

Destination NSW Westpac Tourism Expenditure Monitor



RESULTS FOR PERIOD
JULY 2020



Report Overview

This Monitor has been developed in a collaborative partnership between Destination NSW and Westpac. It will ultimately boost our State's ability to attract more visitors by improving our understanding of how people spend money when they travel throughout NSW. This Monitor should prove particularly beneficial for tourism bodies and operators in rural and remote areas of our State, and assist in ensuring we remain Australia's number one tourist destination.

This Monitor is designed to complement the National Visitor Survey, which is published quarterly by Tourism Research Australia. The Monitor data is reported by Tourism Region (geographical areas managed by the Commonwealth Government for research and reporting purposes) and provides top-level monthly reporting on tourism expenditure in NSW, including:

- The number of visitors to a region – defined as, those who reside greater than 50km from the region;
- The number of transactions undertaken by visitors; and
- The value of visitor spending.

In providing greater understanding of tourism expenditure throughout NSW, this Monitor will be pivotal in benchmarking performance, identifying trends and highlighting opportunities for tourism growth.

This report includes information for the period April 2020 to July 2020 including monthly data and quarterly time-series data. All data is de-identified and aggregated and it is managed securely and responsibly in order to deliver this Monitor. The appendices in this report includes guidance on how to interpret information in this report.

Section 1: Regional Summary

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
JULY 2020



Visitation Metrics By Tourism Region

Visitation count and share, volume transactions and value spend by tourism region

NSW Tourism Region	Visitation Count ('000)	Volume Transactions ('000)	Value Spend (\$'000)	Share of visitation from visitors (%)
Blue Mountains	51.2	117.3	\$5,086.00	42%
Capital Country	104.1	242.8	\$10,585.40	54%
Central Coast	76.5	207.1	\$8,499.20	23%
Central NSW	85	307.5	\$15,783.20	58%
Hunter	196.6	504.1	\$23,265.20	33%
New England North West	51.8	179.3	\$8,930.00	64%
North Coast	234.1	780.8	\$34,260.50	51%
Outback NSW	14.5	55.5	\$2,862.80	73%
Riverina	47.4	178	\$8,880.60	58%
Snowy Mountains	38.2	148	\$6,653.70	79%
South Coast	161.9	490.1	\$21,220.90	38%
Sydney	479.3	1,317.90	\$56,716.00	7%
The Murray	27.5	90.9	\$4,550.10	49%

Values are rounded to 1 significant figure, with percentages rounded to whole numbers.

Results period: July 2020.

Please refer to the appendix for how to interpret this table.

Interstate Visitation By Tourism Region

% Value spend within NSW tourism region by state of visitor origin

NSW Tourism Region	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory
Blue Mountains	92%	2%	2%	0%	1%	0%	0%	2%
Capital Country	84%	4%	3%	1%	0%	1%	0%	7%
Central Coast	86%	3%	6%	1%	1%	0%	0%	3%
Central NSW	88%	3%	4%	1%	1%	0%	0%	3%
Hunter	83%	6%	6%	1%	3%	0%	0%	2%
New England North West	83%	3%	11%	1%	1%	0%	0%	1%
North Coast	70%	9%	14%	1%	1%	0%	0%	5%
Outback NSW	70%	12%	7%	7%	1%	0%	0%	2%
Riverina	83%	7%	4%	1%	1%	0%	0%	4%
Snowy Mountains	82%	3%	5%	1%	2%	0%	0%	7%
South Coast	77%	6%	3%	1%	1%	0%	0%	12%
Sydney	57%	12%	16%	3%	4%	1%	0%	8%
The Murray	44%	46%	5%	1%	0%	0%	1%	2%

Percentages are rounded to whole numbers.

Results period: July 2020.

Please refer to the appendix for how to interpret this table.

Section 2: For Every \$100 Spent Analysis

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
JULY 2020



Tourism Satellite Account Expenditure

JUL 2020

For every \$100 spent by visitors, what is it spent on?

Tourism Satellite Account	Sydney Value Spend	Regional NSW Average Value Spend
Accommodation and accommodation services for visitors	\$3.67	\$6.01
Air passenger transport and transport services	\$0.04	\$0.01
Cultural services and activities	\$0.15	\$0.56
Food and beverage serving services and activities	\$18.95	\$21.38
Groceries and off premise alcohol	\$15.05	\$22.60
Other (non-tourism related)*	\$33.68	\$23.94
Public transport	\$0.47	\$0.04
Retail and country specific tourism characteristic goods	\$12.62	\$7.59
Road passenger transport and transport services	\$13.02	\$14.70
Sports and recreational and activities	\$1.63	\$2.80
Transport equipment rental and rental services	\$0.56	\$0.18
Travel agencies and other reservation services and service activities	\$0.03	\$0.08
Water passenger transport and transport services	\$0.13	\$0.11

Values rounded to two significant figures.

Results period: July 2020.

Please refer to the appendix for how to interpret this table.

*This Tourism Satellite Account reflects goods and services provided across a variety of industries (e.g. building and construction, healthcare, banking etc.).

Section 3: Quarterly Trends

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
JULY 2020



Visitors By Tourism Region Over Time

APR - JUL
2020

6 month review on the number of *Visitors ('000)*

NSW Tourism Region	Apr-20	May-20	Jun-20	Q2-2020 Average	Jul-20	Aug-20	Sep-20	Q3-2020 Average
Blue Mountains	12	25	45	27	51	-	-	51
Capital Country	31	57	92	60	104	-	-	104
Central Coast	24	44	63	43	77	-	-	77
Central NSW	27	44	68	47	85	-	-	85
Hunter	59	100	159	106	197	-	-	197
New England North West	17	26	37	27	52	-	-	52
North Coast	61	100	168	109	234	-	-	234
Outback NSW	3	5	9	6	14	-	-	14
Riverina	26	36	46	36	47	-	-	47
Snowy Mountains	11	15	23	16	38	-	-	38
South Coast	46	86	153	95	162	-	-	162
Sydney	212	317	414	314	479	-	-	479
The Murray	15	23	36	25	27	-	-	27

Values are rounded to whole numbers.
Results period: April to July 2020.
Please refer to the appendix for how to interpret this table.

Value Spend By Tourism Region Over Time

APR - JUL
2020

6 month review on the total *Value Spend* (\$'000)

NSW Tourism Region	Apr-20	May-20	Jun-20	Q2-2020 Average	Jul-20	Aug-20	Sep-20	Q3-2020 Average
Blue Mountains	\$1,529	\$2,368	\$3,938	\$2,612	\$5,086	-	-	\$5,086
Capital Country	\$4,908	\$6,745	\$9,247	\$6,967	\$10,585	-	-	\$10,585
Central Coast	\$3,596	\$5,671	\$6,968	\$5,412	\$8,499	-	-	\$8,499
Central NSW	\$6,553	\$9,448	\$12,385	\$9,462	\$15,783	-	-	\$15,783
Hunter	\$8,153	\$12,200	\$18,184	\$12,846	\$23,265	-	-	\$23,265
New England North West	\$4,064	\$5,486	\$6,599	\$5,383	\$8,930	-	-	\$8,930
North Coast	\$11,654	\$16,217	\$23,923	\$17,265	\$34,261	-	-	\$34,261
Outback NSW	\$891	\$1,192	\$1,802	\$1,295	\$2,863	-	-	\$2,863
Riverina	\$5,090	\$6,904	\$7,827	\$6,607	\$8,881	-	-	\$8,881
Snowy Mountains	\$1,523	\$1,937	\$3,091	\$2,184	\$6,654	-	-	\$6,654
South Coast	\$8,108	\$12,381	\$18,807	\$13,099	\$21,221	-	-	\$21,221
Sydney	\$24,597	\$38,074	\$48,586	\$37,086	\$56,716	-	-	\$56,716
The Murray	\$2,901	\$3,917	\$5,306	\$4,041	\$4,550	-	-	\$4,550

Values are rounded to whole numbers.
Results period: April to July 2020.
Please refer to the appendix for how to interpret this table.

Appendix: How to Read Tables Terms & Conditions

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
JULY 2020



How to interpret tables

The tables below are to be used for **explanatory purposes only**.

Section 1: Regional Summary

Visitation Metrics By Tourism Region - A high level look at visitor expenditure and relative metrics for the Tourism Region.

NSW Tourism Region	Visitation Count ('000)	Volume Transactions ('000)	Value Spend (\$'000)	Share of visitation from visitors (%)
Tourism Region A (e.g. North Coast)	210	522	\$25,418	50%

In the Tourism Region A, approximately 210 ('000) Visitors undertook Westpac domestic card transactions in the month (e.g. June 2019). Visitors accounted for 50% of the card transactions spend in the Tourism Region in the month. These Visitors made over 522 ('000) transactions, with a total value of over \$25m worth of expenditure for the month.

Definitions

- Visitation Count: the total number of de-identified Westpac domestic cardholders who transacted at least once in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholders who reside greater than 50km from the region.
- Volume Transactions: the total number of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- Value Spend: the total value of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only**.

Section 1: Regional Summary Continued...

Interstate Visitation Spend By Tourism Region - A breakdown of expenditure for each NSW tourism region based on the domestic visitors state of origin.

NSW Tourism Region	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory
Tourism Region A	81%	5%	6%	1%	4%	0%	0%	2%
Tourism Region B	71%	7%	6%	3%	1%	0%	0%	10%

81% of expenditure by Visitors to TourismRegion A was made by NSW residents during the month.

Definitions

- Value Spend: the total value of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholder(s) who reside greater than 50km from the region.
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only**.

Section 2: For Every \$100 Spent

Tourism Satellite Account Expenditure - A break down for every \$100 spent by visitors by service type

Tourism Satellite Account	Sydney Value Spend	Regional NSW Average Value Spend
Accommodation and accommodation services for visitors	\$2.10	\$6.25
Air passenger transport and transport services	\$0.03	\$0.01
Cultural services and activities	\$0.05	\$0.46

\$6.25 for every \$100 of Visitor spend is spent on accommodation or accommodation services within regional NSW Tourism Regions. This is the average for all Tourism Regions except Sydney.

Definitions

- Value Spend: the dollar amount per category for every \$100 spent by de-identified Westpac domestic cardholders in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholders who reside greater than 50km from the region.
- Tourism Satellite Accounts: a grouping of tourism related expenditure by tourism service type.
- Sydney Value Spend: the dollar amount per service type for every \$100 spent in the Sydney region by de-identified Westpac domestic cardholders across the reporting period.
- Regional NSW Average Value Spend: the dollar amount per service type for every \$100 spent in the regions by de-identified Westpac domestic cardholders across the reporting period (averaged across all non-Sydney regions).
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only**.

Section 4: Quarterly Trend

Visitors By Tourism Region Over Time - A look at the number of visitors per tourism region for the previous 6 months

NSW Tourism Region	Jan-19	Feb-19	Mar-19	Q1-2019 Average	Apr-19	May-19	Jun-19	Q2-2019 Average
Tourism Region A	38	29	35	34	52	36	41	43

The table in this section shows the month on month number of Visitors for each region in thousands as well as the average for the quarter. In this example we see the values for TourismRegion A for the months of January to June 2019 including the two quarterly averages for first and second Quarters of 2019. For the example shown there were over 38 ('000) Visitors to TourismRegion A for January 2019 and the average number of Visitors for the first Quarter in TourismRegion A is around 34 ('000) visitors per month.

Definitions

- Visitation count: the total number of de-identified Westpac domestic cardholders who spent at least once in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholder(s) who reside greater than 50km from the region.
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only**.

Section 4: Quarterly Trend Continued...

Value Spend By Tourism Region Over Time - A look at spend per tourism region for the previous 6 months

NSW Tourism Region	Jan-19	Feb-19	Mar-19	Q1-2019 Average	Apr-19	May-19	Jun-19	Q2-2019 Average
Tourism Region A	\$4,192	\$2,817	\$3,507	\$3,505	\$5,043	\$3,726	\$3,793	\$4,187

The table in this section shows the month on month spend for each region in thousands as well as the average for the quarter. In this example we see the values for Tourism Region A for the months of January to June 2019 including the two quarterly averages for first and second Quarters of 2019. For the example shown the spend was over \$4.2m to Tourism Region A for January 2019 and the average number of spend for the first Quarter in Tourism Region A is around \$3.5m.

Definitions:

- Value Spend: the total value of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholder(s) who reside greater than 50km from the region.
- De-identified means that the information does not identify an individual.

General Terms and Conditions / Important Disclaimers

Things you should know

Westpac Institutional Bank is a division of Westpac Banking Corporation
ABN 33 007 457 141 ('Westpac').

This information is current as at July 2020.

Disclaimer

This material contains general commentary, market colour and de-identified and aggregated data from Westpac domestic credit card transactions. This information has been prepared without taking account of your objectives, financial situation or needs. The contents of this document (including but not limited to the details of any third party) may not be reproduced or restated, whether in whole or in part, without Westpac's prior written approval.

Although we have made every effort to ensure this document is free from error, Westpac and its related entities do not warrant the accuracy, adequacy or completeness of the information, or otherwise endorse it in any way. This material may contain material provided by third parties. While material provided by third parties is published with the necessary permission, none of Westpac or its related entities accepts any responsibility for the accuracy or completeness of any such material.

The data in this document represents an unbiased sample of de-identified and aggregated Westpac cardholders who have made purchases in NSW in the reporting period. The data should only be considered as indicative. Some of the limitations associated with the data include the following:

- The data does not represent everyone who made a transaction in NSW.
- The data does not contain cash transactions and it is restricted to Australian residents only.
- The data does not differentiate between single purchases and

purchases made on behalf of a group so cannot be used to calculate the total number of visitors in an area.

- The data has been weighted against Australian Bureau of Statistics population estimates, but there may be differences in how Westpac classifies demographics. Similarly, Westpac may classify tourism related spend differently to the tourism satellite accounts.

Except where contrary to law, Westpac and its related entities intend by this notice to exclude liability for the information. The information in this document is subject to change without notice and none of Westpac or its related entities is under any obligation to update the information or correct any inaccuracy which may become apparent at a later date.

The information contained in this material does not constitute an offer, a solicitation of an offer, or an inducement to subscribe for, purchase or sell any financial instrument or to enter a legally binding contract. Past performance is not a reliable indicator of future performance.