

TOURISM NORTH EAST

Quarterly Report, Q1 Murrindindi Shire Council

2023/24 Quarterly TNE Report October 2023

TOURISM NORTH EAST

We acknowledge the traditional owners of the land we reference today, and pay our respects to Elders past, present and future.

We honour their stories, songs, art and culture, and their aspirations for the future of their people and these lands.

> We are committed to building stronger relationships and fostering mutual respect for cultural practices.

Victoria's High Country



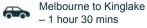
Our location – North East VIC From Melbourne head north via the

M31 Hume Fwy

Train from Southern Cross Station to Benalla or Wangaratta or Wodonga

4

Fly Sydney to Albury Airport

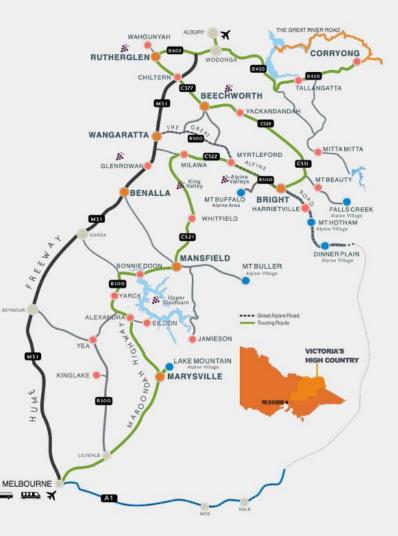


1 hour 30 mins
Melbourne to the King Valley
3 hours 10 mins
Melbourne to Bright
3 hours 40 mins
Melbourne to Corryong via the Great River Road

- 4 hours 50 mins

Melbourne to Falls Creek Resort

- 4 hours 40 mins



GENERAL ACTIVITY Q1 SNAPSHOT

The September quarter 2023/24 has been full of activity but challenging from a visitation perspective.

The cost of living pressure continues to impact consumer behaviour and discretionary spending, resulting in softer than anticipated visitation across the region's valley towns.

The Alpine Resorts reported strong visitation over the winter season, however, battled challenging conditions with warm temperatures and wet weather which unfortunately contributed to ending the season early.

Positively, industry operators have been highly engaged over the winter months. Participating in workshops, research sessions and several media famils for both Victoria's High Country and Ride High Country.

Product development remains a priority across a number of strategic initiatives including but not limited to, development of the gravel network, the Murray to Mountains enhancements project, visitor servicing rollout and the TNE Distillery Experience Accelerator Program.



Top-line Visitor Statistics for Victoria's High Country



The below visitation statistics are for the period July 2022 to June 2023.

	Visitor Numbers July 2022 - June 2023	Variation YoY	Visitor Numbers April 2022 - March 2023	Variation YoY	Visitor Spend July 2022 - June 2023	Variation YoY	Visitor Spend April 2022 - March 2023	Variation YoY
Total Visitation	5,568,000	+45.2%	5,490,000	+55.6%	\$2,319B	+69.6%	\$2.376B	+106%
Domestic Day	2,950,000	+55.2%	2,844,000	+64.6%	\$462M	+104.4%	\$438M	+98.4%
Domestic Overnight	2,618,000	+35.3%	2,646,000	+47.1%	\$1.857B	+62.6%	\$1.938B	+107%

Source: National Visitor Survey & Regional Expenditure Model, YE July 2023, Tourism Research Australia

Murrindindi Shire | Q1 Industry and Product Development

MURRINDINDI HIGHLIGHTS

- Across the High Country, TNE delivered 402 sessions across 167 businesses in Q1 via Zoom and F2F
 - \rightarrow In Murrindindi specifically, 37 sessions were delivered to 15 businesses in Q1
- Cycle Research presentation (online) by Quantum Market Research, 11 July attended by 8 operators
- August Industry Forum (Visitor Servicing & Workforce Legislation) attended by 13
 operators
- Optimise your ATDW listing attended by 3 operators (3 separate workshops)
- 11 x 1:1 Business mentoring sessions were held
- Presentation of new product/experiences in the High Country given to Tourism Australia & Visit Victoria staff (local and overseas) on 10 August. Included was Philip Lobley Wines The Wine Maker and Baker experience.

Accelerator Program #2 - Design Sprint for 'Nature for All' (Oct-Dec)

• Waters Edge Houseboats were successful in the EOI process, and will participate in this program in Q2





Murrindindi Shire | Q1 Victoria's High Country Marketing

'MAKE IT MIDWEEK' SNOW CAMPAIGN

Running from June - September, the 'Make It Midweek' campaign drove snow holiday consideration and visitation to Victoria's alps and surrounding valley towns during midweek and off peak periods. This includes specific highlighting of Lake Mountain's snow offering and Marysville getaways. The campaign showcased traditional skiing and snowboarding as well as the holistic on-mountain offering, new to snow experiences, food and beverage, accommodation and surrounding towns and activities. Activity included cinema, radio, audio streaming, social media and CALD focused advertising.

VICTORIA'S HIGH COUNTRY E-NEWSLETTER

The monthly e-Newsletter showcased our region's seasonal visitor experiences. Murrindindi highlights:

- July 'Winter Warmer Distillery Experiences' tile featuring Kinglake Distillery
- August "Discover unhurried adventures in Victoria's High Country these school holidays" tile featuring Steavenson Falls

VISIT VICTORIA FEATURES

- 11 July e-Newsletter: Yea Peppercorn Hotel, The Corner Hotel Alexandra, Flowerdale Estate, Cathedral Range Northern Circuit, Steavenson Falls, Lake Mountain & Wirrawilla Rainforest Walk
- 25 July e-Newsletter: Bruno's Art & Sculpture Garden
- 8 August e-Newsletter dedicated to snow feat. Lake Mountain
- 5 September Newsletter: Cooks Mill to Neds Peak, Cathedral Range State Park, BIG4 Breeze Holiday Parks - Eildon, Tathra Farmstays & Summerlands Private Hotel
- VV BVOD/Catch Up TV, YouTube feat. High Country 60" Maker Films
- Paid Socials promoting Regional Deals, Wallet-Friendly Travel Ideas, Winter in Victoria & What's On In Regional Victoria



Make It Midweek Lake Mountain Facebook Traffic Ad



Tathra Farmstays Farm stays · Flowerdale \$230 - \$280

Visit Victorian e-Newsletter

TOURISM NORTH EAST

When planning your snow holiday this year, make it midweek to make the most of your time on the mountain

Victoria's High Country



maketmidweek com.au Snow | Make It Midweek Monday to Thursday is th...

🖞 Like 💭 Comment 📣 Share

'Make It Midweek' Campaign



Summerlands Private Hotel Bed & breakfasts - Alexandra \$180 - \$250

Visit Victorian e-Newsletter

Murrindindi Shire | Q1 **Ride High Country Marketing**

SBS SPORTS - 7 PEAKS CHALLENGE

During SBS's Tour de France, Tour de France Femmes and Vuelta d'Espana event coverage, RHC targeted road specific audiences with 7 Peaks display advertising (including Lake Mountain) on SBS's Sports page to their Victorian, Canberra and Sydney audiences from 1 July - 19 September.

RIDE HIGH COUNTRY SOCIAL CHANNELS | CLICK HERE & CLICK HERE

RHC social channels continued to produce strong results with always on paid advertising and organic posts across all four cycling disciplines. Q1 Reach 376.934 and 3.9% engagement rate.

- 7 Peaks (204 Insta likes/3 comments & 84 FB likes/9 comments/2 shares)
- 7 Peaks (206 Insta likes/4 comments & 138 FB likes/24 comments)
- Eildon MTB Park (115 Insta likes/2 comments & 50 FB likes/3 comments/2 shares)
- Alexandra road & gravel (130 Insta likes/1 comment & 30 FB likes/1 comment/1 share)

RIDE HIGH COUNTRY CHANNEL ACTIVATIONS

- Rule 47 High Country Brewery Trail collaboration & passion for cycling News blog piece
- September e-Newsletter Rule 47 & New Victoria's High Country App hero tile
- Sponsorship of & RHC promotion through high profile events GRAVELISTA High Country, Tour of Bright, Drag'd Out Beechworth & Ignition Mountain Bike Festival

CYCLING & GENERAL MEDIA

- Media release, socials and promotion for the 10 year anniversary of Rule 47, the High Country Brewery Trail collaboration beer as well as its connection to cycling in the region
- Flow e-Newsletter Sponsorship (24 Aug) featuring Eildon MTB Park banner ad
- Bicycling Australia leaderboard (1-30 Sep) Kinglake gravel website ad
- Cyclist print Issue #63 (8 Jun 2 Aug) Kinglake gravel cycling double page ad
- Australian Geographic Adventure digital article (3 Jul) featuring 7 Peaks Challenge & the Great Victorian Rail Trail

GREAT VICTORIAN RAIL TRAIL CAMPAIGN

Planning began on the spring and summer Rediscover the GVRT collaborative campaign. This included completion of campaign photography and videography family talent content capture in Mansfield & Bonnie Doon & horse riding talent in Merton.





Ride High Country Social Post



Bicycling Australia e-Newsletter banner ad



Flow e-Newsletter banner ad



Great Victorian Rail Trail Content Capture Shoot

Murrindindi Shire | Q1 Victoria's High Country & Ride High Country Public Relations

PR FOCUS

Victoria's High Country and Ride High Country continued to target PR within the lifestyle leader market. During Q1, we furthered relationships and pitched future articles with mainstream media and selected titles such as:

- Galah Magazine
- Country Style
- Delicious Magazine

COVERAGE

For Q1 we received excellent coverage in the 'What's On for Spring' section of The Herald Sun - 13 September, featuring: Art on the Great Victorian Rail Trail and Marysville Art Show.

SUMMER CAMPAIGN

The summer campaign is well underway and will be launched in the next quarter. This campaign will be an integrated across, social, earned media and amplified by industry and our operators via a supplied 'tool kit'.



NEW COM AU WEDNESDAY SEPTEMBER TO DOT



Murrindindi Shire | Q1 Social

During Q1, Victoria's High Country (VHC) social channels achieved another quarter of very high reach and engagement above all other tourism regions in Victoria, capitalising on content that showcases our unique Winter and Spring experiences. Q1 also saw the continuing of content and ads for the "Make It Midweek" collaborative campaign of Victoria's Alpine Resorts.

We continued to pursue collaborative content with Visit Victoria, Tourism Australia and Content Creators/Influencers to amplify our organic reach.

This resulted in the following collaborative Reels:

- Midweek getaway to Falls Creek with Visit Victoria 198k views
- Canola Flights in Benalla with Visit Victoria 162k views
- Yea Nature Walk & Rubicon Historic Area with Elise McLean: 70k views
- Mansfield Glamping with Ritika Modi 8.6K views

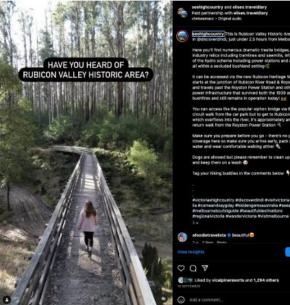
Overall growth rates slowed considerably, which is standard for Q1 and common across all competitor RTB regions.

Victoria's High Country	Q1 Reach	Q1 Engagement Rate	Q1 Growth	Vic RTB Average Growth
Facebook	3,142,628	5.9%	2.1%	0.6%
Instagram	959,703	4.4%	1%	1.2%

Featured this quarter:

- Tubing at Lake Mountain
- Yea Wetlands Walk
- Wallet friendly experiences in Marysville
- Rubicon Heritage Area

Top performing post featuring Murrindindi related content:



Here you'll find numerous dramatic treatle bridges, old timber industry relics including tramines and seemilis, infrestructure of the hydro scheme including power stations and aqueduc

TOURISM

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and travels past the Rowston Power Station and other hydr ower infrastructure that survived both the 1939 and 200 ires and still remains in operation today) per

You can access the the popular siphon bridge via the Skm circuit walk from the car park but to get to Rubicon Dam wal hich overflows into the river, it's approximately ano

ike ture you prepare before you go - there's no phote werage here so make sure you arrive early, pack shacks

Dogs are allowed but please remember to clean up after then





Activity Schedule Victoria's High Country 2023/24 Financial Year



The value of the Local Government contribution to regional tourism is that it enables the Local Government Area to buy into activities of scale that encompass projects of regional significance, enables marketing reach that is only obtainable through collaborative spend and offers a unified voice to government on issues and opportunities impacting the region.

The below table and following pages provides a snapshot of the regional projects Tourism North East is undertaking in the 2023/24 FY and the participating organisations.

The progress of each project will be reported on against a traffic light system.

	Status	Murrindindi Shire	Mansfield Shire	Benalla Rural City	Rural City of Wangaratta	Indigo Shire	Alpine Shire	Towong Shire	Mt Buller/ Mt Stirling RMB	Mt Hotham RMB	Falls Creel RMB
Industry & Product Development		~	~	~	~	~	~	~	~	~	~
Tourism North East a		ective and susta	0					a wonding with			
Further to the genera		work, TNE's Ind	ustry Develop	ment team is or	n-hand to assis	t industry oper	ators as neede	ed. i.e grant wr	ting		



	Status	Murrindindi Shire	Mansfield Shire	Benalla Rural City	Rural City of Wangaratta	Indigo Shire	Alpine Shire	Towong Shire	Mt Buller/ Mt Stirling RMB	Mt Hotham RMB	Falls Creel RMB
Ride High Country Marketing		~	~	-	~	~	-	~	~	~	~
The development an The marketing activi						otions in travel o	due to the 2020) bushfires ar	nd COVID-19 pa	andemic.	1
						otions in travel o	due to the 2020) bushfires ar	nd COVID-19 pa	andemic.	~
The marketing activi	ty for Ride High	Country has t	efforts that sp	an the food & c	e to the interrup	Iture and natur	e based pillars	•	v	•	V



	Status	Murrindindi Shire	Mansfield Shire	Benalla Rural City	Rural City of Wangaratta	Indigo Shire	Alpine Shire	Towong Shire	Mt Buller/ Mt Stirling RMB	Mt Hotham RMB	Falls Creek RMB
Regional Digital Platform (RDP)		~	~	~	-	~	~	~	-	-	~
by Council unless o	therwise agree	d.									
*Proactive enhance	ments to impro	ve the ontimisa	tion of the site	and SEO perfo	ormance						
*Proactive enhance Website Content Management	ments to impro	ve the optimisa	tion of the site	and SEO perfo	ormance.	-	-	-	-	-	-
Website Content		-	~	-	-	- nagement.	-	-	-	-	-



	Status	Murrindindi Shire	Mansfield Shire	Benalla Rural City	Rural City of Wangaratta	Indigo Shire	Alpine Shire	Towong Shire	Mt Buller/ Mt Stirling RMB	Mt Hotham RMB	Falls Creek RMB
Onsite Social Support / takeovers and events		v	~	~	~	~	~	~	~	~	~
The provision of soc event support.	cial media supp	port and social a	asset developr	nent. The progr	am includes ar	n always-on so	cial program, h	ighlighting de	stination specifi	c experiences	and real-tin
Regional Waterway Activation Strategy Development			-	~	~	~	~	~	-	-	-
The development of Country. NOTE: TNE will act	-	-		-	egional develo	pment of wate	r based precine	cts to support	the nature base	ed offering of th	ie High
PR / Famils		~	~	~	~	~	~	~	~	~	~



	Status	Murrindindi Shire	Mansfield Shire	Benalla Rural City	Rural City of Wangaratta	Indigo Shire	Alpine Shire	Towong Shire	Mt Buller/ Mt Stirling RMB	Mt Hotham RMB	Falls Creek RMB
Creative Industries Strategy		~	-	~	~	~	~	~	-	~	~
the High Country. NO											
Digital Upskilling Program		~	-		~	~	~	~	-	-	-
	- ·	• •			g supported b	y sustained dig	gital assistance	e, which will e	- nsure that they	- / have the skil	- Is required



Industry Development Q1 Dashboard - Victoria's High Country

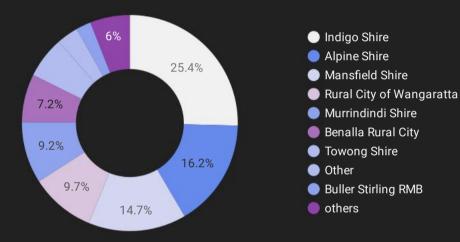


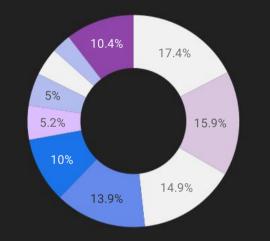
Industry CRM Activity Dashboard

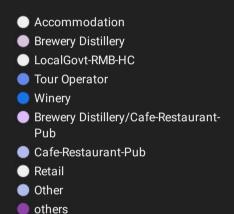
Filter Jul 1, 2023 - Sep 30, 2023 - Stakeholder

Total SessionsBusinesses Engaged402167

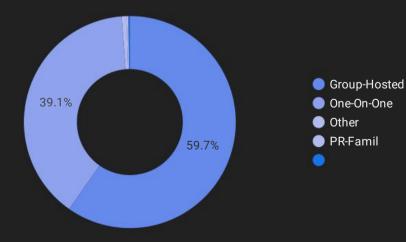
Services delivered by business location and sector

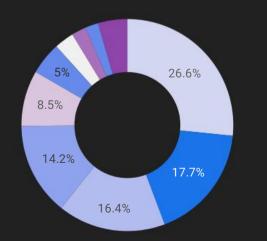


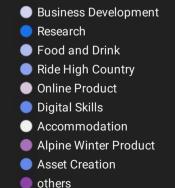




Services delivered by engagement type and category







Note: Sessions are included based on the transaction 'Date completed' field, transaction records without a valid completed date are excluded.



Industry Development Q1 Dashboard - Murrindindi Shire Council

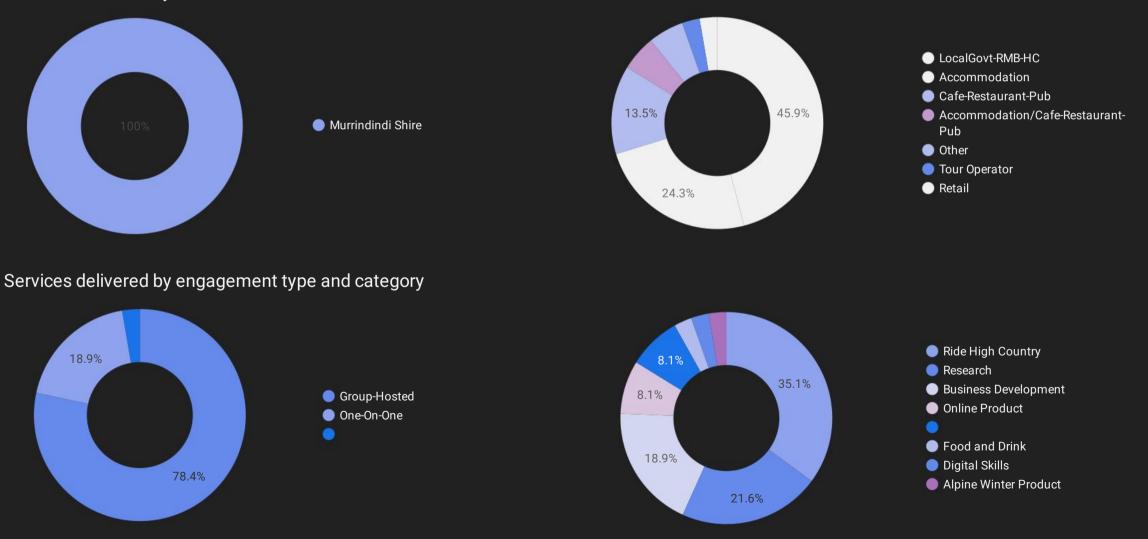


Industry CRM Activity Dashboard

Filter Jul 1, 2023 - Sep 30, 2023 - Stakeholder: Murrindindi Shire (1) -

Total SessionsBusinesses Engaged3715

Services delivered by business location and sector



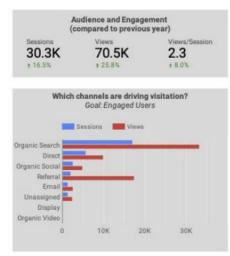
Note: Sessions are included based on the transaction 'Date completed' field, transaction records without a valid completed date are excluded.

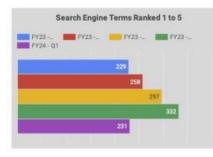


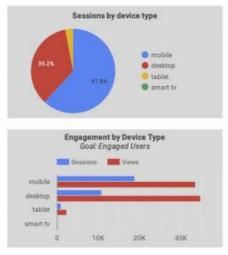
Digital Performance Q1 Dashboards

Ride High Country

WEBSITE DASHBOARD







(co	mpared to previous y	(ear)
Home	Listings	Editorial
18,383	10,500	41,629
1 304.0%	1-8.5%	1 4.0%

	Listings: Outbound Clicks & CTR
,016 148.4%	Click Through Rate (CTR) 9.73% 1 51.5%

Jul 1, 2023 - Sep 30, 2023

	Top 10 pages	
	Page title	Views •
1.	Murray to Mountains Rail Trail Family Cycl	6,755
2.	Indigo EPIC Trail - Ride High Country	5,042
3.	Rail Trails Victoria's High Country Murray t	3,003
4.	Mountain Bike Victoria's High Country MT_	2,718
5.	Gravel Rides Victoria's High Country CX	2,542
6.	High Country Rail Trail Family Cycling Co	2,282
7.	7 Peaks Ride High Country Road Cycling	2,210
8.:	Murray to Mountains Rail Trail Wangaratt	1,580
9.	Great Victorian Rail Trail Family Cycling	1,389
10.	Road Riding Victoria's High Country Hill Cl	980

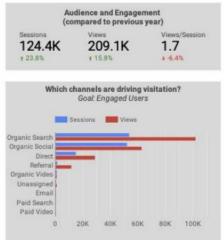
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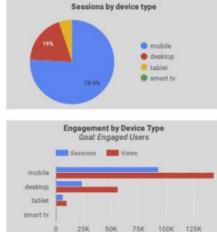
Top 10 listings	
Page path	Views
/listing/beechworth-to-everton-station-16km	640
/listing/lake-hume-loop/	397
/listing/gravelista-high-country-beechworth/	340
/listing/the-dederang-loop/	322
/listing/mt-battery-coombesberg-and-long-la_	241
/listing/bright-to-porepunkah-6km-murray-to	236
/listing/percorso-di-cruffin-gravel-ride-meado_	202
/listing/beechworth-gaol-break-ride/	198
/listing/the-myrtleford-monster/	188
/listing/myrtleford-to-porepunkah-24km-murr	184

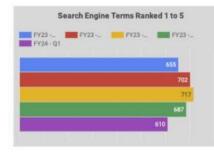


Victoria's High Country

WEBSITE DASHBOARD







Home	Listings	Editorial
24,057	67,382	117,654
1 94.4%	1-25.9%	+ 53.2%

Total clicks	Click Through Rate (CTR)	
10,398	15.43%	
1 112.6%	# 60.3%	

Jul 1, 2023 - Sep 30, 2023

Top 10 pages			
	Page title	Views •	
1.	Make it Mid Week - Snow Victoria	56,234	
2.	High Country Explorer -	32,335	
3.	Towns and Villages of Victoria's High Country	4,056	
4.	Walking & Hiking - Great Outdoors	1,331	
5.	Snow - Snow	1,097	
6.	Great Outdoors - Great Outdoors	1,076	
7.	Food and Drink - Food & Beverage	1,064	
8.:	Towns Culture and Lifestyle - Towns Culture	935	
9.1	Top 10 waterfails - Great Outdoors	861	
10.	Farmers Markets - Food & Beverage	694	

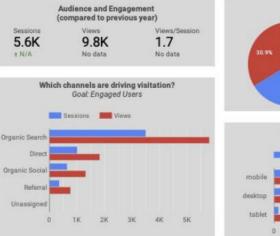
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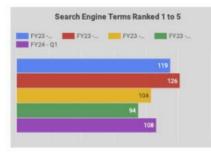
Top 10 listings		
Page path	Views	
/listing/paradise-falls/	1,624	
/listing/edi-cutting-reserve/	1,063	
/listing/bright-to-harrietville-great-valley-trail/	816	
/listing/alpine-nature-experience-hotham-hei_	722	
/listing/gold-panning-2/	713	
/listing/the-eldorado-dredge/	530	
/listing/camping-in-the-high-country/	516	
/listing/kinglake-forest-adventures-camp-kin_	497	
/listing/australian-alpine-epic-mountain-bike	494	
/listing/yea-railway-market-yea/	491	

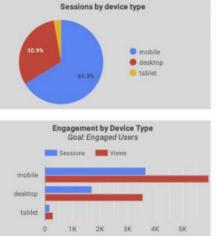


Discover Dindi

WEBSITE DASHBOARD







	Page Views by page type (compared to previous year)	
Home	Listings	Editorial
1,254	1,928	6,585
No data	No data	No data

Listings	Listings: Outbound Clicks & CTR		
Total clicks No data No data	Click Through Rate (CTR) No data		

Jul 1, 2023 - Sep 30, 2023



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TOURISM NORTH EAST

Top 10 listings		
	Page path	Views
	/listing/wirrawilla-rainforest-walk-toolangi/	71
	/listing/yea-wetlands-walk-yea/	68
	/listing/myrtle-gully-circuit-toolangi/	60
	/listing/toolangi-sculpture-trail-toolangi/	58
	/listing/tanglefoot-loop-toolangi/	57
	/listing/murchison-gap-lookout-strath-creek/	53
	/listing/keppel-falls-walk-marysville/	45
	/listing/yea-river-walk-toolangi/	39
	/listing/flowerdale-community-market-flower	36
	/listing/wilhelmina-falls-murrindindi/	36

