

CONFERENCE PROGRAM

CAUTHE 2018



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA



CAUTHE

Council for Australasian Tourism
and Hospitality Education

**GET SMART: PARADOXES AND POSSIBILITIES
IN TOURISM, HOSPITALITY AND EVENTS**

5 - 8 FEBRUARY 2018
NEWCASTLE BUSINESS SCHOOL
UNIVERSITY OF NEWCASTLE
NEW SPACE CITY CAMPUS
409 HUNTER STREET
NEWCASTLE NSW 2300
AUSTRALIA

MONDAY 5 FEBRUARY

From 8.00am

Registration Desk Open | [NeW Space, Ground Floor Foyer](#)

9.30am – 5.30pm

Bill Faulkner Annual PhD/ECR Workshops | [NeW Space, Room XG18](#)

1.00pm – 5.30pm

Biennial Mid-Career Academic Workshop | [NeW Space, Room X202](#)

5.00pm - 7.00pm

Registration Desk Open | [NeW Space, Ground Floor Foyer](#)

6.00pm – 7.30pm

Informal Networking Function | [NeW Space, Campus Green](#)

Proudly sponsored by Event Cinemas and Berand Estate Wines

TUESDAY 6 FEBRUARY

From 8.00am

Registration Desk Open | [NeW Space, Ground Floor Foyer](#)

8.30am – 9.15am

OPENING CEREMONY | [Concert Hall, Newcastle City Hall](#)

Awabakal Welcome to Country, **Aunty Sandra Griffin**

Welcome to the City of Newcastle, **Councillor Carol Duncan**

Welcome to the University of Newcastle, **Professor Kevin Lyons**

Welcome to CAUTHE 2018, **Dr Tamara Young and Dr Paul Stolk**

CAUTHE Welcome, **Associate Professor Judith Mair**

CAUTHE Fellows' Announcement, **Professor Leo Jago**

9.15am – 10.00am

OPENING ADDRESS | [Concert Hall, Newcastle City Hall](#)

Ms Cherie Johnson, 'My Aboriginal Lens: Connecting Cultures'

Proudly sponsored by Speaking in Colour

10.00am – 10.30am

OPENING ADDRESS | [Concert Hall, Newcastle City Hall](#)

Mr Barney Collins, 'Culture and Heritage in NeW Space Design'

Proudly sponsored by EJE Architecture

10.30am – 11.00am

MORNING TEA | [Cummings Room, Newcastle City Hall](#)

Proudly sponsored by Goodfellow Publishers

11.00am – 12.00pm

KEYNOTE ADDRESS | [Concert Hall, Newcastle City Hall](#)

Professor Annette Pritchard, 'The Paradox of Tourism Enquiry'

12.00pm – 1.00pm

LUNCH | [Cummings Room, Newcastle City Hall](#)

1.00pm – 2.30pm

CONCURRENT PAPER SESSION 1

Destination Marketing and Management | [NeW Space, Room X201](#)

Indigenous Cultural Tourism | [NeW Space, Room X202](#)

Destination Resilience and Crisis Recovery | [NeW Space, Room X204](#)

Understanding Tourist Markets: Focus on China | [NeW Space, Room X205](#)

Digitally Mediated Experiences | [NeW Space, Room X207](#)

Understanding Tourists through Online Behaviour | [NeW Space, Room X208](#)

2.30pm – 3.00pm

AFTERNOON TEA | [NeW Space, Ground Floor Campus Green](#)

3.00pm – 4.30pm

CONCURRENT PAPER SESSION 2

Destination Communities and the Host Gaze | [NeW Space, Room X201](#)

Destination Technologies and Innovation | [NeW Space, Room X202](#)

Understanding Behaviours for Tourism Management | [NeW Space, Room X204](#)

Religiosity in Travel, Tourism and Hospitality | [NeW Space, Room X205](#)

Criticality and Innovation in Research Methodologies | [NeW Space, Room X207](#)

4.30pm – 5.30pm

CONCURRENT PAPER SESSION 3

Conceptual Advances in Destination Branding | [NeW Space, Room X201](#)

Hospitality Services and Servicescapes | [NeW Space, Room X202](#)

Wellness, Wellbeing and Sustainability | [NeW Space, Room X204](#)

Accommodation and Hotel Management | [NeW Space, Room X205](#)

Employment and the Workforce | [NeW Space, Room X207](#)

6.30pm – 8.30pm

WELCOME RECEPTION | [FogHorn Brewhouse, 218 King Street](#)

Proudly sponsored by NSW Department of Industry

WEDNESDAY 7 FEBRUARY

6.15am - 7.30am

Optional Activity - Bathers Way Walk (The Foreshore to Newcastle Beach)

7.15am – 8.45am

CAUTHE Chapter Directors' Breakfast | [NeW Space, Room X803](#)

From 8.00am

Registration Desk Open | [NeW Space, Ground Floor Foyer](#)

8.45am – 10.30am

CONCURRENT PAPER SESSION 4

Responsibility and Ethics in Tourism | [NeW Space, Room X201](#)

Understanding Markets: Food and Wine Tourism | [NeW Space, Room X202](#)

Tourism and Sustainability | [NeW Space, Room X204](#)

Managing Events | [NeW Space, Room X205](#)

Teaching and Learning: Innovative Curricula | [NeW Space, Room X207](#)

10.30am – 11.00am

MORNING TEA | [Cummings Room, Newcastle City Hall](#)

Proudly sponsored by Routledge Taylor and Francis Group

11.00am – 12.00pm

KEYNOTE ADDRESS | [Concert Hall, Newcastle City Hall](#)

Professor Sara Dolnicar, 'Peer-To-Peer Accommodation Networks: A Tsunami to Fear, The Perfect Wave to Catch... Or Both?'

12.00pm – 1.00pm

KEYNOTE ADDRESS | [Concert Hall, Newcastle City Hall](#)

Professor Cathy Hsu, 'Hospitality and Tourism Education: Research and Future Directions'

1.00pm – 2.00pm

LUNCH | [Cummings Room, Newcastle City Hall](#)

1.15pm – 2.00pm

POSTER SESSION | [Concert Hall, Newcastle City Hall](#)

2.00pm – 3.30pm

CONCURRENT PAPER SESSION 5

Transformative Teaching and Learning | [NeW Space, Room X201](#)

Tourist Decision-Making | [NeW Space, Room X202](#)

Families and Travel | [NeW Space, Room X204](#)

Experiencing Events | [NeW Space, Room X205](#)

Empowering Communities | [NeW Space, Room X207](#)

Digitising Tourist and Visitor Management | [NeW Space, Room X208](#)

3.30pm – 4.00pm

AFTERNOON TEA | [NeW Space, Ground Floor Campus Green](#)

4.00pm – 5.30pm

CAUTHE Annual General Meeting | [NeW Space, Room XG18](#)

5.30pm – 6.00pm

CAUTHE Directors' Meeting | [NeW Space, Room XG18](#)

6.30pm – 8.00pm

SPECIAL INTEREST GROUP MEETINGS AT VARIOUS VENUES

Critical Approaches in Tourism and Hospitality SIG | [The Edwards, 148 Parry Street](#)

Professor Nigel Morgan, 'Present-Absent Voices in Tourism and Hospitality Research and Practice'

Tourism, Risk, Crisis and Recovery SIG | [The Happy Wombat, 575 Hunter Street](#)

Professor Brent Ritchie, 'Tourism Crisis and Disaster Management: Current Issues and Debates'

Teaching and Learning SIG | [Money Penny, 1 Honeysuckle Drive](#)

Event Studies and Tourism Technologies SIGS | [The Central Bar, 175 Hunter Street](#)

THURSDAY 8 FEBRUARY

6.15am - 7.30am

Optional Activity - Bathers Way Walk (Newcastle Memorial Walk)

From 8.00am

Registration Desk Open | [NeW Space, Ground Floor Foyer](#)

8.00am – 9.00am

Elsevier JHTM Meeting | [NeW Space, Room XG14](#)

8.00am – 9.00am

Volunteer Tourism SIG | [NeW Space, Level 7 Green Mountain](#)

A/Professor Stephen Wearing, 'Venture Capital Takes Over Basket Weavers in Volunteer Tourism'

9.00am – 10.30am

CONCURRENT PAPER SESSION 6

Conceptual Advances in Destination Image | [NeW Space, Room X201](#)

Teaching and Learning: Focus on Curricula | [NeW Space, Room X202](#)

Destination Development: Focus on Asia | [NeW Space, Room X204](#)

Reconceptualising Destination Image | [NeW Space, Room X205](#)

Digitising Methodologies | [NeW Space, Room X207](#)

Theoretical Insights into Tourist Experiences | [NeW Space, Room X208](#)

10.30am – 11.00am

MORNING TEA | [NeW Space, Ground Floor Campus Green](#)

11.00am – 12.30pm

CONCURRENT PAPER SESSION 7

Conceptual Advances in Destination Image | [NeW Space, Room X201](#)

Reconceptualising Volunteering Experiences in Tourism | [NeW Space, Room X202](#)

Destination Development: Regional and Rural Areas | [NeW Space, Room X204](#)

Host-Guest Encounters in Tourism and Hospitality | [NeW Space, Room X205](#)

Critical Approaches in Tourism and Hospitality | [NeW Space, Room X207](#)

Teaching and Learning: Focus on Student Experiences | [NeW Space, Room X208](#)

12.30pm – 1.30pm

LUNCH | [Cummings Room, Newcastle City Hall](#)

12.30pm – 1.30pm

CAUTHE Fellows Meeting | [NeW Space, Room XG14](#)

1.30pm – 3.00pm

PLENARY SESSION | [Concert Hall, Newcastle City Hall](#)

Proudly sponsored by the Newcastle Tourism Industry Group

PANEL OF EXPERTS – GET SMART: SMART FUTURES?

Mr Gus Maher, General Manager, Newcastle Tourism Industry Group

Dr Nathaniel Bavinton, Smart Cities Coordinator, Newcastle City Council

Dr Anne Hardy, Director, Tourism Research and Education Network

Professor Marianna Sigala, Director, Centre of Tourism and Leisure Management

3.00pm – 3.30pm

AFTERNOON TEA | [Cummings Room, Newcastle City Hall](#)

Proudly sponsored by Channel View

3.30pm – 5.00pm

PLENARY SESSION | [Concert Hall, Newcastle City Hall](#)

THE CAUTHE GREAT DEBATE – GET SMART: WHY BOTHER?

Affirmative: Anne Hardy, Brian Hay, Haiyan Song, Freya Higgins-Desboilles

Negative: Philip Pearce, Patricia Johnson, Girish Prayag, Jennie Small

5.00pm – 5.30pm

CONFERENCE CLOSE | [Concert Hall, Newcastle City Hall](#)

6.30pm – 10.30pm

GALA DINNER AND AWARDS EVENING | [Honeysuckle Hotel](#)

Proudly sponsored by the Newcastle Business School and Event Cinemas

THEME – HOLLYWOOD AT HONEYSUCKLE | [Lot 31, Honeysuckle Drive](#)

KEYNOTE SPEAKERS

MS CHERIE JOHNSON

Cherie Johnson is the Managing Director of Speaking in Colour. Cherie is a Gamilaroi and Weilwun woman who resides in Newcastle, NSW and participates as an active member of the Awabakal Community. Her grandmother, Rachal Darcy, was born on the Beemunnal Mission in Warren, NSW. Cherie is a PhD candidate researching the effects of urban Aboriginal Women coming to culture and the importance in the contemporary context.

Cherie is also a highly regarded lecturer in Aboriginal culture and education and is currently a casual lecturer at the University of Newcastle. Cherie was awarded a Diploma in Teaching from the University of Newcastle in 2006 and a Bachelor of Fine Arts from the University of Sydney in 2001.



Cherie has also studied dance through the National Aboriginal and Islander Skills Development Association (NAISDA). Cherie is a keynote speaker at conferences and forums across Australia. She is also currently completing a number of major public artworks in Newcastle and recently exhibited her photographic and woven artworks in Perth, Sydney and Newcastle. Cherie is a qualified visual artist and teacher with a passion for education and the arts.

Cherie has combined these two passions by developing arts and educational resources for use in schools and other learning environments such as universities and community organisations. Through her business, Speaking in Colour, Cherie delivers insightful workshops and educational seminars about Australian Aboriginal cultures. The primary focus of Speaking in Colour is to embed Aboriginal cultural perspectives into the classroom through the delivery of well researched and structured arts activities and cultural education lessons.

In 2011, Cherie along with the rest of the Aboriginal reference group at the Lake Macquarie art gallery was awarded the Local Government and Shires Association of NSW Cultural Award for Aboriginal Cultural Development for her project *Wrapped in a Possum Skin Cloak: by the Lake*. Cherie was one of two Aboriginal education consultants on this project. In that year Cherie was also recognised at the Planning Institute of Australia Awards for her highly successful public engagement and community planning work in the Hunter region in her role as community consultant and artist.

PROFESSOR ANNETTE PRITCHARD

Professor Annette Pritchard is an independent tourism advisor and researcher. Annette researches on tourism and gender, social inequality, tourism representations and place identity. She has chaired almost 20 international conferences and events, including several iterations of the Critical Tourism Studies Conferences, which she co-established in 2005. Annette has taught or examined at many universities worldwide. Annette sits on several editorial boards and is an Associate Editor of the *Annals of Tourism Research*. Annette has published 19 books and 60 journal articles in leading journals, with her research being funded by organisations including the ESRC, the Norwegian Research Council, the BBC and Visit Wales/Wales Tourist Board.



Keynote Address

The Paradox of Tourism Enquiry

This keynote identifies the fundamental paradox of tourism enquiry. Namely, the tourism *industry's* position at the leading-edge of global transformations and challenges but the tourism *research field's* failure to lead the concomitant intellectual and policy debates. As an industry, tourism is at the heart of the fourth industrial revolution of artificial intelligence (AI) and automation and it is central to contemporary policy debates, including those on mobility, urbanisation, immigration, human trafficking, sexual harassment and gender equity, wellbeing, climate change and terrorism. Yet it is not us but lawyers, sociologists and computer, management, political, environmental and human and health scientists who lead public discussions on these issues.

My keynote will speculate on why this is the case. Firstly, I briefly discuss our field's knowledge structures and systems, arguing that they are in part responsible for our failure to contribute to these global conversations. Secondly, I focus on a further paradox to demonstrate the impact of these structures on our knowledge systems and to demonstrate how we are failing to engage in critical dialogues. This is tourism's long-standing reliance on and importance to women as employees, entrepreneurs and consumers but our field's failure to sufficiently consider gender equity. Here I will argue that, as a result, instead of leading research on gendered human relations, tourism is marginal to crucial debates such as those on responsible robotics and AI ethics and on sexual exploitation and harassment. Finally, I conclude by challenging our field and its senior academics to mainstream tourism enquiry, thereby undoing its central paradox.

PROFESSOR SARA DOLNICAR

Sara Dolnicar is a Professor of Tourism at The University of Queensland; she holds degrees in Business Administration and Psychology. Sara's primary research interest is the improvement of market segmentation methodology and of measures used in social science research. She applies her work primarily to tourism, but also social marketing challenges, such as environmental volunteering, foster care and public acceptance of recycled water. More recently, Sara has developed an interest in studying peer-to-peer accommodation networks. To date, Sara has led 12 Australian Research Council (ARC) funded grants and (co-)authored more than 300 refereed publications which have attracted more than 8000 citations (h-index 51)..



Sara won more than a dozen awards for her work including being awarded twice the most prestigious publication prize in tourism internationally: the Charles R. Goeldner Article of Excellence Award. In 2011 Sara took up a prestigious ARC Queen Elizabeth Fellowship. In 2016 she received the Slovenian Ambassador of Science Award; the highest national prize the Republic of Slovenia awards to expatriate native Slovenian researchers in recognition of their global research excellence, the high impact of their work as well as their active engagement in international knowledge transfer. In 2017, Sara was appointed Co-Editor in Chief of Annals of Tourism Research. Sara is a Fellow of the International Academy for the Study of Tourism and of the International Association of Scientific Experts in Tourism (AIEST). Sara is married and has two children: eight year old Miles who plays the saxophone and loves to dance and five year old Dana who considers herself to be a great artist and likes to practice JuJitsu moves on her brother

Keynote Address

Peer-to-Peer Accommodation Networks: A tsunami to fear, the perfect wave to catch... or both?

Not in our wildest dreams would we have imagined, a decade ago, that providers of short-term accommodation would regularly refuse to sell rooms to tourists despite having a vacancy; that thousands of tourists and residents displaced due to a cyclone or an earthquake would be offered emergency accommodation in people's homes at no cost, with one click of a button; that tourist accommodation would compete with residential rental properties to the point of pushing residents out of their own cities; or that facilitators of online trading platforms would use their direct access to millions of people around the globe to push for societal changes, such as marriage equality. The effects of peer-to-peer accommodation networks entering the hospitality sector have surpassed our wildest dreams. Peer-to-peer accommodation networks are pushing boundaries we did not even know existed

PROFESSOR CATHY HSU

Cathy Hsu is the Chair Professor of Hospitality and Tourism Marketing in the School of Hotel and Tourism Management at The Hong Kong Polytechnic University. Her most recent co-authored book, *Tourism: The Business of Hospitality and Travel* (6th ed.), was published by Prentice Hall in 2017. She is the lead author of the book *Tourism Marketing: An Asia-Pacific Perspective*, published in 2008 by John Wiley & Sons Australia. Her research foci have been tourist behaviors, resident sentiment, and hospitality marketing and branding. She has obtained numerous extramural and intramural grants and has over 200 refereed publications. She has served as a consultant and provided training to numerous hotel and tourism organizations over the years.



Professor Hsu was the Editor-in-Chief of the *Journal of Teaching in Travel and Tourism*, 2001-2017. She serves on more than 10 journal editorial boards. She received the John Wiley & Sons Lifetime Research Achievement Award in 2009 and International Society of Travel and Tourism Educator's Martin Oppermann Memorial Award for Lifetime Contribution to Tourism Education in 2011. She is a fellow of the International Academy for the Study of Tourism.

Keynote Address

Hospitality & Tourism Education: Research and Future Directions

Higher education is changing rapidly in a world full of disruptive and innovative forces. Is tourism education leading the change, riding on the paradigm shift, or lagging behind in content and approaches? This presentation will first synthesize and evaluate research on hospitality and tourism education published in the past decade, and identify knowledge gaps and opportunities for future inquiries. Then, the presenter will note her observations of the innovative energies in higher education in general, and implications for tourism in particular, in the areas of curriculum, program offering, pedagogy, and learning environment. A projection of critical hospitality and tourism education transformation will be discussed. The presentation will conclude with a deliberation on issues and methodologies related to scholarship of learning and teaching.

PANEL OF EXPERTS

MR GUS MAHER

Gus Maher commenced his career in Tourism in 1980 with Contiki Travel in London. Over the next eight years senior Management roles followed with Contiki in Europe, USA, New Zealand and Australia involving Operations, Sales & Marketing, and Research & Development positions before settling back into Australian residence. For the next seven years, Gus was the Director of Tourism Marketing with The Australian Wildlife Park. In that time Gus was recognised with major Marketing Awards from the Australian Tourism Industry Association – both State and National, The Australian Tourism Commission, and The Inbound Tourism Organisation (ITOA), as well as serving on the National Board of ITOA.



Until 2002, Gus was CEO of Hunter Valley Tourism, in a period of significant growth for the Hunter Valley and Wine Tourism. A range of contracted and consulting roles followed in subsequent years, principally within the wine, wine tourism, general tourism and destination marketing roles. Gus was recently appointed as General Manager of the Newcastle Tourism Industry Group, Gus is also Chairman of the Hunter Culinary Association. Newcastle is now home for Gus, wife Louise and two children - Georgia who works in the media, and Dean a recent Newcastle University Commerce graduate.

DR NATHANIEL BAVINTON

Nathaniel Bavinton is an urban sociologist, strategic planner and social researcher. He has spent over a decade conducting research and planning focused on interconnections between governance, urban planning and design, community, consumption and culture. Nathaniel is the Smart City Coordinator at the City of Newcastle.

He leads the development of strategies and projects to take advantage of opportunities related to digital economy, connectivity and integrated analytics in the built environment. He works closely with the local innovation ecosystem and manages collaborative city strategy and citizen engagement activities. The Newcastle Smart City Initiative is helping to develop Newcastle as a smart, liveable and sustainable city. Nathaniel is really interested in how the city can be a more innovative and creative, safe, connected, and socially diverse place.



DR ANNE HARDY

Anne Hardy is the Director of the Tourism Research and Education Network (TRENd) at the University of Tasmania. Anne grew up in Tasmania, Australia, before moving to Queensland, where she undertook her PhD at the University of Queensland. Following graduation Dr Hardy worked at the University of Tasmania, and then the University of Northern British Columbia, where she worked in the Outdoor Recreation and Tourism Management Program.

In 2007 Dr Hardy returned to the University of Tasmania where she is currently employed. Dr Hardy's approach to research seeks to extend knowledge in a two way direction between the tourism industry and academia. She is currently undertaking research in three areas: the neo-tribal behaviour of tourists; sustainable tourism; and tracking tourists' movement using integrated GPS tracking and survey technology. Her research has been published widely in academic journals, books and via a variety of media channels.



PROFESSOR MARIANNA SIGALA

Marianna Sigala is Professor at the University of South Australia and Director of the Centre for Tourism & Leisure Management. Prior to her current position she has been an academic staff at the Universities of Strathclyde and Westminster in the UK, and the University of the Aegean (Greece). She also has professional hospitality industry experience. Her interests include service management, Information and Communication Technologies (ICT) in tourism and hospitality, and e-learning.

She has published six books and her work has also been published in several academic journals, books and international conferences. She is currently the editor of the Journal of Hospitality & Tourism Cases, the co-editor of the Journal of Service Theory & Practice and the Editor-In-Chief of the Journal of Hospitality & Tourism Management. She is a past President of EuroCHRIE and a past member of the executive board of CHRIE. She currently serves at the executive boards of IFITT and CAUTHE. In 2016, she has been awarded the prestigious EuroCHRIE Presidents' Award for her lifetime contributions and achievements to tourism and hospitality education.



WORKSHOPS DAY– Monday 5 February, 9.00am to 5.30pm

	PHD AND ECR WORKSHOPS	MCA AND ECR WORKSHOPS
ROOM:	NeW Space, Room XG18	NeW Space, Room X202
9.00 AM	Welcome PhD/ECR Delegates to UON <i>Tamara Young</i>	
9.10 AM	Introductions and Ice Breaking <i>Catheryn Khoo-Lattimore</i>	
9.35AM	Opening Session: Preparing for the Job Market <i>Chair: Catheryn Khoo-Lattimore, Speakers: David Solnet, Erica Wilson, Girish Prayag & Leonie Lockstone-Binney</i>	
10.30 AM	Morning Tea for PhD & ECR Delegates	
11.00 AM	Pathways from PhD: Transferring Academic Knowledge to Industry Careers <i>Nathaniel Bavinton</i>	
12.00 PM	Lunch for PhD & ECR Delegates	
1.00 PM		Welcome MCA Delegates to UON <i>Tamara Young</i>
1.05 PM	PhD Workshop: No-Supervisors-Allowed Secret Session: Dialogues with recent PhD Graduates <i>Elaine Yang, Phoebe Everingham & Aaron Tham</i>	MCA/ECR Workshop: Organisational Citizenry in the Academy <i>Candice Harris and Erica Wilson</i>
2.00 PM	PhD/ECR Small Group Mentoring (1:3). <i>Facilitator: Catheryn Khoo-Lattimore</i>	MCA Small Group Mentoring (1:3). <i>Facilitator: Naomi Dale</i>
3.30 PM	Afternoon Tea for PhD/ECR/MCA Delegates	
4.00 PM	PhD Workshop: Getting Published: Meet the Editors Session <i>Facilitator: Catheryn Khoo-Lattimore</i> <i>Speakers: Sara Dolnicar, Cathy Hsu, Judith Mair, Marianna Sigala</i>	MCA/ECR Workshop: Research with Impact <i>Facilitator: Naomi Dale</i> <i>Speakers: Anne Hardy, Brent Ritchie, Gabby Walters</i>
5.00 PM	PhD/ECR Workshop: Recap and Evaluation (30 minutes) <i>Facilitator: Catheryn Khoo-Lattimore</i>	MCA Workshop: Recap and Evaluation (30 minutes) <i>Facilitator: Naomi Dale</i>
6.00 PM	Networking Function for all CAUTHE Delegates, Ground Floor, NeW Space	

PROGRAM DETAIL

CONCURRENT PAPER SESSION 1 – Tuesday 6 February, 1.00 PM to 2.30 PM					
Room: X201	Room: X202	Room: X204	Room: X205	Room: X207	Room: X208
Destination Marketing and Management	Indigenous Cultural Tourism	Destination Resilience and Crisis Recovery	Understanding Tourist Markets: Focus on China	Digitally Mediated Experiences	Understanding Tourists Through Online Behaviour
<i>Chair: Leo Jago</i>	<i>Chair: Freya Higgins-Desboilles</i>	<i>Chair: Gabby Walters</i>	<i>Chair: Patricia Johnson</i>	<i>Chair: Kevin Markwell</i>	<i>Chair: Anne Hardy</i>
The increased usage of the English term 'DMO' in a Japanese context: An analysis of five major national newspapers. Hayato Nagai, Emi Makino, Sho Kashiwagi, Adam Doering and Yuji Yashima.	The challenges of fragmentation in Indigenous community cultural tourism: The Stradbroke Island experience. Susan Carson and Sally Butler.	A framework of the role of dynamic capabilities in tourism crisis and disaster management. Yawei Jiang, Brent W. Ritchie and Martie-Louise Verreynne.	Exploring the face issue in Chinese wine tourists: An exploratory approach. Bob Duan, Charles Arcodia, Emily Ma and Aaron Hsiao.	Where Is my mind?: A conceptual framework of presence and virtual reality in a tourism context. Ryan Yung, Catheryn Khoo-Lattimore and Brent Moyle.	Customer engagement practices for value co-creation. Birgit Muskat and Ina Reichenberger.
An exploratory study of Arab tourism stakeholders' views on importance and performance of DMO marketing activities. Amal Al Alawi and Hamed Almuhrzi.	Ethnomarketing versus geomarketing: Digital landscapes for Indigenous tourism development. Gabrielle McGinnis, Tamara Young and Mark Harvey.	The impact of the October 2017 Las Vegas massacre on global approaches to hotel security. David Beirman.	Exploring travel patterns of Chinese holiday tourists in Western Australia. Mikhail Prude Carcausto Zea, Maka Siwale, Jianhong Xia, Torsten Reiners and Kirsten Holmes.	Digital camera and mobile devices: Redefining the tourist experience. Cindy Ker Hui Lee, Scott Richardson and Edmund Goh.	Tourist reviews of whale watching experiences: Exploring Tripadvisor comments. Samantha Murdy, Juliette Wilson and Konstantinos Tomazos.
Investigating destination competitiveness: The competitor set. Margarida Abreu Novais, Lisa Ruhanen and Charles Arcodia.	Indigenous tourism as a strategy to facilitate reconciliation? Understanding Australian visitor opinions using the Q methodology. Trinidad Abascal.	Life, leisure and tourism in the wake of disaster: Living with Fukushima's "contaminated" sea. Adam Doering, Kumi Kato, Clifton Evers, James Davoll and Simon Wearne.	The ideal tourist: Should China care? Larry Dwyer and Peter Forsyth.	Dating apps and gay travellers: Hyper-local and virtual-physical leisure. Oskaras Vorobjovas-Pinta.	Exploring how travel blogs influence solo Chinese tourists to visit Japan: A netnographic study of Chinese tourist's travel blogs. Kaede Sano.
	The meaning of Maori village visits for Chinese tourists in New Zealand. Liang Jiang, Mingming Cheng and Hazel Tucker.	Climate change adaptation in the coastal tourism hotel sector: The case of Sihanoukville, Cambodia. Tinat Nhep, Christian Schott and Mondher Sahli.	Understanding the plate waste of mainland Chinese cruise passengers. Na Li and Sheranne Fairley.	At the end of the rainbow (loom): A pot of gold with digitally-mediated leisure? Aaron Tham.	To post or not to post reviews on travel review websites: An Australian perspective. Anja Pabel and Leonie Cassidy.

CONCURRENT PAPER SESSION 2 – Tuesday 6 February, 3.00 PM to 4.30 PM

<i>Room: X201</i>	<i>Room: X202</i>	<i>Room: X204</i>	<i>Room: X205</i>	<i>Room: X207</i>
<p>Destination Communities and the Host Gaze <i>Chair: Phoebe Everingham</i></p>	<p>Destination Technologies and Innovation <i>Chair: Marianna Sigala</i></p>	<p>Understanding Behaviours for Tourism Management <i>Chair: Kirsten Holmes</i></p>	<p>Religiosity in Travel, Tourism and Hospitality <i>Chair: Noel Scott</i></p>	<p>Criticality and Innovation in Research Methodologies <i>Chair: Oscar Vorobjovas-Pinta</i></p>
<p>The storied self in tourism spaces: Qualitative narrative methodology as a framework for understanding self-identity in Niseko, Japan. Kim Nelson, Angela Ragusa and Rosemary Black.</p>	<p>Smartly reconfiguring a tourism destination: Learnings from an innovation case. Michael Volgger.</p>	<p>Cultural intelligence as an antecedent of tourist behaviour. Najmeh Hassanli & Gelareh Abooli.</p>	<p>Hijababes travel: Insights from Asian female Muslim millennial travellers. Eunice Tan, Barkathunnisha Abu Bakar, Tania Lim and Sumesh Nair.</p>	<p>Studies on tourists' environmentally sustainable behaviour using eye tracking methodology. Nazila Babakhani, Brent Ritchie, Sara Dolnicar, Melanie Randle and Andy Lee.</p>
<p>Examining place identity and place satisfaction as motivations for residents' intention to host friends and relatives. Katie Lee and Po-Hsin Lai.</p>	<p>Smart tourism and semantic technologies. James Juniper.</p>	<p>Knowledge transfer in a tourism destination. Hossein Raisi, Llandis Barratt-Pugh, Rodolfo Baggio & Gregory Willson.</p>	<p>'Halalifying travel': Reaching for the Muslim millennial travellers. Barkathunnisha Abu Bakar, Eunice Tan, Sumesh Nair and Tania Lim.</p>	<p>Social learning of co-researchers in a knowledge co-production study. Tramy Ngo, Rob Hales and Gui Lohmann.</p>
<p>Capturing meanings: A visual approach to understanding visiting friends and relatives host experiences. Stephanie Beslic and Tamara Young.</p>	<p>Understanding innovation development and implementation in restaurants: An SME perspective. Craig Lee, Shruti Sardeshmukh and Rob Hallak.</p>	<p>Are travellers willing to pay air passenger duties? Haiyan Song.</p>	<p>Does a religion matter in travel risk and behavioural intention in earthquake vulnerable cities? A case for domestic traveller in Indonesia and Japan. Sari Lenggogeni and Hiroaki Saito.</p>	<p>The last supper: Methodological challenges in hospice research. Brian Hay.</p>
<p>Paradoxically speaking: Community tourism: Discovering Malta and Gozo through it people and culture - diverging or converging sustainability issues? Andrew Jones and Julian Zarb.</p>	<p>Travel brokers: The new breed of travel agent. Megan Roberts.</p>	<p>The influence of risk perception & brand image on airline passengers' travel behaviours. Catherine Prentice & Parikshat Singh Manhas.</p>	<p>Religious hospitality management at a Chinese Buddhist Site. Cora Un In Wong.</p>	<p>Identifying effective beach safety communication messages: An experimental eye tracking approach. Brent Ritchie, Nicole Hartley and Yawei Jiang.</p>

CONCURRENT PAPER SESSION 3 – Tuesday 6 February, 4.30 PM to 5.30 PM

<i>Room: X201</i>	<i>Room: X202</i>	<i>Room: X204</i>	<i>Room: X205</i>	<i>Room: X207</i>
Conceptual Advances in Destination Branding <i>Chair: Rosemary Black</i>	Hospitality Services and Servicescapes <i>Chair: Craig Lee</i>	Wellness, Well-Being and Sustainability <i>Chair: Catheryn Khoo-Lattimore</i>	Accommodation and Hotel Management <i>Chair: Alison Morrison</i>	Employment and the Workforce <i>Chair: Ruth Sibson</i>
Brand meaning and destination brand image: A reconciliation. Azza Al-Busaidi, Noel Scott and Brent Moyle.	A good going: An exploration of funeral catering. Brian Hay.	The forgotten link between sustainable behaviour and well-being. Abbas Alizadeh, Sebastian Filep, Juergen Gnoth and James Higham.	Exploring effective stress releasing strategies among hotel interns. Caiwei Ma, Lianping Ren, Po-Ju Chen and Xiao Hu.	Sustainable workforces: A paradoxical impossibility? Antje Martins, Richard Robinson and David Solnet.
Co-creating destination brand personality on social media: A conceptual framework and implications. Xin Zhang, Marianna Sigala and Aise Kim.	Relationship between perceived shops' servicescape and tourists' purchase intention: The case of a shopping district in Naha city. Akira Uehara, Taketo Naoi and Shoji Iijima.	The relationship between activities at home and at the destinations: The case of wellness tourism. Antonio Angel Moreno-González, Carmelo J. León and Carlos Fernández-Hernández.	Brand repositioning in the hotel industry: A case study of Howard Johnson in China. Lianping Ren, Jinlin Zhao, Po-Ju Chen and Peilai Wang.	'Show me the money': The impact of new-liberal reform on hotel wages in New Zealand - A cautionary tale regarding penalty rates. David Williamson and Candice Harris.
Tourism stories online: An evaluation of destination and tourist storytelling online. John Pearce, Kevin Markwell and Erica Wilson.	Healthcare through a hospitality service lens: Enhancing how service providers talk and interact with older people. Madalyn Scerri.	Does the past affect the future? An analysis of consumers' intentions to stay in green hotels in Australia. Rawan Nimri, Anoop Patiar, Sandra Kensbock and Xin Jin.	The impact of renovation capital expenditure on hotel property performance. Michael Turner and James Hesford.	Employee work values at hotels in Australia. Ricardo Mahshi, Anna Kralj and Charles Arcodia.

CONCURRENT PAPER SESSION 4 – Wednesday 7 February, 8.45 AM to 10.30 AM

<i>Room: X201</i>	<i>Room: X202</i>	<i>Room: X204</i>	<i>Room: X205</i>	<i>Room: X207</i>
<p>Responsibility and Ethics in Tourism <i>Chair: Gabrielle McGinnis</i></p>	<p>Understanding Markets: Food and Wine Tourism <i>Chair: Sebastian Filep</i></p>	<p>Tourism and Sustainability <i>Chair: Po-Hsin Lai</i></p>	<p>Managing Events <i>Chair: Leonie Lockstone-Binney</i></p>	<p>Teaching and Learning: Innovative Curricula <i>Chair: David Airey</i></p>
<p>Sense and decision-making in online discussions: To ride or not to ride an elephant in Thailand. Ulrike Kachel.</p>	<p>Examining the connection of wine tourism to wine export in China: The case of Margaret River. Joanna Pearce, Sam Huang, John Crofts and Qiushi Gu.</p>	<p>The power of variation theory in educating about the sustainable development goals. Debbie Cotterell, Rob Hales, Charles Arcodia and Jo-Anne Ferreira.</p>	<p>The greening of events: A replication and extension of Mair and Jago model. Xiangping Li.</p>	<p>Immersive visualisation: New ways to view tourism student learning. Vikki Schaffer.</p>
<p>Who is responsible? Exploring tourist responses to 'child safe' tourism initiatives and the question of responsibility. Amie Matthews.</p>	<p>Destination food image down under: How does Australia's food image affect potential Chinese tourists intention to visit? Mun Yee Lai, Ying Wang and Catheryn Khoo-Lattimore.</p>	<p>A review of responsible tourism initiatives in Kerala with a focus on green growth objectives. Anu George, Terry Delacy and Min Jiang.</p>	<p>Towards a conceptualisation of customer perceived value in periodic hallmark events. Lizette Olivier, Jamie Carlson and Kevin Lyons.</p>	<p>If you can experience it, you can name it. Ian Frost and Emma Gronow.</p>
<p>'I am so I protect': Impacts of place identity and heritage identification on environmentally responsible behaviours. Chaozhi Zhang and Ning Chris Chen.</p>	<p>An emerging tourist market: Motivating foodies to visit a food tourism destination. Diep Ngoc Su, Lester Johnson and Barry O'Mahony.</p>	<p>Integrating stakeholder and network theory in sustainable tourism development: A conceptual analysis. Thi Quynh Trang Nguyen, Tamara Young, Stephen Wearing and Patricia Johnson.</p>	<p>Factors influencing intention to use mobile applications in business events: The conference attendee perspective. Purimprach Sangkaew, Leo Jago and Alkmini Gkritzali.</p>	<p>Teaching sustainability: Bring out the evil within to teach us a lesson. Fernando Lourenço and Felisita Morais.</p>
<p>Cecil's legacy, two years on. Muchazondida Mkono.</p>		<p>Tourism and sustainable development goals: Addressing the articulation of global goals in different cultural contexts. Chiara Rinaldi.</p>	<p>Economic impact research of Poland's meetings industry: A qualitative approach. Krzysztof Celuch and Ewa Dziedzic.</p>	<p>A model of tourism community and its underlying social network. Michael Mcgrath, Madelene McWha, Leonie Lockstone-Binney, Faith Ong, Paul Whitelaw and Elisabeth Wilson-Evered.</p>
<p>Pro-environmental behaviour in national parks: Smart for one, but dump for all. Kourosh Esfandiari, Ross Dowling and Joanna Pearce.</p>		<p>Key challenges in implementation of sustainable tourism indicators: A review of limitations and future opportunities. Elham Falatoonitoosi, Vikki Schaffer and Don Kerr.</p>	<p>A typology of academic events and their academic benefits. Thomas Trøst Hansen.</p>	<p>Simulated pedagogies: An anxious journey. Laurin Fortune.</p>

POSTER PRESENTATION SESSION – Wednesday 7 February, 1.15 PM to 2.00 PM

Room: Concert Hall, Newcastle City Hall

Facilitator: Patricia Johnson

<p>The challenges of collaboration within regional small tourism firms in contributing to the destination brand. Rachel Perkins and Catheryn Khoo-Lattimore.</p>	<p>Putting peripheral places on the tourism map: A tale of three New Zealand towns. Harvey C. Perkins, Michael Mackay, Deborah Levy, Malcolm Campbell and Raewyn Hills.</p>	<p>Closing the capability gap: Enhancing the employability of hospitality graduates. Karina Wardle and Janine Ashwell.</p>
<p>Eventful Melbourne and a legacy of liveability. Amanda Ford.</p>	<p>Restorative benefits and experiences of spiritual retreats for Australian clergy. Chelsea Gill.</p>	<p>Effects of national cultures on the development of digital business models in the travel industry. Mariia Perelygina, Deniz Kucukusta and Rob Law.</p>
<p>Attributes, consequences and desired end-states of a successful scuba diving destination. Ambrozio Queiroz Neto, Noel Scott, Gui Lohmann and Kay Dimmock.</p>	<p>Brand Dubai: The influence of human capital practices within hotels. Kim Marianne Williams, Anestis Fotiadis and Noela Michael.</p>	<p>The challenges of protecting international tourists in Japan: The development of a hazard information system. Hayato Nagai, Brent Ritchie, Kaede Sano and Takashi Yoshino.</p>
<p>Analysing the architecture of agri-tourism. Michael Mackay and Harvey C. Perkins.</p>	<p>Perceiving Airbnb as sharing economy: Guests' expectations of Airbnb. Meng-Yuan Qiu.</p>	<p>Sustainable tourism education in Ghana: A catalytically core industry for accelerated economic growth and socio-cultural transformation. John Amoo-Bediako.</p>

CONCURRENT PAPER SESSION 5 – Wednesday 7 February, 2.00 PM to 3.30 PM

<i>Room: X201</i>	<i>Room: X202</i>	<i>Room: X204</i>	<i>Room: X205</i>	<i>Room: X207</i>	<i>Room: X208</i>
Transformative Teaching and Learning <i>Chair: Tamara Young</i>	Tourist Decision-Making <i>Chair: Elaine Yang</i>	Families and Travel <i>Chair: Jill Poulston</i>	Experiencing Events <i>Chair: Judith Mair</i>	Empowering Communities <i>Chair: Jennie Small</i>	Digitising Tourism and Visitor Management <i>Chair: Betty Weiler</i>
Tourism cultural capital and the transformational power of education: Lessons from the Children’s University, Tasmania. Can Seng Ooi and Becky Shelley.	The drive to whale watch: A segmentation and target market analysis. Aaron Tkaczynski and Sharyn Rundle-Thiele.	Travelling into the future: Exploring virtual reality’s influence on destination selection behaviour of families. Ryan Yung and Catheryn Khoo-Lattimore.	Why should I come back? Predicting behavioural intentions of beer festival attendees by their event experience. Craig Lee, Willem Coetzee, Uwe Hermann and Liezel Du Plessis.	Tourism social entrepreneurship for sustainable community development: Review and conceptual framework. Richard S. Aquino, Michael Lück and Heike A. Schänzel.	The effects of weather on tourist visitation to a nature-based attraction. Sarah Hyslop, Anne Hardy and Jagannath Aryal.
Using visual elements in tourism programs. Charles Arcodia, Margarida Abreu Novais and Rachel Perkins.	Voluntary carbon-offset behaviour of young travellers in their long-haul air travel choices: A choice experiment with verbal protocol analysis. Alan Lee and Tay Koo.	The increasing importance of grandtravel for senior tourism. Heike Schänzel, Malene Gram and Stephanie O’Donohoe.	Living history extreme: Exploring the motivation for event participation. Anne Buchmann.	Emancipation through tourism entrepreneurship for women in Nepal: ‘Empowerment Entrepreneurship’. Kylie Radel and Wendy Hillman.	Integration in the New Zealand wholesale travel industry: A case of interoperability or inoperability. Helen Andreassen, Antonio Diaz Andrade and Simon Milne.
Opening a world of possibilities: Transformative transnational learning for equity students. Mieke Witsel and Paul Weeks.	Addressing the impacts of renewable energy technology in the tourist accommodation sector using systems thinking. Nina Dhirasasna.	The paradox of the exclusion of children from luxury lodges: A New Zealand case study. Tracy Harkison.	Examining the antecedents and consequences of customer perceived value of periodic hallmark events. Lizette Olivier and Jamie Carlson.	African tourism studies discourse: A meta-analysis. Afamefuna Eyisi, Diane Lee and Kathryn Trees.	Factors affecting tourists’ satisfaction in Cappadocia, Turkey: Regression and correlation analysis. Semra Gunay Aktaş, Yeliz Kantar and Deniz Yuncu.
Designing study tours and accompanying students abroad: Lessons learnt. Effie Lagos and Andrew Dolphin.	Understanding aviation carbon offsetting purchasing intentions: The relationship between perceived government style, beliefs and attitudes. Brent W. Ritchie, Lintje Siehoyono Sie and Larry Dwyer.	Exploring family tourists’ social interaction in the context of a creative tourism destination: A case study of Thailand. Chaimongkol Kositsuriyapan and Ketwadee Buddhahumbhitak.	Family experiences at Ireland’s biggest country music festival. Majella Sweeney.	Strategies of local people empowerment through adaptive co-management approach. Wasiul Islam, Lisa Ruhanen and Brent W. Ritchie.	

CONCURRENT PAPER SESSION 6 – Thursday 8 February, 9.00 AM to 10.30 AM

<i>Room: X201</i>	<i>Room: X202</i>	<i>Room: X204</i>	<i>Room: X205</i>	<i>Room: X207</i>	<i>Room: X208</i>
The Rise of the Sharing Economy <i>Chair: Paul Stolk</i>	Teaching and Learning: Focus on Curricula <i>Chair: Mieke Witsel</i>	Destination Development: Focus on Asia <i>Chair: Anne Buchmann</i>	Reconceptualising Destination Image <i>Chair: Margaret Deery</i>	Digitising Methodologies <i>Chair: Candice Harris</i>	Theoretical Insights into Tourist Experiences <i>Chair: Stephen Wearing</i>
The new wave of tourism experiences in the sharing economy. Sarah Gardiner.	The state of tourism higher education in Australia. Ruth Sibson and Tamara Young.	Culinary tourism, agriculture-supply chain in the role of local community economic development in Thailand. Supreeya Bhoophala and Jaruwat Daengbuppha.	Creating dreams and fantasy: The state-of-the-art review of imagery research. Dung Le, Noel Scott and Gui Lohmann.	Methodological discussion on using WeChat (SNS) for qualitative research data collection. Yue Ma, Anne Hardy and Can-Seng Ooi.	Loved to death: Authenticity and popularity paradoxes at Juliet's balcony, Verona, Italy. Philip Pearce.
Sharing economy and platform capitalism: Findings from sharing economy entrepreneurs in tourism. Marianna Sigala.	Let's get smart: Scholarly practice at William Angliss Institute. Melanie Williams.	Public organisation policies supporting the sustainability of intangible cultural heritage as a tourism resource. Soojung Kim, Charles Arcodia and Michelle Whitford.	Mind the 'perception gap': Can user-generated content provide new insights into Australia's Indigenous tourism sector? Afiya Holder and Lisa Ruhanen.	Segmenting the girlfriend getaway market (GGA) using Fuzzy C-Medoids for fuzzy data. Girish Prayag, Catheryn Khoo-Lattimore and Marta Disegna.	Rethinking the role of novelty and surprise for tourism experience. Liubov Skavronskaya, Noel Scott, Brent Moyle, Anna Kralj.
Responsibility in the sharing economy. Anna Farmaki and Antonios Kaniadakis.	Events beyond a commercial mindset: Integrating liberal knowledge in event management curriculum. Jeff Wrathall and Lynn Richardson.	Women's empowerment and entrepreneurship is a key driver of sustainable rural tourism: A Bangladesh based study on Sundarbans women's voices and experiences. Jakia Rajoana.	Neuroscience to measure emotions in destination preference. Noela Michael, Ian Michael and Thomas Zoega Ramsay.	Tracking tourists' itineraries in Tasmania: A whole of destination approach in Tasmania, Australia. Anne Hardy, Bruna Silva Ragaini and Sarah Hyslop.	A brief systematic review of aesthetics and tourist experience. Elaine Yang and Lynn I-Ling Chen.
Individuals' interactions in non-profit sharing economies: A social exchange theory approach. Marisol Alonso-Vazquez, Marianna Sigala and Giang Phi.	Brave new world: Postgraduate hospitality qualifications in New Zealand. Zaina Theresa and Erwin Losekoot.	A promotion plan of rural healing tourism in Korea using rural resources. Hogi Son.	The relationship between destination image, satisfaction and loyalty in the context of cultural heritage site. Deniz Yüncü, Semra Günay Aktas, Yeliz Mert Kantar.	Effects of sample size in social media analytics: A study of online hotel reviews. Zheng Xiang.	Proposing an exploration of authenticity and its key determinants in dining experiences. Truc H. Le, Charles Arcodia, Anna Kralj and Margarida Abreu Novais.

CONCURRENT PAPER SESSION 7 – Thursday 8 February, 11.00 AM to 12.30 PM

<i>Room: X201</i>	<i>Room: X202</i>	<i>Room: X204</i>	<i>Room: X205</i>	<i>Room: X207</i>	<i>Room: X208</i>
<p>Conceptual Advances in Destination Image</p> <p><i>Chair: Nigel Morgan</i></p>	<p>Reconceptualising Volunteering Experiences in Tourism</p> <p><i>Chair: Amie Matthews</i></p>	<p>Destination Development: Regional and Rural Areas</p> <p><i>Chair: Kylie Radel</i></p>	<p>Host-Guest Encounters in Tourism and Hospitality</p> <p><i>Chair: Can Seng Ooi</i></p>	<p>Critical Approaches in Tourism and Hospitality</p> <p><i>Chair: Erica Wilson</i></p>	<p>Teaching and Learning: Focus on Student Experience</p> <p><i>Chair: Pierre Benckendorff</i></p>
<p>Tourists' recall and evaluation of destinations: The effects of visit order.</p> <p>Samira Zare and Philip Pearce.</p>	<p>Embodying hope in tourism research: A case study of volunteer tourism.</p> <p>Phoebe Everingham.</p>	<p>Business clustering as a tool for successful regional and rural destination branding.</p> <p>Rachel Perkins, Catheryn Khoo-Lattimore and Charles Arcodia.</p>	<p>Freedom camping: The freedom campers and resident perspectives.</p> <p>Christian Schott.</p>	<p>Defining hospitality: The paradoxical role of reciprocated pleasure.</p> <p>Jill Poulston.</p>	<p>International student experience within and outside the university classroom.</p> <p>Niki Macionis, Gabby Walters and Edric Kwok.</p>
<p>The role of image schemas in developing the beach destination image of Hainan Island.</p> <p>Rui Zhang, Noel Scott and Sarah Gardiner.</p>	<p>Who cares about the host country national in international volunteering?</p> <p>Simone Grabowski.</p>	<p>Tourism on the periphery: Developing a viable tourism industry in Cooktown.</p> <p>Bruce Prideaux and Michelle Thompson.</p>	<p>The 'curators' and the 'curious': Towards a typology of Airbnb hosts and guests and the implications for word of mouth marketing in the sharing economy.</p> <p>Louise Grimmer.</p>	<p>The walled off: The paradoxes and promises of Banksy's Hotel in Palestine.</p> <p>Freya Higgins-Desbiolles.</p>	<p>Student leadership development: Leadership skills for effective outcomes.</p> <p>Marcela Fang and Faith Ong.</p>
<p>ASEAN tourism slogans: Assessing emotional distinctiveness through lexical database analysis.</p> <p>Hera Oktadiana and Philip Pearce.</p>	<p>Paradoxes and possibilities for 'Barbie Saviours': Towards a feminist political economy of volunteer tourism and its critique.</p> <p>Stephen Wearing and Mary Mostafanezhad.</p>	<p>Land use conflict in a multi-functional landscape: A case study of the Upper Hunter Valley, NSW.</p> <p>Sinead Francis-Coan, Anne Buchmann and Po-Hsin Lai.</p>	<p>Hospitality from a host-guest encounter perspective: A triadic approach to understanding hospitality in tourism.</p> <p>Sarath Munasinghe, Nigel Hemmington, Heike Schänzel and Jill Poulston</p>	<p>Air rage: Who is responsible for unruly behaviour?</p> <p>Jennie Small and Candice Harris.</p>	<p>Introduction of Anadolu university campus guidance project.</p> <p>Duygu Yetgin, Aysel Yilmaz and Gökçe Yüksek.</p>
<p>Lessons learnt from a delphi study and a focus group on selecting images and videos for a tourism stimulus.</p> <p>Arghavan Hadinejad, Brent Don Moyle, Noel Scott and Anna Kralj.</p>	<p>Examining WWOOF (World Wide Opportunity on Organic Farms) exchanges as a niche area of the sharing economy.</p> <p>Po-Hsin Lai, Shu-Tzu Chuang and Mei-Chun Zhang.</p>	<p>Sharing economy impact on regional tourism systems: Case study of micro accommodation operators in regional Australia.</p> <p>Clare Keogh, Anton Kriz, Lisa Barnes and Philip Rosenberger .</p>		<p>The PEGIDA movement and social conflict in Dresden, Germany: An investigation of the impacts of far right populism on tourism in the Europe.</p> <p>Erdinç Çakmak.</p>	<p>An evaluation of tour guiding students' competency after practical training.</p> <p>Aysel Yılmaz, Gul Nur Demiral, Duygu Yetgin, Burcu Kaya, Gokce Yuksek and Medet Yolal.</p>

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CONFERENCE VENUES

CAUTHE 2018 is being held across two locations (adjacent to each other) in the Newcastle CBD. The main location is the NeW Space building, the University of Newcastle's city campus. NeW Space is located at 409 Hunter St, Newcastle. Some of the program components will be located at Newcastle City Hall located at 209 King St, Newcastle. Both of these venues are marked on the map, below, and are less than 2 minutes walk apart.

NeW Space is a short five minute walk from both the Crowne Plaza and Chifley Apartments and a 20 minute walk from the Novotel or Noah's on the Beach.



SOCIAL EVENT VENUES

Networking Function	Monday 5 February 6.00pm -7.30pm NeW Space , Ground Floor/Campus Green
Welcome Reception	Tuesday 6 February 6.30pm – 8.30pm FogHorn Brewhouse 218 King St, Newcastle
Gala Dinner	Thursday 8 February 6.30pm – 10.30pm Honeysuckle Hotel LOT31, Honeysuckle Drive, Newcastle

OPTIONAL ACTIVITIES

Bathers Way Walk	Wednesday 7 February Meeting point 6.15am Noah's on the Beach 6.30am Crowne Plaza
Newcastle Memorial Walk	Thursday 8 February Meeting point 6.15am Crowne Plaza 6.30am Noah's on the Beach

Please see the staff at the registration desk to register your attendance for these walks.

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Conference Emergency Evacuation Point

In case of an emergency that requires us to exit NeW Space or Newcastle City Hall, the emergency evacuation point is Wheeler Place. Wheeler Place is located 100 metres from New Space and Newcastle City Hall. Please follow the instructions of the fire wardens and staff of the University of Newcastle or Newcastle City Council. Do not use the lifts in the event of an emergency, please use the fire stairs provided.

First Aid and Emergency Procedures

Should you require first aid for minor injuries, please contact the staff at the registration desk or call security on +61 2 4921 7962. Should it be an emergency please call 000, then security on +61 2 4921 7962 and then advise the conference coordination team.

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Attendees will be required to wear their lanyard when attending all conference activities. Your lanyard will be used to identify you as a conference delegate and, as such, will provide you access to the NeW Space building, all conference activities and the social events (your lanyard is your ticket for entry).

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Water is available on every floor in NeW Space where the lifts are located, and via the water cooler in the foyer at Newcastle City Hall. We have provided a drink bottle in your conference bag for your convenience.

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