

**[FP] MULTI-ACTOR VALUE CO-CREATION IN COMMUNITY-BASED TOURISM**

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Community-based tourism (CBT) is an alternative tourism approach appraised for its contribution to uplifting the social-economic well-being of the host community. The uniqueness of this approach is that, unlike other tourism approaches, the host community is comprised of a range of tourism stakeholders who play various roles as tourism service suppliers, employees, and members from the local community integrating resources with tourists in co-creating value. However, the extant literature on value co-creation concentrates on the tourist-host dyad to explore the phenomenon. Therefore, there is little insight into value co-creation and its consequences in a multi-actor context where service encounters occur between tourists and multiple host community actors. Taking Phillip Island, Australia, as a case study of CBT destination, this paper reveals how micro-level actors coordinate value co-creation as resource integrators. Finally, addressing the phenomenological nature of value in service-dominant logic (SDL), positive and negative value perceptions for the actors were also explored. The paper thus sheds light on value co-creation activities and their consequences from multiple actor roles within the CBT ecosystem.

**[WP] BUSINESS EVENTS, SOCIAL IMPACT, AND THE NEW NORMAL**

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The new normal for business events, being driven by both the COVID pandemic and the climate emergency, heralds an increase in online event attendance. The rise of virtual and hybrid events has many benefits, but may negatively impact the value of the tourism contribution generated by business events, which has long been used to measure the worth of the business events sector. In light of the potential impact on the tourism contribution, it is important that the sector is recognised (by government and other stakeholders) for the broader and, arguably, more significant social impacts it generates. Our research contribution includes a series of industry case studies from Australia, UK, Europe, Asia and South America which provide rich insights into a diverse array of significant social impacts, beyond tourism, generated by the business events sector. Our research indicates that these broader impacts are catalysed by connections and collaborations formed through face-to-face attendance at business events. Therefore, the next stage of our research seeks to understand the ways in which the new normal affects the realisation of the broader social impacts of business events. Can these broader social impacts be replicated, improved, and/or modified in virtual/hybrid attendance contexts? The overall aim of our research is to support the business events sector to sustainably leverage social impacts, irrespective of the mode of event attendance, in ways which maximise benefits for destinations, delegates, industries, knowledge economies, host communities, and the global community as a whole.

**[WP] BEST PRACTICE AND CODES OF CONDUCT: ANTI-HARASSMENT POLICIES AND WOMEN'S SAFETY AT ACADEMIC CONFERENCES**

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Attendance at academic conferences is an important component of many academic careers, allowing individual academics to present their work to peers; to network; and, to engage in conference activities. Conference attendees have the right to attend such events safely and without discrimination or harassment. Mostly conference delegates behave in a socially acceptable way and within the accepted code of behaviour of an employee. However, reports