

CAUTHE 2024 Conference Report



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	1.1 Background and overview 1.2 Conference Program

1. CONFERENCE OVERVIEW

Date: 6 - 9 February 2024

Location: The Hedberg, Hobart, Tasmania

Hosted by: University of Tasmania

Website: https://leishman.eventsair.com/cauthe-2024-conference/

1.1 Background and overview

The CAUTHE 2024 Conference was hosted by the University of Tasmania to reinforce the conference organisers' intention to showcase the best of Tasmania. The conference theme 'Diverse Voices: Creating change in tourism, hospitality and events' sought to be inclusive and diverse. It aimed to showcase opportunity for change in tourism, hospitality and events, globally and within our region.

The Conference aimed to bring together professionals, researchers and students to discuss the latest issues and challenges happening in the field. Prominent international and local speakers provided fresh perspectives on current topics, relevant to a broad range of tourism stakeholders including the tourism industry.

1.2 Conference Program

Date	Time	Activities
Tuesday 6 February	Morning	PhD and ECR Workshop / MCA Workshop
2024		TH&S Workshop
	Afternoon	PhD and ECR Workshop / MCA Workshop
		TH&S Workshop
	Evening	Walking tours
Wednesday 7	Morning	Registration; opening ceremony; keynote speaker 1; Panel -
February 2024		Diversity; morning tea; concurrent session 1
	Afternoon	Concurrent sessions 2; lunch; concurrent sessions 3 & 4; afternoon
		tea; concurrent session 5
	Evening	Welcome Reception at the Theatre Royal
Thursday 8 February	Morning	Registration; JHTM Editorial Board Meeting; keynote speaker 2;
2024		morning tea; concurrent sessions 6 & 7
	Afternoon	Lunch; concurrent session 8; poster session; afternoon tea; SIG sessions
	Evening	SIG Dine Around
Friday 9	Morning	CAUTHE AGM; Chapter Directors' Meeting; Come down for air;
February 2024		morning tea; keynote address 3 & 4; Q&A
	Afternoon	Concurrent session 9; lunch; Panel - Working with Industry; The
		Great CAUTHE Sing off; Conference close & awards
	Evening	Conference Dinner

2. CONFERENCE ORGANISING COMMITTEE

Conference Convenor: Anne Hardy

Academic Paper Chair: Oscar Vorobjovas-Pinta

Organising Committee: Can Seng Ooi, Line Andersen, Wei Zhang, Heidi Dahles, Allison Anderson, Becky

Shelley, Alberte Toettenborg, Elizabeth Leane, Hanne Nielsen, Yue Ma, Azmain Muhtasim Mir

Scientific Committee: Dr Oscar Vorobjovas-Pinta, Dr Anja Pabel, Anastasia Yeark, Associate Professor Anne Hardy, Professor Brent Moyle, Professor Can Seng Ooi, Dr Clifford Lewis, Dr Denis Tolkach, Dr Esme Franken, Dr Eunjung Kim, Dr Effie Steriopoulos, Dr Faith Ong, Professor Giancarlo Fedeli, Professor Girish Prayag, Professor Heidi Dahles, Professor Joseph Cheer, Dr Jack Shepherd, Dr Joanna Pearce, Dr Julia Albrecht, Associate Professor Laurie Murphy, Dr Margarida Abreu Novais, Professor Marianna Sigala, Associate Professor Mingming Cheng, Dr Aaron Tham, Dr Najmeh Hassanli, Oliver Oren, Dr Richard Buning, Dr Raymond Rastegar, Dr Richard Aquino, Associate Professor Richard Robinson, Professor Sam Huang, Dr Samantha Murdy, Dr Simone Faulkner, Associate Professor Susan Houge Mackenzie, Associate Professor Tamara Young, Associate Professor Tracy Harkison

PhD/ECR workshop: Wei (Wally) Zhang, Richard Aquino, Michelle Whitmore, Anita Manfreda

Social Events: Anne Hardy, Oscar Vorobjovas-Pinta, Can Seng Ooi

Social Media: Anne Hardy

Student Volunteers: Shraddha Chauhan, Anita Conroy, Matthew Conroy, Raine Lee, Mingming Liu, Katie Marx, Nishyara Maria Mihindukulasuriya, Paul Ooi, Molly Robinson, Thilini Samaraweera, Alberte Toettenborg, Yue Ma

Industry Volunteers/ Supporters: Alison Anderson (Episteme Consulting), Polar Pathways

Professional Conference Organiser: Leishman Associates

3. SPONSORS

- University of Tasmania Sustainability Partner
- Tourism Tasmania Conference Supporter (Come down for air)
- Business Events Perth Keynote Speaker Sponsor
- Elsevier / STM Journals Conference Supporter
- Emerald Publishing Conference Supporter
- Pennicott Wilderness Journeys Conference Supporter
- Riddle Me Conference Supporter
- The Old Woolstore Conference Supporter

4. **DELEGATE PROFILE**

4.1 Delegates by registration type

Registration Type	Early bird	Standard	Total
Full registration			
Non-member	42	6	48
 CAUTHE member 	97	13	110
Student			
Non-member	12	3	15
CAUTHE member	32		32
One-day registration			
Non-member	4		4
 CAUTHE member 	5	3	8
PhD/ECR workshop only	1		1
(no conference registration)			
Complimentary: Exhibitor / Volunteer / Committee	19		19
Complimentary: Invited		10	10
Speakers			
		TOTAL	247

4.2 Delegate place of origin

Origin	n	%
Australia	177	72%
New Zealand	18	7%
International	52	21%
TOTAL	247*	

^{*}Except workshop only attendees

4.3 Social function attendance

Programmed Social Function	Delegates	Guests	Total
Welcome reception	218		218
Conference dinner	223		223

5. PAPER AND ABSTRACT REVIEW PROCESS

5.1 Paper and abstract reviewers

Academic Paper Chair: Oscar Vorobjovas-Pinta

Paper and abstract reviewers and institutions

First Name	Surname	Organisation
Ling	Abbott	Edith Cowan University
Rahat	Ahmad	Edith Cowan University
Julia N.	Albrecht	University of Otago
Alisha	Ali	Sheffield Hallam University
Allison	Anderson	Episteme Consulting
Richard	Aquino	University of Canterbury
Claudia	Bauer-Krösbacher	IMC Fachhochschule Krems GmbH
Richard	Buning	University of Queensland
Erdinç	Çakmak	Breda University
Robert Charles	Capistrano	Arizona State University
Leonie	Cassidy	James Cook University
Lu	Chang	Griffith University
Joseph	Cheer	Western Sydney University
Tingzhen	Chen	James Cook University
Vicky	Chen	Macao Institute for Tourism Studies (IFTM)
Ganghua	Chen	
Mingming	Cheng	Curtin University
Heidi	Dahles	University of Tasmania
Valerio Rodrigues	de Souza Neto	Griffith University
Markus Walter	Eitle	IMC Fachhochschule Krems GmbH
Kyrie	Eleison Munoz	The University of Queensland
Simone	Faulkner	University of Technology Sydney
Giancarlo	Fedeli	IMC Fachhochschule Krems GmbH
Farima	Fehrest	James Cook University
Kirsty	Flint	University of Tasmania
Carmel	Foley	University of Technology Sydney
Esme	Franken	Edith Cowan University
Vizak	Gagrat	The University of Queensland
OANA-ADRIANA	GICA	Universitatea Babeş-Bolyai
Sandra	Goh	University of Victoria, Wellington
Hana	Hadinejad	Edith Cowan University
Qiwei	Han	Nova School of Business & Economics
Anne	Hardy	University of Tasmania
Tracy	Harkison	Auckland University of Technology
Najmeh	Hassanli	University of Technology Sydney
Uwe	Hermann	Tshwane University of Technology
Gelareh	Holden	
Sam	Huang	Edith Cowan University
Andreas	Humpe	Munich University of Applied Sciences
Donna	James	Western Sydney University
Jess Sanggyeong	Je	Griffith University
Jane	Johnstone	University of Strathclyde
Eunjung	Kim	Edith Cowan University
Elena	Konovalov	James Cook University
Aldi	Lasso	Universitas Kristen Satya Wacana
Garth	Lean	Western Sydney University
Elizabeth	Leane	University of Tasmania
Craig	Lee	University of South Australia

Clifford	Lewis	Charles Sturt University
Line	Lindgaard Andersen	University of Tasmania
Bigiang (Bill)	Liu	Griffith University
Fei	Long	Guangdong Ocean University
Erwin	Losekoot	Edith Cowan University
Siqi Emily	Lu	University of Griffith
Yue	Ma	University of Tasmania
Mahdis	Madani	Otago University
Smita	Mahato	University of Girona
Antje	Martins	University of Queensland
Md Azmain Muhtasim	Mir	University of Tasmania
Ovidiu	Moisescu	Babeş-Bolyai University
Brent	Moyle	Griffith University
Samantha	Murdy	Australian Catholic University
Laurie	Murphy	James Cook University
Naresh	Nayak	University of Otago
Larissa	Neuburger	IMC Fachhochschule Krems GmbH
Hanne	Nielsen	University of Tasmania
Faith	Ong	University of Queensland
Can Seng	Ooi	University of Tasmania
Olivier	Oren	Griffith University
Almudena	Otegui Carles	University of Vigo
	P P	Mahatma Gandhi University
Anjusha	Pabel	
Anja	Panchal	Central Queensland University
Jenny		James Cook University
Eerang	Park	Edith Cowan University
Joanna	Pearce	School of Business and Law, Edith Cowan University
Anke	Peters	Mid Sweden University
Girish	Prayag	University of Canterbury
Jessica Mei	Pung	University of South Australia
Raymond	Rastegar	Griffith University
Tyler	Riordan	University of Queensland
Richard	Robinson	University of Qld Business School
Kirilea	Salomone	Kaplan Business School Pty Ltd.
Vikki	Schaffer Scott	University of the Sunshine Coast
Matthew		Kaplan Business School Pty Ltd.
Lakshi	Senevirathna	Griffith University
Yuhong	Shao	Edith Course University
Fleur	Sharafizad	Edith Cowan University
Jack	Shepherd	Mid Sweden University
Marianna	Sigala	Sheffield Hallam University
Samaneh	Soleimani	Australian Institute of Business
Effie	Steriopoulos	William Angliss Institute
Aaron	Tham	University of the Sunshine Coast
Michelle	Thompson	CQUniversity
Steffi	Tischler	IMC Fachhochschule Krems GmbH
Alberte	Toettenborg	University of Tasmania
Denis	Tolkach	James Cook University
Kostas	Tomazos	University of Strathclyde
Oscar	Vorobjovas-Pinta	University of Tasmania
Samudika	Weliweriyage	Mid Sweden University
David	Williamson	Auckland University of Technology
Greg	Willson	Edith Cowan University
Kasia	Wojtaszek	Kaplan Business School Pty Ltd.
Amare	Wondirad	The University of South Pacific
Chris	Wong	Kaplan Business School Pty Ltd.

Ding	Xu	
Juan	Yang	Griffith University
Anastasia	Yeark	Kaplan Business School
Tamara	Young	University of Newcastle
Ryan	Yung	University of Greenwich
Samira	Zare	University of Lincoln
Zara	Zarezadeh	University of Queensland
Lingxue	Zhan	Curtin University
Wei Wally	Zhang	School of Social Sciences, University of Tasmania
Jingjie	Zhu	Curtin University

5.2 Refereeing process

The paper submission process was managed by the scientific committee chairs. All papers were double blind reviewed by two reviewers using the standard CAUTHE conference reviewer form.

5.3 Key Dates

Call for Papers Open: 1 August 2023Call for Papers Close: 1 October 2023Early Bird Registration Opens: 1 October 2023Revised Papers Due: 15 November 2023Early Bird Registration Ends: 2 December 2023Registration of Speakers Due: 3 December 2023Notification of paper submission outcome: 31 October 2023

6. PAPERS AND PRESENTATIONS

6.1 Paper and presentation session key features

Concurrent Sess	ion 1						
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	R503
Theme	Conceptualising Regenerative Tourism	Sustainable Tourism Convergence	Destination Management (1)	Developing Visitor Experiences (1)	Scholarship of Teaching and Learning (1)	Tourism and Hospitality Entrepreneurship	Hospitality Workforce (1)
Concurrent Sess	ion 2						
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	R503
Theme	Trends in Food Consumption (1)	Community Attitudes toward Sustainable/ Regenerative Tourism (1)	Critical Issues in Events (1)	Developing Visitor Experiences (2)	Scholarship of Teaching and Learning (2)	Critical Reflections in Academy and Industry	Hospitality Workforce (2)
Concurrent Sess	ion 3	•		•			
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	R503
Theme	Climate Change and Tourism (1)	Community attitudes toward Sustainable/Rege nerative Tourism (2)	Research Methods in Tourism, Hospitality and Events	Critical Issues in Events (2)	Developing Visitor Experiences (3)	Conflict, Challenges and Tourism	Influencers and Destination Marketing
Concurrent Sess	ion 4						
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	R503
Theme	Climate Change and Tourism (2)	Community attitudes toward Sustainable/Rege nerative Tourism (3)	Trends in Food Consumption (2)	Gen Z and Future of Workforce in Tourism and Hospitality	Critical Issues in Tourism and Hospitality Workforce (1)	Gender and Tourism (1)	The Role of Digital Technology in Tourism, Hospitality and Events (1)
Concurrent Sess	ion 5						-
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	
Theme	Managing for Sustainability (1)	Indigenous Tourism (1)	Future of Workforce in Tourism and Hospitality	Critical Issues in Tertiary Tourism Education	LGBTQI+ Perspectives in Tourism and Events	Transformative Teaching and Learning	
Concurrent Sess	ion 6					•	
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	
Theme	Trends in Hospitality Sustainability (1)	Developing Visitor Experience (4)	Critical Issues in Tourism and Hospitality Workforce (2)	Tourism, Hospitality, and Events Workforce (1)	Destination Management (2)	Indigenous Tourism (2)	
Concurrent Sess	ion 7	•					
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	
Theme	Trends in Hospitality Sustainability (2)	Gender and Tourism (2)	Managing Risk and Crises in Tourism, Hospitality, and Events (1)	Critical Issues in Aviation	Destination Management (3)	Diversity in Tourism, Hospitality, and Events	
Concurrent Sess	ion 8						
ROOM	Studio	Recital Hall	Salon	R520	R500	R519	<u> </u>
Theme	Trends in Hotel Sustainability (3)	Impacts of the Pandemic on Tourism, Hospitality, and Events	Trends in Accommodation	Regional and Rural Destination Management	Critical Issues in Destination Management	Managing for Sustainability (2)	
Concurrent Sess	ion 9						
ROOM	Studio	Recital Hall	Salon	R520	R500		
Theme	Developing Visitor Experience (7)	Managing Risk and Crises in Tourism, Hospitality, and Events (2)	The Role of Digital Technology in Tourism, Hospitality and Events (2)	Tourism, Hospitality, and Events Workforce (2)	Managing for Sustainability (3)		

6.2 Paper and presentation summary

Item	Number
Keynote presentations	4
Panel presentations	2
Total papers submitted	208
Papers withdrawn by author	28
Papers presented	180
Working papers	169
Full Papers	39
Posters / visual presentations	7

7. FINANCIAL SUMMARY

The financial reporting is in AU\$

7.1 Registration fees

	Fe	ees
Registration Type	Early Bird	Standard
Full registration		
Non-member	\$980	\$1,030
CAUTHE member	\$850	\$900
CAUTHE member +	\$970	\$1,020
Membership Renewal		
Student		
Non-member	\$560	\$615
 CAUTHE member 	\$480	\$540
CAUTHE member +	\$540	\$600
Membership Renewal		
One-day registration		
 Non-member 	\$560	\$590
 CAUTHE member 	\$400	\$425
 CAUTHE member + 	\$520	\$545
Membership Renewal		
Student One-day registration		
 Non-member 	\$325	\$355
 CAUTHE member 	\$250	\$280
 CAUTHE member + 	\$310	\$340
Membership Renewal		
PhD/ECR workshop		\$65
 Workshop only 		\$130
MCA workshop		
Full Day		\$70
Half Day		\$35
 Workshop only 		\$140
TH & Standards Workshop		\$70
 Workshop only 		\$140
Other		

7.2 Conference income and expenditure

Income, ex GST as per P&L	
Conference registrations, additional dinners, workshops etc	\$170,115.47
Sponsorship	\$ 18,756.94
Total Income	\$188,872.41
Expenditure	as per P&L
Professional Conference Organiser (full/part)	as per P&L
Venue	as per P&L
Other direct costs	as per P&L
CAUTHE naming fees	as per P&L
Total Expenditure	\$169,448.24
Grand Total	\$19,424.17 profit

7.3 Sponsorship income: tables, inserts and exhibitions

Organisation	Sponsorship package	Table display	Exhibition booth	Total GST inc
University of Tasmania	\$6,000 +In			\$6,000
	kind			+In kind
Tourism Tasmania	7,000			7,000
Business Events Perth	2,200			2,200
Elsevier / STM Journals	1,500			1,500
Emerald Publishing	In kind			In kind
Pennicott Wilderness Journeys	In kind			In kind
Riddle Me	In kind			In kind
The Old Woolstore	In kind			In kind
Channel View Publications		2,000		2,000
Goodfellow Publishing		1,500		1,500
TOTAL				\$20,200

8. DELEGATE FEEDBACK

8.1 Pre-conference

The conference feedback shows that most respondents found the rate of reply to conference enquiries and regular and timely conference promotion was rated good or excellent, with all items scoring 4.13 or higher. The pre-conference information enquiries was given a mean of 4.46, and the process of handling the paper submissions was rated 4.23. And received a lower rates from the quality of feedback from referees of 4.13.

8.2 Plenary sessions

<u>Keynote 1 by Rebecca Bennett:</u> The survey shows more than 50% of delegates gave Excellent feedback with the weighted score of 4.63 (out of 5) on the quality of presentation and over 4.4 on the theoretical/ practical sophistication and usefulness of the session.

<u>Keynote 2 by Elizabeth Leane:</u> The survey shows 45% of delegates gave Excellent feedback with the weighted score of 4.72 (out of 5) on the quality of presentation and 4.6 on the theoretical/ practical sophistication.

<u>Keynote 3 by Todd Babiak:</u> The survey shows more than 55% of delegates gave Excellent feedback with the weighted score of 4.76 (out of 5) on the quality of presentation and over 4.4 on the theoretical/ practical sophistication and usefulness of the session.

Keynote 4 by Sarah Clark: The survey shows an average weighted score of more than 4.2 on each aspect.

Delegate Feedback on Keynote Presentations:

- Interesting and insightful keynote speeches
- Excellent and engaging keynotes
- Suggesting to have a more diverse range of keynote speakers e.g. more national profile or from LGBTQ group

8.3 Concurrent sessions

Positive feedback was received about the concurrent sessions. They were rated highly by survey respondents, with means of over 4.00.

8.4 Venues, Catering and Social Activities

The catering, venues and social activities were chosen with three aims in mind: to showcase Tasmanian talent, whilst being sustainable and cost-efficient. The conference was held across two venues: the Hedberg, which is the home of the Conservatorium of Music at the University of Tasmania; and the adjacent Theatre Royal. These venues were cost efficient as the University did not charge a hire fee, plus their architectural design showcased Tasmanian creativity and its approach to sustainability.

All our performers were students from the Conservatorium of Music at the University of Tasmania. We selected musicians from a range of demographic backgrounds who played a range of genres (classical, jazz, rock and funk). This was enormously popular. Our surprise choice of the Theatre Royal stage for the Welcome Function was extremely well received. The jazz and DJ Sax duo, along with the Crowne Plaza Ballroom for the Final dinner was also well received- this venue was chosen due to its commitment to sustainability and use of Tasmanian produce.

Our workshop day was very social - delegates began with a treasure hunt that was sponsored by a local business, Riddle Me. The treasure hunt format was designed to encourage networking, team bonding and new connections- this was requested in the feedback following the 2023 conference. The day culminated with free tours of the city. One was themed 'Come Down for Air' and walked delegates through sights while detailing the history of tourism in Tasmania. The second showcased the deep connection that Tasmania has with Antarctica and was supported by a local company, Polar Pathways.

Our catering for the conference time was provided by Hamlet - a social enterprise. This showcased Tasmanian food and supported those who were seeking work experience after long-term unemployment. This produced delicious Tasmanian food in a quintessentially Tasmanian style. On the final day, Tourism Tasmania supported palawa kipli to provide food for morning tea - this is a Tasmanian aboriginal owned and operated company and was also well received.

9. MEDIA AND COMMUNICATIONS

Promotion was primarily via a monthly EDM to the CAUTHE database. These EDMs were prepared and sent by Leishman Associates.

Leishman Associates prepared LinkedIn and X tiles and sent to Convenor Anne Hardy to post. 2 posts per week were made from September through to February with a brief respite over Christmas/New Year.

The conference convenor made regular posts on social media - LinkedIn and Facebook. The University of Tasmania Media Team developed a press release, culminating in Anne Hardy being invited to appear on ABC 936 Hobart on Thursday July 8th.

Examples of EDMs:







The Council for Australasian

Annual CAUTHE Bill Faulkner
 Workshop for PhD Scholars and
 Early Career Researchers Workshop

Standards Workshops

FUNCTIONS

SOCIAL

Mid-Career Academic Workshop
 Tourism, Hospitality and Events



Critical approaches
Event studies
Information & communication technologies
Risk, recovery & resilience
Workforce & employment
Teaching & learning









10. SUMMARY

The feedback from delegates, keynotes, and local tourism and hospitality stakeholders was that CAUTHE 2024 was a resounding success. There were a variety of outcomes of the conference. Academically, the conferences' focus on diversity and creativity propelled these issues to the forefront of academic discussion and debate. From the perspective of the University of Tasmania, this conference acted as an important forum to showcase the depth and breadth of research that academics and HDR students are undertaking in tourism. Furthermore, it played an important role in demonstrating the strong collegial bonds that exist within the team and between the team and the tourism industry. Finally, the use of the University as a venue and students as entertainment was not only economical but received very good reviews.

Overall, the conference organising committee and Leishman Associates are pleased that the sensitive approach we took to ensure diversity within the program, coupled with our desire to create a creative, relaxed and inclusive environment that reflected both Tasmanian and CAUTHE values, appeared to pay off. Based upon our learnings, we suggest that future host institutions pay attention to the food, venue and entertainment and tools through which they can allow delegates to have a 'taster' of their destination.

The conference convenor and organising committee are deeply grateful for the support and mentorship provided by Leishman Associates, along with the ongoing support of the CAUTHE Committee.

Report prepared by:

Kan Losaengsuwan and Helene Stewart, Leishman Associates Anne Hardy & Oscar Vorobjovas-Pinta, University of Tasmania

Date: July 2024