

14. Tourism Marketing & Campaigns



14. TOURISM MARKETING & CAMPAIGNS

This category recognises creativity and innovation in the promotion of tourism products, services and/or destinations. The focus can be for a specific singular or ongoing campaign or ongoing integrated marketing approach delivering innovative marketing/campaigns that supports the promotion of the tourism industry.

This category is open to digital enterprises, Regional Tourism Organisations, Local Tourist Associations, Visitor Information Centres, Online Travel Agents, local government and marketing alliances. This is not for individual tourism products.

QUALITY TOURISM FRAMEWORK

Entrants in categories 1 – 25 & 28 are required to demonstrate that they meet minimum business standards in order to enter the NSW Tourism Awards. This can be demonstrated via relevant accreditation with the [Quality Tourism Framework](#) (QTF) OR as part of the accommodation/ business standards question set within their submission.

There is no additional cost to complete the required pre-assessments. Additional costs will only apply if an entrant wishes to finalise the accreditation process through the [Quality Tourism Framework](#)

QTF pre-assessment requirements:

1. 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.

Businesses that completed a pre-assessment as part of their 2019 NSW Tourism Awards entry will simply need to verify their previous pre-assessment.

SCORING

Entrants in this category will be scored as follows:

- Written submission: 90 marks
- Online review: 10 marks
- Business verification meetings are not scored

Total score: ___/100 points

Written Submission

- Submissions are made via the [Australian Tourism Awards portal](#).
- Respond to the questions using maximum 8,000 words and 25 images.
- No score is applied to Question 1 (Covid-19 impact) and it is not included in the word count.
- Follow the response guidance. Judges will refer to this when assessing your submission.

Online review

Prior to the Business Verification Meeting each judge will assess the entrant's online activities including;

1. The entrant's website
2. The entrant's social media channels
3. The entrants search engine optimisation
4. The entrants external listing sources

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A copy of the Online Review questions is [available here](#).
The online review will account for 10% of the total score available.
Scoring of the online review will occur at the NSW Tourism Awards level only.

COVID-19 Impacts (0 marks)

Please provide the judges with an understanding of your businesses situation during the national and world events during the qualifying period. E.g. COVID-19, natural disasters (fire, flood)

NOTE: These responses do not contribute to your overall score, but provides a clearer picture for judges to understand what you have been able to achieve. This is factual information allowing you to tell your business story in your written submission.

Q.1 Outline how many months in the second half of the qualifying period were you operational for?

Q.2 Describe what the business restrictions were to your business e.g. gatherings

Q.3 Describe the impact of travel restrictions to your business e.g. border closures

1. Introduction (20 marks)

A. Please provide an overview of your tourism marketing/promotion/campaign including the rationale behind it. (20 marks)

Response Guidance

- Provide a short summary of the tourism marketing/promotion/campaign to introduce the concept to judges.
- Describe the various stakeholders that worked together, the various roles and collective strengths and reasons for participating (if applicable).
- Provide rationale for the development of the marketing/promotion/campaign including how it was developed. Ensure to relate it back to tourism. You might like to include details about the state of play at the time and why you felt you needed to implement the marketing/promotion/campaign.
- Highlight the marketing/promotion/campaign points of difference/what makes it different/special.
- Take care to demonstrate your eligibility for this category as related to the descriptor.
- Demonstrate why your marketing/promotion/campaign should be considered for winning an award.
- Use graphics to support and enhance your response provided.

2. Development and Creativity (25 marks)

A. Outline the market research and analysis used to inform the development of your strategy. (15 marks)

Response Guidance

- Show the judges the depth of research undertaken from primary and secondary sources to support your concept and how you integrated the insights from the research into your marketing.
- Describe how your strategy contributed to, or enhanced marketing and promotional efforts in the tourism industry locally, provincially or nationally.

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- Demonstrate your understanding of your target markets and how you determined them. Describe them in terms of who they are, where they are from, how old they are, how they purchase travel, what motivates and inspires them and what they value.*
- Describe the elements of your marketing/promotion/campaign including what marketing activities were employed; what goals were established; metrics to measure the success of your actions, the budget breakdown if you care to share this; etc.*
- The response needs to focus on innovative approaches to marketing.*
- Use graphics to support and enhance your response. For example, images of marketing placement (social media screen shots, website, advertisements).*

B. Demonstrate your approach to the marketing creative. (10 marks)

Response Guidance

- Detail how you outsourced, or undertook in-house, the various elements of the creative. For example: brand development; graphic design; video production; imagery; written word etc.*
- If outsourced, describe elements of the brief. Or if you developed the creative in-house detail the skill sets of those involved and how you worked up the creative plan behind the marketing.*
- Clearly demonstrate how it is innovative, unique or inspired. Provide evidence as to how you have determined its uniqueness etc.*
- Use graphics to support and enhance your response. For example, a map of the geographical boundaries of the destination (if relevant); images of collateral specifically developed for this marketing/promotion/campaign, images of published articles; screenshots of online activity; etc.*

3. Execution (15 marks)

A. Detail the range of marketing tactics that were used (15 marks)

Response Guidance

- Describe the marketing plan activities; why the activities were implemented and how they are innovative or inspired.*
- It is recommended that you demonstrate how the chosen tactics align with overall strategy of the marketing/promotion/concept.*
- Show the judges how you were clear in your messaging, focussing on your clear points of difference (or unique selling points).*
- Demonstrate how you clearly communicated the action you wanted taken (outline the call to action)*
- Ensure that your response is relevant to the qualifying period.*
- Use graphics to support and enhance your response.*

4. Results (30 marks)

A. Demonstrate the results of your marketing/promotion/campaign from a media perspective. (10 marks)

- The judges are looking at specific media results from your marketing.*
- You should provide statistics from the results of the marketing activities specific to **media** e.g. media visits and press releases as well as published articles, blogs, features etc*
- Outline where the data was sourced from e.g. analytics, media monitoring, focus groups, surveys.*

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- Remember, the results should relate back to the objectives and goals outlined in previous questions.
- Also, ensure that your response is relevant to the qualifying period.
- If results were impacted by the global pandemic and world events, ensure you include how your marketing/promotion/campaign was impacted.

B. Demonstrate the results of your marketing/promotion/campaign from an industry perspective (10 marks)

- The judges are looking at specific industry results from your marketing.
- You should provide statistics from the results of the marketing activities specific to industry e.g. industry participation, co-op arrangements, sharing.
- Demonstrate how you converted the interest generated from the marketing/promotion/campaign into increased visitors to the region.
- Outline the strategies that were implemented to convert awareness to visitation in-region and the outcomes of these strategies.
- Outline where the data was sourced from e.g. analytics, media monitoring, focus groups, surveys.
- Compare the results relative to existing visitor numbers to the destination, product/s or experience/s featured.
- Where a complete set of results are not yet available, detail what you do know and outline your expectations for success based on what you have seen so far
Remember, the results should relate back to the objectives and goals outlined in previous questions.
- Also, ensure that your response is relevant to the qualifying period.
- If results were impacted by the global pandemic and world events, ensure you include how your marketing/promotion/campaign was impacted.

C. Demonstrate the results of your marketing/promotion/campaign from a consumer perspective. (10 marks)

Response Guidance

- The judges are looking at specific visitor results from your marketing.
 - You should provide statistics from the results of the marketing activities such specific to the consumer e.g. consumer awareness, interaction, conversion.
 - Outline where the data was sourced from e.g. analytics, media monitoring, focus groups, surveys.
 - You should include metrics that measure the outcomes and consider increased web traffic, increased bookings, increased visitor arrivals etc.
 - Where a complete set of results are not yet available, detail what you do know and outline your expectations for success based on what you have seen so far.
 - Remember, the results should relate back to the objectives and goals outlined in previous questions.
 - Also, ensure that your response is relevant to the qualifying period.
 - If results were impacted by the global pandemic and world events, ensure you include how your marketing/promotion/campaign was impacted.
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