

TOURISM AND PROMOTIONS REPORT - SEPTEMBER 2022

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Greater Hume Council Websites

Outcome 4.2 - Our communication is open, effective and purposeful to connect and educate our community.

Continued implementation of the GHC Communication Plan. Maintain and manage the Greater Hume Council suite of websites which are compliant with accessibility standards. Seamless CMS(OpenCities) is the provider of Council's websites – Greater Hume Council, Visit Greater Hume, Greater Hume Children Services and Town and Village websites.

Comments

		Greater Hume greaterhume.nsw.gov.au		GH Children Services ghchildren.com.au		Visit Greater Hume visitgreaterhume.com.au	
September 2022		22	21	22	21	22	21
Website Traffic	New	5100	4701	514	416	1337	423
	Returning	1308	1498	157	236	156	42
Traffic Source	Organic	3907	4078	367	180	625	233
	Direct	1464	1095	288	435	149	85
	Referral	126	157	5	7	326	124
	Social	373	274	11	30	294	4
Device Paths	Desktop	2762	2598	363	250	446	225
	Mobile	2885	2736	305	395	812	188
	Tablet	145	198	3	7	111	20
Bounce Rate	%	66.61	59.89	70.64	71.63	69.01	68.90

www.greaterhume.nsw.gov.au - top pages:

1. Your Greater Hume Council - Building and Development
2. Contact Us
3. Your Greater Hume Council - Careers With Us
4. Living in Greater Hume – Waste Facilities Opening Times Charges and Accepted Waste
5. Living in Greater Hume - Rates

www.ghchildren.com.au – top pages:

1. Family Day Care
2. News - Higher Child Care Subsidy and Removal of Annual Cap
3. Holbrook Centre
4. Family Day Care - Enrol Your Child/Children
5. Contact Us

www.visitgreaterhume.com.au – top pages:

1. Culcairn - Explore Eat Stay/ Culcairn Caravan Park
2. Natural Wonders - Wymah Ferry
3. Natural Wonders - Morgan's Lookout
4. Featured Content - Table Top Reserve
5. Holbrook

Social Media

Outcome 4.2 - Our communication is open, effective and purposeful to connect and educate our community.

Continued implementation of the GHC Communication Plan. Expand the information available to the community online and encourage online collaboration and self-serve service platforms

Comments

- Instagram, #visitgreaterhume – 1024 followers
- Individual facebook pages:
 - Greater Hume Council – 3000 followers
 - Visit Greater Hume – 645 followers
 - Holbrook Submarine Museum – 1235 followers
 - Greater Hume Children's Services – 963 followers
 - Greater Hume Youth Advisory Committee – 495 followers
 - Buy Local in Greater Hume – 590 followers

Greater Hume Council Newsletters

Outcome 4.2 - Our communication is open, effective and purposeful to connect and educate our community.

Develop quarterly Council newsletters and a rates notice insert whilst ensuring effective and targeted content

Comments

Spring edition of GHC Newsletter has been sent electronically to 2200 email addresses across Greater Hume, via website, social media and copies in Greater Hume Customer Service Centres and Visitor Information Points.

Grants and Funding

Outcome 1.2 - Our infrastructure and services are aligned to the health, wellbeing and safety needs of the community

Comments

Greater Hume has now partnered with GrantGuru to provide is the most comprehensive grants database in Australia that includes grants and assistance across all levels of government and the private sector (philanthropic grants), each summarised into a one-page template for easy comparison. This grant portal is available to Council staff, local businesses, community and sporting groups throughout Greater Hume. The following grant applications have been recently submitted:

Name	About	Current
Austrade's Regional Tourism Bushfire Recovery Grant – Stream One - \$30,000 – Greater Hume and Henty Machinery Field Days Promotional Production	This project will be developing and promoting the videos, photography, social media posts, advertising and Hume Highway signage in order to attract visitors both old and new to Greater Hume and Henty Machinery Field Days.	Austrade has granted an extension to this grant to end of 2022 to cover the Henty Machinery Field Days in Sept 2022. The Social media campaign was in full force during September, preliminary stats show an large increase in visitation and interest. Two signs were installed on the Hume Highway also raising awareness of VGH/HMFD.
Create NSW - Regional Cultural Fund - Digitisation Round – \$332,745 - In partnership with Albury City (lead agency)) - Murray Region Digitisation Hub	The Project involves the engagement of a Digitisation Project Officer and development of a Digitisation Hub (Thurgoona Collection Store, 2 Hoffman Road, Thurgoona) to implement professional training programs for individual museums and facilitating the digitisation of at least 400 objects. AlburyCity is lead agent.	Whilst the project has now concluded the new Digitisation Hub is now in full operation with regular workshops and musuem volunteers utilising the facility.
NSW Government - Bushfire Local Economy Recovery Fund - \$451,054 – Hanel's Lookout	This project at Hanel's Lookout (Woomargama National Park) will create viewing platforms, walk ways, sealed car park, sealed Hanel's Road, toilet, picnic area and signage.	Australia Ramp and Access Solutions Albury has commenced construction of the walkway, viewing platform and toilets and Longford Civil will commence shortly the construction of the road, carpark and sealed footpath.
Stronger Country Communities Fund - Round 4	11 applications were submitted from various community groups and 9 GH Council applications. Totaling \$3,224,567.00	4 Successful applications - GHC Culcairn Recreation Ground new playground, Billabong Little Athletics at Henty, Holbrook Gym Club and Jindera Netball Club.
Stronger Country Communities Fund - Round 5	Funding of \$1,376,603 of which \$946,414 has been allocated to Council and the balance of \$430,189 is open to eligible Community Groups.	Council resolved to submit 5 Greater Hume Council applications with a further 2 applications from 355 committees.
Crown Reserves Improvement Grant	4 applications from community groups were submitted. Two applications successful	Walbundrie Sportsground (\$192,129 new multipurpose shed) and Jindera Park (\$87,681 amenities block).
Culture, Heritage and Arts Regional Tourism (CHART) program	Purchase of essential conservation materials for six community run museums to assist them to appropriately care for their collections.	Successful - \$12,727.98 - Conservation materials have been purchased and now working on acquittal.
Riverina Water	Painting and lighting for AE2 exhibition space.	Successful - \$20,000 - organising painters and lighting equipment.

Cultural Tourism Accelerator Grant	Marketing of films developed in Let's Get Digital grant, see above.	Successful - \$10,000 - A 30sec television commercial is currently being aired on Prime Television until October. A 90sec social media video is currently being advertised through a paid social media campaign.
Reconnecting Regional NSW - Community Events Program	Greater Hume Council has been advised of an allocation of \$301,708 towards the NSW Government's Reconnecting Regional NSW – Community Event Program.	Successful - Event organisers are returning their signed contract and invoices.
Maritime Museum	Submarine Museum Holbrook – Restoration and Framing of WWII Jolly Roger Flag \$1350.00	Successful - Work in Progress

Greater Hume Tourism and Promotions

Outcome 2.3 - Our region's highlights are celebrated, maintained and promoted to enhance our visitor experience-
Comments

- Monthly newsletters are sent to all Greater Hume Tourism Operators, providing latest information on tourism opportunities, marketing, social media and promotional campaigns as well as relevant contacts and statistics.
- Managing over 160 Greater Hume ATDW Listings. The Australian Tourism Data Warehouse (ATDW) is Australia's national platform for digital tourism marketing in Australia. ATDW distributes information to over 60 partners' websites to support local tourism businesses in expanding their on line exposure, bookings and marketing.
- Scheduled another social media Welcome to Greater Hume campaign, providing reels, tours and ideas of what people can do in Greater Hume during 2022. There will be a particular emphasis on producing reels with our themes of history and heritage and natural environment. The average reach on our posts is currently 1500.
- Submitted visitor and What's On advertising in Out and About Spring 2022 Edition in Border Mail. The print run is 24,000, 14,000 are inserted into The Border Mail and the additional 10,000 distributed. Distribution is to all Visitor Information Centres through NE Victoria and South West NSW/Riverina plus Canberra and Melbourne. Other business (inc motels) and advertisers.
- Emailed (over 600) 'What's On in September to Visitor Information Centres in NSW and VIC, coach/bus/tour companies, tourism operators within shire and regional, media, visitor information points and to interested residents in shire.
- Austrade's Regional Tourism Bushfire Recovery Grant – Stream One - \$30,000 – Greater Hume and Henty Machinery Field Days Promotional Production - Austrade has given an extension to this grant to end of 2022 to cover the Henty Machinery Field Days in Sept 2022. The Social media campaign was in full force during September, preliminary stats show an large increase in visitation and interest. Two signs were installed on the Hume Highway also raising awareness of VGH/HMFD.
- COVID Recovery Funding - A Greater Hume promotional campaign in partnership with Murray Regional Tourism and Destination NSW has been developed and will now be rolled out from November 2022.

Visitor Information Centre and Submarine Museum

Outcome 2.3 - Our region's highlights are celebrated, maintained and promoted to enhance our visitor experience.

Offering visitors to Greater Hume information and advice on accommodation, places to eat, attractions, maps, tours, road conditions, events and other general information. Reception and admission to Submarine Museum.

Comments

Visitor Information Centre Statistics:

September 2022 - Walk In – 1685, Phone Calls - 39, Emails – 0.

September 2018 - Walk In – 939, Phone Calls - 64, Emails – 28.

Submarine Museum Statistics:

September 2022 - Adult - 167, Child - 59, Concession - 153, Family - 224, Group - 18, Total - 621.

September 2018 - Adult - 40, Child - 90, Concession - 25, Family - 131, Group - 57, Total - 343.

Events

Outcome 2.3 - Our region's highlights are celebrated, maintained and promoted to enhance our visitor experience

To assist with the promotion of Greater Hume's many and varied events. Encourage more residents to be involved in Greater Hume and events.

Comments

- Supporting the following events - Country Women's Association - Jindera Branch 100 Years Celebration at Jindera Pioneer Museum, Henty Machinery Field Days, Reconnecting to Country Henty Fest and various other community and council events.

Australia Day

Outcome 1.1 - Our communities are welcoming and inclusive to support diversity and social connectedness

Comments

Nominations are now open for Greater Hume's Top Citizens, nomination form on website, social media and community newsletters. Australia Day 2023 will be held at Brocklesby Recreation Reserve, Brocklesby.

Signage

Outcome 2.3 - Our region's highlights are celebrated, maintained and promoted to enhance our visitor experience

Comments

Developing signage for Yambla View Wambariga Lookout.

Murray Regional Tourism (MRT)

Outcome 2.3 - Our region's highlights are celebrated, maintained and promoted to enhance our visitor experience

MRT is a joint venture between Albury, Balranald, Berrigan, Campaspe, Corowa, Deniliquin, Gannawarra, Greater Hume, Mildura, Moira, Murray, Swan Hill, Wakool, Wodonga, as well as Tourism Vic and Destination NSW.)

Comments

- Currently attending monthly zoom meetings with MRT and the VIC network group.
 - Planning to extend the Love The Murray campaign and cooperative marketing initiatives.
 - COVID Recovery Funding - A Greater Hume promotional campaign in partnership with Murray Regional Tourism and Destination NSW has been developed and has now been extended to Summer 2022. A promotional photoshoot will occur during November.
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Museums and Heritage

Outcome 1.3 - Our connection to the local culture and environment fosters positive relationships and learning for sustained health benefits.

GHC currently has 11 public or private museums and three historical societies. Museum Advisor (Vanessa Keenan) – In partnership with Albury City Council and Museums and Galleries NSW.

Comment

The Museum Advisor has been reaching out to museums mostly relating to the two successful grants we have obtained (Let's Get Digital and Digitisation of Museums), see Grants and Funding for more information. All six museums have finalised their significant items digital information. Ongoing training workshops with museum volunteers, staff of Albury and Greater Hume in relating to the new Digitisation Hub has continued. Revealing Histories adverts are currently airing on Prime Television showcasing the new videos until October 2022. Museums are also busy still uploading a selection of significant items onto eHive (eHive is a web-based collection cataloguing system used worldwide by hundreds of museums, societies and private collectors to catalogue objects, store images, manage acquisition information and publish their collections online.)