

CAPRICORN CAVES TOURISM WINNERS

Ann Augusteyn

Editor's Comment

I have had the opportunity to visit a few cave sites and meet others who have been to many more in recent times, and have participated in much discussion in the management of Australian caves. An unfortunate common theme through many of these discussions is the constant change, instability and restructuring of state agencies, that affect caves and the staff who work in them. One model and beacon of light is Capricorn Caves, somewhat immune to the vagaries of annual budget cycles of state governments. On the one hand, totally in control of their destiny and on the other, no safety net that is available for a state run cave system that "can't" fail. When Ann emailed me just as this journal was nearing the printers, I was delighted with her success for Capricorn caves and her hard working team. Ann takes her staff to each ACKMA conference and Gabfest, and attended ISCA as well, when other caves are not represented at these events. Well done Ann - Capricorn Caves is a shining light in Australian cave tourism.

In front of a crowd of elite operators of Queensland tourism industry, Capricorn Caves was announced the gold winner of the tourist attraction category at a gala ceremony of the Queensland Tourism Awards in Brisbane on Friday evening 28 November 2014.

"It was both an exhilarating and humbling experience to be named the best tourist attraction in our category. There are so many amazing quality attractions in the State," commented Ann Augusteyn, owner.

Writing a tourism award submissions provides an opportunity to benchmark your business, appraise your environmental programs, customer service, delivering the best guest experiences as well as business planning and marketing. A site inspection by a judge authenticates all claims made.

These were the 30th annual Queensland Tourism awards and a souvenir program commemorated the work of the late Ken Augusteyn in developing the infrastructure at Capricorn Caves.

It is always a great thrill to see a cave operation achieve recognition at a tourism award ceremony. Winners automatically go to the National Tourism awards to be held in April in Adelaide when Capricorn Caves will compete against the best tourist attractions from every state in Australia.



Capricorn Caves staff with their Queensland tourism awards trophy.

L-R Amanda Hinton, Helen Harmsworth, Ann Augusteyn, Kirsty White, Marnie Augusteyn