

5. The Steve Irwin Award for Ecotourism



Important QTA Accreditation Information:

The Australian Tourism Industry Council (ATIC) has introduced a new, integrated framework for Australia's business quality programs, which incorporate existing programs such as; the Australian Tourism Accreditation Program, Star Ratings program, and the Australian Tourism Awards. This new framework is known as the **Quality Tourism Framework (QTF)**.

Under the new QTF, there have been changes to requirements for the 2019 and 2020 Queensland Tourism Awards (QTA), which all entrants must meet in order to be eligible for the national award categories. The QTF, will provide greater efficiencies for those who are engaged across multiple programs and provide an assurance of minimum standards being met by all.

Important QTA Accreditation Changes

1. To be eligible for any of the accommodation categories (17 – 23) except Unique Accommodation, all entrants are required to meet a specific Star Rating (dependent on their category), through the completion of a pre- assessment module in your submission portal, which will calculate a proposed rating.

Those who are already Star Rated will not be required to complete a pre-assessment as the rating has already been confirmed. *Note: annual Star Rating renewals are due July each year.*

2. All entrants in non-accommodation categories are required to complete certain business standards known as Level 1 of the QTF. This pre-assessment will be included within the submission portal.

Those who are already accredited through QTF (formally known as ATAP) will not be required to complete a pre-assessment.

Note: annual QTF (formally ATAP) renewals are due July each year.

3. There is no additional cost for QTA entrants to complete the required pre-assessments. Additional costs will only apply if an entrant wishes to finalise the accreditation process through the QTF.
4. Queensland entrants were previously required to hold accreditation through one of 17 recognised programs. In order to ensure consistency across the States under the QTF, this requirement **no longer applies**.

Although this requirement no longer applies, QTIC highly recommends that all entrants maintain their current accreditation, as it is a valuable business asset and will strengthen QTA submissions.

Under the new QTF, QTIC will continue to work with our accreditation partners to uphold tourism excellence and deliver quality standards across the industry.

To nominate click this link: <https://online.qualitytourismaustralia.com/>



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This category recognises ecologically sustainable tourism businesses with a primary focus on experiencing natural areas. Entrants in this category foster environmental and cultural understanding, appreciation and conservation.

1. Introduction (20 marks)

A. Please provide an overview of the business's 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 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. Environmental Protection and Sustainable Resource Use (30 marks)

A. Demonstrate how the business mitigates or minimizes its impacts on our natural resources. 15 marks

Response Guidance

This is where judges will gain an understanding of how you carefully consider your impact on natural resources and how you marry preservation and protection with allowing visitor access and providing a tourism experience.

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According to the Department of Environment and Energy Natural Heritage is ‘the natural, Indigenous and historic places that are of outstanding heritage value to the nation’.

Describe how the business limits the negative impacts of tourism on the natural environment through the responsible use of resources, effective waste management and minimizing of pollution; etc.

Detail the activities you conduct in relation to water conservation, waste management and recycling, fuel and energy reduction, carbon reduction/offset.

The inclusion of actual measurement data including the amounts saved/reduced in comparison to the previous year may enhance response.

Use graphics to support and enhance your response provided.

A. During the qualifying period, what have you implemented or improved to enhance 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 natural 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 whilst protecting the natural environment.

Also include the research, planning and outcome/s of these and how they align with the business’ main goals and strategies.

Demonstrate how these innovations and/or product developments protect and preserve our natural heritage.

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 Experiences (30 marks)

A. Describe the marketing strategies you have used to differentiate your ecotourism business and promote the appreciation and enjoyment of the regions natural heritage resources. Why were these strategies chosen and what was the result? 15 marks

Response Guidance

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The response needs to focus on innovative approaches to marketing and promotions and relate back to the ecotourism 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 natural heritage resources and how it aligns with local, regional and/or state natural resource marketing plan.

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).

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

Response Guidance

The Judges are looking for leadership in visitor education of ecotourism. Therefore, you need to outline how you share knowledge on the local natural heritage and support its sustainability.

Demonstrate what the outcomes of these activities are and how you have influenced visitors to participate in ecotourism in a sustainable manner.

Demonstrate how the business influences visitors through activities which foster responsible use and enjoyment of our natural heritage and our communities.

C. How do you ensure quality and sustainable customer experiences and demonstrate inclusive tourism 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 of 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.

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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. Consider how the business actively encourages feedback and how feedback is used to improve the visitor experience.

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.

4. Community (15 marks)

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

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 natural heritage resources.

Demonstrate how the business respects 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 ecotourism. 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 ecotourism programs and services.

Consider how the business optimizes the long-term economic, social, cultural and environmental benefits to the community.

B. How you have considered your social and economic responsibilities to the wider community during the qualifying period? 5 marks

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

Consider the following:

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- *Non-monetary examples of supporting the local community 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, cultural or historical representation, 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