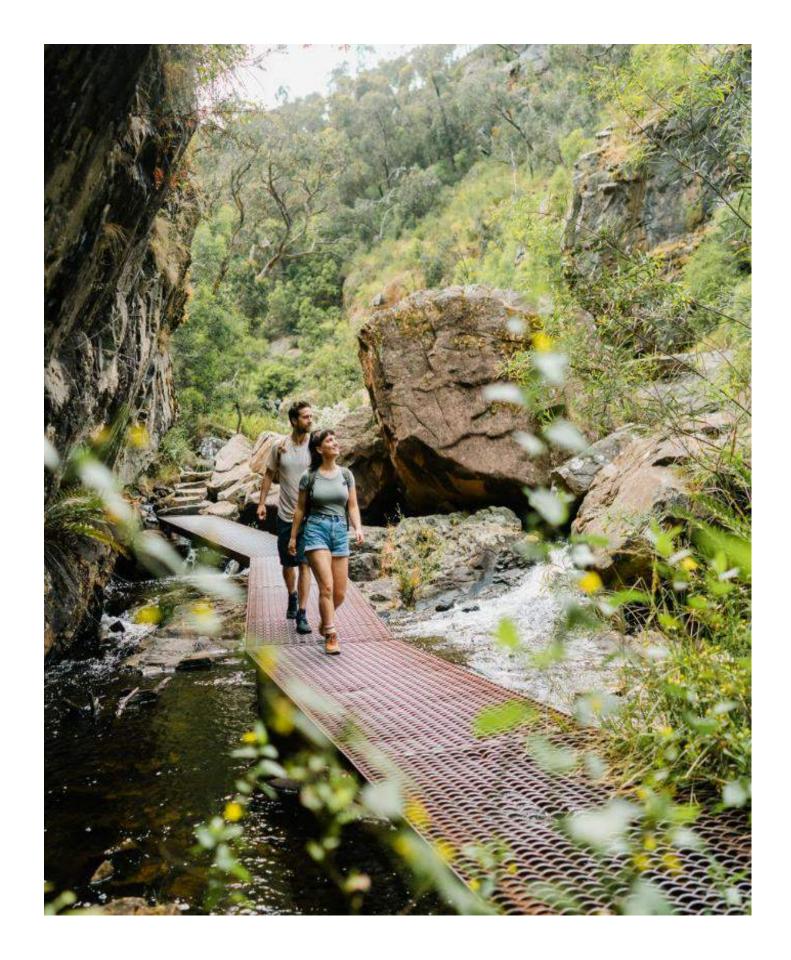
2.0M nights in the region **5,900 JOBS** supported by tourism

2.5 NIGHTS average length of stay

\$1.09 BILLION in tourism output

* Based on YE Dec 19 pre-COVID visitation data.





Marketing the Grampians

Partnerships are essential to the success of our region. Together we are showing travellers why the Grampians is a 'must visit' destination. In 2021/22 our audience grew over 10% and our overall digital marketing performance continued its upward momentum, with 18 million impressions, reaching more people, more times over this past year than ever before.

Highly engaged audience and industry-leading consumer reach

Combined audience
89,200
f 45,100 44,100

Combined annual reach 10,789,453 f 5,475,632 5,313,821

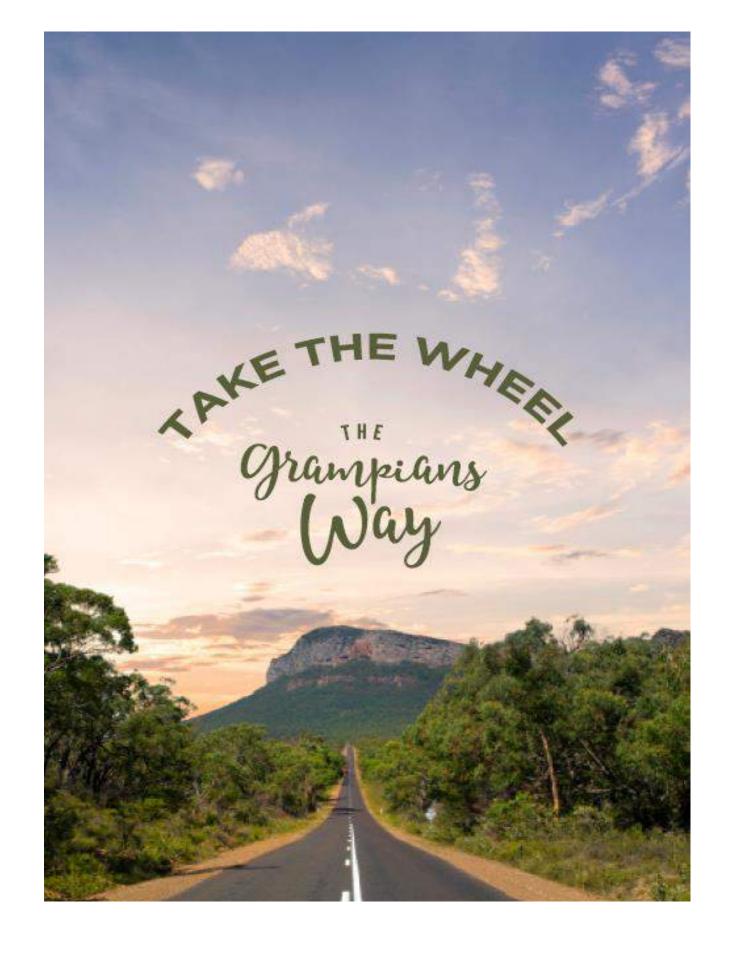
Total impressions
18M

Advertising reach

3.8M

Operator conversions **71,700**





Road Trips Marketing Campaign

\$100,000 investment the Regional Recovery Fund for demand driving activity. To deliver a \$200,000 campaign that included:

- Content Partnerships (Australian Traveller), including radio advertising on NOVA 100, KIIS 101.1 and MAGIC 1278 in MEL plus NOVA 91.9 and MIX 102.3 in ADL.
- PR and Influencer Campaign.
- Digital advertising, promotion through Owned Channels and print advertising in key intrastate markets.
- The aim was to move people from the 'dreaming' to 'planning' phases, help disperse visitors, and own the Road Trip positioning.
- New "Test & Learn" with TikTok.

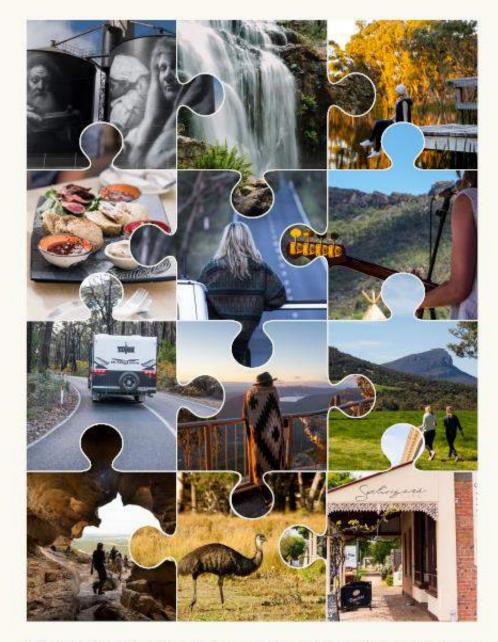


Concept: Piece Together your Ultimate Road Trip



- This was a clever visual concept that allows consumers to literally piece together their dream road trip.
- And it's a simple yet effective way to showcase the vast number of experiences available in the region.
- It also translated cleverly across social media, influencer campaigns and was even made into an actual puzzle for us to gift to influencers as an ongoing memento of their Ultimate Road Trip.
- The "jigsaw" visual device was designed to be timeless and will be used again in future campaigns.



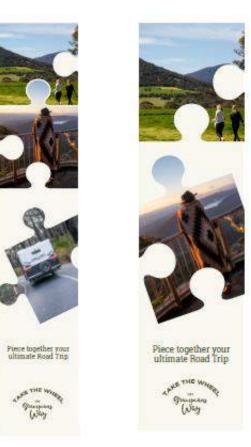


With spectacular and enchanting nature, a wealth of history and culture, indulgent food and wine and loads of exhilarating adventures, no two directions are ever the same.

Piece together your ultimate road trip.



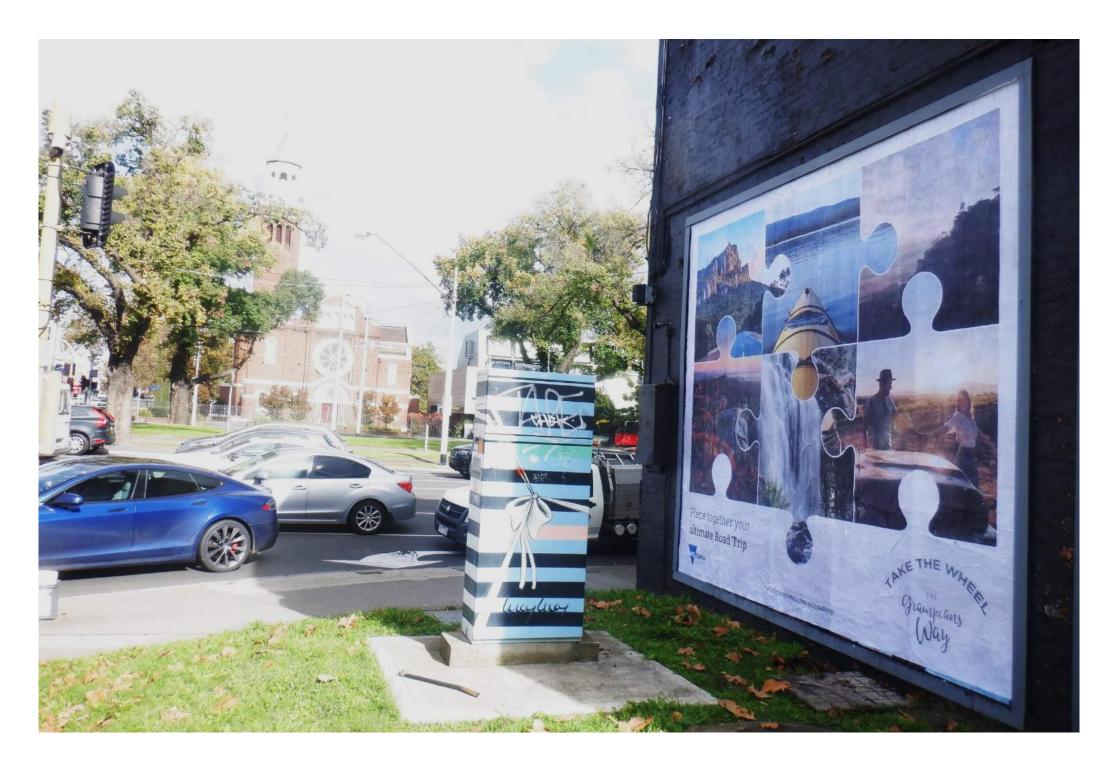












Corner of Hoddle Street and Victoria Parade

Plakkit Advertising

Inner City: Melbourne CBD, Southbank, South Melbourne, North Melbourne, Carlton, West Melbourne

Inner North: Carlton North, Brunswick, Brunswick East, Brunswick West, Fitzroy, Collingwood, Abbotsford, Clifton Hill

Inner East: Richmond, Cremorne, Burnley, Kew, Kew East, Hawthorn, Camberwell, Glen Iris

Inner South: Prahran, Windsor, St Kilda, Balaclava, Elwood, Elsternwick







Influencer Campaign

Rebecca Morse

- 18 Pieces of Content
- 105k Instagram Impressions
- 31.5K Social Following
- Adelaide based SAFM's breakfast show
- Partnership with BMW

Locky and Irene

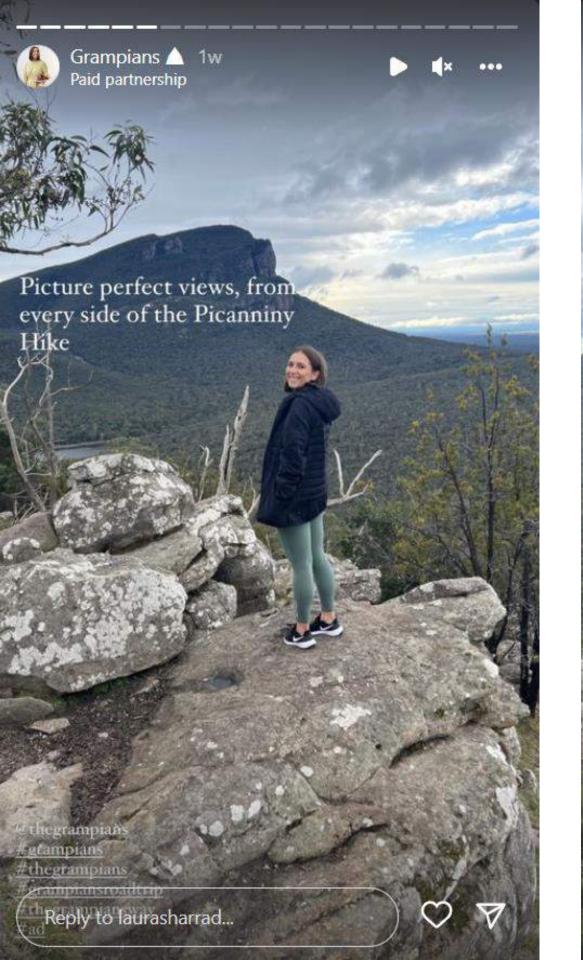
- 22 Pieces of Content
- 971k Instagram Impressions
- Potential 22m PR Reach
- Locky Gilbert contestant from Australian Survivor
- Met on season eight of The Bachelor
- Travellers, high reach
- Outdoors, nature, adventure theme



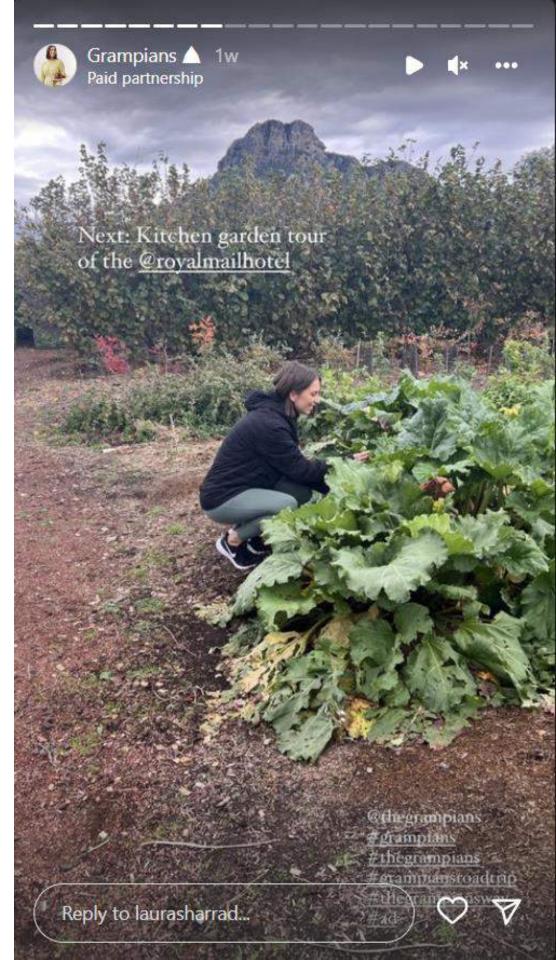


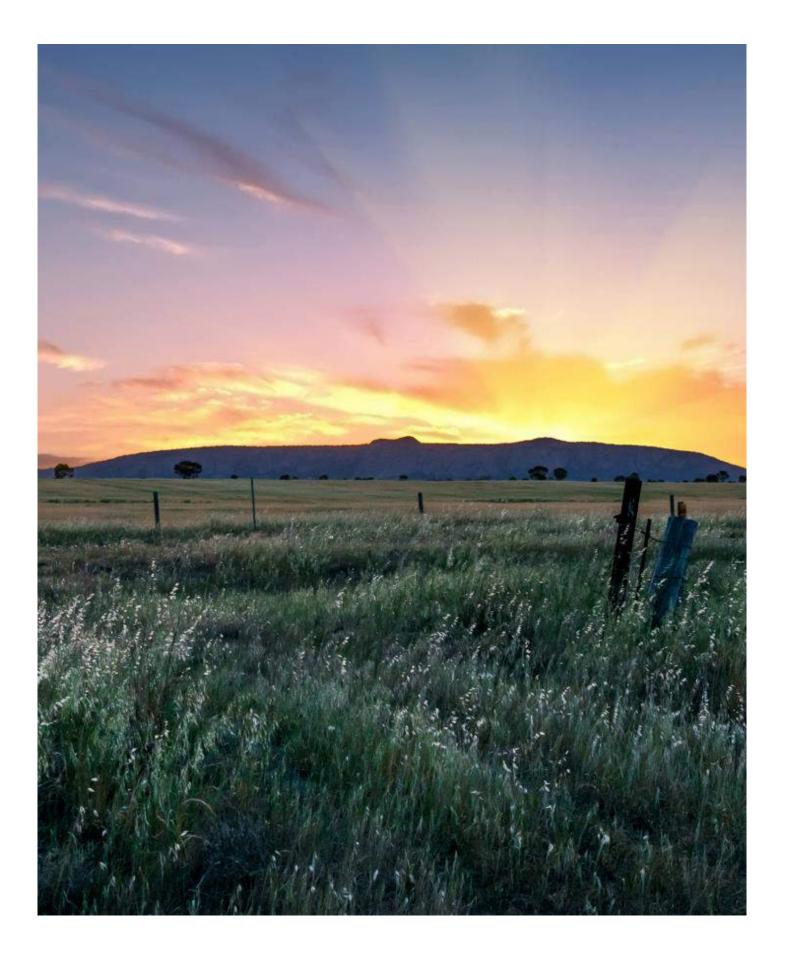












SUMMARY

18m Impressions

3.8m Advertising Reach 71k Conversions

- Almost half a million people to the Visit Grampians site.
- Over 71,000 click outs to Operator sites.
- Spending more time on our site: 2:29 minutes versus the industry standard of 1 minute, largely thanks to the excellent performance of our blogs.
- Audience growth of just over 10%.
- Average engagement rate of 4.1%, largely driven by Instagram.
- Leading the Regional Tourism Industry with our first TikTok campaign, producing the best CPC results and closely comparable to overall impressions with Facebook.
- Google conversion rate of 11%, double the industry benchmark.
- 27% increase in blog views.
- Exceptionally high open rate at 32% (12% above industry average).



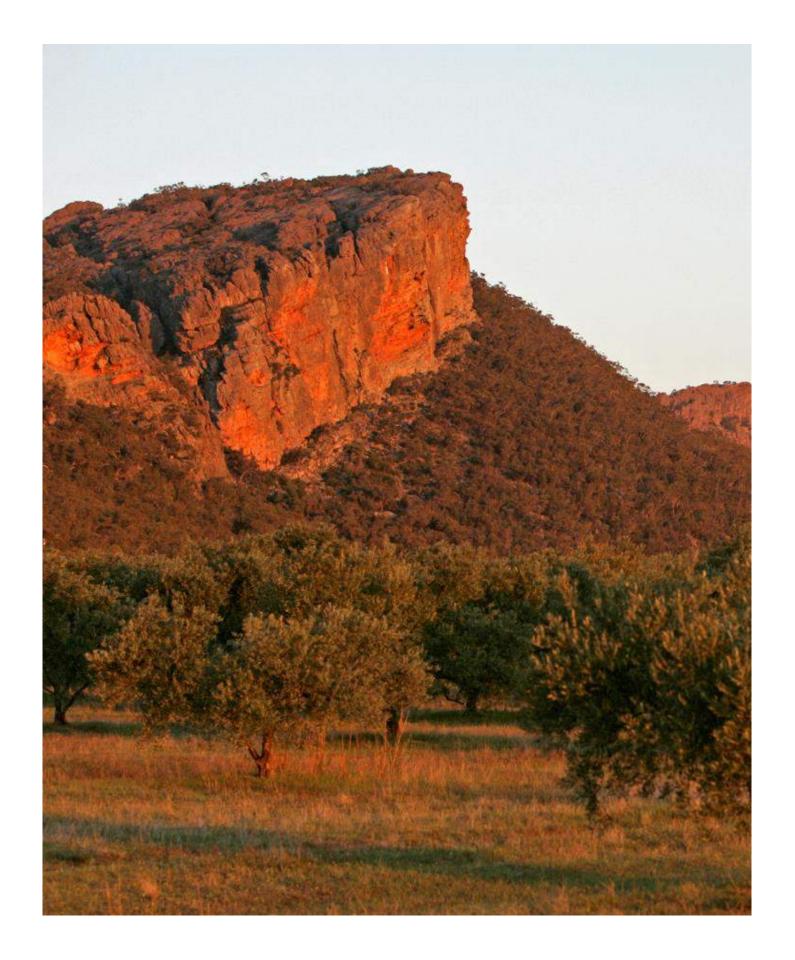


Industry Strengthening Program

Series of mentoring sessions and workshops throughout the region to upskill our operators including:

- PRIME Mentor Program with DTM Tourism
- GPT Friendly Business Training with Communityvibe
- Product Development Training with The Tourism Ninja
- Wine Training Program with Grampians Wine Cellars
- Revenue Management Training with RevenYou
- Media Spokesperson Training with Crisis Shield
- Marketing Mentor Program with Myers Strategic Marketing.





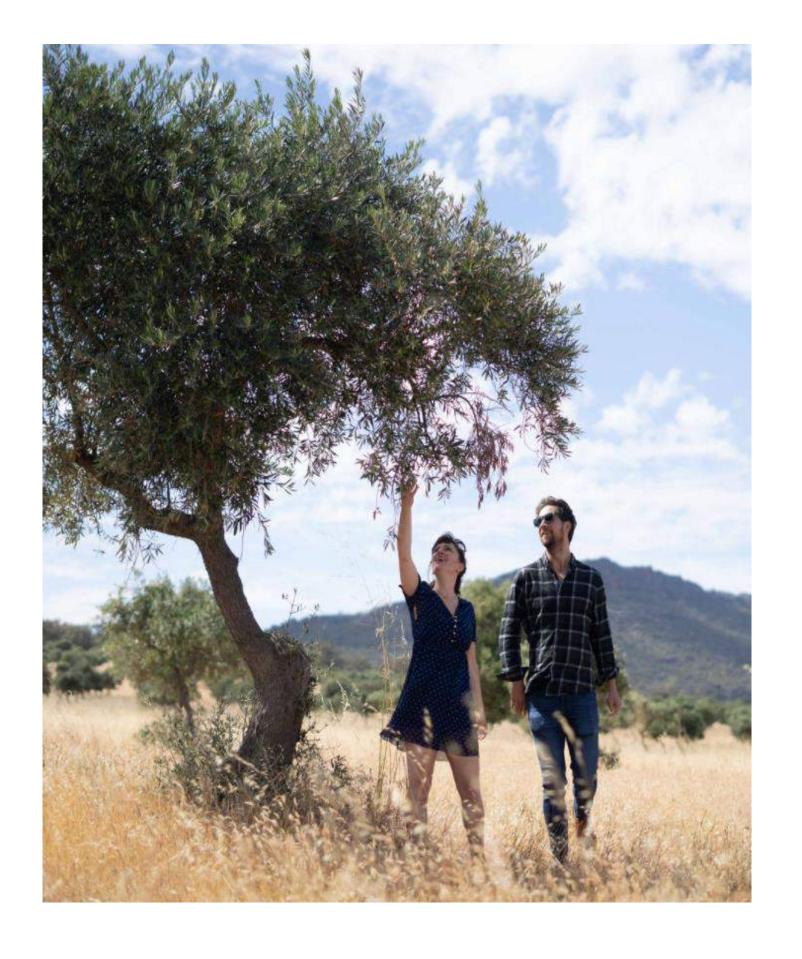
PRIME Mentor Program

Bespoke program to guide the development of new or refreshed visitor experiences and to enhance operations and marketing skills.

Participating operators in the Western Grampians:

- Barangaroo Boutique Wines, Lower Norton
- Farmhouse Providore & Café, Horsham
- Mount Stapylton Wines, Laharum
- Rosehaven Farms, Laharum
- Meringa Springs, Wartook Valley
- The Wander Inn, Wartook Valley
- Grampians Edge, Dadswells Bridge





Upcoming Workshop

Product Development Training with The Tourism Ninja

Date: Tuesday, 8 November

Time: 10:00am to 3:00pm

Location: The Speckled Frog, Hamilton

The training is designed to:

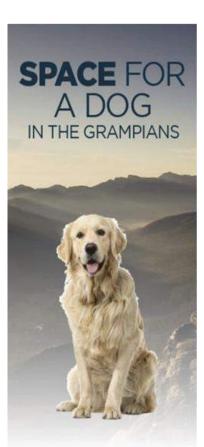
- Educate operators on the current and emerging trends
- Provide relevant and practical information and skills that can be easily incorporated into the business
- Spark collaboration and innovation on the day
- Encourage the development of bookable experiences and packages.

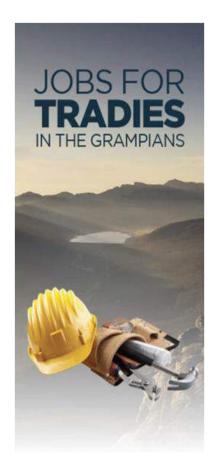
Also includes a comprehensive toolkit and templates shared post session.

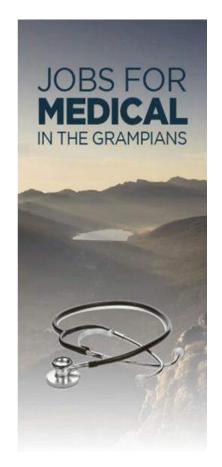
grampians tourism







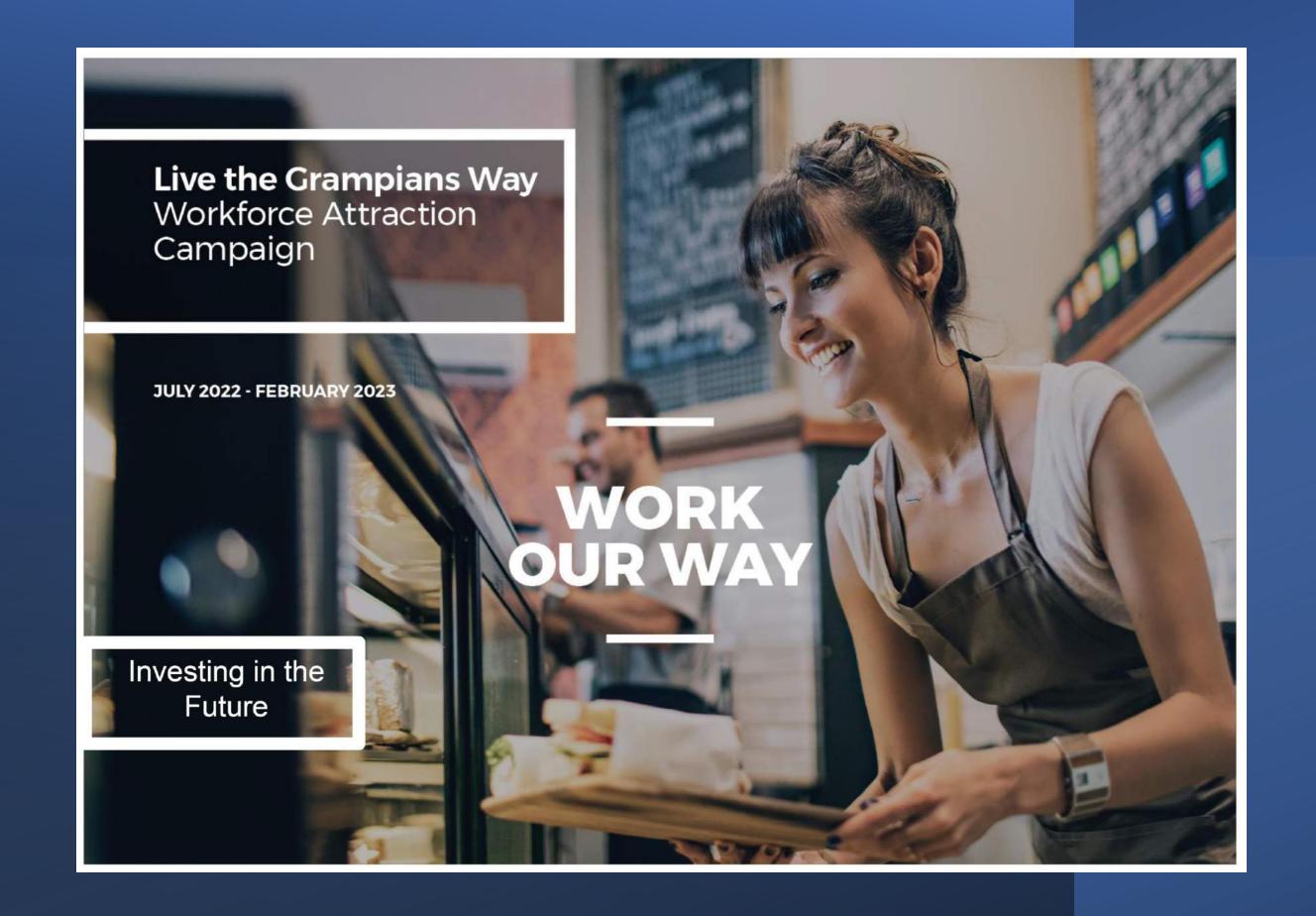


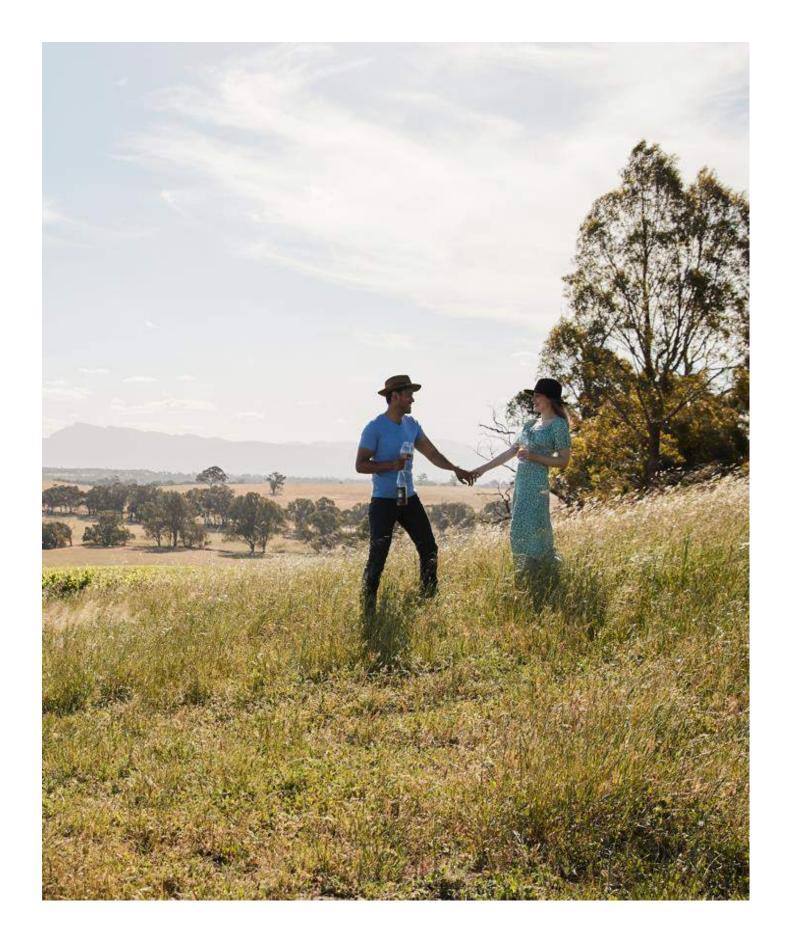


Workforce Attraction Investment

- In January, GT received \$60,000 in workforce development funding from State Government to deliver tailored and collaborative workforce outcomes for the Grampians region.
- This funding has allowed us to continue our New Resident and Workforce Project and Marketing Campaign that was launched in December 2020 and with \$40K LGA investment.
- In Phase 1 Marketing Campaign attracted 55,000 people to www.grampianslife.com.au and 1,222 people registered interest in moving, and 5,700 visited the job site.
- In Phase 2 Over 10,000 people have visited the site since the July 2022 launch
- 50% were from Australia. 84% of the Australian-based users were from Melbourne.







Growing Visitor Economy

- Pre-COVID-19, visitation increased by 55% with an additional 600,000 visitors between 2013 and 2019.
- Between 2022 and 2033, travel to the Grampians is anticipated to grow by over 679,000 visitors.
- Tourism is an extremely important sector for the Grampians — it delivers over \$560 of visitor spend every minute of every day and accounts for almost 4% of jobs as well as 2% of total output.
- Solid economic growth and the region has a strong appetite for investment and growth from its visitor economy, widely supported by all key partners.
- Visitation projected to double over 10 years
- Accommodation demand will outstrip supply within four years.



Grampians Peaks TrailOver \$33m in State and
Federal funding.



Revitalisation
Over \$7m in State funding.



Grampians Peaks
Trail Trailheads
\$5m in State Funding.



Brambuk Revitalisation \$6m in State Funding.



Ararat Hills Mountain Bike Trail Project \$3m in State Funding.



Dunkeld Visitor Hub & Penshurst Volcanoes Discovery Centre \$1.4m with \$500,000 in State Funding.

State & Federal Government Support

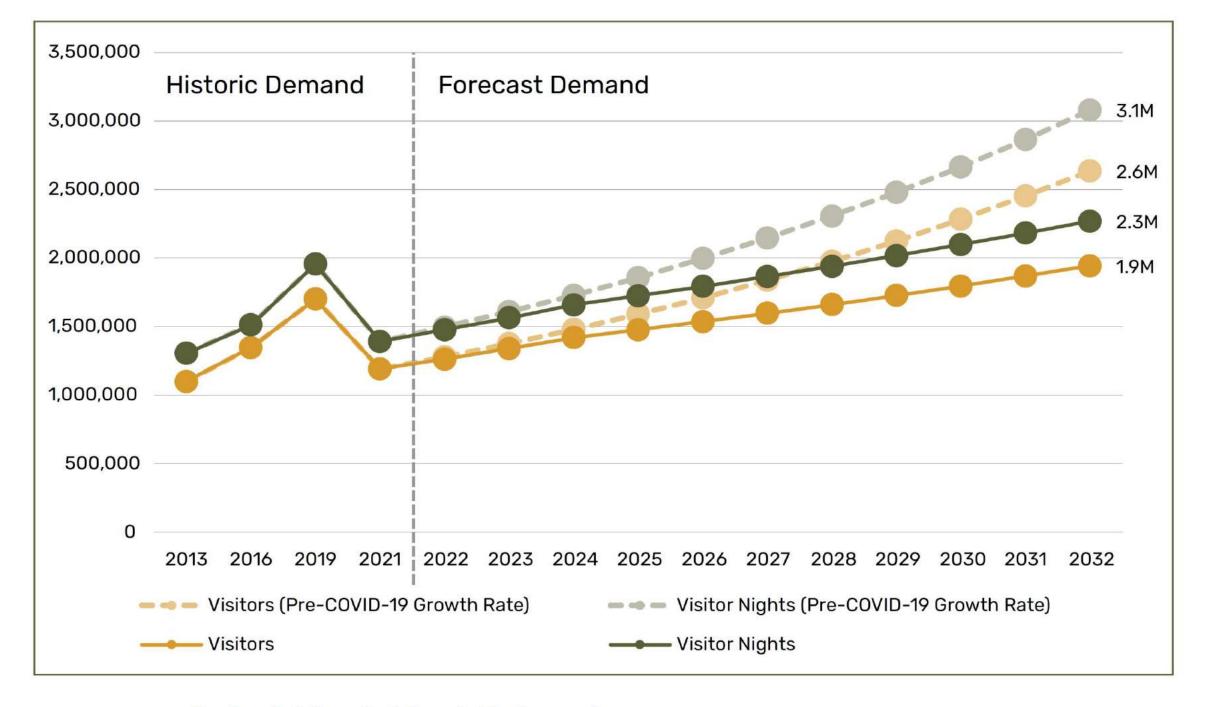
\$33m GPT investment and a further \$34m to develop tourism assets and products. Total of \$67 million backing our region.

Some of the region's most exciting projects have been delivered or are currently in progress including:

- Grampians Peaks Trail with over 10,300 nights booked at hike-in campgrounds. And further work is planned to improve the trailheads across the Gariwerd landscape.
- MacKenzie Falls Revitalisation to enhance the sense of arrival and visitor safety with improved signage and tracks, new facilities and parking management.
- Brambuk Cultural Centre Revitalisation a refresh of the visitor precinct under Traditional Owner management, as well as re-connecting TO communities with Brambuk.



Visitation in Growing – Visitation is projected to double over 10-years

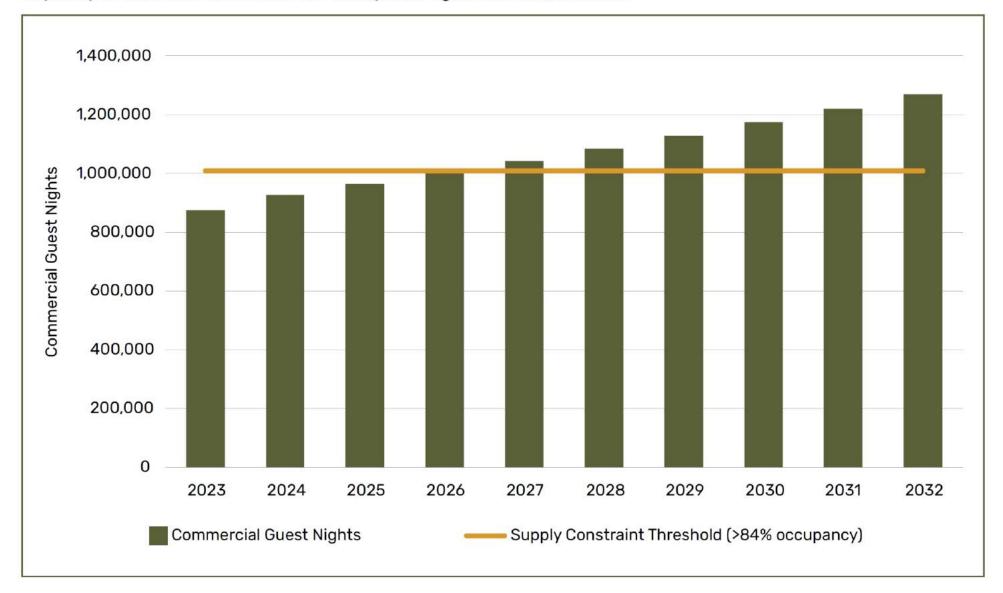




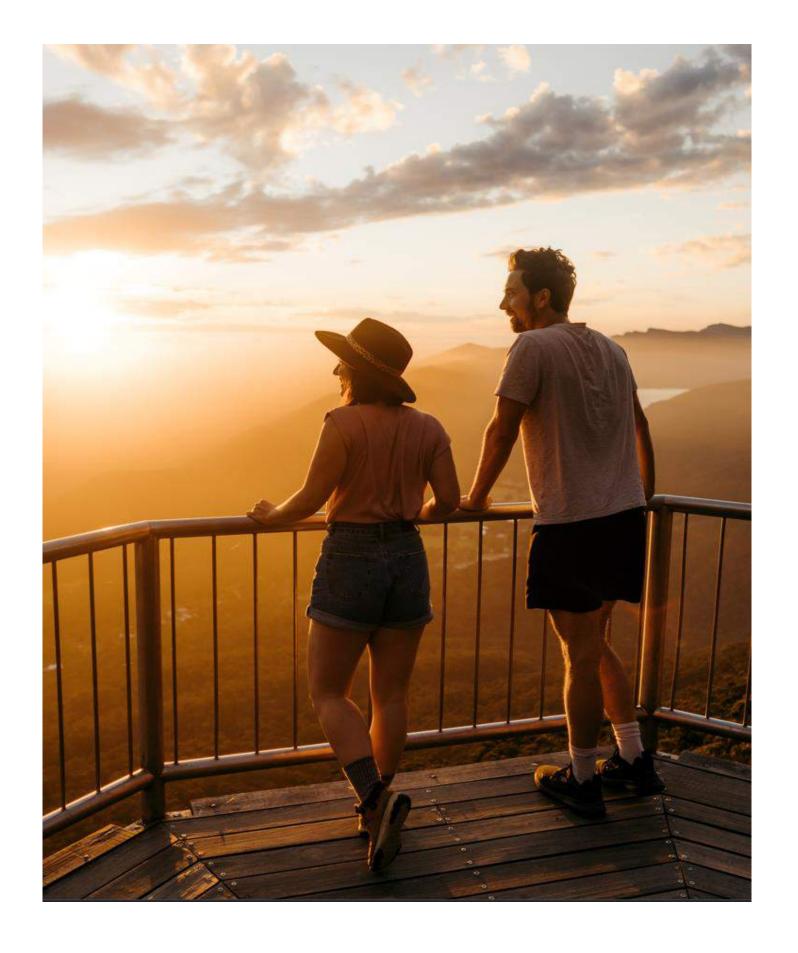
New Accommodation Needed

Demand will outstrip supply in four years. It is projected that by 2027, demand for the region will have exceeded supply, with the shortfall growing to almost 300,000 commercial guest nights per year by 2032.

Capacity vs demand forecast for the Grampians region's accommodation



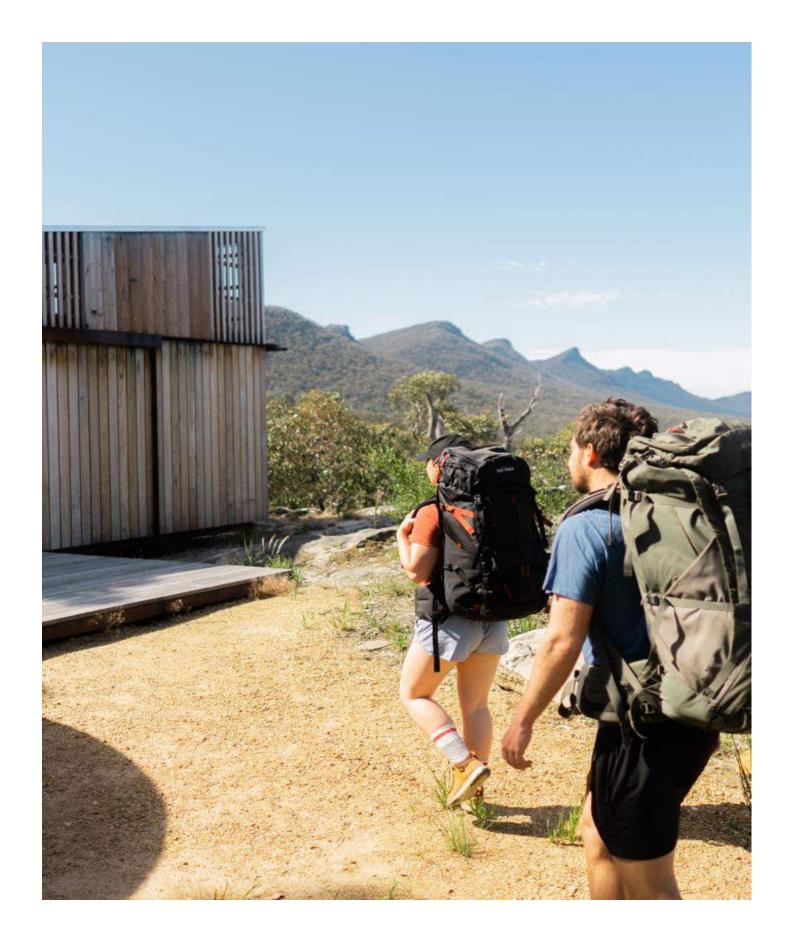




Strategic Tourism Investment Plan

- The Grampians region required a **Strategic Tourism Investment Plan** and supporting **Investment Prospectus** to provide direction for the sustainable product development of the visitor economy across the Grampians region.
- Whilst the GPT and associated infrastructure help to create a world class trail, the real opportunity is attracting private investment that will complement the asset, drive awareness of the destination, and create more jobs for the region.
- Therefore, for the GPT to become a significant and unique experience, it must also stimulate new private investment in the Grampians region.



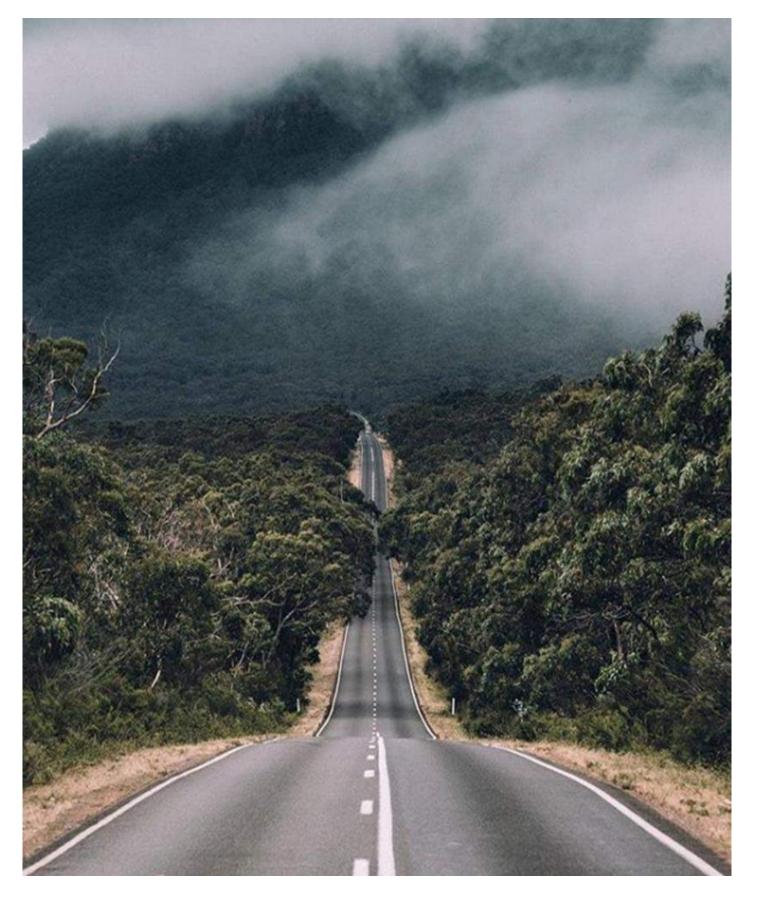


Project Scope & Output

Visitation has grown dramatically over the last two decades and our hero brand of big nature, quality food and wine, cultural and heritage attractions, and natural attractions has positioned our region as an attractive investment proposition.

- Stage 1: Research and market gap analysis to underpin the direction of the project.
- **Stage 2:** The Plan Creation of a Vision and Objectives for tourism investments in the Grampians region. And through a consultation process, 85 projects were identified.
- Stage 3: Development and design of a Grampians Tourism
 Investment Prospectus including 4 LGA specific versions.
- Stage 4: Development of a targeted Investment Attraction marketing and investor awareness campaign.
- New website: www.investgrampians.com.au.

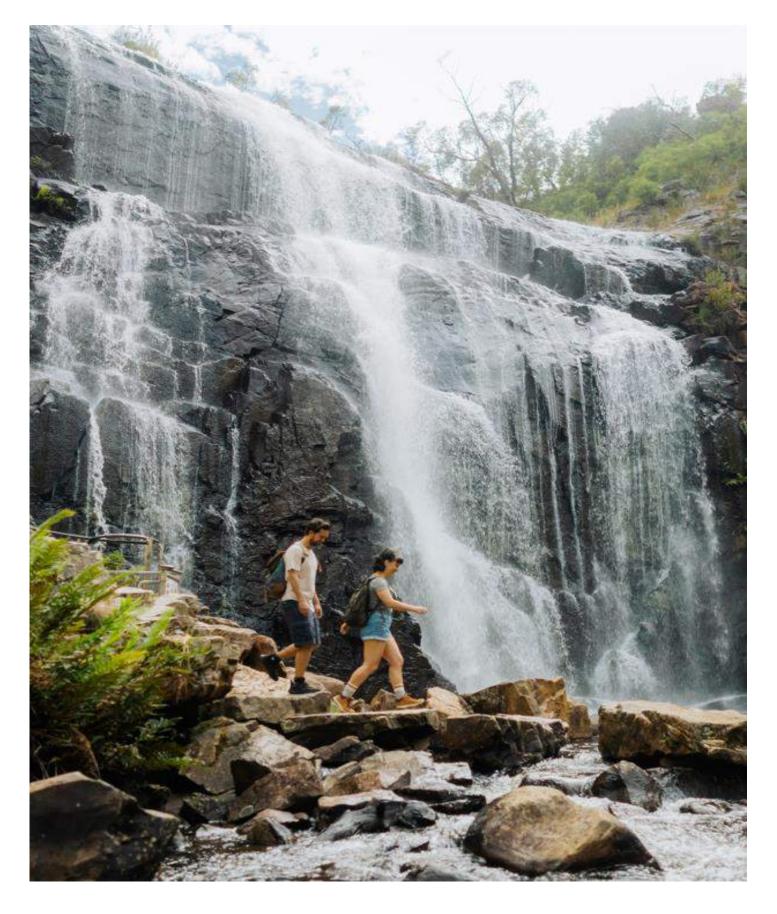




Strategic Investment Project

- State Government \$200K Project Investment.
- New Strategic Tourism Investment Plan and Investment Prospectus.
- Identifies several game-changing projects and supports the attraction of both public and private investment.
- The Investment Prospectus identifies 15 high priority investment opportunities in the region.
- Steering Committee includes Parks Vic and LGA partners.
- \$250 million investment already in the pipeline.





A Great Place to Invest

There are many reasons to consider investing in the Grampians

- A growing visitor economy and strong support from both state and local government.
- Tourism is an extremely important sector.
- Solid economic growth.
- Strong strategic regional connectivity, located as a mid-way point between Melbourne and Adelaide.
- Proximity to the fastest growing capital city.
- Enviable lifestyle with a growing number of tree changers.
- Strong domestic visitor market and growing international focus
- Leverage the State Government's key experience pillars of nature-based and First Peoples' led experiences.
- Ongoing public investment
- National and international reputation of the Grampians Peaks Trail.





Grampians Tourism Investment Prospectus

Official Launch

Potential investors will find a region that is open for business and takes a very proactive approach to support investment and development.

We are actively encouraging investors to be part of Victoria's next major investment uplift.





Questions?

Marc Sleeman
CEO – Grampians Tourism

CHAN UOY FOUNDER DIMBOOLA IMAGINARIUM



Experience the unexpected

The Dimboola Imaginarium is a place for everyone to embrace the mystery of the imagination.

Dimboola is telling a new story...

Background

Established Cambodian restaurants in Yarraville and Docklands

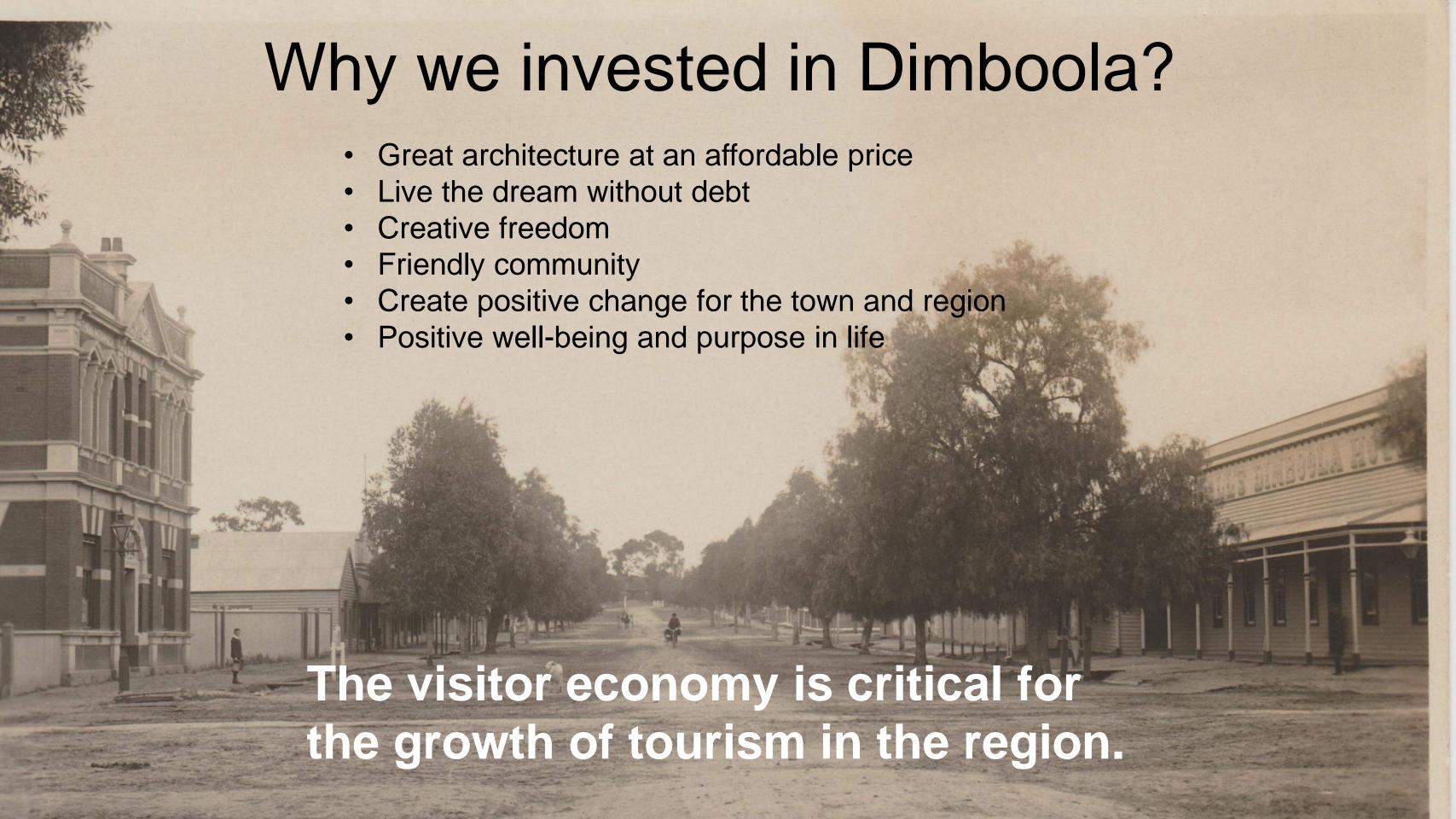




Dimboola was a classic Australian town in decline. In 2007, The Age newspaper ran a front-page story heralding the death of 40 Victorian towns. Dimboola made the list.

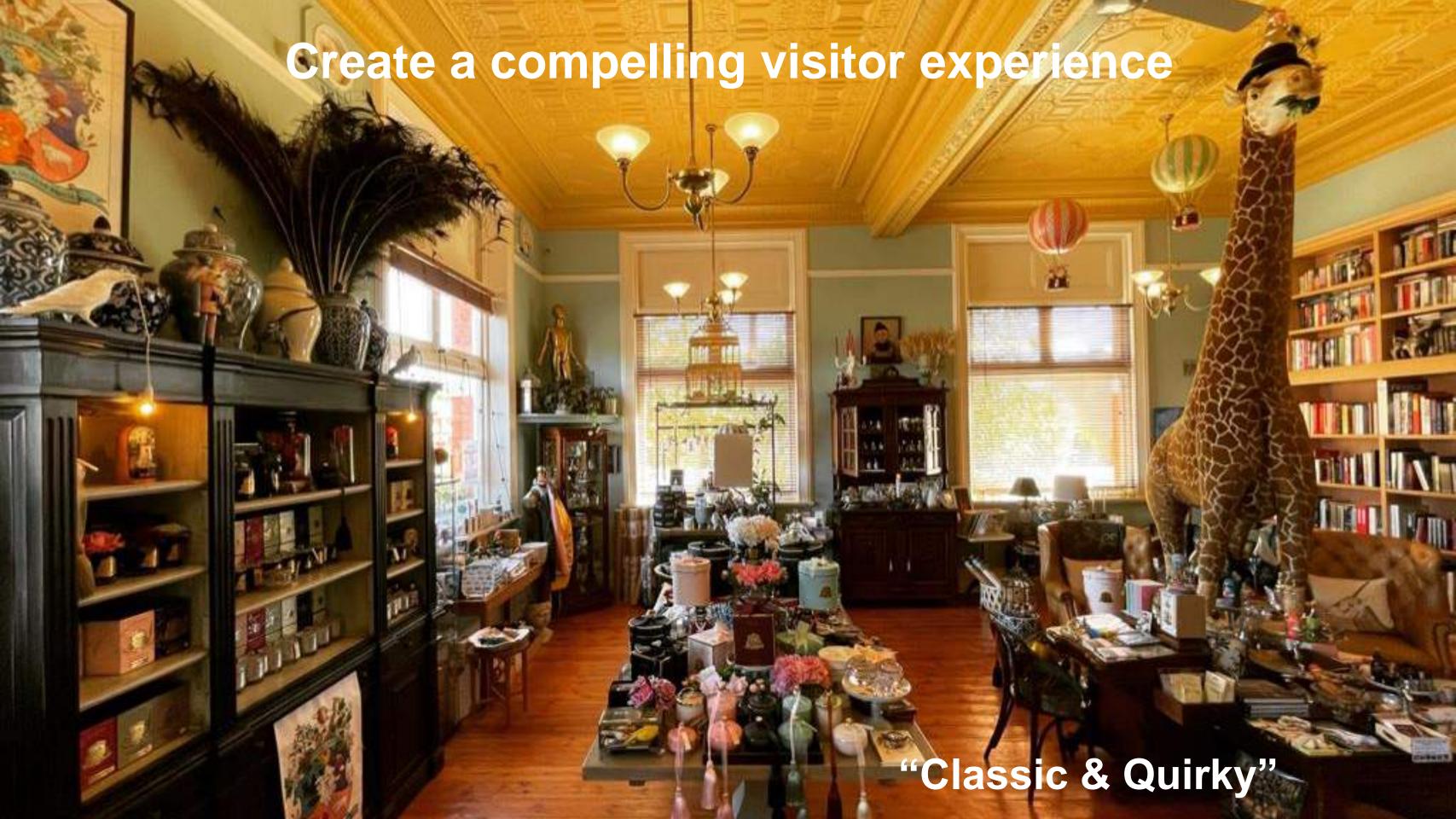


"Our brains are working overtime with all the ideas we have," says society secretary, Evelyn King. "We want something done with the old National Bank down on the corner, we want the pub fixed up... and we want the old garage converted into something with good food." Dimboola: Outback town for better, for worse. By Erin O'Dwyer | May 28, 2009 Australian Geographic



Develop a place-based brand and product for Dimboola that celebrates its history and natural environment.









Wimmera Steampunk Festival – an event that supports diverse communities.





The Tourism Renaissance

- Collaboration creates a more dynamic, cohesive region.
- Encourage diversity as this brings community vitality.
- After being a tourism black-spot, the Wimmera region can become a shining star next to the Grampians.

Come visit us!

Chan Uoy 7-9 Lochiel Street, Dimboola chan@dimboolaimaginarium.com 0425 705 591

JAMEY STAPLES DISTRICT MANAGER SOUTH WEST PARKS VICTORIA



Acknowledgement of Country

We acknowledge the Jadawadjali and Djab Wurrung peoples as the Traditional Owners of the Gariwerd landscape.

We pay our respect to their Elders, past, present and emerging, and the Elders from other First Peoples communities who may be here today.



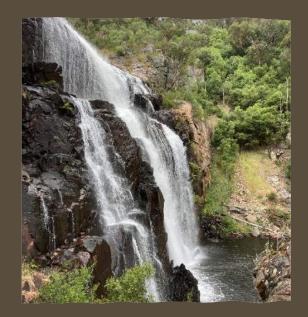
Grampians (Gariwerd) National Park Investment in major projects



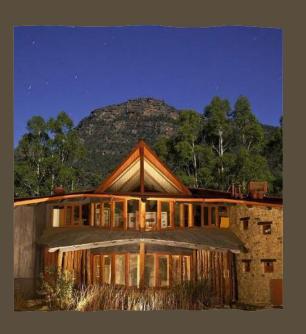
Grampians Peaks
Trail – updates and
feedback since the
launch



GPT Trailheads – project update



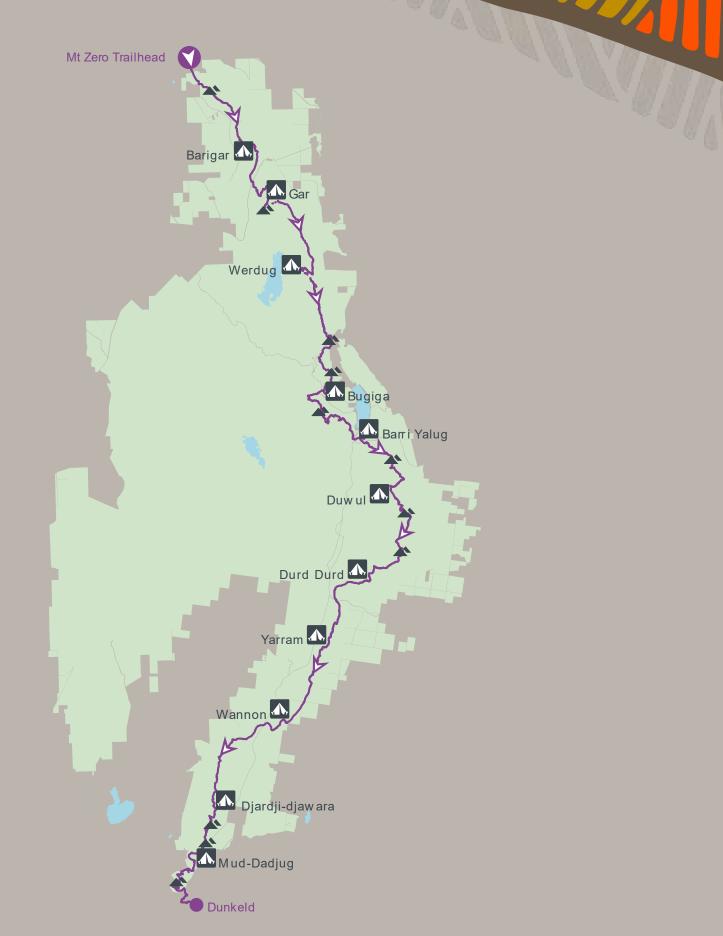
MacKenzie Falls Revitalisation – project update



Brambuk
Reimagining and
Revitalisation –
project update

Grampians Peaks Trail

Updates and feedback since the November 2021 launch





Updates and feedback since the launch in November 2021



Over 10,000 visitor nights booked



Over 300 13-day/12-night itineraries booked



65% hikers are 35+ years old, 56% women



Expecting busy spring/summer season ahead

Grampians Peaks Trail

Feedback from visitors



Customer feedback

- Over 170 hikers completed the post-hike online survey:
 - Over 80% said they would book again
 - Over 80% would recommend the trail to others



"The Grampians Peaks Trail is such an exciting addition to Victoria - thank you to Parks Victoria for creating it! We travelled as a group (two 65-year-olds and four 30-year-olds) and had a great time. In particular, we thought the facilities at the campsites were fantastic."



"Beautiful scenery, stunning trail with incredible campsites."



"An amazing experience, I loved, and I'm super-happy that Parks Vic have embarked on building and opening such a top quality trail, looking forward to seeing how it develops.."



"A spectacular walk. A true gem and on par with Cradle Mountain experience."



Leverage Grampians Peaks Trail for your business

- Think about the broader customer journey:
 - Before and after e.g. driving experiences, accommodation
 - Adapt your business to cater for walkers
 - Preparation and supplies, transport and transfers
 - Post-walk recovery
 - Renew/refresh your offer to target walkers
 - See it for yourself know your local product.
- Work with Licensed Tour Operators
- Accommodation not all walkers will stay in the park
- Value add/package your local products and services



Grampians Peaks Trail Trailheads

Funding: \$5.0 million

Department of Jobs Precincts and Regions

Investment to provide more options to access the Grampians Peaks Trail.

Increased flexibility, information and facilities to access the trail.

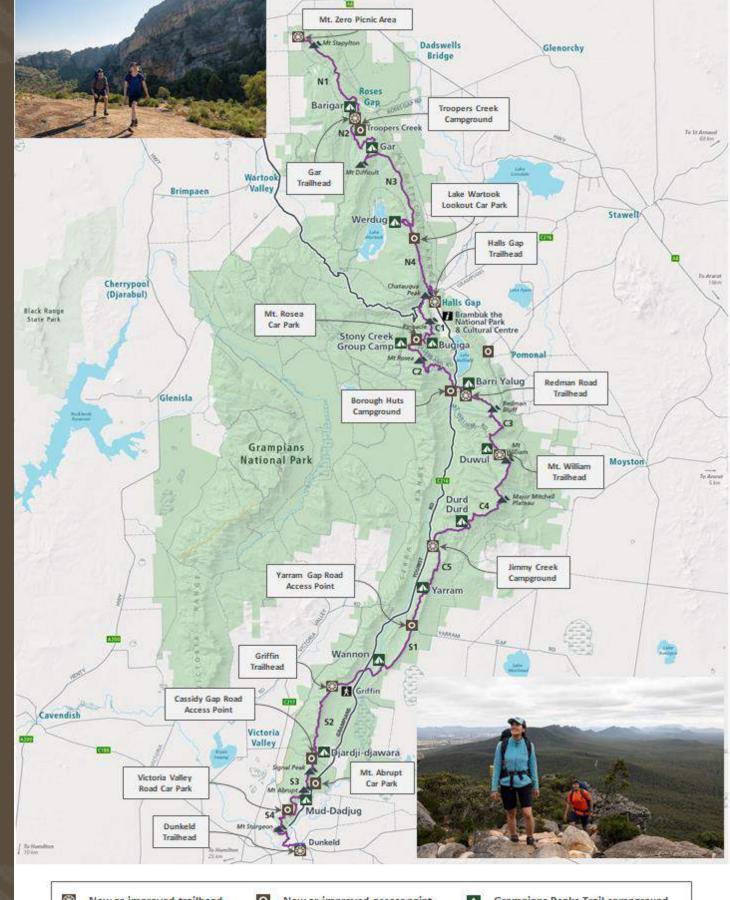
Dedicated car parks to ensure safe access for visitors and protection of the landscape.



Trailheads across the Grampians Peaks Trail

Potential scope includes:

- Four new car parks completed in 2021
- Car park upgrades planned at existing access points
- New toilets at Mt Zero, Mt William and Griffin
- Larger water tanks to be considered at some sites
- Improved signage and interpretation
- Indigenous cultural interpretation through artistic and architectural features at Mt Zero, Halls Gap and Dunkeld



New or improved trailhead
 New or improved access point
 Grampians Peaks Trail campground

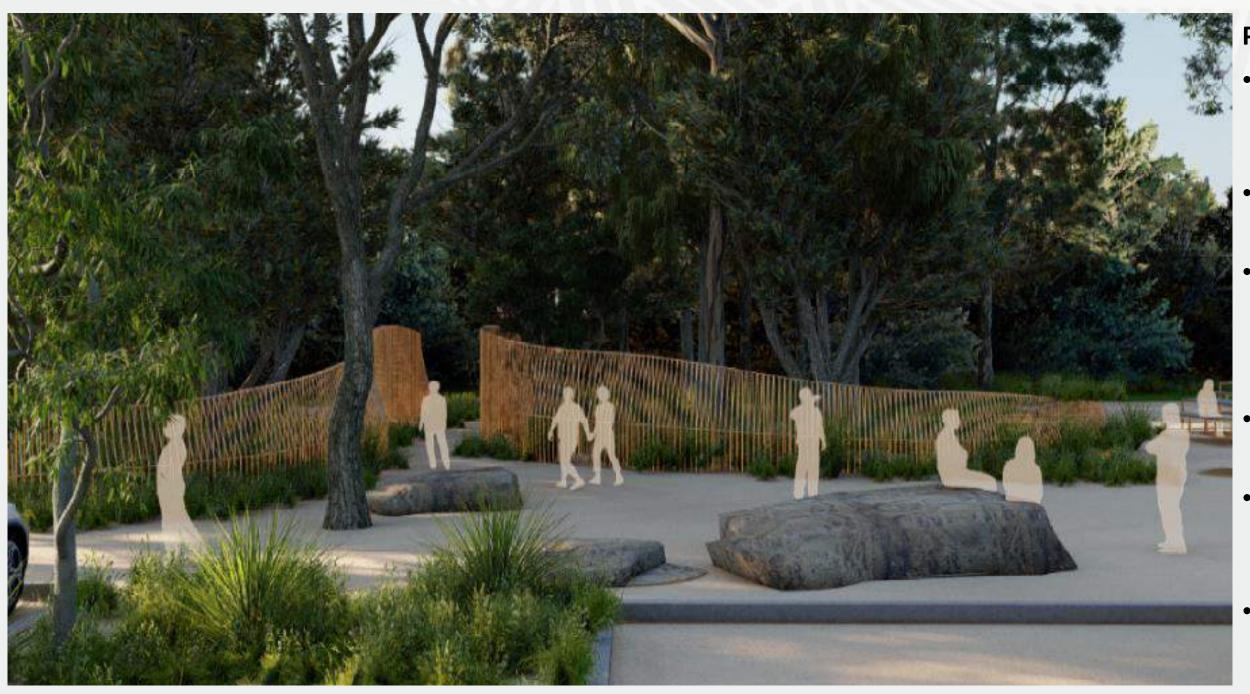
Mt Zero Trailhead

- Northern gateway to the Grampians Peaks Trail
- Exciting new improvements for day visitors and people starting out on the Grampians Peaks Trail
- Aboriginal Cultural

 interpretation opportunities
 to strengthen the area's
 connection to Gariwerd



Mt Zero (Mura Mura) Trailhead



Potential scope:

- Car park and access track upgrade, new toilets (3 cubicles) with DDA access), new water tank
- Interpretive signage with Indigenous name (Mura Mura)
- Gateway screen element representing splitting of emu feathers in the Gariwerd Creation Story
- Boulder seats, GPT style picnic tables / chairs
- Nature play area as an interpretation opportunity (e.g. Gariwerd wildlife, TBC)
- Subtle interpretive artwork in furniture / on path to start of GPT

MacKenzie Falls Revitalisation

Funding: \$7.67 million

Department of Jobs Precincts and Regions

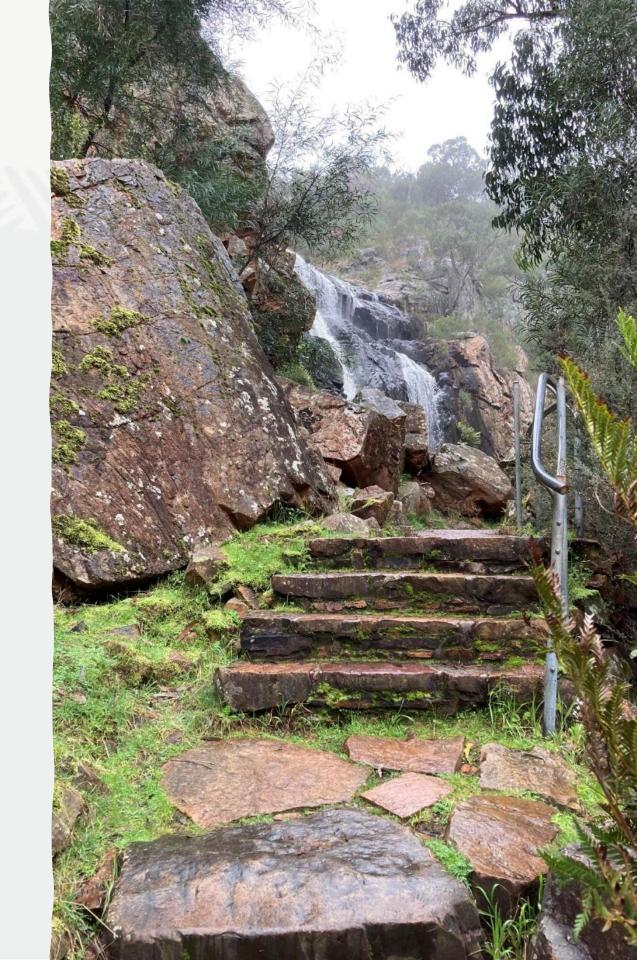
Investment to better cater for visitor numbers, manage visitor safety, and better protect the significant cultural, natural, and recreational values of the area.



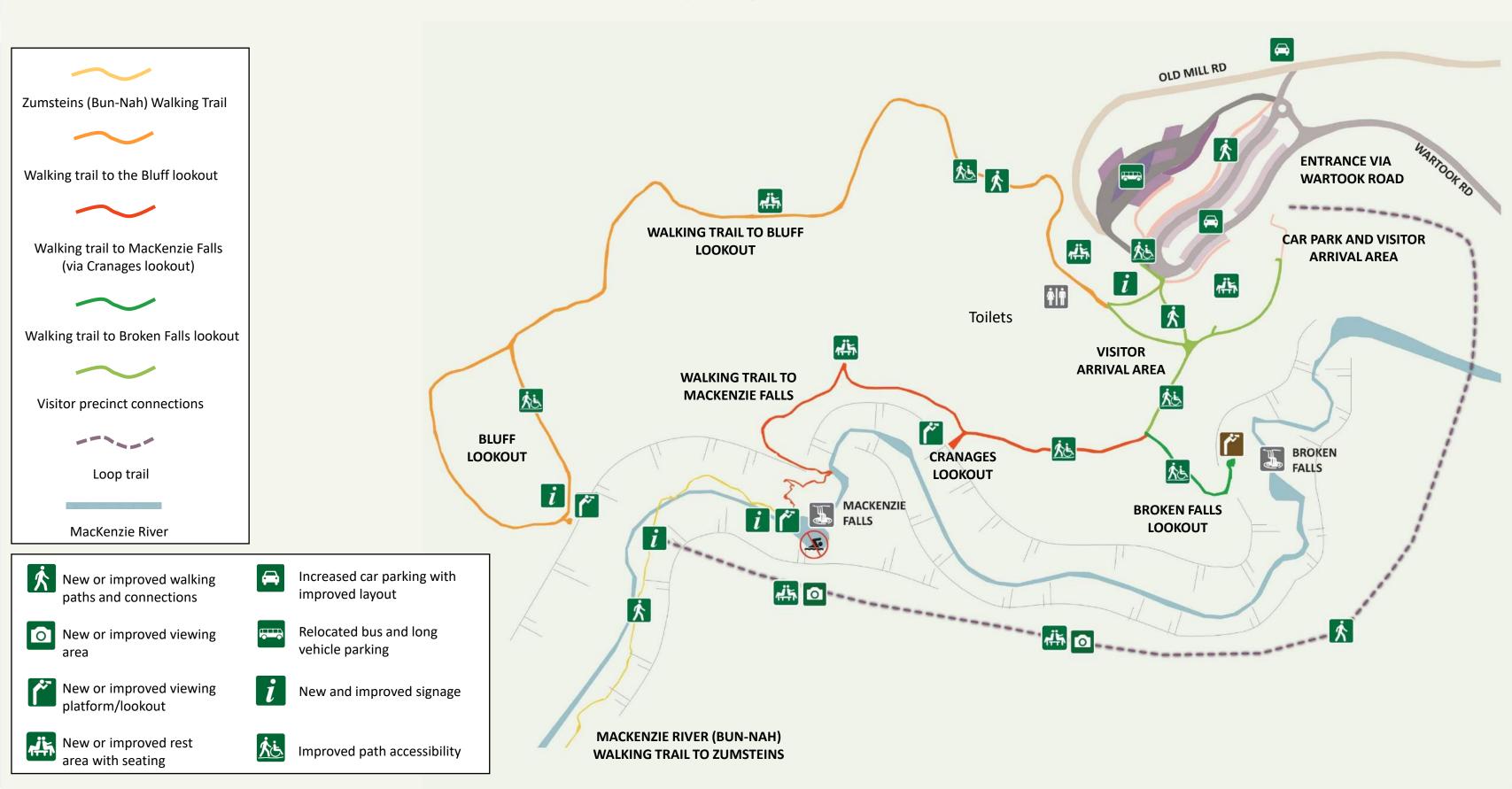
Visitor and Community Benefits

MacKenzie Falls Revitalisation

- Improved visitor safety and reduced congestion
- Exciting new visitor experiences return loop trail, viewing platform at base of falls, pedestrian bridge across Mackenzie River, cultural and environmental interpretation across the precinct
- Commercial opportunities may include food and beverage services at MacKenzie Falls / Zumsteins and/or guided tours from nearby towns
- Dispersal of visitors across Gariwerd strengthened link to Zumsteins and onwards to Wartook, Laharum, Mt Zero and Horsham



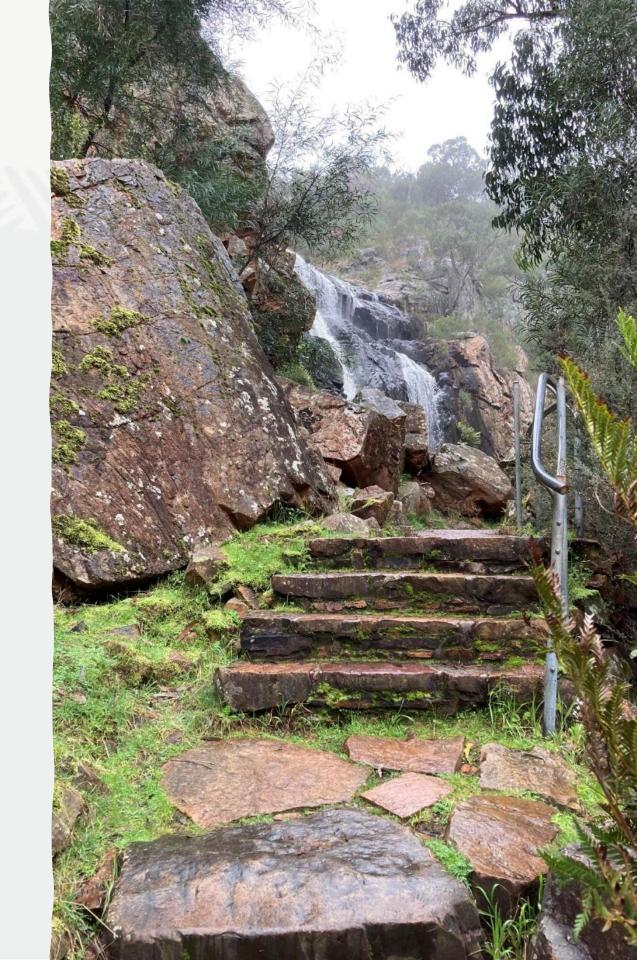
MacKenzie Falls Visitor Precinct – proposed works



Community Feedback

MacKenzie Falls Revitalisation

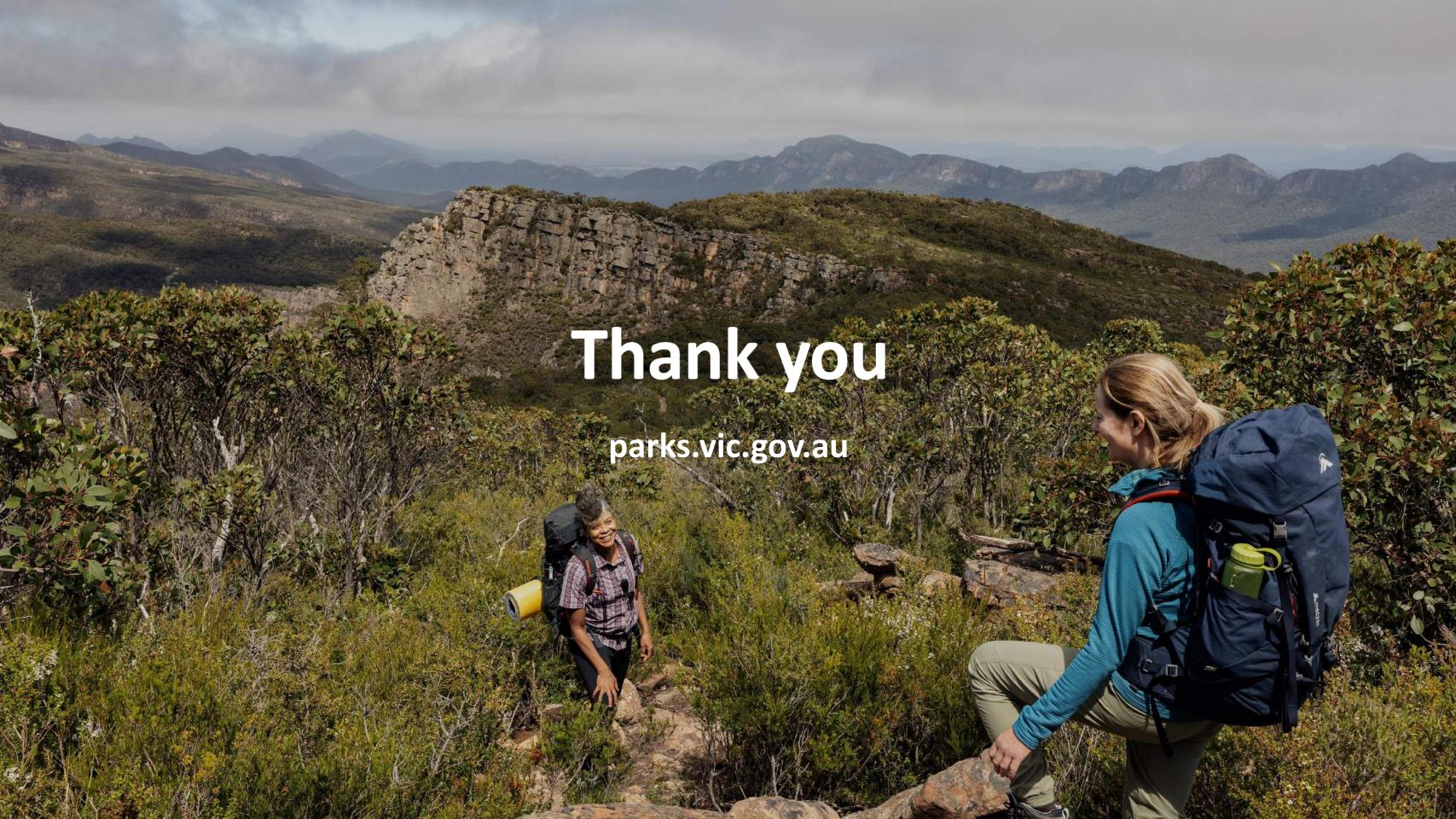
- 1,540 website views and 82 surveys suggests overall comfort with project; 21 attendees at in-person engagement sessions
- Most participants were local and/or regular visitors
- Overall support for project high
- Most preferred features: loop trail, improvements to existing trails, viewing platform (for improved safety)
- Less frequently preferred items: directional signage, visitor information, car parking and arrival area improvements
- Some concerns raised about new infrastructure impacting environment and natural feel of the site, and swimming



Brambuk Reimagining and Revitalisation

- Brambuk Reimagining: Governance
 - Brambuk Advisory Group established representatives from Gariwerd Traditional owner communities
 - Planning commenced to explore different governance and business enterprise frameworks
- Brambuk Reimagining: Business and master plan
 - Engagement with Brambuk Advisory Group commenced
 - Further discussion on opportunities being planned
- Brambuk Revitalisation: Early Works
 - Priority safety measures addressed to enable interim use of Cultural Centre – winter series, rock art forum
 - Planning for refurbishment to address major defects commenced





CHARLES DEUCHRASS GROUP MANAGER MARKETING & PROGRAMS, VISIT VICTORIA



Visit Victoria Update

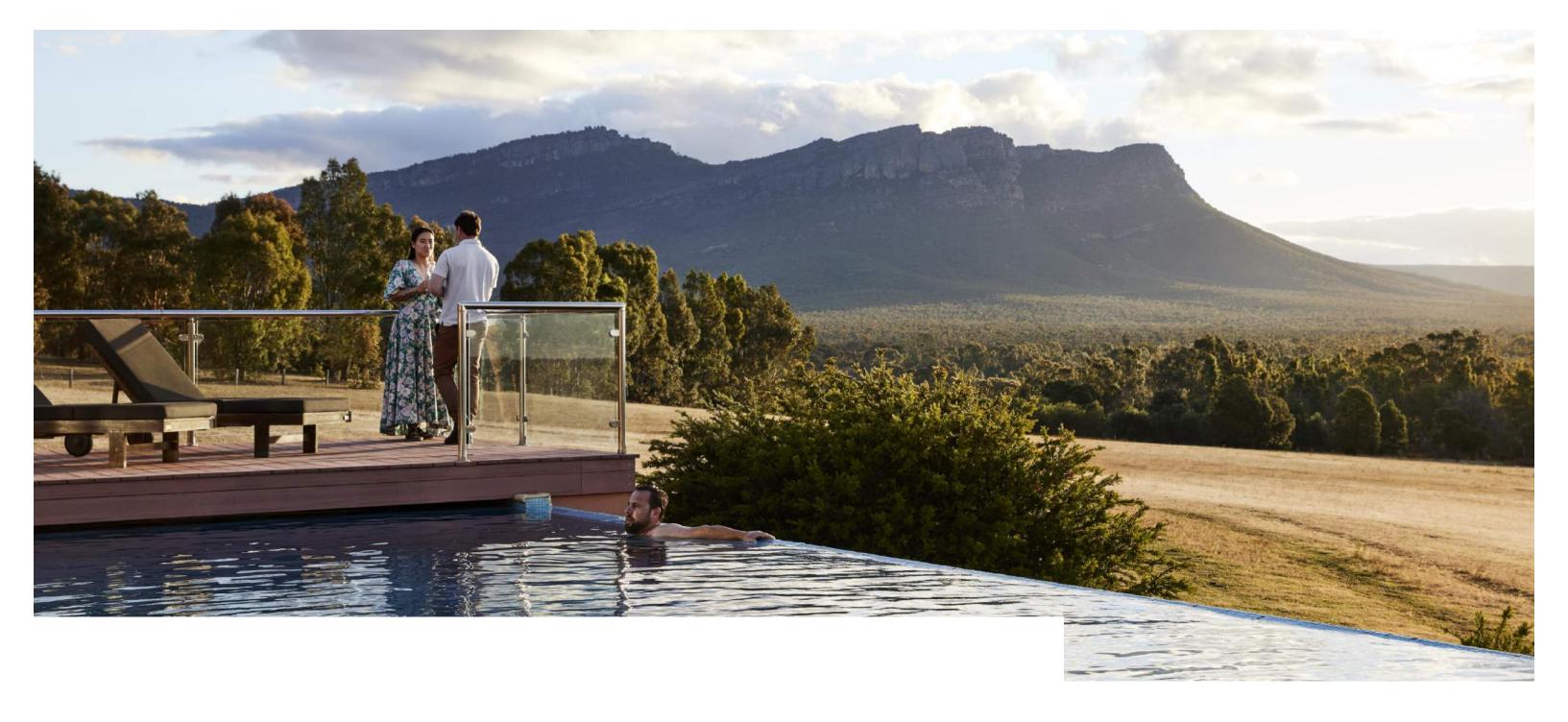


Charles Deuchrass – Group Manager, Marketing & Programs Grampians Tourism Industry Forum



- 1. Consumer trends
- 2. Visit Victoria's strategic approach
- 3. Campaign update
- 4. Visit Victoria X Grampians Tourism
- 5. Get involved



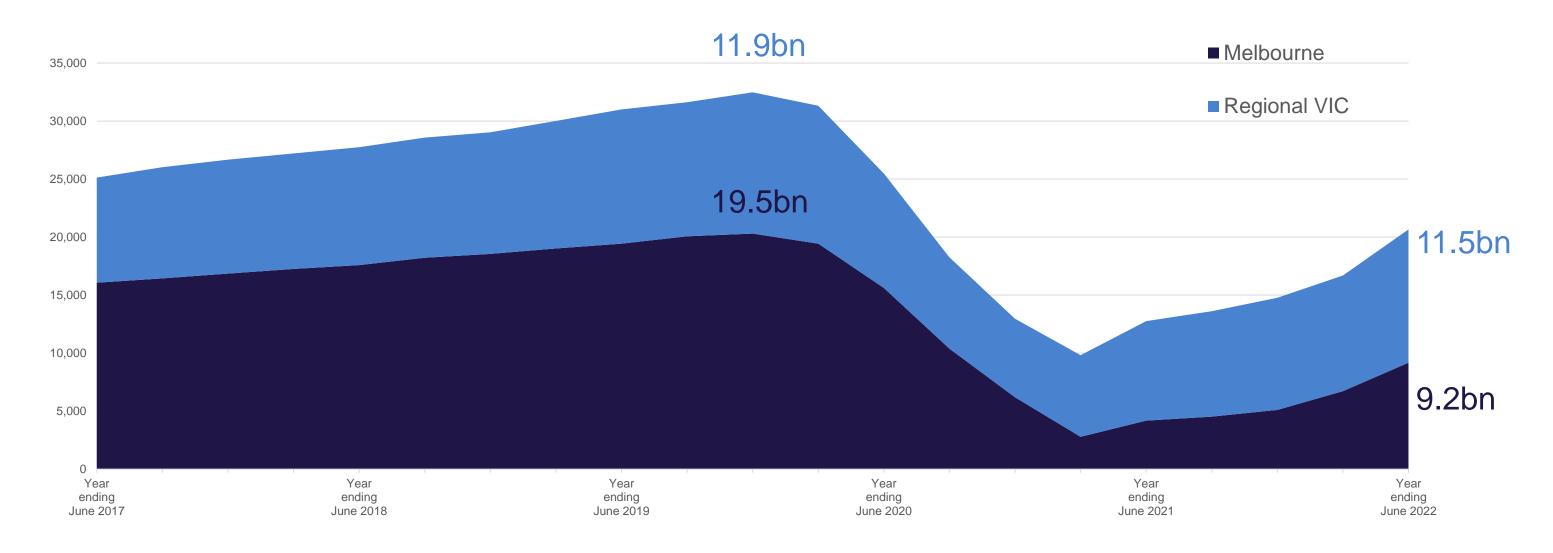


Consumer trends update (Domestic)



Regional Victoria now has a larger visitor economy than Melbourne.

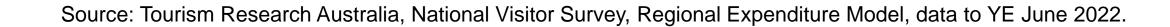
Visitor Expenditure Total (\$m) – Rolling Yearly



Source: Tourism Research Australia, International and National Visitor Surveys, Regional Expenditure Model, data to YE June 2022.

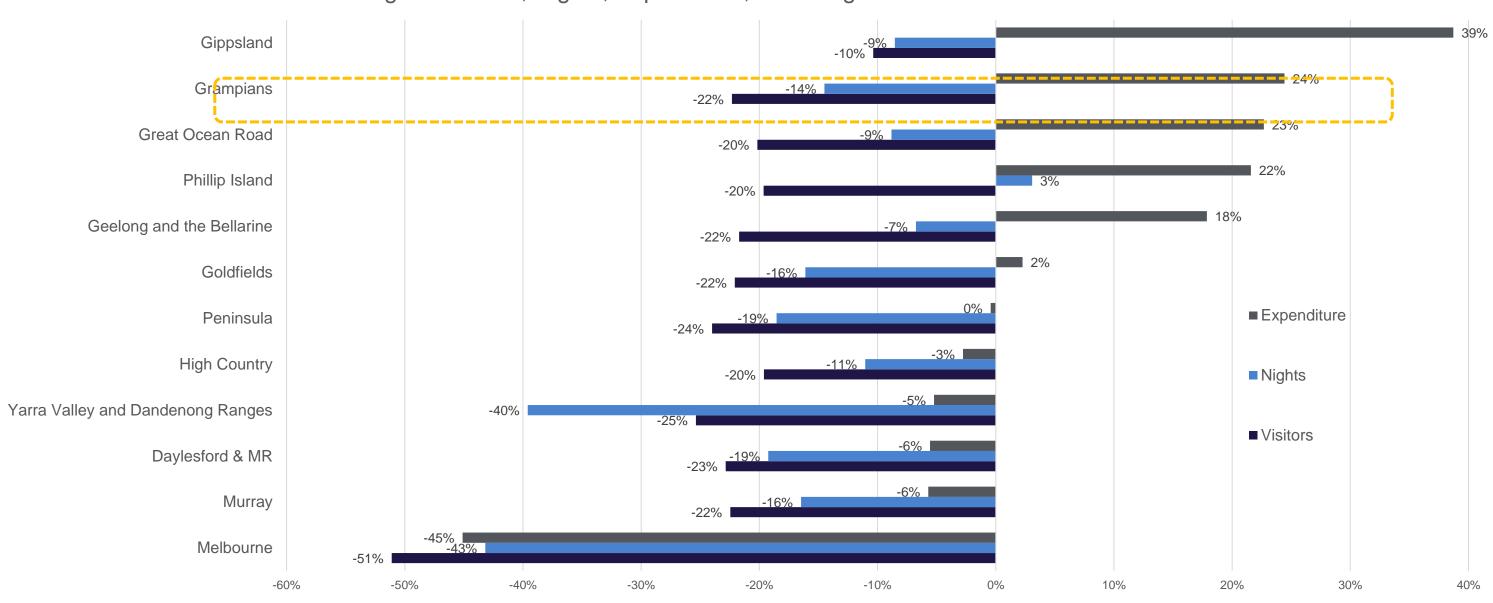
Overnight intrastate travel to regional continues to track strongly, with higher yield to visitation.

Overnight Intrastate Travel	Visitors (000)			Nights (000)			Expenditure (\$M)		
	June quarter 2019	June quarter 2022	% change	June quarter 2019	June quarter 2022	% change	June quarter 2019	June quarter 2022	% change
Regional NSW	5,373	4,725	-12.1%	14,974	13,535	-9.6%	2,439	3,134	28.5%
Regional VIC	4,282	4,221	-1.4%	9,904	10,222	3.2%	1,350	2,087	54.6%
Regional QLD	2,995	3,203	7.0%	10,687	10,496	-1.8%	1,638	2,228	36.0%
Regional SA	997	913	-8.4%	2,944	2,505	-14.9%	352	414	17.9%
Regional WA	1,589	1,426	-10.3%	6,665	6,714	0.7%	997	1,040	4.3%
Regional TAS	232	235	1.2%	602	558	-7.3%	120	168	39.8%

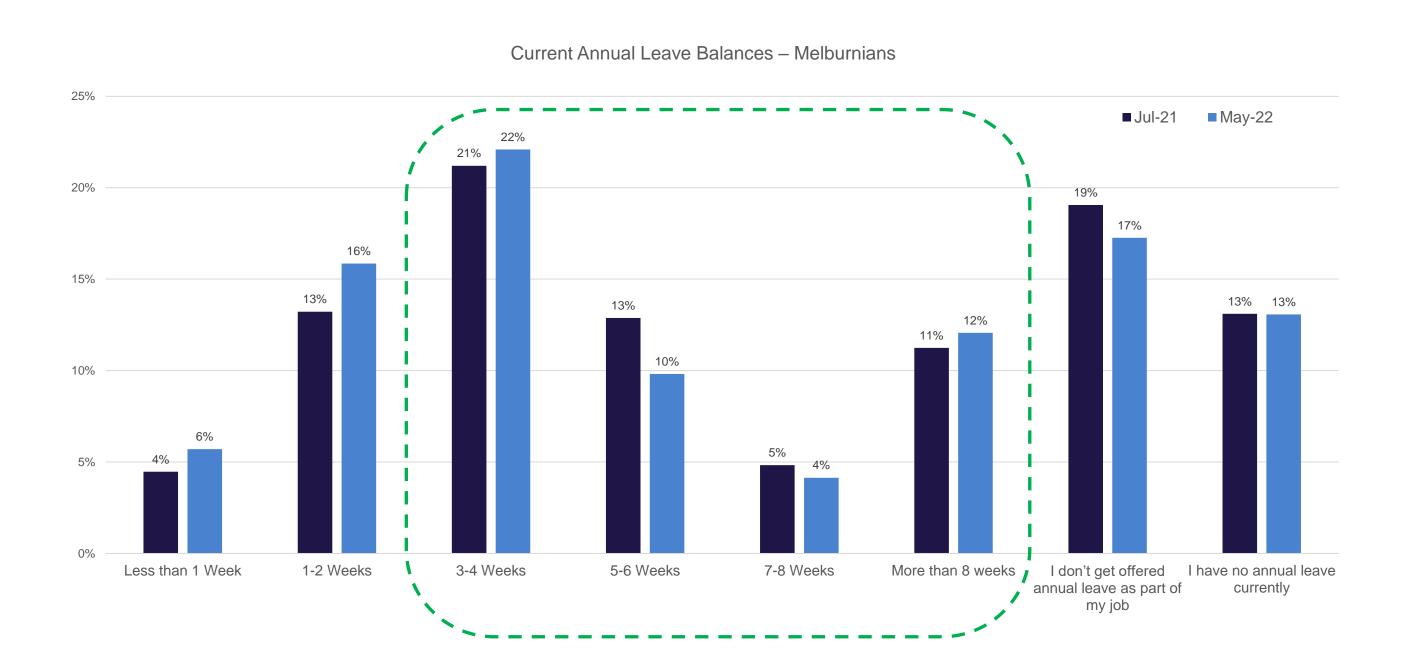


Grampians is up 24 per cent in visitor expenditure vs. pre Covid levels, despite a disrupted year.





48% of Melburnians have 3+ weeks annual leave.



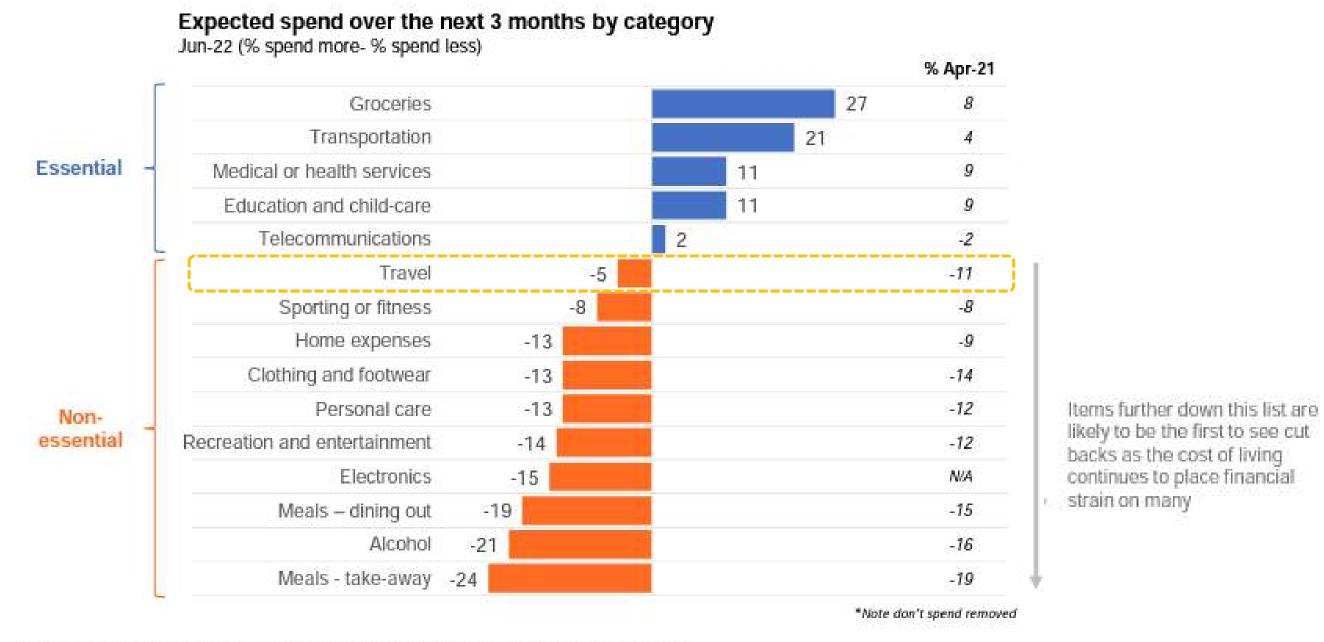
The pandemic has impacted traveller options but the fundamentals have only shifted slightly, some not at all.

- Short break (3.1 nights vs. 2.8)¹
- Intrastate is most affordable form of travel (\$157 vs. \$141)
- Single stopover (88 per cent pre and post Covid)¹
- Similar demographic profile (challenges with younger audiences).
- Nature and culinary our biggest strengths that consumers travel for ²
- Attitudes towards regional travel remain almost identical

Source:

- 1. Tourism Research Australia, Domestic Overnight Trips, Year ending December 2019 compared to Year ending December 2021.
- 2. Roy Morgan Single Source Data.
- 3. Visit Victoria Brand Health, 2021.

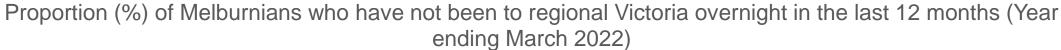
While travel is discretionary, many see this as a *need* and not a *want*.

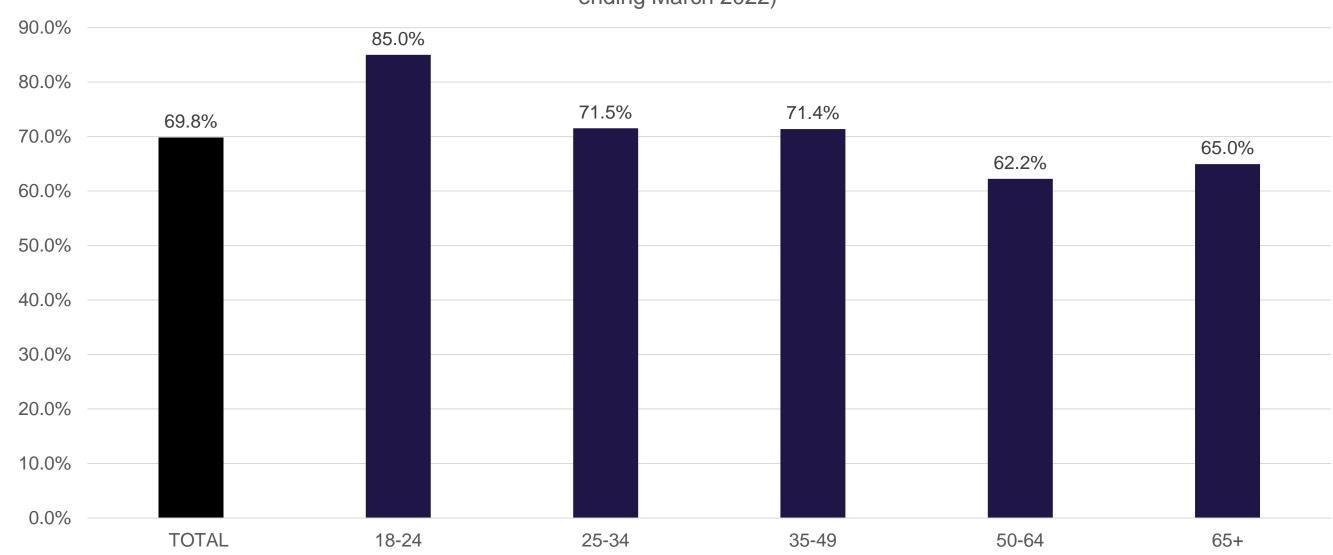


Q13pxa. Thinking about the next 6 months, how do you expect your spending to change for? All respondents, Jun-22 n=1,001.

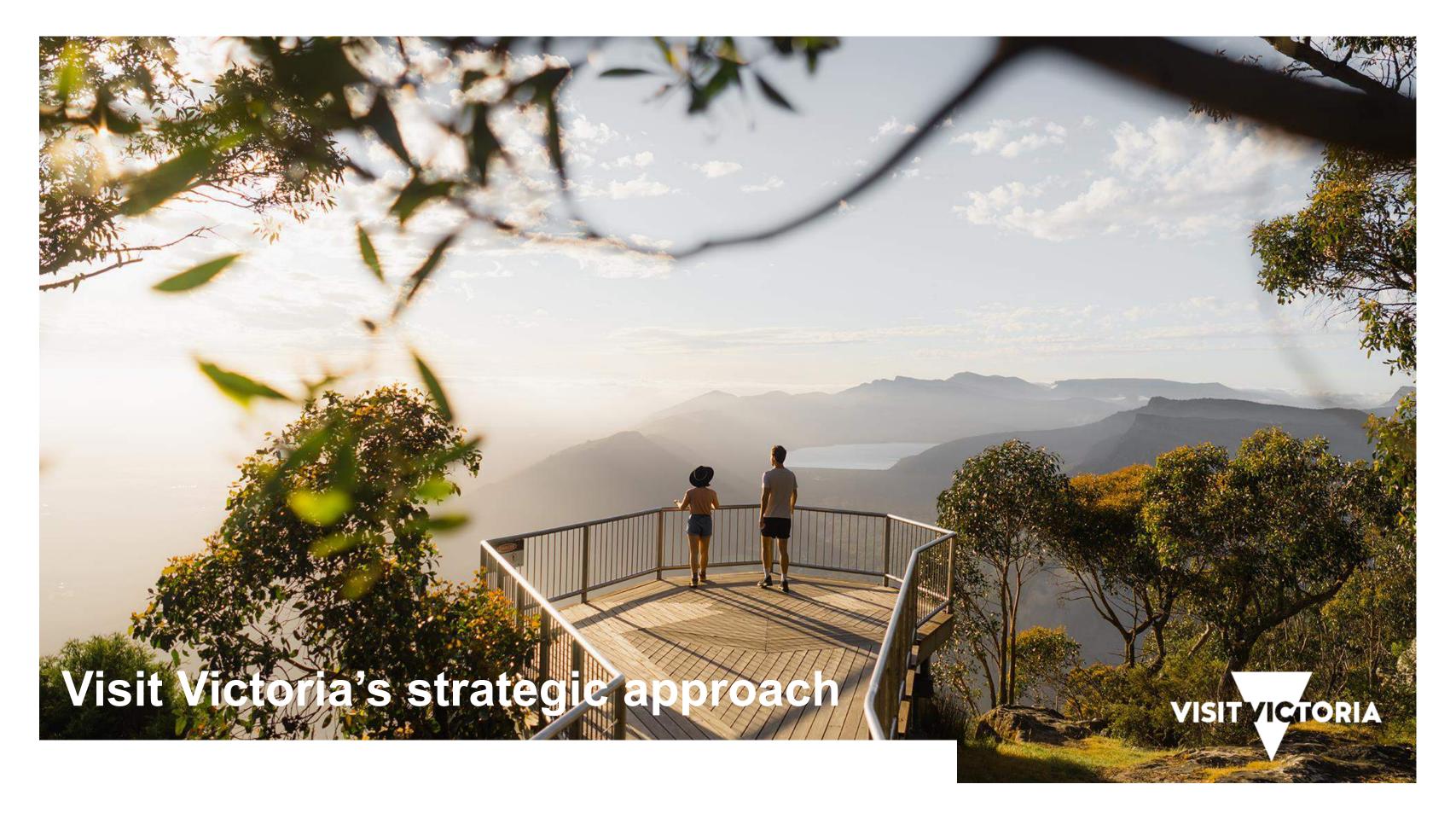
Source: Quantum Market Research, AustraliaNOW, July 2022. NOTE: Not for further distribution.

70 per cent of Melburnians have not travelled overnight to regional Victoria, with this higher for younger age groups.

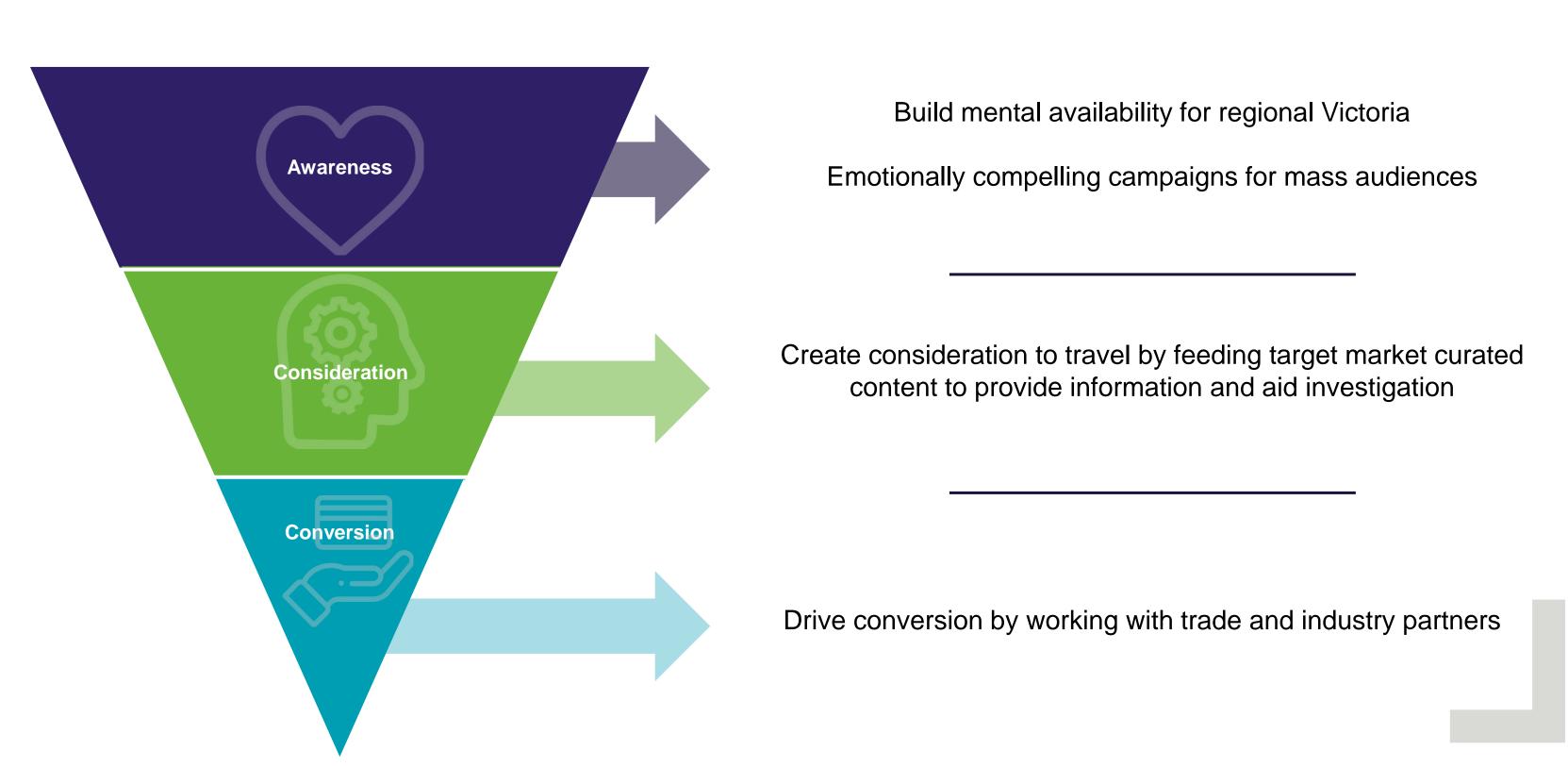




Source: Roy Morgan, Holiday Tracking Survey, YE March 2022, last 12 months overnight travel.



Visit Victoria's job – move consumers down "the funnel"



Strategic approach for the drive market



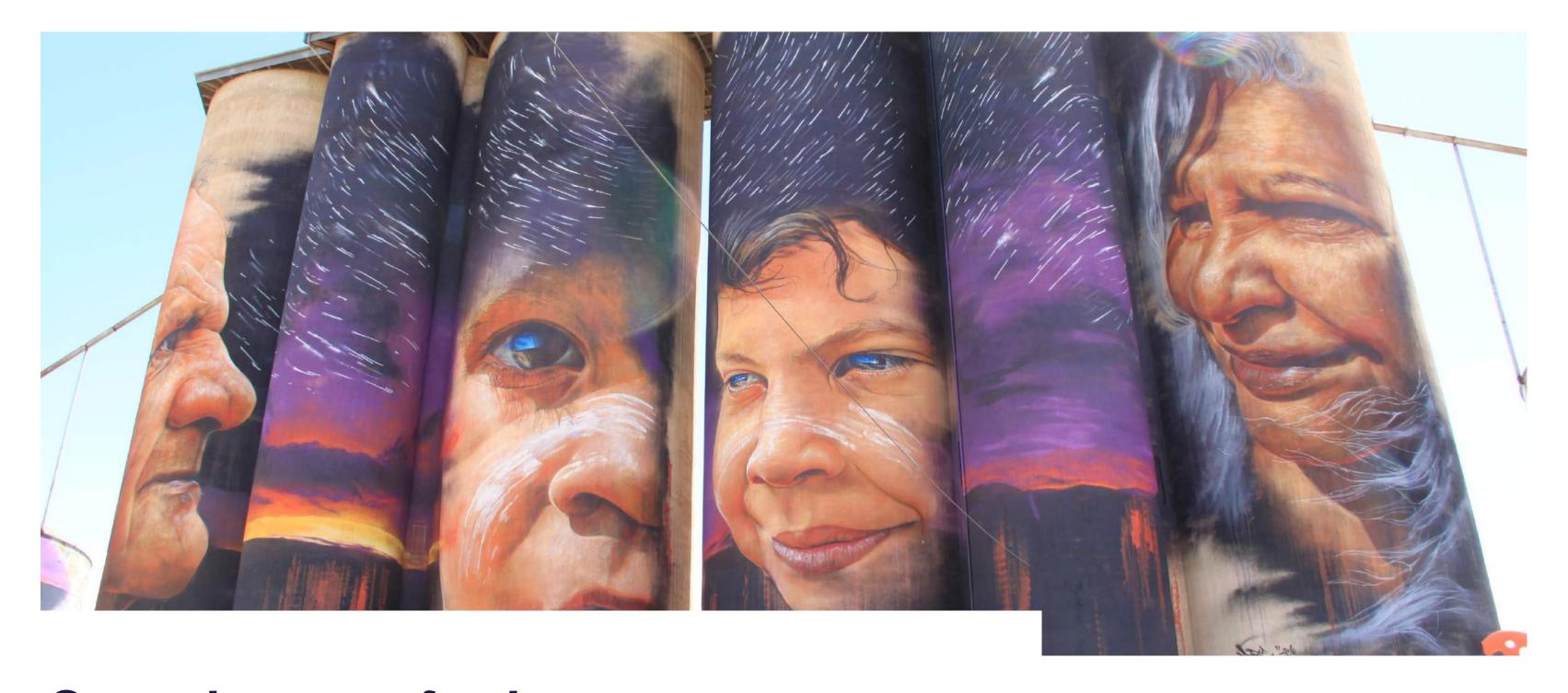








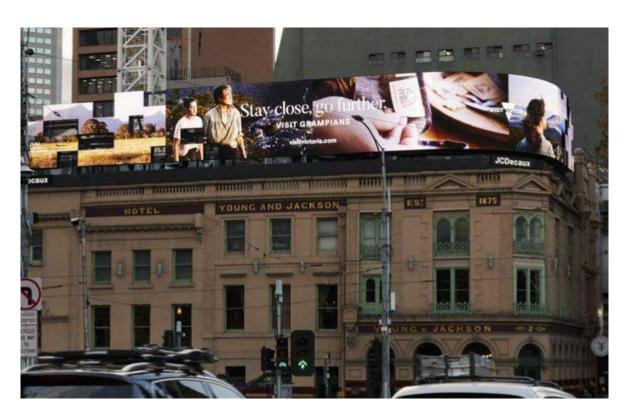
- Position regional Victoria as an ideal shortbreak destination
- Emotionally connect with under 35s
- Promote regional Victoria's rich seasonal propositions
- Leverage known motivators for travel, particularly nature and culinary experiences and events
- Work with Regional Tourism Boards to market each region's distinctive attributes
- Off-peak focus



Stay close, go further campaign activity

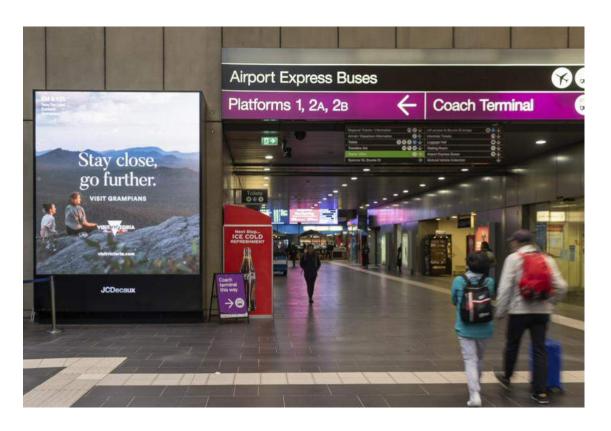


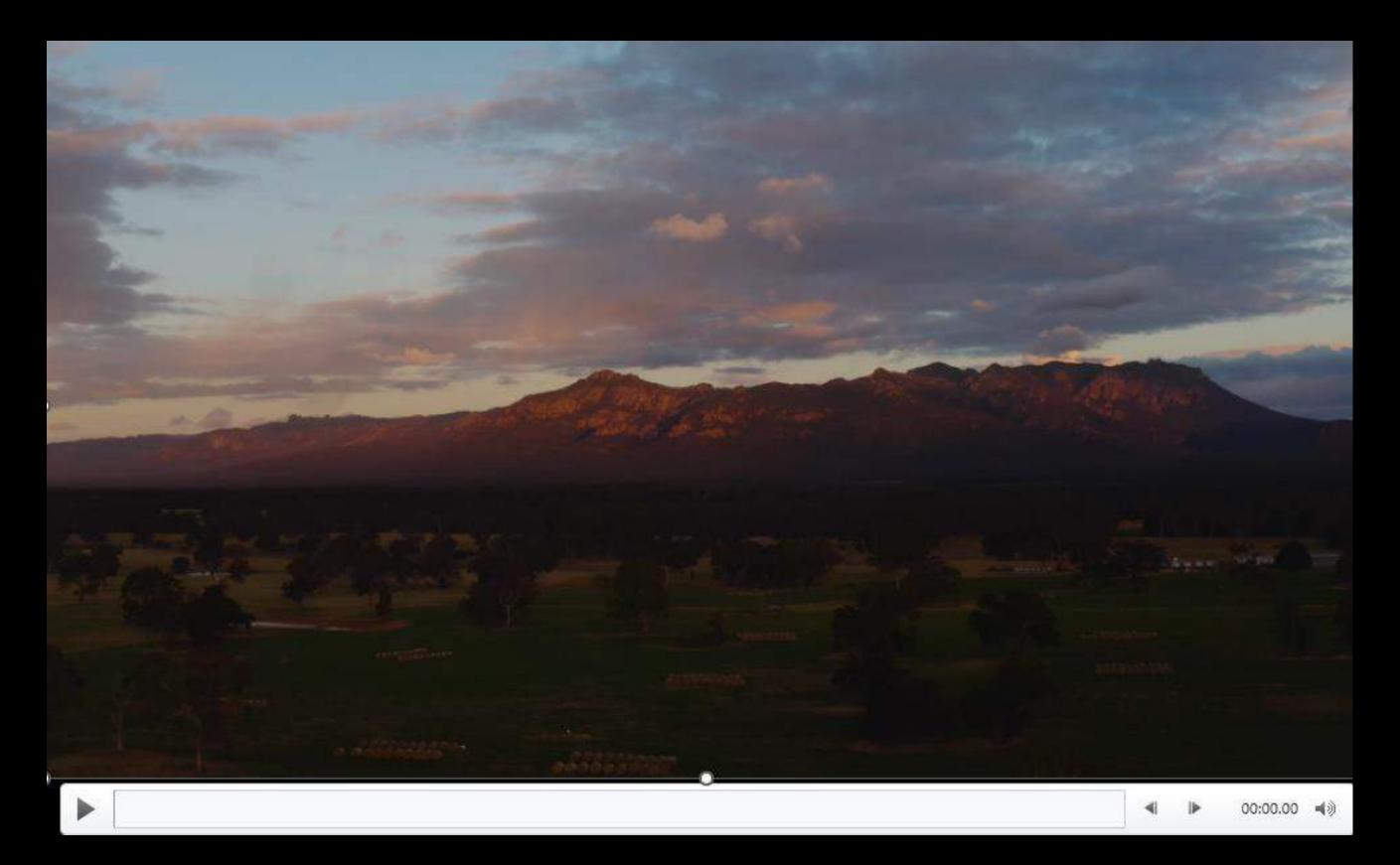




























the Grampians. Meet the locals grounded in their pursuit of fine wine, quirky and sustainable accommodation, contemporary clothing made with natural fibres, and elevated pub grub with fresh locally grown produce. Re-connect and find a sense of space. Stay close, go further.

Meet the people









Discover the Grampians and meet local makers.



Hit the road for a Grampians escape

Journey to west Victoria and discover a fresh new perspective in the Grampians region. Scale to new heights on mountain peaks a million years in the making, sample mouth-watering local produce, cast your eyes on Aboriginal rock art, and sleep soundly surrounded by the beauty



Perfect panoramas

Scale spectacular sandstone ridges, gaze at awe-inspiring vistas and find your favourite new hiking trail in this preathtaking

READ MORE



Treat your tastebuds

Taste the region's famed cool-climate wines, settle in for a ten-course degustation at the local pub and discover how the Grampians



Visit Gariwerd

Discover 30,000 years of Aboriginal currure and warn about what the heritage-listed landscape of Gallwerd means to the Jacowadal and Diap Wurung peoples



Sleep in luxury

from havigent weekends to cheap and cheery family nalabys, there are plenty of places to recharge and refresh in the Grampion's hangui push sunounas.



Em and Kel

earth-lovers, 8m and Kei sommervite, discuss their ethical fourion line. Same the

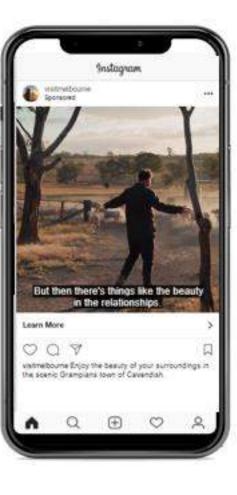
How useful do you find our newsletters?

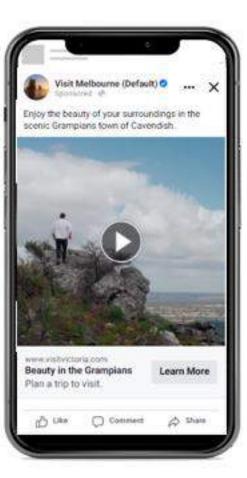


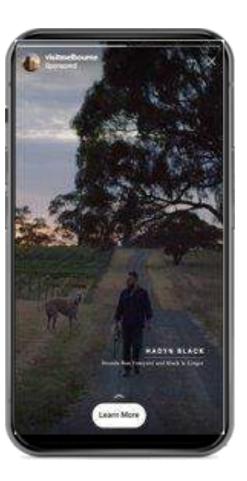




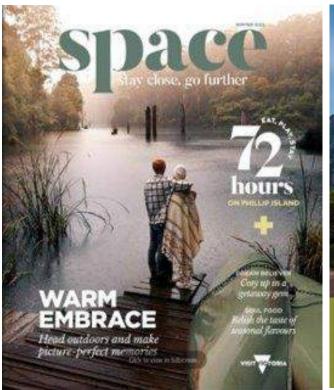


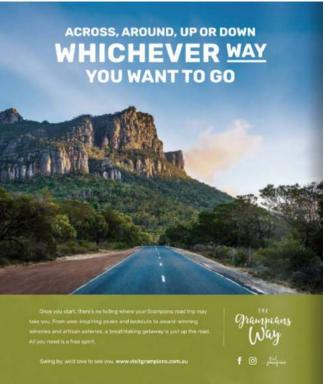




















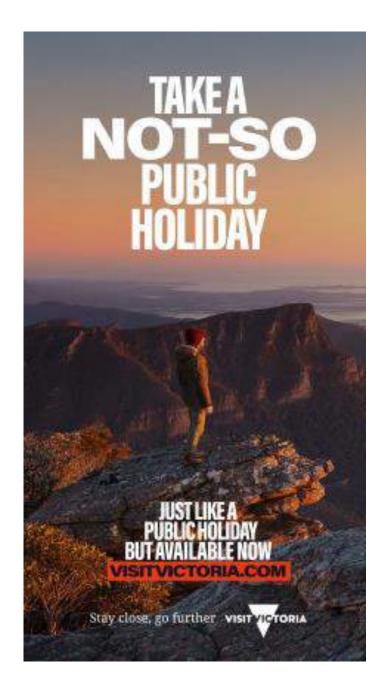




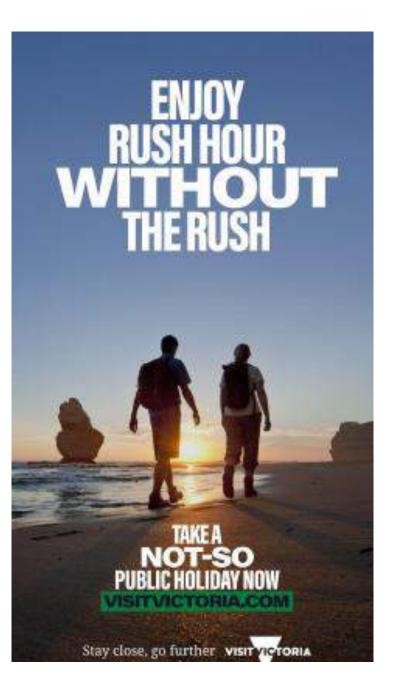


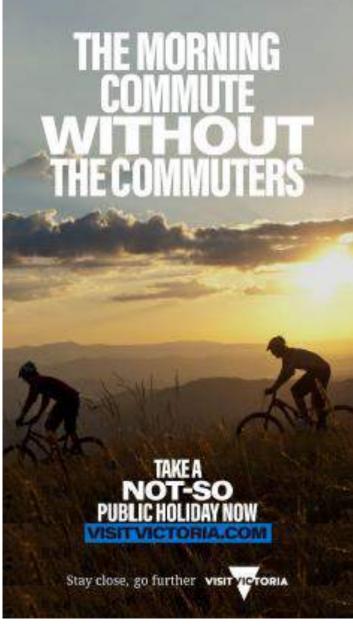


Take a not-so public holiday – tactical campaign



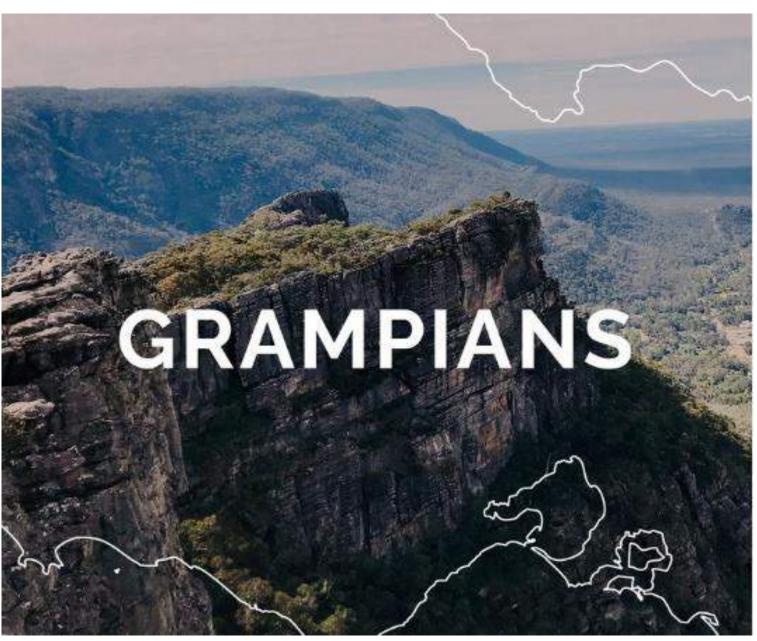






Introducing Stella the Stargazer









Visit Victoria + Grampians Tourism cooperative marketing

WE ARE EXPL€RERS





Visit Victoria Social & eDM









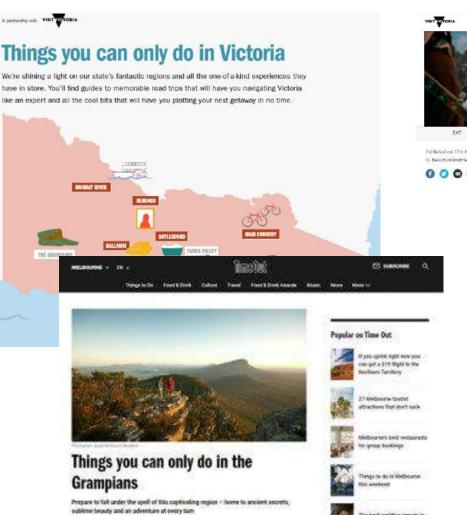




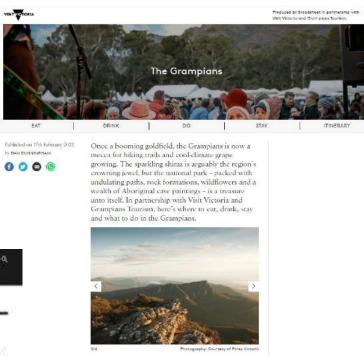
Within weekend distance from Melbourne, the Grampians caters to foodies, Explorers and everyone in between. With world-class hiking trails, swimming, and top-notch local food, the only question you need to ask yourself is 'How soon can

Jardwadjali people who have occupied and cared for these lands and waters for thousands of years

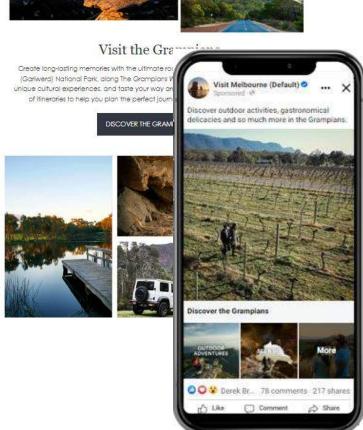




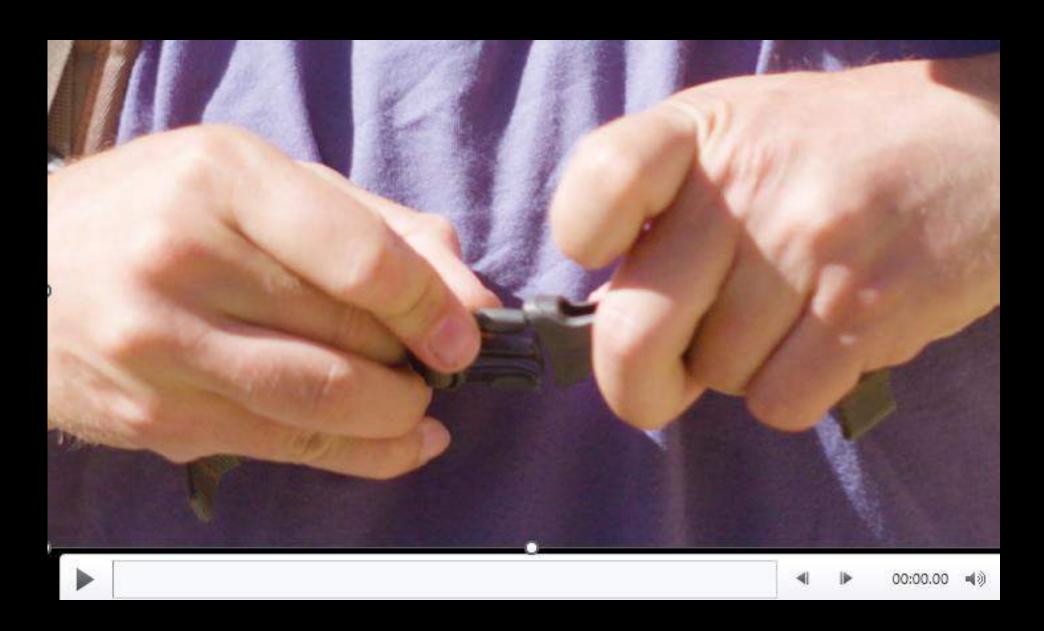
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WE ARE EXPL≉RERS







<u>Video link</u>

PR support for Grampians



Nine News, 28 April

WALK TALL

Best foot forward on the Grampians Peaks Trail PATRICIA MAUNDER

knobbly features, the Grampipecially Victorians who almost inevitably come here for childhood holidays. Inspired by signs pointing to Wonderland Loop, Venus Baths and The Pinnacle lookout, many get their first taste of bushwalking around the town of Halls Gap, 250km west of Melbourne

Walks from an hour to a day abound here. and elsewhere in the 168,000ha Grampians (Gariwerd) National Park. Limited infrastructure made overnight hikes challenging, how ever, and multi-day treks strictly for extremists, until the Grampians Peaks Trail opened recently. Adding 100km of new trail, upgrading much of an existing 60km, and in-troducing hike-in campsites with comforts such as rainwater tanks, toilets and solarpowered USB charging, the GPT (as it's be-come instantly known) is a game changer.

"It's not only opened up parts of the range for walkers, it's enabled a far greater demo graphic of people to experience a multi-day walk," says Grampians Peaks Walking Co coowner Adrian Manikas. Thirteen tough days traversing the region's rugged spine from end to end if you're up for it, through diverse ecosystems from subalpine forest to wetlands. "Watching the landscape change day after day is a pretty special thing," Manikas says.

The hike could be as little as one day thanks to many access points along the trail. I'm doing an overnight, guided by the companionable Manikas, up to the second of the GPT's 11 campsites, all named by traditional owners. Initially, we stroll among wildflowers including tiny spiky orchids and puffs of white tea-tree blooms, and past trickling wa-terfalls. Where streams flow across our path there are smooth stepping stones, hand quar-ried and cut by workers who hiked in and out with their tools. It's an early sign of how the GPT's impact on the landscape has been minimised, along with infrastructure not inclined to rot, burn or break.

The stonemasons' hard labour is evident further along when stairs help us on the inevitable journey upwards, as vegetation gives

Eventually the path disappears. We clamber up slabs of lichen-splattered rock, and hop across ridgelines reminiscent of slumbering dragons. At this point it helps to remember the destination is called Gar, not the summit of Mount Difficult as it's been known since

We're welcomed to Gar camp by GPWC's Mitch Smith, whose big beard can't hide his big smile. He serves up excellent cheese and bottles of Grampians wine, before adding finishing touches to the pot of minestrone dwarfing his fuel stove. The fact Smith carried everything we eat and drink up the mountain is just part of what makes this meal

We sit in Gar's substantial communal shelter, somehow constructed on a broad rock ledge (with the aid of helicopters). Before us is a panorama stretching across a wide valley 700m below, to the GPT's first, northern peaks, and up to endless sky. This is wilderness, yet here I am sipping shiraz.

vista, but there's hope for tomorrow's sunrise. I sleep in one of the trail's few basic cabins (mostly it's BYO tent), where Sm comes a-knocking with my preferred hot drink just before dawn. We're soon scram-bling up and over more gnarly rock, to the mountain's literal peak. The reward is bril-

across an otherwise gloomy sky, glittering Lake Wartook, and the trail's numerous peaks to the south in silhouette.

They will remain beyond my reach for now at least. After breakfast we head down the mountain and into Halls Gap, where hikers can find gear (including from GPWC's shop) and civilisation's comforts while looking up at the fortress-like Grampians. I contemplate this wall of rock, now capped with storm clouds, from the jacuzzi on Heath House's back deck as kangaroos and emus graze in the und metres away.

Heath House appears modest from the front, but this contemporary, self-contained dation has an open-plan living area

showcases that craggy fortress, especially in to stretch out and daydream, or nap. It's easy to linger among the decor's natural hues and rials including polished wood and stone.

The town's public pleasures are steps away. Choose from two ice-cream shops, and eater-ies such as Livefast, where hungry hikers can chow down on second breakfast until late afternoon. Expect to be keenly observed by sulphur-crested cockatoos if you're outside enjoying the healthy-meets-indulgent cafe fare. At Paper Scissors Rock Brew Co, casual bites including soft-bun burgers go down

micely with beers made on-site.

Wine fanciers are particularly well catered for in Halls Gap. Grampians Wine Cellar offers an extensive range of local wines by the glass and bottles to go. Renowned for shiraz and sparkling, and vineyards such as Mount Langi Ghiran and Seppelt (established in 1865), the Grampians wine region will be on many lips from April 29-May 1 when the Grampians Grape Escape festival celebrates

The actual vineyards beckon just up the road, including one of the region's newest, Pomonal Estate, which is also among the few serving meals. The small menu's delicious dishes include pork-belly bao buns, baked pumpkin finessed with feta, herbs and edible flowers, and homemade cakes. Pomonal's wines range from crisp, sparkling riesling to purply, plummy shiraz, but they also make beer and cider so it's smiles all around. Fortunately I visit nearby Five Ducks Farm

well fed, because there are always 40-50 tempting jams, preserves, marmalades, curds, chutneys and relishes to taste and buy, plus honey and ice cream. Anita Evans makes these colourful jars of joy by hand with 4kg of

fruit at a time. That's just 24 jars a batch. Beside her shop, various rare-breed duck and chickens roam among almost wild, or ganically grown berry plants. After experi encing so much goodness, departing with only four jars feels restrained.

It's almost time to depart the region en tirely, but not before a grand farewell with Crampians Helicopters. Seconds after take off, the pilot points out scores of Gold Rush mullock heaps clearly visible in the brown scrubby landscape below. As we rise up and the Grampians draw closer, he observes that ings, including Parliament and the State Li

It's the living rock that really draws my

The Grampians on The Living Room



By Admin

dramatic angles and knobbly features, while shadows cast by little cotton-wool clouds lazily gathering around the mountains add to

Peak after peak, the Grampians stretch into the distance, inspiring thoughts of walk-ing more of its epic new trail.

Patricia Maunder was a guest of Visit Victoria.

IN THE KNOW

Visit Parks Victoria for Grampians Peaks Trail information and bookings various guided hikes, plus transport food drops and gear for independen

eight from \$300 a night. nic flights from \$225 per person



On the trail of holiday adventure

Prepare to unlock Victoria's secrets

first months of 2022 with no lockdown and are finally the family in the Easter school River in the north to Great Otway National Park, here are some of the top family holiday

Warburton, 75km east of Melhourne, is a great adventurers. Surrounded b forests of mountain ash, the area can be explored on foot or two wheels, with bike hire available from Cog Bike Cafe or tubes for river floating from Bike & Hike on the Wander to Warburton Trail

and Cherryhill favourites, but the Garden display cont autumn when the star of the 14-acre tropical-themed waterlilies, native Australian waterlilies and lotus flowers RIVERSIDE (below). Round out your visit with lunch and a glass of coo

comfy digs such as Warburton

renovated Alpine Retreat Hotel. Read a guide to Warburton in Sunday Escape.

Ready to get outdoors? One of

Holiday Park or the newly

ANIMALS

GREAT OTWAY NATIONAL PARK

our go-to destinations is

Blanket Bay Campground

with sites priced at \$15.50 a

Great Otway National Park.

need to bring your own water)

This gorgeous spot is tucked away in a tall manna gun

forest and has plenty of walks. While you're there, be sure to

look up. The trees are home to koala

sleeping peacefully

above your head. It's also a

great spot for swimming, snorkelling and exploring

rocknools Advanced

Make the most of the crisp climate chardonnay at Seville Estate before returning to

autumn days by enjoying the sights and gourmet delights of two famous Murray towns. In Echuca, the four-star

cure Port of Echuca in the heart of the heritage port paddle steamers, shops, staurants and bars. The BIG4 Riverside at

Swan Hill offers a change in pace from the Mercure, but is no less comfortable. It's one o Australia's best-located caravan parks, with riverfront sites lining the banks of the Murray. Give the kids a taste of the messing-about-in-boat life on the PS Pyap paddle

daily from the Pioneer Settlement open-air

NATURE THE GRAMPIANS Western Victoria's Gr ong been a wonderland for

This New Tiny Home Features a Stargazing Platform and Will Pop-Up in Three Different Victorian

Set to hit Gippsland, the Grampians and the Great Ocean Road, 'Stella' features a luxe shower, a rollout stargazing sleep platform and eats by Alejandro Saravia.











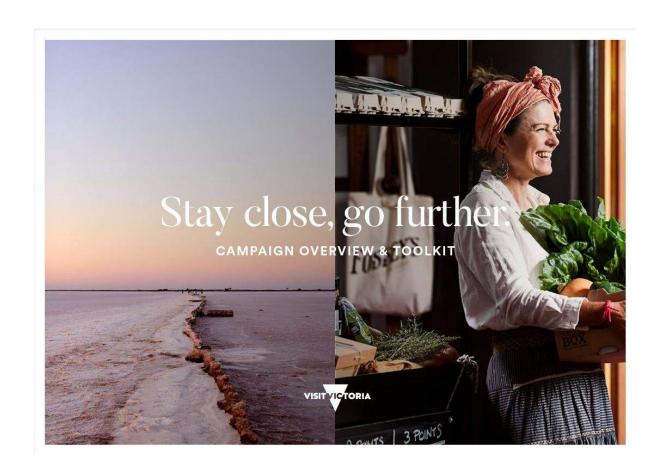




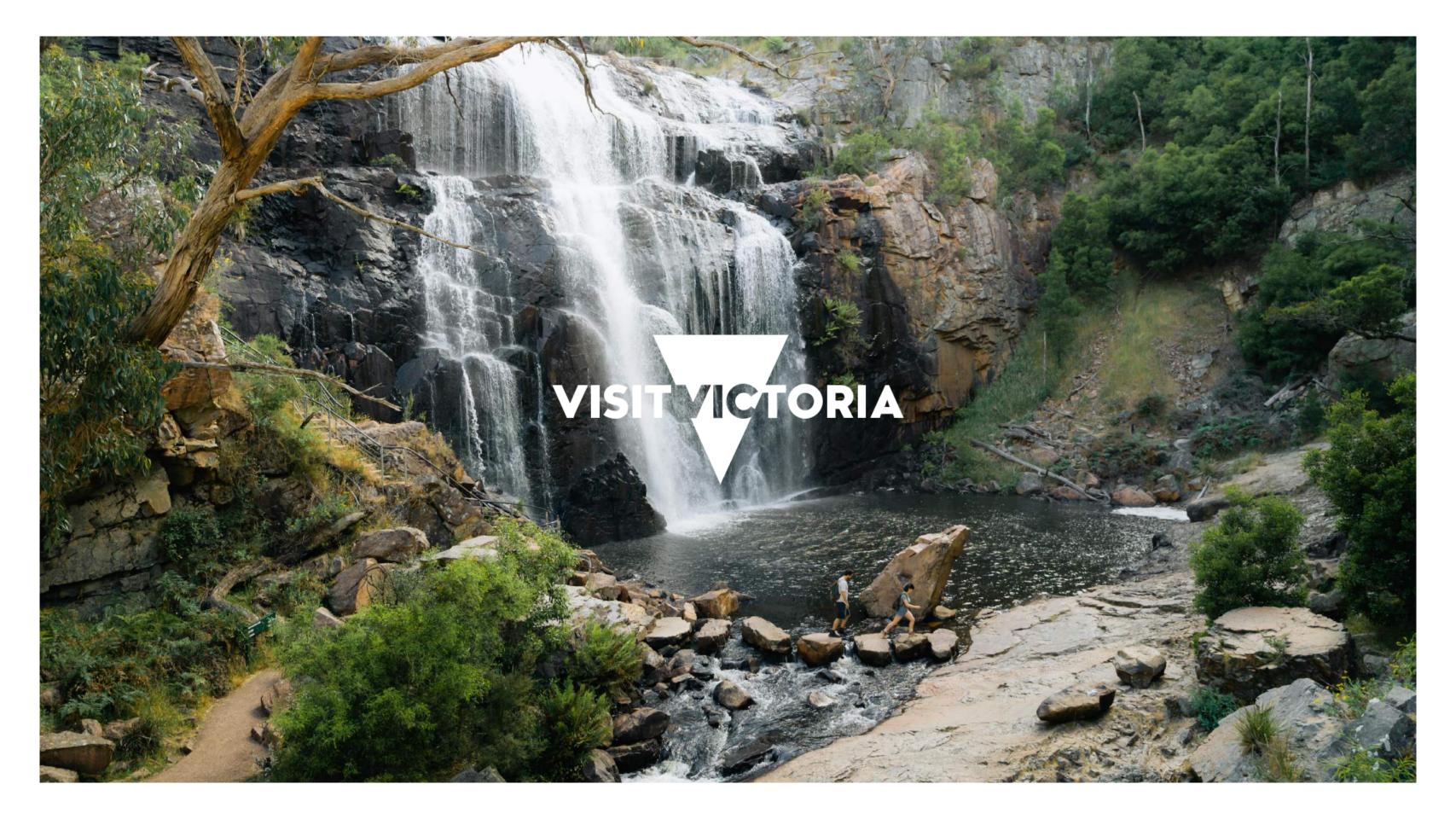
Campaign performance snapshot

- 53% of Victorians recall seeing the *Stay close*, go further campaign (target 40%).
- 71% are more likely to consider a trip to regional Victoria.
- 36% of Victorians took an action as a result of the campaign (target 20%).
- \$35 million in AVE through PR coverage
- 1.4 million leads directed to industry, target of 865,000

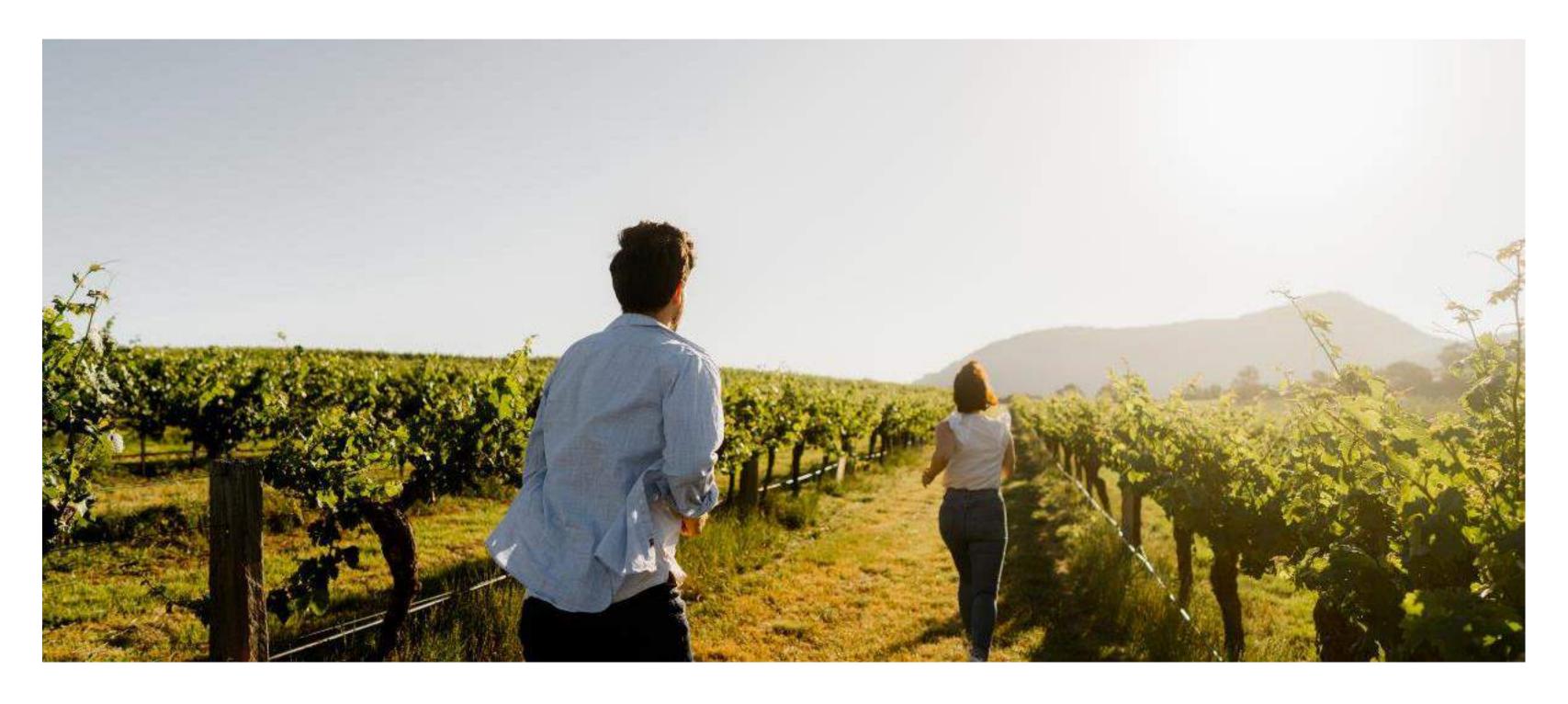
Get involved – how to leverage this activity



- Connect with Grampians Tourism
- Visit: corporate.visitvictoria.com for Stay close, go further campaign toolkit
- Use the following hashtags to share your content #stayclosegofurther, #visitvictoria & tag @visitmelbourne
- Share your news with us and Grampians Tourism: PR@visitvictoria.com.au
- List your business on ATDW so you appear on Visit Victoria channels.



KARIN SCHERMA MANAGER DIGITAL PRODUCT VISIT VICTORIA



Visit Victoria ATDW Training





Agenda

ATDW's Vision and Strategy
Visit Victoria's role in ATDW
The benefits of an ATDW profile
How to create a profile
Tips to optimise your profile
How to get in touch with us

Presented by Karin Scherma from the ATDW Support Team at Visit Victoria.

ATDW's vision

The leading national digital tourism marketplace, sharing Australian experiences with the world.





How does the ATDW work?

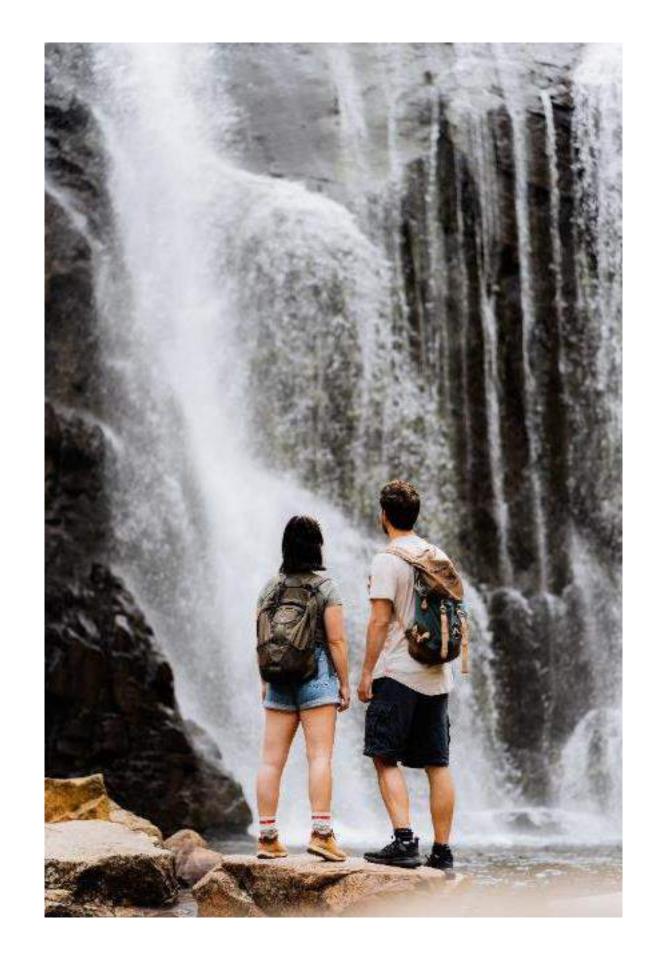




What role does Visit Victoria play?

- Management and quality assurance of profiles
- ATDW-Online user support phone and email
- ATDW training and resources for industry
- Publish ATDW profiles to our consumer website visitvictoria.com/visitmelbourne.com
- Liaise with marketing team to feature ATDW profiles in marketing campaigns and channels

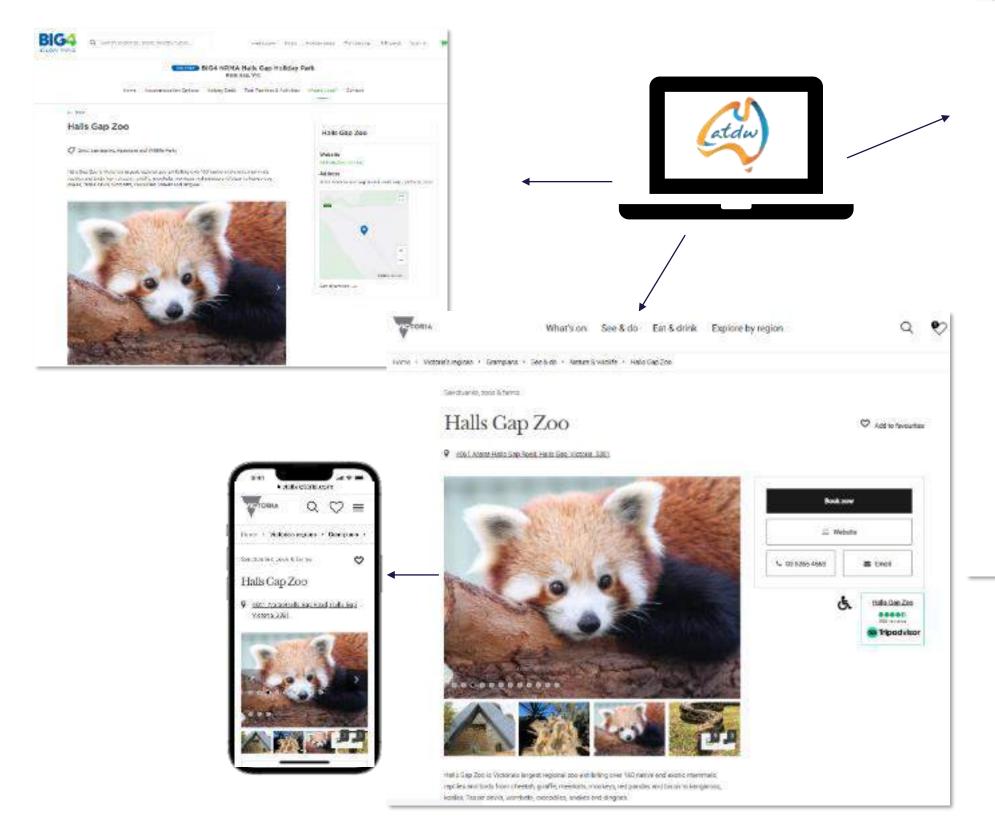




Why should you have an ATDW profile?

- Be found on high profile local, regional, state and national tourism websites including visitvictoria.com (reaches an engaged audience of over 7M annual visitors),
- Essential to be included in Visit Victoria, Grampians
 Tourism and Tourism Australia marketing programs and activities email, social and website
- Update just one profile with your changes automatically reflected across all websites
- Improve SEO of and drive leads to your own website
- Your profile meets national quality standards

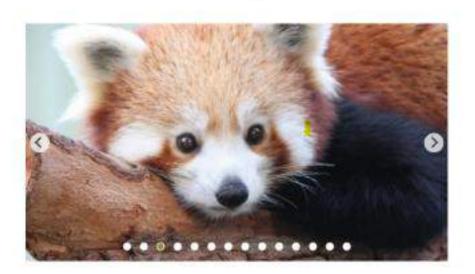
One profile, maximum exposure

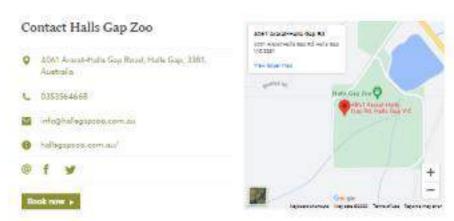




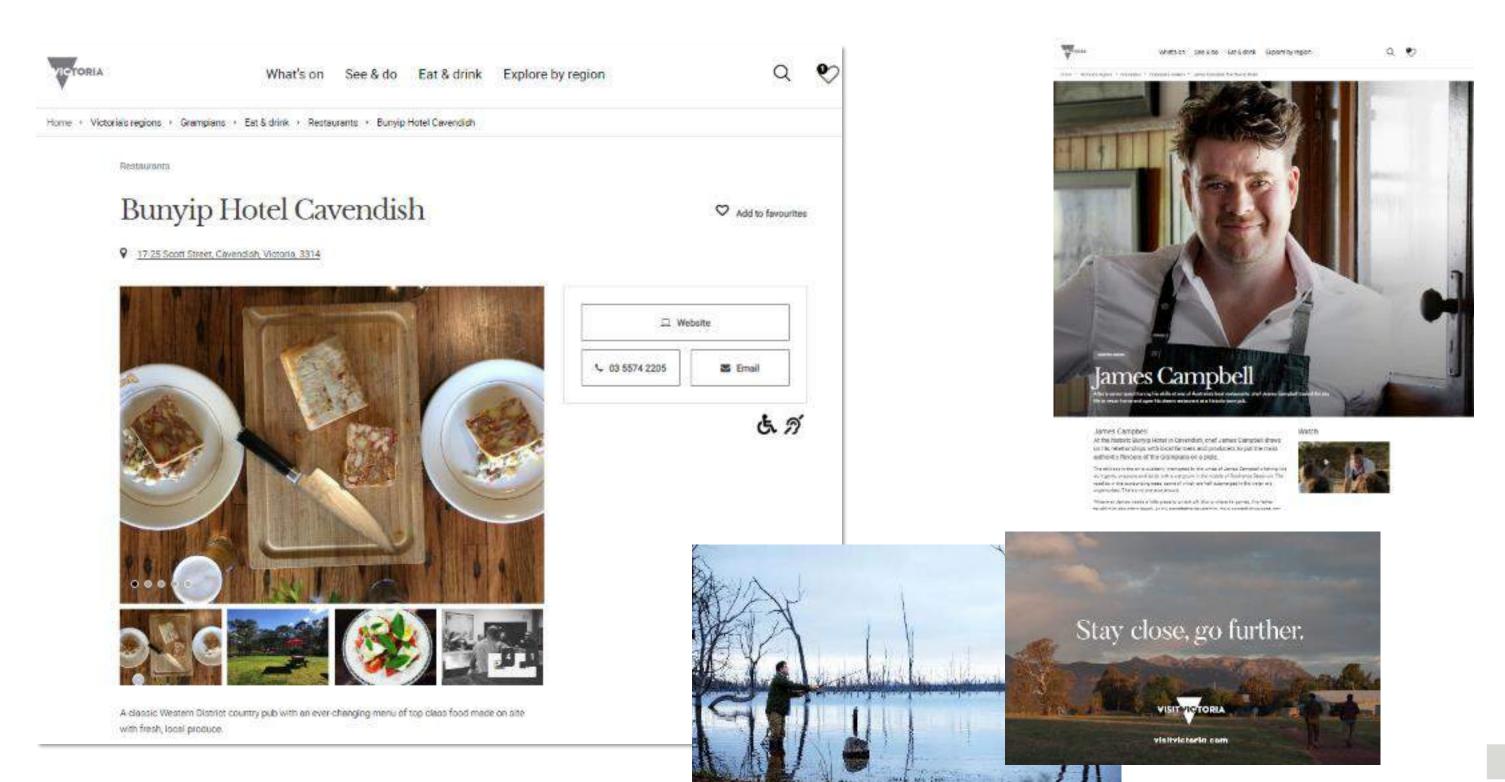
DISCOVER THE REGION PLAN YOUR TRIP STAY SEE & DO EVENTS DEALS Q

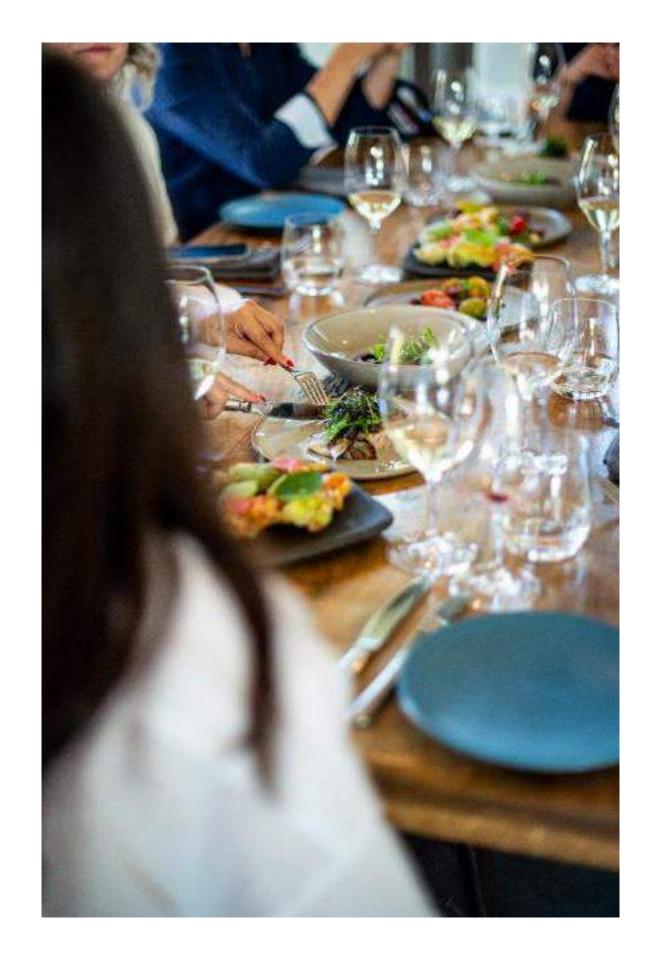
Halls Gap Zoo





An ATDW profile is at the start of many opportunities





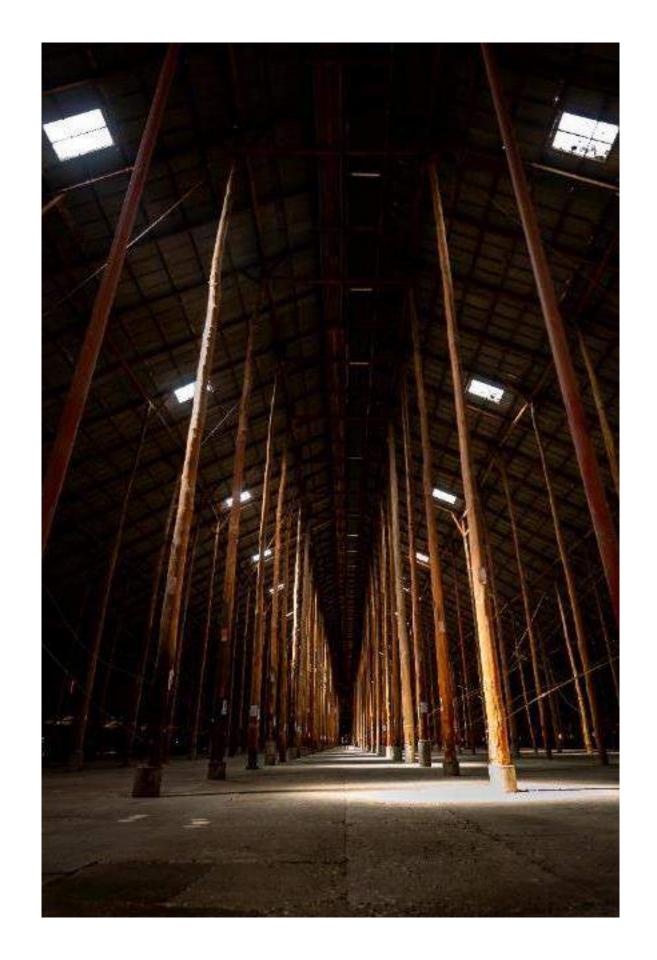
How much does an ATDW profile cost?

- FREE Currently subsidised by Visit Victoria and your Regional Tourism Board in response to the impact of COVID-19
- Businesses have until 31 December 2022 to create a profile free of charge
- A coupon code from Grampians Tourism is required to waive the profile fee
- Events are free to list, no code required



How to create a profile





What you should have ready to start

- General business/event details for registration
- Description of business/event (50 to 200 words)
- Images (5 to 10)
- Coupon code from the Grampians Tourism

1. Register an ATDW account – www.atdw-online.com.au





Welcome to ATDW-Online

ATDW is Australia's National Tourism Database of 40,000 listings, divided into 11 categories. State Government owned and funded, we collect, quality assure, store and then distribute Australia's digital travel information to over 250 distributors to use on their consumer websites and apps.

For **tourism operators** who are listed in the database, we offer cost effective, digital distribution and significant online exposure and **Online distributors** are presented with easy access to accurate, up-to-date, consumer relevant tourism content.

Select your Account Type

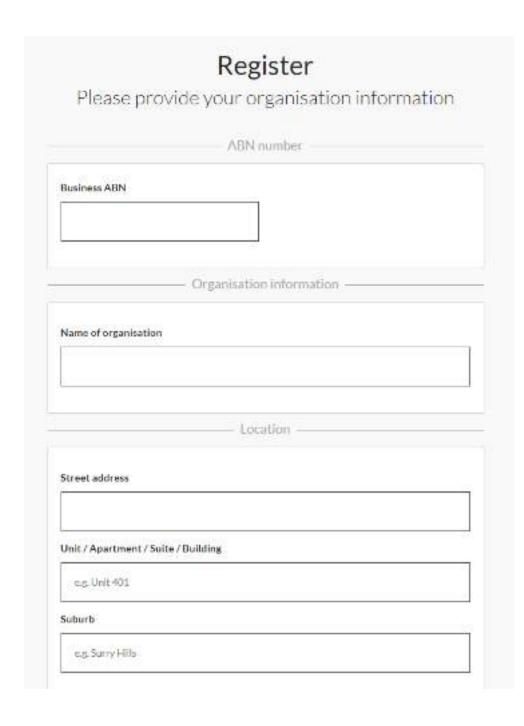
Tourism Operator

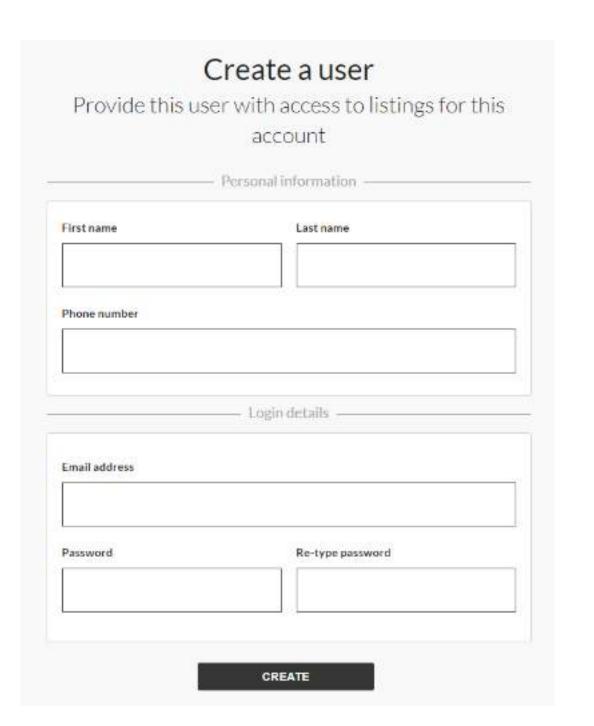
Create an ATDW listing

Check your Eligibility here.

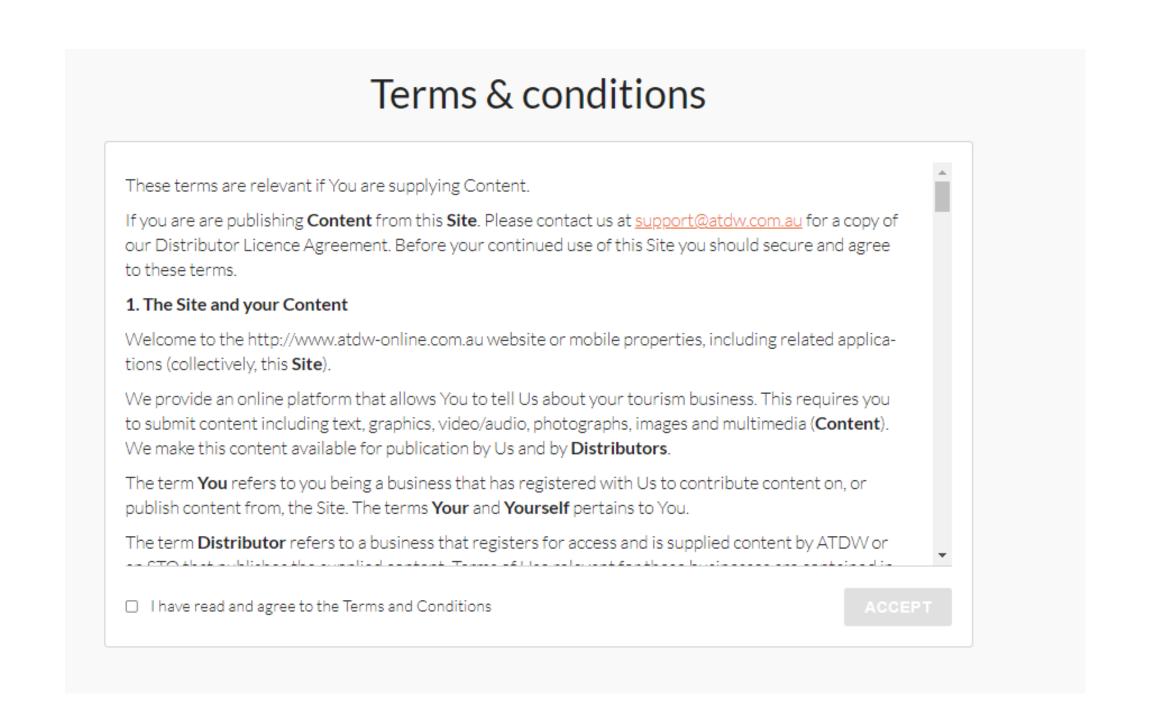
It's quick, easy and cost effective. Enter your details once and your ATDW listing will appear on any number of the 100+ ATDW distributor websites including those of your State and Regional Tourism Organisation.

2. Fill in your organisation and user details

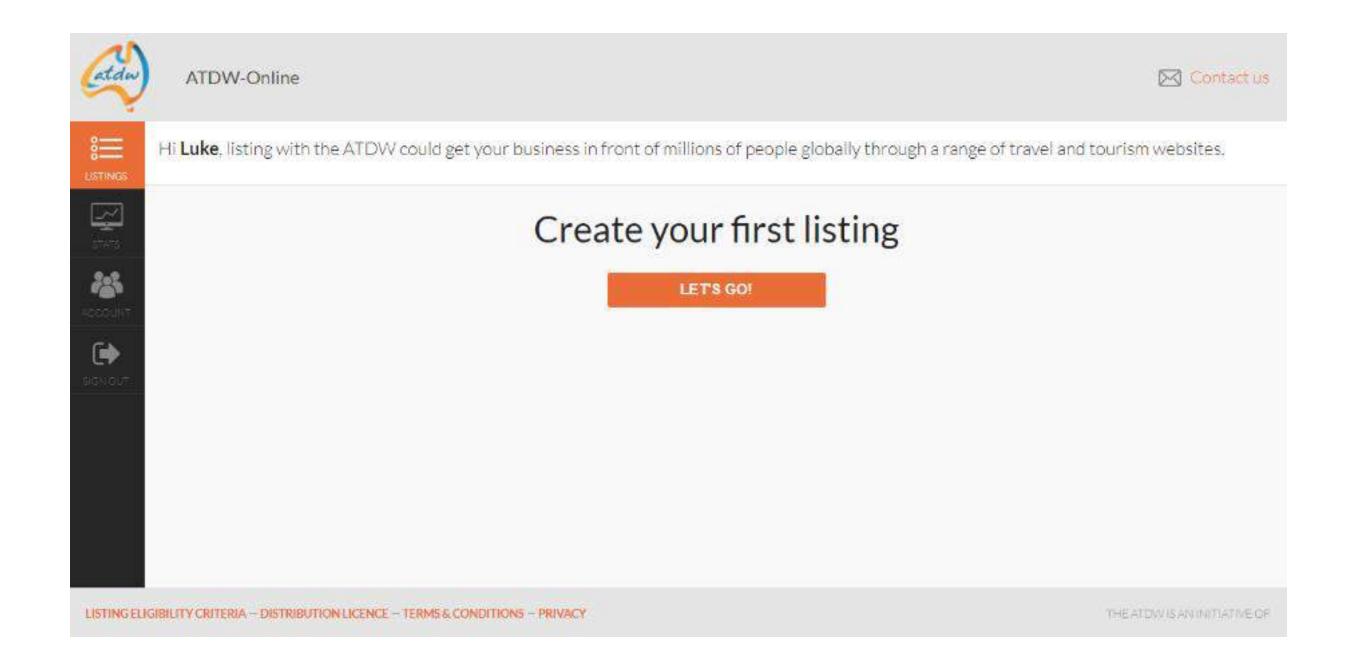




3. Read and agree to the terms and conditions



4. Click 'Let's go' to create your profile



5. Select your profile category



Accommodation

Accommodation establishments allowing short term stay



Attraction

Areas of interest that offer a distinct visitor experience to the leisure tourist



Food & Drink

Establishments which are targeted at leisure visitors and/or offer a unique dining experience



Tour

Must offer regularly organised tours with a leisure-tourism focus, organised by experienced guides.



Hire

Must provide products or services hired for a specific time to be used/operated by the leisure tourist.



Transport

Must provide point to point travel or transfers for the leisure tourist



Event

Must have a leisure tourism focus with the best potential to stimulate visitation.

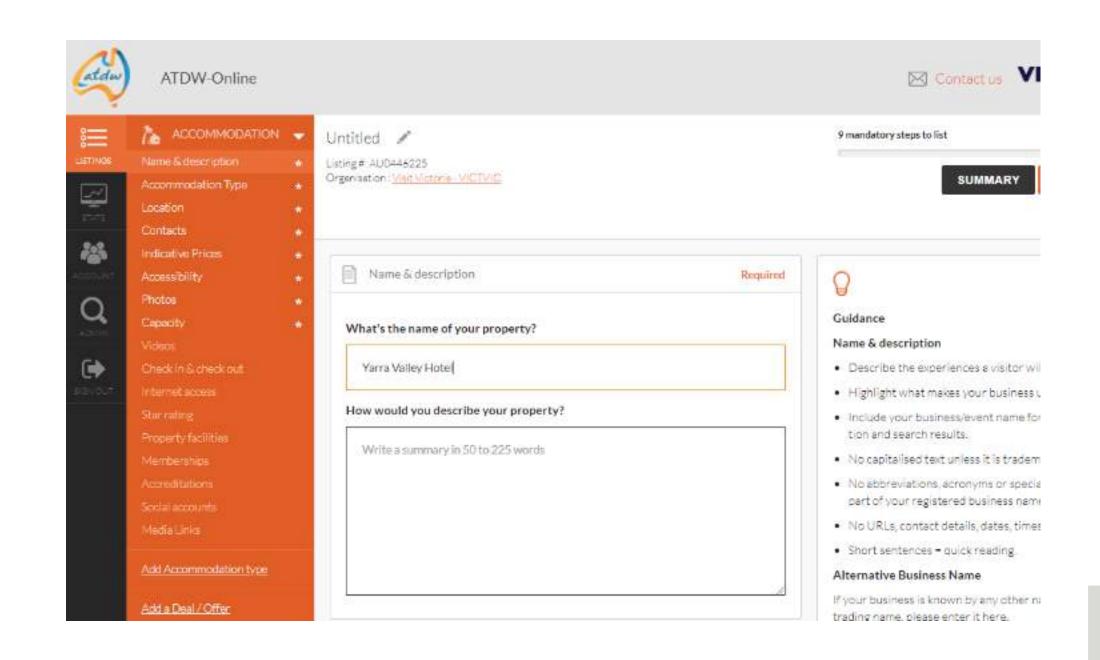


General Service

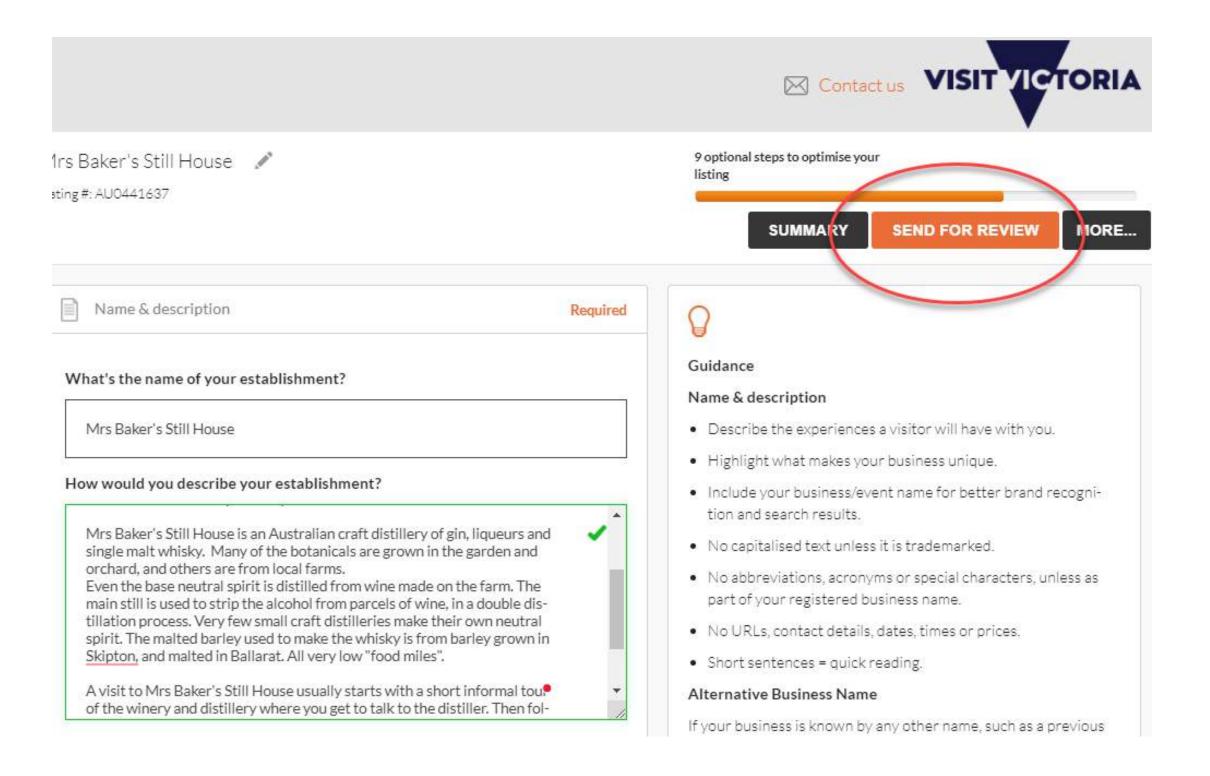
Limited to products or services which support tourism and those who travel.

6. Fill in your profile template

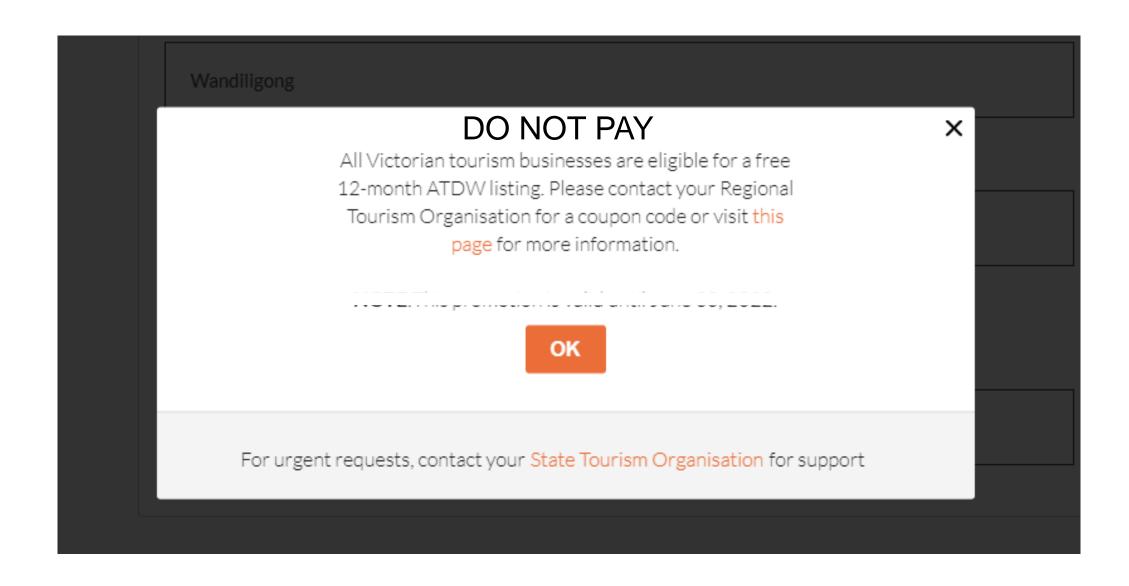
- Description (50 200 words)
- Images (up to 10)
- Video (up to 10)
- Contact details
- Direct booking/purchase URL
- Pricing
- Facilities
- Social media
- Accreditations
- Deal or special offer



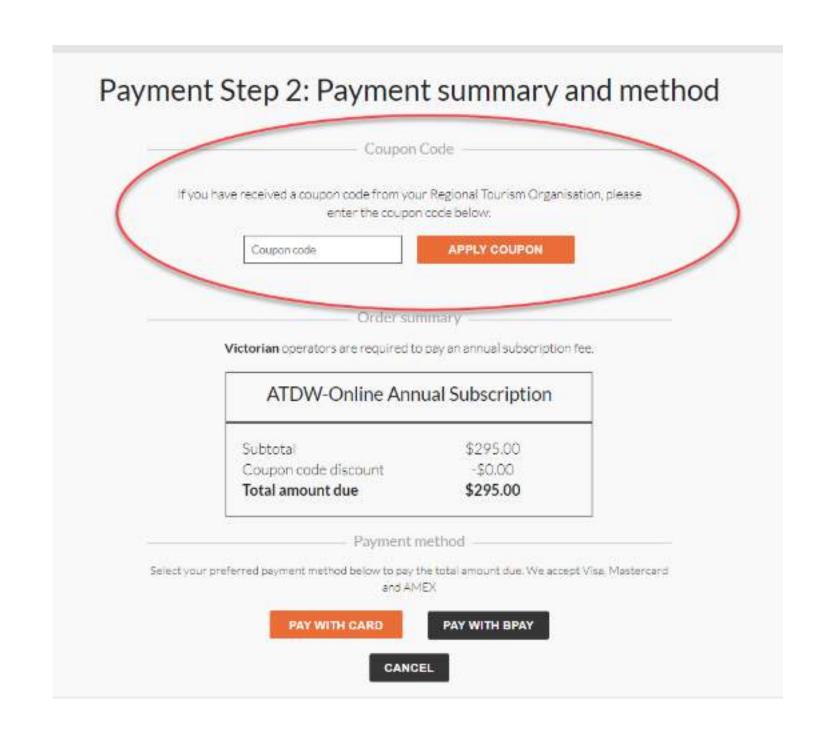
7. Send your profile for review

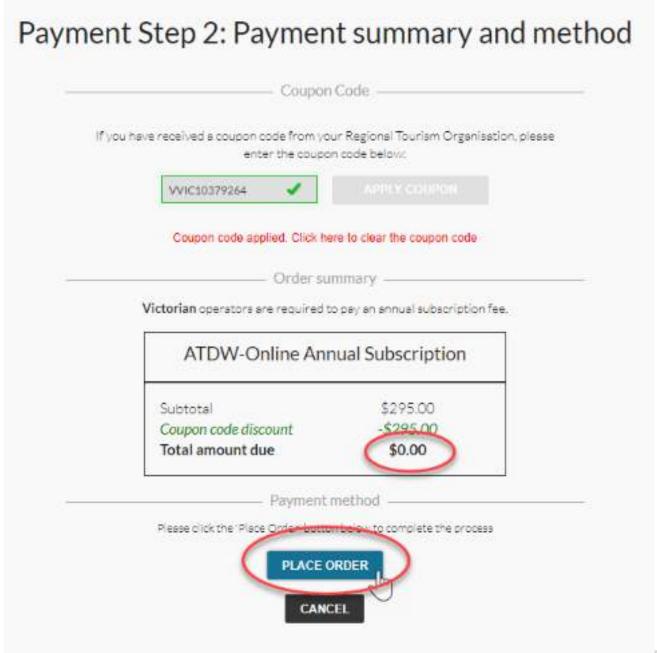


Reminder pop-up



8. Enter your coupon code at the payment page







Tips to optimise your profile

- Images
- Description
- Deals





1. Add engaging images

- Choose photos that highlight your USP. Depict the experience.
- Show your location at its best but be careful about giving false first impressions.
- Show a variety of photos with/without people, close up/far away, inside/outside, of different room types (for accommodation), different meals (for dining) and different vehicles or destinations (for hire or tours).
- Keep your photos current and real. Keep in mind changing fashions and hairstyles.
- Place your most captivating image first this will be your hero image.

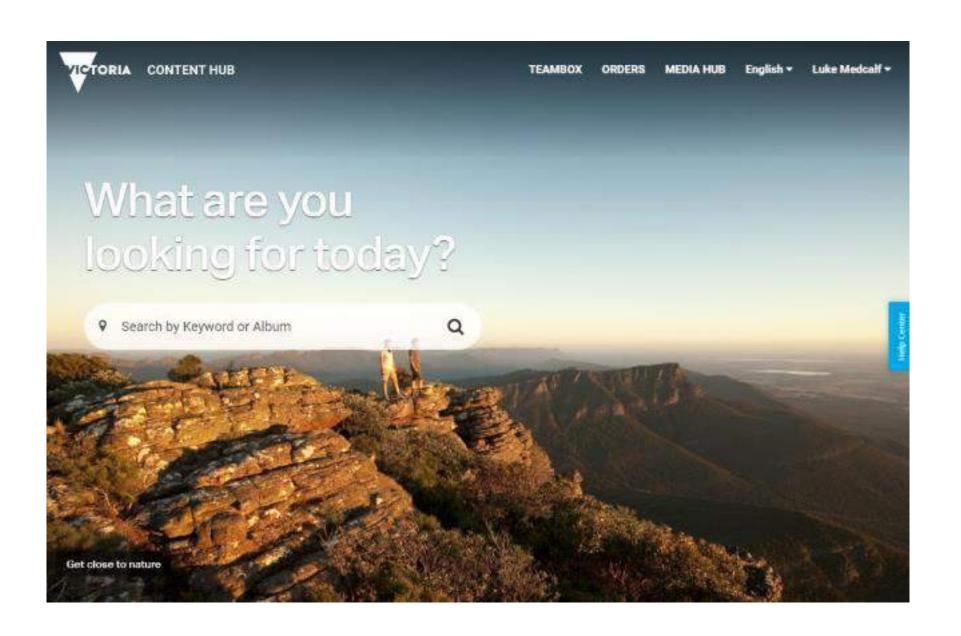


ATDW image guidelines

- Minimum size 1600 x 1200 pixels. Upload images in their largest size and resolution.
- Landscape orientation Portrait images will be cropped and important content may be cut off.
- No text or logos over images These may be cropped and displayed poorly on distributor websites.
- No banners, posters, flyers, collages or white borders.
- Alt text. A brief description of the image for readers who are unable to see it.

Visit Victoria Content Hub – free marketing resource

- Images and video of Melbourne and regional Victoria
- Available to travel/lifestyle media and the tourism industry
- Register an account to access content for free
- www.contenthub.visitvictoria.com



2. Write a captivating description of your business or event

1. Ingredients

Focus on your USPs – **your unique selling propositions**. Why is your product, service or event worth it? What's different about it? What are the benefits? Why should they pick you, over a similar option? Try to explain this in just one or two sentences.

Key words help with search engine optimisation. Be sure to include your **business name** and other **key words** like the region you operate in.

2. Method

Write your description in a Word document and spellcheck before pasting it into ATDW. Think carefully about making the most of your **200 word limit**.

Write in **short sentences**. One idea per sentence (people find this easier to read). Use simple, direct language. Get straight to the point. Consider using a web tool like Grammarly to help shorten and simplify your writing.

Write as if you are having a conversation with your customer. Put them at the centre of what you write.

3. Assembly

Re-shuffle your **sentences** into an order which makes the most sense when read from top to bottom.

Structure your description using the 'pyramid structure'. Begin with a short summary including your product name and location. Expand and elaborate underneath. Conclude with lists of basic features and 'how to get there' information.

Example description - Accommodation

Luxury Lodge offers cottage and lodge style accommodation set amidst 20 acres and <u>only metres from the sheltered waters of Eastern Cove.</u>

The cottages accommodate <u>two to five guests</u> and each has a patio that overlooks the ocean. <u>Queen size beds</u> are featured throughout, and you'll find modern cooking <u>facilities</u>, smart televisions and en suites.

The lodge accommodates two to four guests with two double beds in each room. All rooms have decks with outdoor settings and barbecues to help you enjoy the peaceful setting.

It's just a two minute walk to the wharf and boat ramp, ideal for fishing. There's also free fishing advice from local professional fisherman and fishing charters available.

Luxury Lodge is a six hour drive or 45 minute flight from Adelaide.

(126 words)

- < Mentions product name and USP in first sentence
- < Briefly describes rooms, services and noteworthy facilities

- < Provides ideas on what to do in the area
- < General 'how to get there' details. Use time to travel instead of distance

Example description - Attraction

Unique Museum located in Brisbane and boasts the <u>largest collection of Aboriginal art in Australia</u>. Located on the banks of the <u>Brisbane River</u> overlooking the beautiful city skyline, Unique Museum is a must-see on a visit to Brisbane.

The gallery has only recently opened after an intensive year-long refurbishment. Internationally recognised exhibitions are showcased in impressive spaces thoughtfully created to complement the collections. There is an emphasis on Indigenous, Pacific and Asian collections, with Unique Museum boasting an eclectic collection of Aboriginal art from local and Outback artists.

<u>School</u> and after-school groups are also catered for with <u>special</u> <u>packages</u> available that include lunch and hands-on participation. There are also many function rooms that can be hired for various corporate needs.

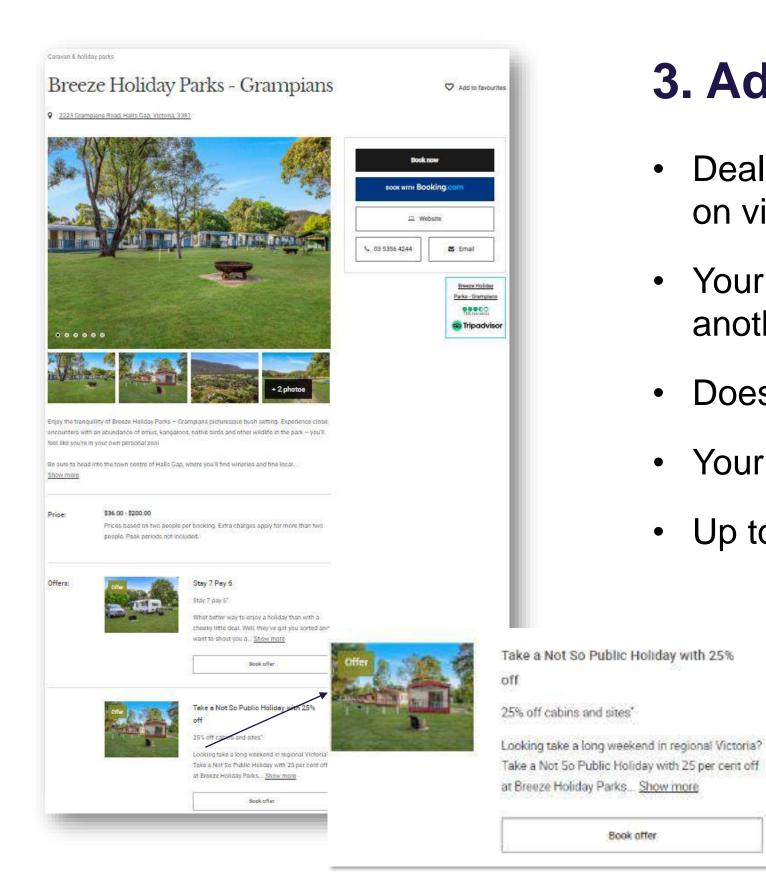
Unique Museum is <u>easily accessible by train, bus and City Cat from the</u> city centre of Brisbane. There is also parking available nearby. **(143 words)**

- < Provides a hook to encourage to read further. Gives an idea of where product is located
- < Highlights major features of the attraction

- < Further detail about services provided
- < 'How to get there' info

Things to leave out of your description

- First person language ('we' or 'our')
- Abbreviations (BYO, TV, BBQ)
- Dot points
- Symbols (&, !!, @)
- Contact details (Call Luke to book on 03..)
- Pricing (Adult \$30, Conc \$20)
- Website links (https://lukescottage.com)
- Unnecessary capitalisation only use for names, regions or specific places



3. Add value with a deal/package

- Deals uploaded through ATDW give you added exposure on visitvictoria.com
- Your deal could be a package, bonus gift, collaboration with another business
- Does not always have to be a discount
- Your deal should clearly demonstrate value
- Up to 3 deals are live for maximum three months



Book offer

Highlights



Chadstone The Fashion Capital

Book the ultimate escape to Hotel Chadstone Melbourne and enjoy luxury accommodation. breakfast, valet parking, dining voucher, HOYTS passes and more.



Crown Metropol Melbourne

A Luxe Sleepover

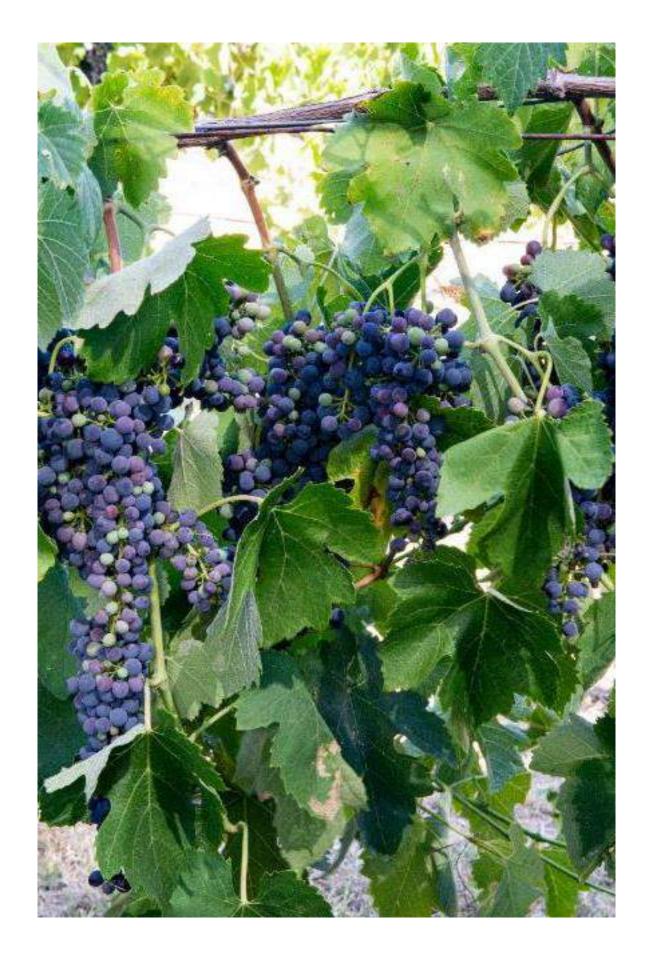
Crank-up the heat with a cosy stay at Crown Metropol. Includes a round of mini golf at Holey Moley, minibar credit, in-room movie and valet parking.



Lon Retreat & Spa

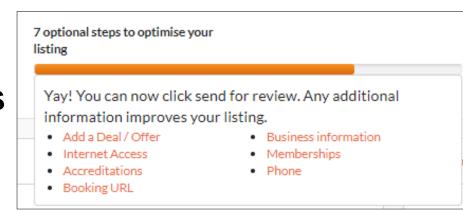
Fireside Escape Winter 2021 Package

Get cosy and comfortable this winter with this fully inclusive two night stay package.



Final tips

- Include your product name and location in the first line of your description – helps with SEO and site search
- Be consistent with your business name and contact details in your profile and the other channels that you advertise on
- Fill out all relevant fields –
 click on the profile progress
 bar at the top to see what is
 left to complete



- Provide multiple points of contact website, booking, social etc.
- Keep your profile up to date images, opening hours, deals, expired links
- Rotate your images with the seasons

Visit Victoria's ATDW Support Team

Contact us for help:

E: atdwsupport@visitvictoria.com.au

P: 1300 306 366

W: corporate.visitvictoria.com search "ATDW"





THANKS FOR JOINING US!