

## Gulpacara Yorta Morta Woka

(Welcome to Yorta Yorta Country)

This is a bold, independent and bountiful place. A place with proud traditions of striving, morphing, producing and thriving. A place where the established and emerging come together to create a kaleidoscope of experiences.

An unsung hero of feeding and flavouring the nation, and a home for people from all around the world.
The current and ancestral home to the Yorta Yorta peoples, who have built their lives, their communities and their history here, connected to Country, for thousands of years. A regional community that is more than meets the eye. Where over 50 languages are spoken, and where connecting, transforming and celebrating is simply our way of life. A united place made flavourful through a collection of unique towns and cities, each shining with its own history of cross-cultural growth and local character. Each showing us the brighter, deeper shades and tones of life.

Never boring, sometimes controversial, always vibrantly surprising.
This is Shepparton \& Coulburn Valley, regional Vietoria's abundant, dynamic cultural capital.

Come see for yourself.

## O1 | WHO WEARE

Our brand essence<br>Our brand values<br>Our signature pillars<br>Our brand attributes \& benefits<br>Our brand personality<br>Our brand on-a-page<br>Our visitor audiences \& messaging<br>Our community audiences \& messaging

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## 01 WHO WEARE

Our brand essence
Our brand values
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Our brand attributes \& benefits
Our brand personality
Our brand on-a-page
Our visitor audiences \& messaging


Our brand essence is the most singularly essential, motivating and distinctive promise to all our audiences. It articulates the heart and soul of who we are and what we're about, and is supported by the themes that drive our community and experiences - abundance, cultural diversity, layers of stories, embracing complexity, eclectic and evolving tapestry of history and immigration, new perspectives and possibility.

We use it as the concept to inspire our brand foundations, and as the underlying thought that drives the development of our authentic, distinctive and compelling products, experiences and messages.


## OUR BRAND VALUES

Our values are the expression of what we stand for as a destination, guiding how we operate as a brand and what matters to us as a community in connection with our visitors.


## (VALUE $)^{\text {WE }}$ <br> Recognising, cultivating and celebrating the unique way ou community continues to evolve and grow through connection to the stories and history of our First Nations and multicultural communities; committed to cohesive cultural diversity, and using this to inspire, entertain and educate OF DIVERSITY

## CREATING CONNECTIONS

Supporting our people to connect better with one another, and with our visitors, to amplify our stories, foster deeper relationships, and encourage new perspectives.

Applying our region's
hardworking, entrepreneurial and abundant spirit to how we collaboratively and committedly
evolve and innovate our
visitor experience.

## OUR SICNATURE PILLARS

Our signature pillars are the three, core promises we make to all our audiences about what is most distinctive, authentic and compelling about us in terms of offer and experiences. All our stories, content and messaging should sit within one two or all three of these pillars. They should prioritise where we invest our time, money and resources now, and into the future.

## The Most Gulturally Diverse ${ }^{2}$ Inspiring Resion

This is our history and evolving present day, bringing us diverse cultural offerings from our First Nations communities, our galleries, museums, culturally and historically significant landmarks to cafes and restaurants, music, food festivals, educational programs and centres, cultural tours, and community events. Brought to life by nourishing natural surrounds, we are a place where people come to thrive and share their experiences, knowledge, and traditions.

## AResion of Oniture, Gonnected Townships

Our towns reveal nuance in our larger regional story, connected by the Goulburn river and its stories of living on the land and immigration. From war history, protected reserves, trucking, agriculture industry, immigration, and Indigenous significance - each town tells a different part of the story about how our landscape has nourished communities throughout time, and still does today.

## Funs Festivity 111 Year Round

Our beautiful, accessible natural environment has always brought people together to connect and share their gifts and resources, all year round. Experience it in our events calendar, offering an exciting and stimulating range of different activities and experiences that brings people from all over together to share sport, food, music, and art. We're a place that loves to celebrate and bring colour into the everyday in a refreshing natural setting.


## OUR BRAND <br> ATTRIBUTES \& BENEFITS

## ATTRIBUTES $\rightarrow$ EXPERIENTIAL $\rightarrow$ EMOTIONAL BENEFITS <br> What people experience <br> BENEFITS <br> What people feel

This is the experiential benefit felt as a result of our attributes, something we can confidently and consistently promise to our visitors.

Be surprised, delighted and enriched by a kaleidoscopic destination of community, culture and character, connecting you to a richer, more colourful story and experience of regional Victoria.

These are the distinctive and motivating emotional benefits that are felt as a result of our attributes and their experiential benefits.

When all the elements of our brand
come together, and are expressed in the most compelling, captivating and audience-centric way, the effect will be:

Intrigued, enriched and connected

These are the tangible attributes and experiences our brand offers our visitors.

We take our list of signature and supporting features and refine them into core brand and product attributes:

- Evolving cultural offers and events
- First Nations communities, culture and stories
- Multicultural community life
- Local produce and food artisans
- Flourishing, accessible, seasonal environment
- Connection of historically and culturally significant townships


MWRICUED
By the spectrum of human stories, spirit and colour. The evolving nature of our people and place. The histories, landmarks, and present day cohesion revealing perspectives we only encounter through enquiry and exploration.


## ENHIGHED

An invigorated understanding of people, community, heritage and nature expands our sense of self. We leave with a richer knowledge of Victoria, eyes opened and inspired to share it with others.


## CONNEGTED

Social connection on a micro and macro scale. Empathy from feeling connected to a larger story of First Nations country, diverse cultures, migration, surviving, adapting, making the most of and celebrating life. A sense of being in this
kaleidoscope of life together.


## OUR BRAND <br> PERSONALITY

Our brand personality articulates how we express our story and interact with our audiences.

It guides how we embody our essence and express our story in all our interactions and communications, so that we provide a consistently distinctive and compelling experience through our brand.


## OUR BRAND <br> PERSONALITY

## PERSONALITY DIALS

Our personality traits can be treated like dials, turned up or down depending on the activity, channel and message.

## ENTREPRENEURIAL

Is: Open, dynamic and progressive Isn't: Opportunistic, risky

## REFRESHING

Is: Natural, enriching and unconventional Isn't: Frenetic, zen-like, too 'green'


Is: Surprising, vibrant and cultured Isn't: Childish or provocative


Is: Communal, friendly and celebratory Isn't: Populist, superficial or pretentious

WE CAN USE OUR DIALS TO PLOT DIFFERENT LEVELS AND TYPES OF COMMUNICATION EXPRESSION, FOR EXAMPLE:


## OUR BRAND-ON-A-PAGE

Here are our brand foundations on one page, acting as both an inspiration and a checklist for all our Shepparton \& Goulburn Valley activities.

OURBRAND ESSENGE

## OURBRAND Yilues

OUR BRAND ATIRISUTES

OURBRAND BENEFITS

## ourbandid

 PEBSONALTY
## SUPPORTING

 ATHAI: UIES
## OUREMOTIONAL

BENEFIIS

## KALDIDOSCOPIGGONNEGTIONS

Sharing the magic of diversity • Greating connections - Being wholchearted<br>First Nations communities, culture and stories - Evolving cultural offers and events - Multicultural community life - Local produce and food artisans - Flourishing, accessible, seasonal environment Connection of historically and culturally significant townships.<br>Be surprised, delighted and enriched by a kaleidoscopic destination of community, culture and character, connecting you to a richer, more colourful story and experience of regional Victoria.

## Entrepreneurial • Refreshing - Spirited - Sociable

## PILARI

THE MOST CULTURALLY DIVERSE \& INSPIRING REGION

This is our history and evolving present day, bringing us diverse cultural offerings from galleries, museums, culturally and historically significant landmarks to cafes and restaurants, music, food festivals, educational programs and centres, cultural tours, and community events. Brought to life by nourishing natural surrounds, we are a place where people come to thrive and share their experiences, knowledge, and traditions.

## PILLAB2

A REGION OF UNIQUE, CONNECTED TOWNSHIPS

Our towns reveal nuance in our larger regiona story, connected by the Goulburn river and its stories of living on the land and immigration. From war history, protected reserves, trucking, agriculture industry, immigration, and Indigenous significance - each town tells a different part of the story about how tells a different part of the story about how
our landscape has nourished communities throughout time, and still does today.

## PILARB

FUN \& FESTIVITY ALL YEAR ROUND

Our beautiful, accessible natural environment has always brought people together to connect and share their gifts and resources, all year round. Experience it in our events calendar, offering an exciting and stimulating range of different activities and experiences that brings people from all over together to share sport, food, music, and art. We're a place that loves to celebrate and bring colour into the everyday in a refreshing natural setting.

The river, heart of our beautiful, natural landscape - Great seasonal weather all year round - Accessible outdoor activity for all - Fun activities for all budgets and groups - A well-serviced city centre with connection to other great places in our region - A relaxed and welcoming atmosphere - Growing food and beverage offer

We make people feel intrigued, enriched and connected.

## OURAUDIENGES

We have six attitudinal and behavioural audience profiles that help guide our messaging and campaign development, and selecting channels for our communications.

These profiles are built specifically around what different groups of people want and need from us as a vistor destination, and how we can deliver to those wants and needs.

We have four visitor profiles, and two community/internal profiles outlined on the following pages, with key messaging aligned to our signature pillars for each.


## OUB VISHOR AUDIENCES

 8MESSIATNGWe have four visitor audience
profiles, based on what kinds
of experiences we have to offer
different kinds of visitors.
The following pages outline
these visitor profiles and the key
messages most relevant for them,
aligned to our signature pillars.

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OUR VISTIOR
AUDIENGES
\& MESAMCING

## THEYABE

Urban individuals, couples, families with children (infant to teens) or small groups of friends looking for an affordable and accessible weekend away together
weekend away together
Coming to visit family or friends, and looking for extra things to do while in the area
Relaxed with schedules but also want to make the most of their trip as time away is special (due to financial or time limits)
Needing to accommodate a range of interests
in their group

## THEYWANT

A varied pace without ever feeling rushed; they like to be mentally and physically stimulated but also appreciate a good amount of down time
To rely on "sure bets" (especially for the kids) as well as surprising and evolving cultural offerings Convenient quality; from cafes and
accommodation to getting around and sourcing information, it's easy for them to organise and receive what they need for the foundations of a memorable trip with loved ones
Varied options for delicious, family-friendly food To show their families more of Victoria, learning something new
An achievable overnight, weekend or short break Support in planning their break - easy access to booking and itinerary functions

## WE WANTTHEMTO

Be stimulated by, and enthusiastic about, our city, cultural and natural offerings Explore our city, towns and communities with an open mind
Understand our bigger story and enjoy our overall story and atmosphere Engage in cultural educational activities, including learning about and valuing our First Nations heritage and connection today Share our destination stories with their friends and family
Stay overnight and return more often, seeing us as more than a pit-stop or just the place where their family lives

## HOWTORFACHTHEM

- Industry partnerships

Sponsored media content

- Social media targeted posts

Visitor centre and visitor guide
Curated itineraries shared online
Curated itineraries shared onine
Google ad words and SEO leading to
our optimised, easy-to-navigate and
practical website
PR/Media stories


## OUR VISITOR <br> AUDIENCES \& MESSAGING

THEMOST CULTURALIY DIVERSE \& INSPIRING RECION

A REGION OFUNIQUE CONTECTED TOWNSHPS
$\qquad$

FUN\& FESTIVITY ALLYEAR ROUND ——

Welcome to regional Victoria's cultural and colourful heart. We're dynamic, bold and full of spirit with a place for all people and all cultures to make memories and great experiences together Make the most of regional life, with extra flavour and colour. Immerse yourself in our rich and significant First Nations history and stories, our diverse community connections and traditions, and unwind in country Victoria's river landscape balanced with city comforts and unique cultural experiences
We're constantly evolving and growing through our established and emerging cultures, communities and experiences. Discover what's new and changing on our streets, in our galleries and museums, through our farm-fresh produce and in our abundant park and river lands - as well as returning to your favourite places to eat, unwind, and re-connect with family and friends.
We're proud to be a thriving home for the Yorta Yorta peoples, as well as people from all over the world, throughout our storied history. Keep an ear out for a friendly "hello" in over 50 different languages. New and seasonal communities are bringing their unique takes on farm and regional life, transforming what regional Victoria has to offer us all.

We are a region of townships, connected by the Goulburn river and its ancient landscapes, that tell our stories of life, immigration and innovation. Visit our towns to discover all the fascinating and different stories of how people have adapted and thrived here.
We're a place shaped by our First Nations peoples, as well as new and emerging cultures that have made this region their home. With every era of transformation, our towns have more stories and layers - you can see it in the Tatura Irrigation and Wartime Camps Museum, Mooroopna's Aboriginal History Walk or Murchison's Italian Ossario. Visit us to learn about Victoria's multicultural heritage, and how we have become the region that we are today. (Swap towns out to suit messaging needs)
We're the region that feeds and flavours all of Australia, thanks to the nourishing river, productive soils and diverse nature. Visit our orchards, wetlands and reserves to discover our thriving environment.

It's easy to find both relaxation and fun here or make your own with friends and family. From our food festivals, educational programs, recreational and sporting facilities, cultural tours, playgrounds, and many events to choose from, all to the backdrop of the Goulburn river and bushland
Our events calendar is as multifaceted and colourful as we are, and there's always something new for the whole family or group to experience, or something brilliantly familiar to come back and enjoy again and again. Join in on one of our many cultural community festivals and events to sample new flavours, learn about different customs, and discover more about this special part of Victoria.
We're never short of a reason to meet up, share and celebrate. After all, this has been a place of gathering for thousands of years for the traditional custodians. Whether your love is for sports, music, art, food and wine, kids entertainment, multicultural festivities, or all of the above, you can always stay in your favourite places, eat at your special spots, and meet new people who'll become familiar faces.


OUR VISITOR
AUDIFNGES
\&HESSACHIN

## THEYARE

Regional and urban visitors travelling
with friends for an event or experience
Ready to spend money but need to know
there's "enough to do" to warrant a stay beyond their specific event or experience
Looking for memorable and
stimulating experiences
Socially-minded people who like to soak up colourful atmospheres, spectacular scenery
and delicious food and drinks

## THEY WANT

A range of "insta-worthy" and accessible activities for everyone in the group that stimulate a spectrum of emotions, from fun and inspiring to relaxing and energised - reasons to stay beyond their specific event/experience Something new to try each visit, but combined with the reassurance that their favourites are still on offer
To interact and celebrate with people from all
over the country and the world, in a beautiful
natural backdrop
Affordable and enjoyable dining and
accommodation options, from self-serve to
special treats
Communications that make their planning
process easy and exciting

## WEWHNTTHEMTO

- Indulge their new-found sense of curiosity about us, to stay longer and spend more Explore the region beyond a single attraction Engage with our people, the land and the history, and take pleasure in learning from, and sharing with, our communities Be surprised by, and share, their 'insta-worthy' moments Actively follow and get involved in our events calendar and share it with friends Follow us on social media


## HOWTOREAGHTHZM

- Social media (primarily Facebook and Instagram), including paid/targeted posts Event-based digital campaigns
Visitor centre/visitor guide
- Industry partnerships and co-run campaigns

Where budget permits - outdoor and radio
for events
Optimised website


## OUR VISITOR <br> AUDIENCES \& MESSAGING

THE MOST culturally DIVERSE\& INSPIRING REClON

AREGION OFUNIQUE CONNECTED TOWNSHIPS
$\qquad$

FUN \&
FESTIVITY
ALYEAR ROUND

Welcome to regional Victoria's cultural and colourful heart. Here you'll meet a new crowd of people from all over the world, mingling, sharing and inviting each other into their unique customs, flavours, and stories. We're a regional experience with far more than meets the eye. This is where you'll find authentic and down-to-earth regional experiences within a refreshing kaleidoscope of cultures, sounds, scents, colours, and characters in a way you won't find anywhere else in Victoria.
We are home to some of Victoria's most significant First Nations Community, the Yorta Yorta people, We are home to some of Victoria's most significant First Nations Communit
whose elders and community have thousands of years of stories to share
We're not a place that can be boxed in. Our dynamic spectrum of things to do and experience - from stimulating outdoor recreation and sports, remarkable arts and culture to joining in on a local event or feasting on delicious
world cuisines and local produce - are as diverse and lively as our many cultural communities,

Welcome to our country townships and regional city centre. We're a place surrounded by refreshing and thriving nature, steeped in fascinating histories and buoyed by our towns' bold spirits and their unique experiences of being part of Victoria's most culturally diverse region.
Each of our towns has a unique take on what it means to be part of our dynamic and colourful place. Explore our whole region to discover an ever-evolving spectrum of fun and memorable experiences - from our festivals, events, museums, galleries to cafes, hikes, and heritage sites - that will open your eyes and mind, make your heart sing and get your body moving. (Can mention specific town attractions here to suit specific message). your heart sing and get your body moving. (can mention specific town atractions here to suit specific As Victoria's most culturally diverse region, what there is to see and do here is as varied and unique as our people. You'll find iconic landmarks across our towns, from the Aboriginal Street Art Project, Art Silos, Mooving Art, Tatura's Water Tower Art, to stimulating recreational facilities, playgrounds, and adventure and
wildlife parks - plus so much more - that expand what's possible in a weekend. (Can change our examples to suit campaign, message, i.e include wineries, food, etc.)

People come from all over the state, country and world, to meet and share the best in produce, culture, sport, art, music, and more. Come together with good friends, and make new ones, when you pick an adventure from our events calendar.
Capture more colour in your every day. Our evolving and dynamic events take place across our region and throughout the seasons, offering up favours, colours, stories and local character. Add to your kaleidoscope of experiences and memories with your favourite people, all year round with all the colours of our community. Our region has always been a place for people to come together. Immerse yourself in multicultural regional activities and festivities to the backdrop of a Victorian riverside landscape, for the most refreshing regional experience - naturally and culturally.


## OUR VISTIOR

 AUDIENGES \&MESSAEING
## THEYARE

Drawn to unique and locally relevant
cultural experiences, on the look-out for
"local gems" to discover
Seeking to feel immersed in a place and its stories, open to learning something new
Usually the first to tell their friends about
interesting travel experiences
Motivated to go off the beaten-track but unsure
of where to start planning or discovering
Quality-over-quantity minded

## THEY WANT

An evolving scene of artisan offers,
from art to agriculture
Country hospitality in colourful,
diverse local communities
Engaging experiences with cultural,
historical and natural landmarks
To discover a richer Australian story, including
connecting to and understanding First Nations
history and stories
Authentic multicultural food and cultural events Innovative and resourceful businesses providing
tastes of what the region has to offer
Easy to travel to and from Melbourne

## WE WANTTHEMTO

Openness to learning about our people, past and present, including our First Nationals history and connections today Seek out culturally diverse educational. art, and food offers
art, and food offers
To show they value our local art, artisan goods and experiences by spending \$ Stay overnight/weekend
Share their photos and stories with others

## HOWTO RF:CHTHEM

- Social meaia (primarily Facebook and

Instagram), including paid/targeted posts
Content driven campaigns to raise awareness
and understanding
Sponsored content in publications

- Outdoor media in Melbourne

Optimised website


## OUR VISITOR <br> AUDIENCES \& MESSACING

## 

THEMOST
CULTURALIY
DIVERSE\& INSPIRING RECION

A REGION OFUNIOUE CONTECTED TOWNSHIPS

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FUN \&
FESTIVITY
ALLYEAR ROUND RUNT

Visit us for the most colourful, characterful, fluid and diverse interpretation of regional Victoria - place where connecting, transforming and celebrating is simply a way of life. Here you'll be immersed in the spectrum of our different cultures, traditional first nation's experiences, emerging arts and many events, agricultural traditions, and fascinating, ever-evolving history.
Our agricultural heritage has shaped us into a colourful and dynamic, productive region. When you visit, you'll find endlessly growing choices for authentic cultural cuisine and local produce. Our diverse communities, artisans and producers bring the best of their flavours, traditions and food to intrigue and stimulate the most adventurous of tastebuds.
Our land and the stories of its traditional owners, places of cultural significance, their history and heritage are like no other. You can immerse yourself in first nations led arts and culture initiatives, from galleries, to workshops, walking tracks and striking street art, this is and always will be Yorta Yorta land.
With over 50 languages spoken, and waves of immigration bringing new communities and traditions as far back as World War Two, you can connect with people, cultures and stories from all over the world, get curious about other ways of life, and celebrate what makes us different and brings us together.
For a regional area, we have quite the unique perspective. We are much more than what meets the eye. Discover intriguing stories of survival and adaptation, enduring human spirit and connection to country at iconic cultural
ind institutions like Shepparton Arts Museum (SAM) and Musuem of Moving Vehicle Evolution (MOVE), local arts and culture centres like Riverlinks and Kaiela Arts, eye capturing street art, historical artefacts in our museums, and more. (Swap out examples per messaging needs)

From our First Peoples' traditions, culture and connection to country, to wartime refugees, diverse agricultural legacies and a robust trucking industry, our towns have different stories to share and local gems to be discovered. Visit us to learn about how these influences have shaped not only this region, but all of Victoria. Here you can find local farmers and producers from all over the world growing and creating delicious food and wine that feeds the nation. Discover how our cultural heritage has influenced the farming practices that make us wine that feeds the nation. Discover
Victoria's abundant fresh food bowl.
Jictoria's abundant fresh food bowl.
Just like our communities and cultures, our region's natural environment is ever-evolving. Throughout our town and in between, we have abundant nature reserves, wetlands and native forest, as well as regenerated and thriving green spaces and parks. Celebrate the natural diversity of our land by visiting the Australian Botanica Gardens in Shepparton, walking along our many forest and river trails, and taking in the fresh country air. (Swap out examples per messaging needs)

Every culture and community has their own unique way of celebrating and sharing, and we're lucky enough to be the most culturally diverse region in Victoria. All year round, we have food festivals, cultural events and celebrations, and meaningful, traditional holidays to bring us all together. Join in on the fun and expand celebrations, and meaningful, traditional holidays to your perspective of the regional Victorian experience.
your perspective of the regional Victorian experience.
When you join our local events, you get to experience authentic, unexpected regional stories. You can hear it in our music, taste it in our produce, see it in our characters and colours, and feel it in our rhythms and beats As our communities grow and change, so does our events calendar. Discover what's new each time you come to visit by checking out an events calendar unlike anywhere else in Victoria.


OURVISTIOA
AUDIENGES \&MESSAEING

## THEY ARE

Visiting for a conference, event
or business activity
Here for day trips or longer stays
Somewhat restricted in time available to explore but wanting to make the most of what they do have
In need of convenience and good quality, but also keen to get a bit of a taste for local life if time permits
Less likely to discover destination-based products and experiences on their own, but like to be guided by a trusted source

## THEY W:NTT

To unwind after work in beautiful natural surrounds with spectacular waterfront views, good food, wine and interesting people Easy, accessible activities to fit in with a restricted schedule - a 'bonus' leisure
experience on a work trip
To see colour, character and culture
Opportunities to energise and refresh
on walking tracks and in parks
A welcoming atmosphere
Family friendly options to take advantage
of in the future

## WIWANT THEMTO

Go beyond the hotel and explore our nature. streets, dining options, cultural options and facilities
Visit our favourite/unique attractions in their spare time as well as seeking out recommendations for a local gem Be surprised at the range of things they can do here to refresh
Connect with our people - their land, history and stories - feel welcome.
Consider returning with the family, or bringing them on this/their next business trip

## HOWTOREACHTHFM

Event organisers and event collateral
Visitor centre and visitor quide Through our operators' recommendations accommodation operators in particular
Optimised website
Cross promotion with Great Things Happen
Here brand channels


OUR VISITOR
AUDIENCES \& MESSAGING

THE MOST culturally DIVERSE \& INSPIRELG REGION
REGION

A REGION OFUNIQUE CONNECTED TOWNSHIPS

$\square$

FUN \& FESTIVITY ALLYEAR ROUND

Welcome to Victoria's most culturally diverse and characterful region. Our bold country spirit and vibrant communities make us quite the refreshing and inspiring place to visit for memorable and enriching business events.
When you visit us, keep an ear out for "hello" in over 50 different languages. Still, we all have many things in common: a love of good food, interesting conversation, and re-energising relaxation. Return for your favourites, experience something new, and make new connections - the perfect recipe for an unforgettable business event. Cultural diversity is at the centre of our colourful heart. Our region's kaleidoscope of heritage, histories and communities brings endless inspiration and possibilities. We love to support businesses and events that communities brings endless inspiration and possibilities. We love to support businesses an
celebrate and are inspired by this, and bring in their own colour and perspectives as well.

Welcome to our region of unique country towns surrounding a dynamic regional city centre, and fed by the flowing Goulburn River and natural surrounds. Each of our towns comes with its own fascinating story about thriving in regional Victoria, with accomodation, food, and experiences to match their unique character.
Create a standout event utilising one of the following unique facilities: Tatura Park Event \& Equestrian centre, The Showgrounds + the McIntosh Centre precinct, Riverlinks Eastbank \& Riverlinks Westside. The Greater The Showgrounds + the Mcintosh Centre precinct, Riverlinks Eastbank \& Riverlinks Westside. The Greater
Shepparton City Councils Business \& Major Events team are on hand to assist in the planning and execution Shepparton City Counc
of a memorable event.
of a memorable event.
Wherever your business event is taking place across our region, you will be immersed in our colour, culture, and character. Explore our different towns for a richer and deeper experience of Victoria. You'll find intriguing agricultural traditions, First Nation's histories, stories and sites of significance, migratory influences on farming and food production, wartime stories and artefacts, and preserved links to our multicultural history - all in a welcoming country atmosphere.

Our colourful, educational and stimulating community and cultural events make a great complement to any business trip. Your guests, colleagues, and employees will be inspired by authentic natural, dining and multicultural experiences, that will open their minds and enrich their learning, sharing and networking. (Can be adjusted for more specific audience messaging)
We're known for our vibrant festivals, events and community activities happening throughout all seasons. If you enjoyed visiting us for work, you'll be even happier to visit us for leisure and pleasure. Check out our year-round and evolving events calendar for more inspiration, colour, and culture.


OURGOMMUNITY
AUDIENGES
\& MESSACING

We have two community audience profiles, based on who within our community our brand needs to
engage to be successful, and what
they need from us.
The following pages outline these community profiles and the key messages most relevant for them, aligned to our signature pillars.

## 米 TISHOR BUSNIESSES LOCIL COMLUNITY \&

 CULIUBIL MROUPS 3OUR GOMMUNITY
AUDIENGES \& MESSACING

## THEYARE

Locally run businesses servicing
and connecting with visitors
Often providing recommendations
and sharing local stories
Tourism operators and attractions, as well
as important support service businesses like accommodation, dining and event venues First Nations-run and supported businesses looking to expand their engagement, advocacy and consumer base
Looking for ways to innovate their offerings and grow visitation

## THEY WANT

To be supported, engaged and promoted through our central visitor function and campaigns
Help and guidance with promotions, marketing and partnerships
Collaboration and connection with Council and with other businesses to provide a cohesive experience and shared story
Easy to understand brand messaging that's relevant to their experiences of living and operating here, and simple for them to adopt. adapt and share
To work together as equals and lift up the region together

## WE WHNTHEIEMTO

See their place and role in the whole region brand story, connect and have pride in ownership of the brand
Create excellent and authentic visitor experiences by investing in themselves and their marketing Put forward ideas, be involved in campaigns share stories and recommendations and use our marketing tools and collateral Build partnerships for cross-promotion and collaborative events
Understand procedures, competing needs and stakeholders
Take initiative and see opportunities more than challenges
Seek us out for advice and information

## HOWTO REAGHTHIN

Email newsletters and bulletins to update. on activities and opportunities to collaborate Online and in-person events, forums and networking opportunities
Calls for content and support to create visitor campaigns
Promotions that direct visitors to businesses Our destination website to promote businesses, owners and their recommendations, and events


OUR COMMUNITY
AUDIENCES \& MESSAGING

We are Victoria's most culturally diverse region, offering a kaleidoscope of histories, endeavours, characters and festivities. Together, we're creating a more colourful story and experience of regional Victoria. We're proud to be who we are - a place where the established and the emerging continually come together to create an experience unlike anywhere else in regional Victoria. Our operators are champions lifting up our communities. We're here to support and promote your business so you're better able to inspire and connect with visitors and our locals, and share our whole regional story.
We're here to listen to your ideas, feedback and requests for help, so we can grow and thrive together. We can help with cross-promotion and collaborative events and activities for visitors, as well as helping you with investing in, improving and marketing your business to visitors.

We're a whole, connected region of townships, a city centre, the Goulburn River, abundant agriculture and accessible, natural environments all around. We all have unique experiences and perspectives to bring to our region's colour and character, and no matter how big or small, concentrated or spread out, we all add depth to the overall story.
We are invested in supporting new and existing visitor experiences across the region, as well as helping to create stronger connections between our towns to make it easier for us and our visitors to move about and experience our whole region. We love our towns and want to help visitors see more of them. We're here to help create region wide opportunities, activities and events with you to celebrate more of what we have to share with our visitors. Your stories makes us what we are, and the more they are shared with visitors, the stronger we become as a region. We can help you promote them and connect with people who will find them as fascinating as we do.

Our beautiful, accessible natural environment has always brought people together to connect and share their customs, traditions, gifts and resources all year round. We see it in our expanding and evolving events calendar, full of vibrancy, diversity and stimulation.
Your events helps bring even more colour into our everyday. We can help you contribute to our ever-evolving calendar with your own activities and events, from sport and outdoor fun to food, music and art - and more. Talk to us about starting or hosting a new event, or how to add your special experience to the regional calendar and our promotional schedule.
Keep up to date with our events calendar to help inspire visitors to make the most of their time in our region, and to come back again. Use our events as a new way to invite visitors to experience what you have to offer, or offer event-specific promotions and packages.


OUR GOMMUNITY
AUDIENCES \&MESSACING

## THEYARE

Our First Nations peoples and their community groups, services and experiences
Families with intergenerational history in the region, tree-change residents, people living here for work primarily, as well as first and second generation immigrants
Bringing their family and friends to the area Unsure about our appeal as a tourism
destination, or the product we have on offer Vital to making the visitor experience a positive one, bringing in their friends and family from all over the state and country
Prone to feeling disconnected from tourism attractions and campaigns

## WHEY WANT

To have their stories authentically and accurately represented and to support them to make more connections to wider audiences
To be heard, supported, engaged and valued they're central to the regional experience and not an inconvenience
A brand that helps sustainable jobs and economic growth for our diverse communities To see parts of their experience and identity in
the destination brand
Positive and culturally aware messages

## WE WANT THEMTO

Welcome visitors, engage with them and demonstrate to positively engage with our multi-cultural community
Become product innovators, content creators and storytellers for our visitors - sharing their recommendations, perspectives and insights with us and through our communication channels Bring their ideas, issues and concerns to us with a positive, collaborative and problem-solving mindset
Feel a sense of ownership over the destination brand story
Visit our tourist attractions and participate in events and activities - to be our advocates

## IOWTO iFACHTHEM

Signage and collateral in the towns
Optimised websites - including Council and Great Things Happen Here
Customised consultation sessions and approaches for First Nations and cultural groups Regular public updates for publishing in local platforms
Hosting online and in-person community forums and face-to-face interactions, and fostering community groups that act as advisors on culture, opportunities and challenges Social media and our website - particularly calls to contribute content or engage in initiatives


## OUR COMMUNITY <br> AUDIENCES \& MESSAGING

THE MOST CULTURALIY DIVERSE INSPIRING REGION

A REGION OF UNIQUE CONNECTED TOWNSHIPS

FUN \& FESTIVITY ALIYER ROUND

We're a region with many bold and inspiring stories to tell. We say "hello" in over 50 languages. We have been feeding and flavouring the nation for decades. We know there's far more here than what meets the eye, and we're proud to share our dynamic and colourful way of life with people all over Victoria and Australia. We are home to the Yorta Yorta peoples with important, inspiring and challenging stories to tell; all of which help everyone have a stronger connection to Country and a commitment to our shared future
Your stories make us the special place that we are. We want you to share and celebrate your perspectives and how your culture, customs and traditions help us share the brighter, deeper shades and tones of life in our region. We are committed to creating and facilitating tourism experiences that embrace and lift up our local communities and different cultures, and bring in visitors who are here to appreciate all that we are.

We're a united region, bringing colour, flavour and culture through our collection of towns and our dynamic city centre. Each stands out on its own with a unique experience of cross-cultural transformation and local character, and together they bring depth to our larger story of being Victoria's most culturally diverse and inspiring region.
We want voices from each of our towns to be heard, appreciated and celebrated. Bring us your stories, ideas, and suggestions to make our visitor experiences throughout our region as authentic, unexpected, diverse, colourful and inspiring as possible.
Our people are innovative, independent, surprising and never dull. That's why there's always something happening, evolving and changing in our towns, from activities for the whole family at Shepparton's Bangerang Cultural Centre, farmers markets throughout the region, seasonal activity in the Australian Botanic Gardens and protected reserves, and mural art being created in streets in our towns and villages. Discover what's in your own backyard so you can share even more with friends, family and visitors. (Can swap specific town examples as needed)

Our accessible, abundant natural environment and culturally diverse community life go hand in hand to create experiences and events like nowhere else in regional Victoria. We are here to support you and your community in proudly coming together to share and celebrate your gifts, customs, and cultures with visitors and neighbours. Whether that's sport, food, music, art, or spirituality, show us the brighter and deeper tones of life in our region by coming to us with your ideas for community events, activities, and initiatives
Our regional events calendar evolves and expands alongside our diverse communities, and changes and grows just like our farms and families too. Experience more colour in the everyday, and discover more about who we are as a region, by trying something new in our community events calendar.


## 02 | BRAND ASSETS

Brand assets overview

Corporate logo
Campaign logo colour pairings Favicon
Clearspace \& minimum size
Co-branded logo lockups
Do's \& don'ts
Šhepparton
a GOULEURN valley

Colour palette - what our colours represent
Colour palette
Colour palette accessibility 38
Typography
Illustration style
Photography style
Tone of voice
Call to action



## CORPORATE LOGO

There are two main format variations of our Shepparton \& Goulburn Valley logo - the portrait and landscape format. As a general rule, for portrait orientation (or taller) communications, the portrait logo should be used, and for landscape orientation (or longer) communications, the landscape logo should be used.

The corporate logo always appears on a white background, in the midnight blue and yellow colour combination, as shown here. It is used on items like our internal stationery, uniform and presentations, and should be used whenever partnering with other brands or logos.

All logos have been provided in print and digital artworked files in the master assets artwork suite. Please only use pre-artworked logos from this suite.

Sometimes we may need to shorten the written version of Shepparton \& Goulburn Valley for use in things like hashtags. We can shorten to
'Shepp\&GV' in those instances.
Hashtag version: \#Shepp\&GV

Mono logo

## ت̈HEPPARTON

 \&GOULBURN VALEYReversed logo

## SH2PPARTON

 \&GOMBDR ThlayMono logo

S̈HEPPARTON \& GOULBURN VALEY

## SHEPPARTON \&GOULBURN VALLEY

## SHEPPARTON \& GOULBURN VALLEY



## CAMPAIGNLOGO COLOUR PAIRINGS

On campaigns and external promotional communications such as social media or signage，our logo can appear in any of the colour pairings shown here．These colour pairings represent the best and most accessible combinations from the brand＇s colour palette．

All logos have been provided in print and digital artworked files in the master assets artwork suite．Please only use pre－artworked logos from this suite．

##  ecoumin dalley

## S゙HEPPARTON \＆${ }^{\text {GOULBURN }}$ valley $\longrightarrow$

## E゙SEPPARTON eqGOLBURN Valley

## š＂ ecoutivil 7：TLEY

## E゙SHPPARTON ع ${ }^{\text {G GOULBURN }}$ Valley

##  ecourion ThLITY

## S゙HEPPARTON eqgolburn VaLley

## FAVICON

Here we have shown the favicon, or icon, version of our Shepparton \& Goulburn Valley logo. This icon should primarily be used as the identifier for social media accounts, or in the web browser. It may be used in items like merchandise or very small space executions where neither our portait or landscape logos can legibly fit.

The favicon can appear in our corporate colour combination, or any of the same colour pairings as the campaign logos.

All favicon options have been provided in print and digital artworked files in the master assets artwork suite. Please only use pre-artworked favicons from this suite.

ss
= corporate
favicon option

## Clearspace <br> \&MINIMUM SIZE

## Clearspace

It's important that our logo is given enough space to breathe, be legible and displayed with pride. In every case, the height of the " SH " is used to define the space that must be left clear around our logo. Please ensure no other logos or visual elements encroach on this space.

## Minimum size

To ensure our logo remains legible, we have defined a minimum size at which it should be displayed. Do not shrink our logo smaller than the size outlined here.

Clearspace rule for logo
The height of the "SH" defines the clearspace around the logo.


## SHEPPARTON \& GOULBURN VALLEY

SH



SHEPPARTON \&GOULBURN Vatley

Print: min .30 mm width Digital: min. 354 px width

SHEPPARTON \& goUlburn valley

Print: min .40 mm width
Digital: min. 472 px width

## CO-BRANDED LOGO LOCKUPS

When our logos are locked up with partner logos or other organisation's brands, it is important each logo receives adequate space and that both are displayed in proportion to one another.

We always ensure a consistent spacing between each logo and the dividing line, or gap between, as shown here.

If our Shepparton \& Goulburn Valley brand is the lead brand for the communication, and/or the rest of the communication features our Shepparton \& Goulburn Valley visual identity and tone of voice, then our logo should be placed on the left in any pairing. In instances where we are the support, or secondary brand, the owner of the lead brand can make the decision about where we fall in the order, as long as our $2 \times \mathrm{SH}$ separation rules are adhered to.

Please note, in co-branded communications, we always use the corporate colour version of the Shepparton \& Goulburn Valley logo, or a reversed out version if appearing on a partner's dark colour background.

Line $=0.5 \mathrm{pt}$
colour: dark blue

The width of the " SH " marks the separation between both logos

## SHEPPARTON $\triangle$ GREAT THINGS HAPPEN HERE \&GOULBURN <br> VALLEY GREET THINGS <br> Logos ar centred

The width of the "SH" marks the separation between both logos

The width of $2 x$ the" SH marks the separation between the logos
\& GOULBURN

VALEY

SHEPPARTON $\triangle$ GREAT THINGS HAPPEN HERE -. ar SHSH (r)

S'HEPPARTON \& GOULBURN VALLEY


Logos are centred

DO'S \& DONTS

DO's
1 Do use the logo colour combinations from page 30
2 Do use the corporate logo on a white background
3 Do use the reversed logo on a black background only, or supply to partners for use on their darker corporate colours
4 Do use the mono logo on a white background only, or supply to partners for use on their darker corporate colours

## DON'TS

5 Don't use a dark logo colour combination on a dark background
6 Don't use a light logo colour combination on a light background
7 Don't remove the illustrative elements in the logo
8 Don't alter the illustrative elements in the logo
9 Don't recolour the logo
10 Don't use the logo on photography
11 Don't use the logo on a colour that's not part of the brand colour palette. If providing the logo to a partner, provide the corporate version plus a reversed out version in case they use on their own colour palette
12 Don't squish, distort or change the shape of the logo holding device.


COLOUR PALETTE - What OUR COLOURS REPRESENT

These are our brand colours, colours which are inspired by our communities and brand essence.


## colour palette

Here we have shown the colour breakdowns for all colours in our palette, for both print and digital executions.

Some colour pairings work together better than others. It is important to create the right amount of contrast, so we have shown the most successful and accessible colour pairings on page 38.

## MDNICHTRLUE

CMYK 92834860
RGB 202853
HEX 141c35
PMS 5255

## MUSTARD

CMYK 032820
RGB 25218271
HEX fcb647
PMS 1365

PINK
CMYK 02550
RGB 250202213
HEX
facad5
PMS
706

## MINT <br> CMYK 440460 <br> RGB 146207163 <br> HEX 92 cfa 3 <br> PMS 345

## RED <br> CMYK 680630 <br> RGB 2289088 <br> HEX

PMS
7418

COLOUR PALETTE
-ACCESSIBILTY

Here are the colour combinations that pass accessibility standards. You should only use these colour combinations in execution.

You can check these colour combinations for accessibility at colourcontrast.cc






## TYPOGRAPHY

Americane Condensed Black is our hero headline font. We use this font for all large headlines and subheadings, in either all uppercase or sentence case. It's recommended that this font is never used at a size smaller than 14pt in both print and digital/web applications, to ensure it's always both legible and impactful. This font is really key to the impact and familiarity of our brand, so should be immediately legible from a distance ie passers by of a billboard should be able to read this headline font from a 30 m distance.

Rebrand is the font we use for all smaller subheadings and larger blocks of copy. It has been selected for its friendliness and legibility, as well as its various weights, ensuring flexibility of use.

Better Night is a personality font that we use in our 'call to action' headlines to add emphasis to active words. While Better Night can be used elsewhere, it's recommended that it is never used for more than 3-5 words together.

All fonts need to be licensed prior to use. Please refer to licensing links and details to the right.

Impact is our system headline font and Arial is our system body copy font. We only use these in applications such as Word or PPT, where we cannot guarantee the recipient of an editable document will have our brand fonts loaded to their computers.

## AMEBICNT CONDEA BAGK

## FORLARES <br> HEDDINGS AND <br> SUBHEADINGS USE UPPERGASE

## For subheadings

 use Sentence GaseABGDEFCHIJKLMNOPQRSTUVWXYZ abedeffghifklmnopqrsturwxyz 0123456789P

Americane Condensed Black is free via Adobe subscription: https://fonts.adobe.com/fonts/americane

## Rebrand

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789?!

Rebrand needs to be licensed via myfonts.com:
https://www.myfonts.com/fonts/latinotype/rebrand/

## Better night

ABCDEFGHIJKLIVOPQRSTUVWXYZ
abedefghijklmnopqrstuvwxyz 0123456789 ?!
Better Night needs to be licensed via myfonts.com Better Night needs to be licensed via myfonts.com:
https://www.myfonts.com/fonts/stripes-studio/better-night/

System font
ITP:QT
ABCDEFCHIIJKIMNOPQRSTUUWXYZ alhedefghijkimnoparstuvwxyz 0123456789 ?!

System font

## Arial

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789?

## ILLUSTRATION STYLE

Our illustration style helps add some flair, flavour and extra personality to imagery and text, where required and appropriate.

We use them to highlight certain aspects of an image in a fun and unique way, especially when we need to use an image that needs some extra oomph.

We have created a starter set of illustrations for each signature pillar and these can be built on over time.

Importantly, these illustrations are not mandatory to use. Use them only when they add some needed emphasis and energy

Print and digital versions of this starter set of illustrations are available in the master asset artwork suite.

The most culturally
diverse \& inspiring region


A region of unique,
connected townships

$\frac{16}{16}$


Fun \& festivity
all year round


## PHOTOGRAPHY STYLE

Our image style feels celebratory, connected, energetic, friendly and diverse - and showcases our amazing community and environment.

When photographing or selecting images from our existing library, it's important all imagery feels natural and 'in the moment'. For example, we'd never show people from our community overly posed or against a studio backdrop. It's important people are always represented fully immersed in the Shepparton \& Goulburn Valley community.

Selecting imagery with warm, natura tones and with accents of one, or a few of our brand colours will also help our S\&GV imagery feel connected, refreshing and celebratory


## TONE OF VOICE

Our tone of voice, particularly applied in headlines, is designed to surprise and intrigue, inviting our visitors and our community to think differently about our region and come experience for themselves.


## CALL TOACTION

We use our 'Come see for yourself' tagline to invite our visitors to challenge their own expectations and try our new experiences.

The active word eg see, feast, celebrate, can be changed to align with the content, context and imagery.


## BASIC LAYOUT PRINCIPLES

For consistent brand recognition it's important our logo is always positioned either bottom left (left aligned) or bottom middle (centred) in communications.

Hero headlines should be positioned large and bold in the brand font, Americane Condensed Black, in either all caps or sentence case. Often hero headlines work best when left aligned at the top of communications, either slightly overlapping the image or over a block of colour. However, if over an image, the headline should not obscure faces or important interactions.

Call-to-actions should always be positioned right-aligned in the bottom corner, as demonstrated in these examples.

Illustrations can be used as supportive elements to add interest and energy around an image, or headline (where an image isn't present), however these do not always need to be used. Don't use more than two illustrations per layout. If using more than one illustration element, the line weight of the illustrations should be relatively equal.

1 Layout principle where image is inset in margin



## BASIC LAYOUT PRINCIPLES

While imagery works well inset into a page margin (as shown in the examples on the previous page), imagery can also bleed over the edge of communications as shown here.

This approach works particularly well for smaller format executions, like extra long format digital banners, or small scale social media posts, where an inset image would otherwise become too small.

2 Layout principle where
image bleeds to the edge.

## Ancient cultures share

 their stories in Victoria's newest modern art space. Only in Shepparton. Visit now.

## Ancient cultures share

 their stories in Victoria's newest modern art space.
## White night comes to Shepparton!



White night
comes to Shepparton!

IMAGE

## 03 | BRAND IN PRACTICE





SOCHALMEDIA TILES\＆FRAMES

Including co－branding option


S゙HEPPARTON \＆GOULBURN Valley



S゙以解PARTON groulsuin Thany comi Celebvate for yoursarf


S̈HEPPARTON \＆GOULBURN VALIEY


## POSTERS

Portrait size



SIGNATURE PILLAR APPLICATIONS

Posters connected to our 'Most Culturally Diverse \& Inspiring Region' pillar




## signatuaz plliak APPLCHIDNS

Social media connected to our
'Fun \& Festivity All year Round' pillar


## WUITENCHT 米 <br> COMESTO <br> SHEPPARON




## White night comes to Shepparton!







## POWERPOINT <br> TEMPLATE



## VISITORGUIDE <br> COVER\&SPREAD




## LETHERHEAD




#  <br> \&HODM: DiA 1atis 

For more information about
the Shepparton \& Goulburn Valley brand,
or to access the assets and templates, please contact communications@shepparton.vic.gov.au

