

CATEGORY 7: QANTAS AWARD FOR ABORIGINAL & TORRES STRAIT ISLANDER TOURISM



This category recognises Aboriginal and Torres Strait Islander tourism operations that demonstrate authenticity and cultivate a greater understanding of Aboriginal and Torres Strait Islander culture, history and traditions.

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- The Queensland Tourism Award winner of this category will receive a \$2000 incentive from Qantas.

Total score for submission 100 points
Site Inspection further 20 points

ACCREDITATION

To be eligible to enter this category, entrants are required to be accredited or certified by a recognised program. This accreditation or certification will be in addition to the legal requirements necessary for operation of your business (e.g. registrations for vehicles and equipment, licence requirements for employees).

The following programs are recognised by the Queensland Tourism Awards:

- Australian Tourism Accreditation Program (ATAP)
- Earthcheck Evaluate
- Climate Action Certification (Ecotourism Australia)
- Eco Certified Tourism (Ecotourism Australia)
- Respect Our Culture (Ecotourism Australia)
- Visitor Information Centre Accreditation
- China Ready and Accredited
- National Accommodation Recreation and Tourism Accreditation (NARTA)
- Caravan Industry Association of Australia National Accreditation Program
- Star Ratings Australia
- International Customer Service Standard (ICSS)

Due to the existing business development components, businesses that are part of the following groups are automatically eligible to enter the Awards program:

- Accor Hotels
- BIG4 Holiday Parks
- IHG (InterContinental Hotels Group)
- Luxury Lodges of Australia
- YHA Australia

For further information or support please contact the QTIC team on (07) 3236 1445 or accreditation@qtic.com.au

Important Notes:

- Each of the five sections is worth 20 points. Please ensure that you provide an equal amount of information for each area.
- The numbers after each sub-question refer to the judges' weighting.
- Entrants must ensure their answers refer specifically to the product and category they are entering.
- Entrants are encouraged to answer questions to highlight participation in tourism-related accreditation programs.
- Prior to using an acronym, please state phrase or name in full followed by the acronym in brackets.
- Achievements or activities referred to within your entry must relate to the qualifying period:
1 July 2016 – 30 June 2017.

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QUESTION 1 TOURISM EXCELLENCE (20 MARKS)

- a) Demonstrate your eligibility for this category as related to the descriptor above and provide a brief overview on the nature and history of your business. (6)
- b) Describe your Aboriginal and Torres Strait Islander cultural product, services or experiences offered to visitors/guests. (6)
- c) Describe your commitment to excellence through engaging with and supporting the aspirations of Aboriginal and Torres Strait Islander people. (5)
- d) Describe how your tourism business works collaboratively between Aboriginal and Torres Strait Islander people, the tourism industry, governments and the broader community. (3)

TIPS:

- a) *Take care to ensure you have entered the right category and that your response aligns to the category descriptor. Failure to demonstrate your eligibility will be reflected in your score. Refer to the ABOUT US section of your website as this may assist with this response. Judges will want to know how and when the business started, who works in the business, where it is located and how it has developed over the years. A map will be helpful here.*
- b) *The focus of this question is to link to Aboriginal and Torres Strait Islander tourism initiatives. Explain how the traditional owners are involved in the development and include welcome to country, storytelling, cultural performances, locally produced merchandise with traditional information, participation in local indigenous community project work etc.*
- c) *Explain your values, philosophy and commitment to excellence and what makes you stand out through your engagement and promotion of local Aboriginal and Torres Strait Islander people and culture.*
- d) *Explain how you have been actively involved with and contributed to linking Aboriginal and Torres Strait Islander people, the tourism industry locally, regionally and nationally, communities and government where applicable.*

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QUESTION 2 BUSINESS PLANNING (20 MARKS)

- a) With a focus on emphasising your commitment to the preservation and sharing of culture, provide an overview of the key features of your business plan including goals, strategies and outcomes. (6)
- b) Describe any innovations that have taken place during the qualifying period to improve your Aboriginal and Torres Strait Islander tourism business and demonstrate how these innovations enhance your tourism experiences/services. (6)
- c) Describe how you promote and foster employment of Aboriginal and Torres Strait Islander people in tourism and how you encourage them to benefit from training opportunities. Describe how has this improved the services provided to your guests/visitors? (4)
- d) Identify the main risks and risk mitigation measures you have implemented that are associated with your business. (4)

TIPS:

- a) *Introduce this section with your mission and/or vision statement. A 3-column table would be useful here to display the information. Make sure you use measurable goals and demonstrate quantified outcomes achieved.*
- b) *This is a 2-part question. An innovation can be defined as "The process of introducing new or significantly improved goods or services and/or implementing new or significantly improved processes." (Source: Australian Bureau of Statistics). Be sure to include the impact the innovation had on your business.*
- c) *This is a 3-part question. Describe your commitment to training. What investment have you made in staff training and development? How do you ensure you and/or your staff gain the correct knowledge and skills to carry out their job? Investment does not need to be financial.*
- d) *Consider all aspects of business risk and ensure you focus on risks with the potential to impact your Aboriginal and Torres Strait Islander tourism activity, considering cultural protocols. This response is more than just workplace health and safety.*

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QUESTION 3 MARKETING (20 MARKS)

- a) Who are the target markets for your tourism business? (4)
- b) What research did you use to identify these markets? (6)
- c) What are your unique selling points? Demonstrate how your business promotes authentic Aboriginal and Torres Strait Islander culture to your target markets? (4)
- d) Describe the innovative marketing strategies you have implemented to encourage new and/or repeat business and demonstrate the success of these initiatives. (6)

TIPS:

- a) *This question seeks to understand who you have aimed your marketing towards. Consider for example; who they are, where they are from, how old they are, how they purchase travel, what motivates and inspires them and how your product meets their expectations.*
- b) *What research have you conducted or used to determine your target markets? How do you know the target markets you identified in Q 3 a) are right for you?*
- c) *Does your connection to Aboriginal and Torres Strait Islander culture form part of your unique selling points and feature in your marketing? To market the business Traditional Owners should be involved from the very beginning to ensure success. What makes you different from your competitors? Consider for example; size, location, exclusivity, services, facilities. What methods do you use to communicate these to the target markets you have mentioned in Q 3 a)?*
- d) *What have you done differently to attract your customers? Consider for example; social media, digital advertising, apps. The response needs to focus on innovative approaches to marketing. Remember to also answer the second part of the question and expand on how these new activities have been successful.*

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QUESTION 4 CUSTOMER SERVICE (20 MARKS)

- a) Describe your customer service philosophy/values. (5)
- b) Explain how you provide for people with specific needs. (5)
- c) Describe how you measure customer satisfaction and identify areas for improvement. (5)
- d) What processes do you have in place to respond to customer complaints? (5)

TIPS:

- a) *Consider the systems and procedures you have in place to deliver outstanding service. How do you make an effort to understand their needs, welcome them, respect them, thank them and do business with them?*
- b) *Demonstrate how you consider visitors' special and specific needs. Think about who your customers are and their specific requirements. This may be internal as well as external customers.*
- c) *What processes do you have in place to understand how your customer feels about your product/service? For example; feedback forms, monitoring social media, blogs, mystery shoppers etc. Consider providing a case study/example where you have implemented a change based on customer feedback.*
- d) *Consider how you receive feedback, for example, telephone, email or User Generated Content such as blogs and TripAdvisor. Explain how you respond to each of these different communication channels.*

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QUESTION 5 SUSTAINABILITY (20 MARKS)

- a) Demonstrate how your tourism business contributes directly or indirectly to the sustainability of the local Aboriginal and Torres Strait Islander community and or partnerships with other Aboriginal and Torres Strait Islander businesses. (6)
- b) Demonstrate how your business preserves and protects the Aboriginal and Torres Strait Islander traditions. (7)
- c) Describe how your business cares for the local environment. (7)

TIPS:

- a) *What percentage of your staff are Aboriginal and Torres Strait Islander people? How have you worked with other Aboriginal and Torres Strait Islander businesses? Consider the economic benefits you provide to your local community for example; supporting local businesses, product packaging, sponsorship, innovation and partnerships and engagement with community groups, and local Aboriginal and Torres Strait Islander people.*
- b) *Outline the activities undertaken, or steps made by the business to preserve and protect Aboriginal and Torres Strait Islander tourism. Do you have a current RAP (Reconciliation Action Plan)?*
- c) *Explain your commitment to environmental sustainability and detail the activities you conduct in relation to conserving and measuring water, waste management and energy.*

SUBMIT YOUR ENTRY

- Rules for entry:** <http://www.queenslandtourismawards.com.au/entrant-information/rules-for-entry>
- Submissions due:** 5pm - Monday, 21 August 2017.
- Submit online:** Log in using the details you created when you registered to nominate.
- Questions:** awards@qtic.com.au or phone 07 3236 1445
- Gala Ceremony:** Friday, 10 November 2017 – Brisbane Convention & Exhibition Centre.