

CAUTHE 2019 Conference Report



Date: 11-14 February, 2019
Location: Cairns, Queensland, Australia
Hosted by: CQUniversity
Website: <https://www.cqu.edu.au/about-us/structure/schools/bl/cauthe-2019>

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1. CONFERENCE OVERVIEW

1.1 Background and overview

The 2019 CAUTHE Conference was hosted by Central Queensland University and held for the first time in Cairns. The conference bid was prepared by Dr Kylie Radel and Dr Wendy Hillman. Due to illness Dr Radel had to withdraw from her position as Conference Chair in December 2018. The Dean of the School of Business and Law, CQU directed Professor Bruce Prideaux to take over the position of Conference Chair soon after.

In preparing the conference bid, the organising committee developed a program that showcased the destination. To this end conference events were arranged to celebrate the destination's Indigenous culture (Tjapukai Cultural Centre) and outdoors life style (Wharf 1 café and poolside welcome reception). The venue selected for the conference was one of Cairns' original 5 star hotels, the Cairns Pullman International. The hotel has an excellent reputation for hosting conferences and we believe that it lived up to this reputation for the 2019 CAUTHE Conference. Three local tourism industry leaders participated in the conference as speakers providing delegates with observations of the state of tourism in the Cairns region.

While we realised that hosting the conference in Cairns during the wet season posed an element of risk from adverse weather we believe that the opportunity for delegates to visit a well-known national and international destination was in part responsible for the overall success of the conference.

The keynote speakers were well received. The address by Ms Pip Close, CEO of Tropical Tourism North Queensland was of particular interest and numerous requests were made for copies of her talk. Keynote addresses by Professor Dimitrios Buhalis and Professor Regina Scheyvens well attended and received favorable comments from delegates. Talks by local tourism figures Mr Mark Evans of Paronella Park and Mr Russell Boswell of Savannah Guides were also well received by delegates. Professor Perry Hobson's panel session on fake journals provided insights into the publishing scams that have emerged in recent years.

The program followed the structure of previous conferences although several new features were introduced. We invited local industry to participate in a workshop on social media hosted by Professor Dimitrios Buhalis. While the number of attendees was less than expected, participants commented that it was a useful activity. The talks presented by local tourism figures Mr Mark Evans of Paronella Park and Mr Russell Boswell of Savannah Guides were designed to develop a dialogue between academia and industry. Both activities were successful and should be considered by future conference organizing committees. The conference committee also hosted a very successful post conference seminar on scuba diving onboard a local reef boat, *Passions of Paradise*. Twenty delegates attended this workshop.

Overall attendance was pleasing with 238 delegates (including volunteers). In developing the original bid three attendance scenarios were developed, a low scenario (factoring in a weather event such as a cyclone), an average scenario (based on an average of the preceding four conferences) and a high scenario. The attendance level fell within the parameters of the average scenario which from the perspective of the organising committee was very pleasing. The exceptionally wet period experienced in north Queensland prior to the conference did result in several withdrawals but overall had relatively little impact.

One issue that should be considered by future conference committees is submission of papers by authors who apparently had no intention of registering and who appeared to see the review process as a way of 'trialing' their paper before later submission to a journal. A large number of papers were also received from research higher degree students who were hoping to gain a conference bursary and who withdrew once they became aware they had not been successful. It is difficult to see how either of these practices can be eliminated.

A professional conference organiser was not engaged by the original conference convener. This caused a number of problems with registrations, programing and conference administration. We strongly recommend that future conference committees engage a professional conference organiser to assist with the running of the conference.

1.2 Conference Program

| MONDAY 11 FEBRUARY: PhD/ECR WORKSHOP | |
|--------------------------------------|--|
| 8.00am | Workshop registration & coffee |
| 8.45am – 5.30pm | Bill Faulkner Annual PhD/ECR Workshops |
| 4.00pm – 6.00pm | Conference Registration |
| 6.00pm | Networking function at Wharf One Café |

| TUESDAY 12 FEBRUARY: CONFERENCE (DAY 1) | |
|---|---|
| 8.00am | Registration Opens, Welcome Coffee |
| 8.45am | Welcome and Opening Ceremony |
| 9.30am | Keynote 1 - <i>Ms Pip Close, CEO, Tourism Tropical North Queensland</i> |
| 10.30am | Morning Tea |
| 11.00am | Concurrent Paper Session 1 |
| 12.00pm | Lunch |
| 1.00pm | Concurrent Paper Session 2 |
| 2.00pm | Concurrent Paper Session 3 |
| 3.30pm | Afternoon Tea |
| 4.00pm | CAUTHE Annual General Meeting |
| 5.30pm | CAUTHE Chapter Directors' Meeting |
| 6.00pm | Welcome Reception at Pool Deck, Pullman Cairns International |

| WEDNESDAY 13 FEBRUARY: CONFERENCE (DAY 2) | |
|---|--|
| 7.15am | CAUTHE Chapter Directors' Breakfast |
| 8.00am | Registration Opens, Welcome Coffee |
| 9.00am | Keynote 2 - <i>Professor Dimitrios Buhalis</i> |
| 10.00 | Morning Tea |
| 10.30am | Concurrent Paper Session 4 |
| 11.30am | Concurrent Paper Session 5 |
| 12.30pm | Lunch and Poster Presentation Session |
| 1.30pm | Concurrent Paper Session 6 |
| 2.30pm | Concurrent Paper Session 7 |
| 3.30pm | Afternoon Tea |
| 4.00pm | Discussion Panel - <i>Professor Perry Hobson</i> Meet the Academics (tourism industry session) – <i>Professor Dimitrios Buhalis</i> |
| 5.00pm | Special Interest Group Meetings at Pullman Cairns International (breakout rooms) |
| 6.00pm | Free night / Special Interest Group Dinner Meetings |

| THURSDAY 14 FEBRUARY: CONFERENCE (DAY 3) | |
|--|---|
| 8.00am | Registration Opens, Welcome Coffee |
| 9.00am | Keynote 3 - <i>Professor Regina Scheyvens</i> |
| 10.00am | Keynote 4 - <i>Mr Russell Boswell and Mr Mark Evans</i> |
| 10.45am | Morning Tea |
| 11.15am | Concurrent Session 8 |
| 12.15pm | Concurrent Session 9 |
| 1.15pm | Lunch |
| 2.00pm | CAUTHE Great Debate |
| 3.30pm | Conference Close and Handover |
| 4.00pm | Afternoon Tea |
| 6.00pm | Conference Gala Dinner 'Simply Red' at Tjapukai Dance Theatre |

2. CONFERENCE COMMITTEE

| | |
|---|--|
| Conference Chair/Convener | Professor Bruce Prideaux (from December 2018) Dr Kylie Radel (until December 2018) |
| Academic Paper Chair | Dr Anja Pabel |
| Conference Committee Members | Dr Michelle Thompson, Dr Anja Pabel, Dr Wendy Hillman, Dr Elena Konovalov, Dr Kylie Radel |
| Ideas Factory / Poster Presentation Chair | Professor Thomas Bauer |
| Sponsorship Chair | Dr Michelle Thompson |
| Student Volunteer Coordinator | Dr Michelle Thompson |
| Student Volunteers | Rhane Casillano, Terry Cummins, Joann Schmider, Sarah Jane Warne, Jacobus Vorster, Leah Stevenson |
| Volunteers | Dr Leonie Cassidy, Dr Ann Mitsis |
| Professional Conference Organiser | A professional conference organiser was not appointed |
| Conference Secretariat | Lorraine Stephens |
| Sponsors | Silver: Centre for Tourism and Regional Opportunities, CQU Cairns Regional Council Corporate: Elsevier, CABI, Channel View Publications, Goodfellow Publishers, Dive Queensland, Tourism Tropical North Queensland |

3. DELEGATE PROFILE

3.1 Delegates by registration type

| Registration Type | Earlybird | Standard | Total |
|---------------------------------------|-----------|--------------|------------|
| Full registration | | | |
| • Non-member | 55 | 20 | 75 |
| • CAUTHE member | 47 | 15 | 62 |
| Student | | | |
| • Non-member | 16 | 19 | 35 |
| • CAUTHE member | 15 | 9 | 24 |
| One-day registration | | | |
| • Non-member | 6 | 12 | 18 |
| • CAUTHE member | 2 | 2 | 4 |
| PhD/ECR workshop only | 0 | 2 | 2 |
| MCA workshop only | - | - | - |
| Complimentary / Exhibitor / Volunteer | | 20 | 20 |
| <i>Other</i> | | | |
| | | | |
| | | TOTAL | 238 |

3.2 Delegate place of origin

| Origin | n | % |
|----------------------|------------|-------------|
| Australia | 140 | 64.2 |
| New Zealand | 22 | 10.1 |
| International | 56 | 25.7 |
| TOTAL | 218 | 100% |

3.3 Social function attendance

| Programmed Social Function | Delegates | Guests | Total |
|----------------------------|-----------|--------|------------|
| Networking function | 140 | - | 140 |
| Welcome reception | 178 | 12 | 190 |
| Conference dinner | 173 | 27 | 200 |
| Bus transfers | - | 18 | 18 |

4. PAPER AND ABSTRACT REVIEW PROCESS

4.1 Paper and abstract reviewers

SCIENTIFIC COMMITTEE

Chair of Scientific Committee of CAUTHE 2019: Dr Anja Pabel

Scientific team leaders/track chairs included:

| Track | Track chair |
|---|---|
| Tourism and the Creative Industries | Professor Sue Beeton |
| Remote Area Tourism | Professor Dean Carson |
| Critical Approaches in Tourism, Hospitality and Events | Professor Philip Pearce |
| Other topic not related to any themes | Professor Bruce Prideaux |
| ICT, Disruptive technologies and future emerging technologies | Professor Marianna Sigala |
| Advancing Learning & Teaching in Tourism, Hospitality and Events in a digital age | Associate Professor Pierre Benckendorff |
| Wellness, Well-being and Quality of Life | Associate Professor Sebastian Filep |
| Events | Associate Professor Leonie Lockstone-Binney |
| Sustainability of Tourism, Hospitality & Events in an Age of Digital Disruption | Associate Professor Brent Moyle |
| Events | Associate Professor Martin Robertson |
| Indigenous & Cultural Tourism | Associate Professor Lisa Ruhanen |
| Work & Employment in the digital age in Tourism, Hospitality & Events | Associate Professor David Solnet |
| Risk, Crisis & Recovery | Dr David Beirman |
| Enhancing tourism sustainability | Dr Anja Pabel |
| Tourism and Food | Dr Michelle Thompson |

List of paper and abstract reviewers [and institutions]:

| First name | Last name | Institution |
|-----------------------|------------------|--|
| Manisha | Agarwal | James Cook University Australia |
| Ann Suwaree | Ashton | National Institute of Development Administration |
| Janine | Ashwell | Le Cordon Bleu |
| Elisa | Backer | Federation University Australia |
| Tom | Baum | University of Strathclyde |
| Meredith | Beardmore | Melbourne Polytechnic |
| Sue | Beeton | William Angliss |
| David | Beirman | University of Technology-Sydney |
| Pierre | Benckendorff | The University of Queensland |
| Stefanie | Benjamin | University of Tennessee |
| Leonie | Bowles | The University of Queensland |
| Matt | Brenner | The University of Queensland |
| Dimitrios | Buhalis | Bournemouth University |
| Jacques | Bulchand-Gidumal | University of Las Palmas de Gran Canaria |
| Antonia | Canosa | Southern Cross University |
| Robert Charles | Capistrano | De La Salle University |

| | | |
|------------------|------------------|---|
| Neil | Carr | University of Otago |
| Dean | Carson | Umeå University |
| Doris | Carson | Department of Geography & Economic History, Umeå University |
| Leonie | Cassidy | CTRO |
| Jane | Chen | James Cook University |
| Willem | Coetzee | University of Otago |
| Alexandra | Coghlan | Griffith University |
| Glen | Croy | Monash University |
| Maya | Damayanti | Diponegoro University |
| Margaret | Deery | University of Surrey |
| Adam | Doering | Center of Tourism Research, Wakayama University |
| Michelle | Duffy | University of Newcastle |
| Larry | Dwyer | The University of New South Wales |
| Deborah | Edwards | University of Technology, Sydney |
| Trinidad | Espinosa Abascal | Victoria University |
| Sebastian | Filep | University of Otago |
| Joanna | Fountain | Lincoln University |
| Elspeth | Frew | La Trobe University |
| Warwick | Frost | La Trobe University |
| Edmund | Goh | Edith Cowan University |
| Maria | Golubovskaya | The University of Queensland |
| Ulrike | Gretzel | University of Southern California |
| Yetta | Gurtner | James Cook University |
| Arghavan | Hadinejad | Griffith University |
| Murat | Hancer | University of Central Florida |
| Candice | Harris | Auckland University of Technology |
| Sharon | Hebdon | Holmesglen Institute |
| Peita | Hillman | Southern Cross University |
| Wendy | Hillman | Central Queensland University |
| Andrew | Hodgetts | CQUniversity |
| Afiya | Holder | The University of Queensland |
| Kirsten | Holmes | Curtin University |
| Dan | Huang | Griffin University |
| Karen | Hughes | The University of Queensland |
| Michael | Hughes | Murdoch University |
| Stanislav | Ivanov | International University College |
| Shahida | Khanom | Griffith University |
| Elena | Konovalov | Central Queensland University |
| Jennifer | Laing | La Trobe University |
| Matthew | Lamont | Southern Cross University |
| Dung | Le | Griffith University |
| Truc | Le | Griffith University |
| Andy | Lee | The University of Queensland |
| Derrick | Lee | Singapore Institute of Management |
| Sunny | Lee | University of South Australia |
| Yang | Liu | Griffith University |
| Leonie | Lockstone-Binney | William Angliss Institute |
| Kellie | Lumsden | International College of Hotel Management |
| Michael | Lück | Auckland University of Technology |
| Stephanie | Macht | CQUniversity |
| Judith | Mair | The University of Queensland |
| Antje | Martins | University of Queensland - UQ Business School |
| Bob | McKercher | The Hong Kong Polytechnic University |

| | | |
|-----------------------|------------------|---|
| Madelene | McWha | William Angliss Institute |
| Ann | Mitsis | CQUniversity |
| Brent | Moyle | University of the Sunshine Coast |
| Char-Lee | Moyle | Queensland University of Technology |
| Iris | Nguyen | International College of Hotel Management |
| Faith | Ong | William Angliss Institute |
| Anja | Pabel | Central Queensland University |
| Jenny | Panchal | James Cook University - Singapore |
| Philip | Pearce | James Cook University |
| Kelly Virginia | Phelan | The University of Queensland |
| Marlene | Pratt | Griffith University |
| Catherine | Prentice | Griffith University |
| Bruce | Prideaux | CQUniversity |
| Kylie | Radel | Central Queensland University |
| Valeriya | Radoms kaya | James Cook University |
| Ina | Reichenberger | Victoria University of Wellington |
| Martin | Robertson | Edinburgh Napier University |
| Richard | Robinson | The University of Queensland |
| Sean | Ruane | Shannon College of Hotel Management |
| Lisa | Ruhanen | The University of Queensland |
| Vikki | Schaffer | University of the Sunshine Coast |
| Pascal | Scherrer | Southern Cross University |
| Johanna | Schliephack | Griffith University |
| Noel | Scott | Griffith University |
| Marianna | Sigala | University of South Australia |
| Marianna | Sigala | University of the Aeagean |
| Liubov | Skavronskaya | University of the Sunshine Coast |
| Jennie | Small | University of Technology, Sydney |
| Karen | Smith | Victoria University of Wellington |
| Bojana | Spasojevic | Griffith University |
| Ya Yen | Sun | The University of Queensland |
| Aaron | Tham | University of the Sunshine Coast |
| Michelle | Thompson | Central Queensland University |
| Denis | Tolkach | The Hong Kong Polytechnic University |
| Sulistyo B. | Utomo | Griffith University |
| Michael | Volgger | Curtin University |
| Oskaras | Vorobjovas-Pinta | University of Tasmania |
| Erica | Wilson | Southern Cross University |
| Elisabeth | Wilson-Evered | Victoria University |
| Caroline | Winter | William Angliss Institute |
| Yun | Yong | The University of Queensland |
| Ryan | Yung | Griffith University |
| Samira | Zare | James Cook University, Australia |
| Rui | Zhang | Griffith Institution for Tourism |
| Thomas | Zhu | Griffith University |

4.2 Refereeing process

EasyChair made the reviewing process reasonably straight forward, i.e. allocating papers to track chairs and entering new reviewers. However, the collating of an entire proceedings document seemed impossible in EasyChair. Instead, all accepted submissions were downloaded and converted from PDF to Word documents to compile/edit/format the entire conference proceedings.

Future CAUTHE conference conveners should ask for papers to be submitted as Microsoft Word (not PDF documents). This should save a substantial amount of time because individual documents do not have to be converted from PDF to Word.

4.3 Key Dates

Early bird submissions: N/A

Closing date for working papers / abstracts:

Paper submissions open: 1 March 2018

Full Research Paper submissions close: 15 October 2018

Working Paper submissions close: 1 November 2018

Notification of acceptance: An average of three weeks after submission.

5. PAPERS AND PRESENTATIONS

5.1 Paper and presentation session key features

A total of 8 concurrent sessions was held and 14 posters were presented. The session covered a broad range of topics:

Concurrent Paper Session 1

- Interpretation and education
- Critical approaches focusing on culture
- Indigenous and cultural tourism I
- Pedagogical issues
- Destination development perspectives
- Managing risks perceptions and reputation

Concurrent Paper Session 2

- Visitor satisfaction in an age of disruption
- Contemporary hospitality issues
- Entrepreneurial perspectives in tourism
- New approaches to educating tomorrow's tourism managers
- Special interest tourism I

Concurrent Paper Session 3

- Food marketing and management I
- Service and destination recovery
- Consumer behaviour in the digital age
- The sharing economy
- Sustainability online
- Enhancing tourism management I

Concurrent Paper Session 4

- Hotel workforce issues
- Destination aspects of well-being
- Early career employability
- Special interest tourism II
- Issues in applied learning

Concurrent Paper Session 5

- Digital disruption
- Enhancing tourism management II
- Popular hallmark events
- Management implications of the digital economy
- Indigenous and cultural tourism II

Concurrent Paper Session 6

- Chinese tourists' experiences
- Emerging tourism trends
- Critical learning and teaching approaches
- Contemporary issues in tourism I
- Tourism development and management in Africa
- Emotions and psychology in ICT

Concurrent Paper Session 7

- Tourism research directions
- Dark tourism
- Creative industries
- Wining and dining in context
- Contemporary issues in tourism II
- Well-being of tourists and communities

Concurrent Session 8

- Regional and remote area tourism
- Perspectives of well-being
- Food marketing and management II
- Marine tourism
- Events
- Perceptions of belonging

5.2 Paper and presentation summary

| Item | Number |
|--------------------------------|------------|
| Keynote presentations | 4 |
| Panel presentations | 1 |
| | |
| Total papers submitted | 182 |
| Papers withdrawn by author | 15 |
| Papers rejected | 6 |
| | |
| Papers presented | |
| Working papers | 58 |
| Full Papers | 38 |
| Abstract only | 60 |
| Posters / visual presentations | 14 |
| Oral presentations | 139 |

There were 209 papers submitted through the EasyChair system. However, it should be noted that several authors submitted the same paper twice or even three times through multiple separate submissions.

The information provided in EasyChair's "Status Tab" indicates that decisions were made on 182 papers.

6. FINANCIAL SUMMARY

The financial reporting is in AU\$.

6.1 Registration fees

| Registration Type | Fees | |
|----------------------------|-----------|----------|
| | Earlybird | Standard |
| Full registration | | |
| • Non-member | 1010.00 | 1110.00 |
| • CAUTHE member | 890.00 | 990.00 |
| Student | | |
| • Non-member | 500.00 | 560.00 |
| • CAUTHE member | 440.00 | 500.00 |
| One-day registration | | |
| • Non-member | 340.00 | 380.00 |
| • CAUTHE member | 300.00 | 340.00 |
| PhD/ECR workshop | | |
| • With conference | n/a | 50.00 |
| • Workshop only | n/a | 100.00 |
| Other – Additional tickets | | |
| • Welcome Reception | n/a | 80.00 |
| • Gala Dinner | n/a | 140.00 |
| • Bus transfers (Gala) | n/a | 40.00 |

6.2 Conference income and expenditure

| | | |
|---|--------------------|--------------------|
| Income | | |
| Conference registrations, additional dinners, workshops etc | | 101,784.13 |
| Sponsorship | | 12,100.00 |
| | Total Income | 113,884.13 |
| Expenditure | | |
| Professional Conference Organiser (full/part) | | - |
| Venue | | 65,000.00 |
| Other direct costs | | 34,905.15 |
| CAUTHE naming fees | | 3,500.00 |
| | Total Expenditure | 103,405.15 |
| | Grand Total | \$10,478.98 |

6.3 Sponsorship income: tables, inserts and exhibitions

| Organisation | Satchel insert | Exhibition booth | Morning/ Afternoon Tea | Total |
|---|----------------|------------------|------------------------|-----------------|
| Centre for Tourism and Regional Opportunities, CQU (Platinum) | | | X | 7,5000 |
| Cairns Regional Council (Silver) | | | X | 1,200 |
| Elsevier | X | X | | 400 |
| CABI | X | X | | 1,000 |
| Channel View Publications | X | X | | 1,000 |
| Goodfellow Publishers | X | X | | 1,000 |
| Dive Queensland (Lanyards) | X | | | 0 |
| TOTAL | | | | \$12,100 |

7. DELEGATE FEEDBACK

7.1 Pre-conference

Question 6 in Appendix 1 outlines survey respondents views on eight pre-conference factors. The overall score for the eight factors was 4 indicating a relatively high level of satisfaction but with room for improvement. The factor 'reply to conference enquiries' received a score of 4.2 while efficiently of registration was scored at 4.15. Factors that received a score below 4 included ease of access to pre-conference information, website, the time taken for the review process and the overall quality of reviews.

The results indicate that more attention needs to be given to website design and the review process. One problem faced by the conference committee was that the design and operation of the website was controlled by the host University. The conference committee used the Easychair paper system that did cause some problems for both authors and reviewers.

7.2 Plenary sessions

Four Plenary sessions were held. Delegates were asked to rate each speaker over four assessment categories (theoretical or practical sophistication, quality of presentation, usefulness of session and Q&A) using a 5 point Likert scale.

The first keynote speaker Ms Pip Close, CEO of Tropical Tourism North Queensland averaged above 4 over the assessment categories. The second keynote speaker was Professor Dimitrios Buhalis of Bournemouth University UK. Feedback averaged over the four assessment categories was 3.7. The third keynote presentation was given by Professor Regina Scheyvens of Massey University New Zealand. Feedback over the four assessment categories averaged 4.4. The fourth Plenary session featured two local tourism identities, Mr Russell Boswell of Savannah Guides and Mr Mark Evans of Paronella Park. The score for this session on the four assessment categories was 4.3. See Figures 6 to 10 in Appendix 1.

7.3 Concurrent sessions

Survey results on four items (range of perspectives presented, quality of presentations, usefulness of sessions, audio visual support) related to concurrent sessions received an overall score of 4. The highest ranked item was the range of perspectives (4.2).

7.4 Venues, Catering and Social Activities

Three venues were used for social functions/gatherings during the conference. Delegates were asked for their views on four assessment categories for each venue (entertainment, quality of food & beverage, venue and staff service quality).

The Monday night networking function was held at Wharf 1. Feedback over the four assessment categories averaged 4.1.

The Tuesday night welcome reception was held poolside at the Pullman International. Feedback over the four assessment categories averaged 4.2.

The conference dinner was held at Tjapukai Cultural Park. Feedback over the four assessment categories was 4.6.

8. MEDIA AND COMMUNICATIONS

The CQU media liaison group issued a media release about the conference just prior to the conference commencement but apart from an enquiry from ABC radio it failed to gain traction from local media. During the conference 10 posts on Twitter and Facebook were made using the hashtag #CAUTHE2019. Type of mentions included keynote presentations; delegates interacting; book launch; engagement with industry and the post conference tour to the Great Barrier Reef via *Passions of Paradise*.

9. SUMMARY

The CAUTHE survey sent to delegates after the conference provides a useful summary of delegates' views about the conference. Overall, the conference received a score of 4.3 (see question 18 Appendix 1) which indicates a high overall level of satisfaction. The survey items that received the highest rankings were opportunities for networking (4.5) and efficient on-site dealing with enquiries (4.4). These results were pleasing and indicated that the strategies adopted by the conference committee were effective. Past conference experience indicated that delegates are usually keen to network and appreciate prompt and effective responses to onsite enquiries. The excellent ratings for the venues selected and the food and beverage packages offered indicate that delegates appreciated the opportunity to socialize beyond the confines of the conference venue.

The conference committee considered that the best aspects of the conference were the opportunities for networking provided by the venues we used and the selection of the Tjapukai Cultural Park for the conference dinner. The dinner was the highlight of the conference and provided delegates with both entertainment and a cultural experience. We also consider that the inclusion of local industry representatives was a strength and provide an avenue for academia-industry cross fertilization.

Delegates were also asked to rate the conference on the basis of value for money. The score for this item was 3.69, a level consistent with past CAUTHE conferences and a topic that has been debated for many years. While there was some concern about value for money, the otherwise high scores for venues and other aspects of the conference indicate that delegates were generally very satisfied with their conference experience. Reducing the cost of registration would lead to a reduction in the overall quality of the experience and one can assume generate a lower score for value for money. By way of comparison, the three-day TTRA International Conference held in Melbourne in July 2019 was about 70% more expensive and featured only one outside venue.

Comments by survey respondents about the conference website reflect the lack of control the conference committee had over the design and operation of the university hosted website. One alternative for the CAUTHE organization to host the conference website in the future rather than relying on host universities. This may be a practical solution in circumstances where there are more than one hosting universities.

The failure to appoint a professional conference organiser created a number of problems for the conference committee particularly in the two months leading up the conference. Future conference committees should consider appointing a professional conference organiser.

One disappointment for the conference committee was the running of only one post-conference activity instead of the several originally advertised. The activity that did proceed, a diving seminar on a local reef dive boat, was very successful. The need to guarantee minimum numbers well prior to the conference for the other activities we hoped to run became an insurmountable barrier and these tours were not offered. It might be preferable for future conference committees to suggest specific tours and possibly provide participants with a narrative on topical issues related to the places visited.

Report prepared by:

Name: Bruce Prideaux, Michelle Thompson and Anja Pabel
Position: Conference Chair
Date: 7 July 2019

Appendix 1: Conference Evaluation Survey