1. **Introduction**

Tours provide access to the military treasures of Christ Church Cathedral. The purpose of this survey was to give visitors an opportunity to reflect on what was most significant to them and to write about this, so guides and others could understand responses to the tours and interpretation of objects from the perspective of visitors themselves. Information from visitors could improve these tours and be used in future grant applications.

1. **Method**

Fill-in questions needed to be simple and personal, providing the opportunity for a thoughtful response and able to yield insights through cross-analyses. For the tours at 8am, 9am, 1pm and 2pm visitors were approached and asked if they would fill in a survey. A total of 23 were happy to do so and wrote their answers in about 10 minutes. Dr. Patricia Gillard designed the survey (See Appendix 1) and conducted the fieldwork.

1. **Results**

Twenty-three people answered the survey; 14 women, 8 men (Q8) and one couple who filled it out together. There was a spread of ages (Q9) from nine years to 75 years, with two thirds of the visitors in the age group 60 to 69 (7) or 50 to 59 years (7).

**Things mentioned as most meaningful** (Q1) covered a broad range. Four people said the Warriors Chapel. For most other features there were two mentions. This included the stained glass windows in the Warriors Chapel, the Slide show ‘Diggers View’, the tomb of the unknown soldier, the wooden cross the Gallipoli Flag and the Book of Gold;

*The love that was infused from the rings and precious stones of wives and girlfriends.*

One person mentioned the Changi Rushlight, another the TOC H lamp and another the Victoria Cross. In nine of the responses, people wanted to say ‘everything’ or the architecture of the Cathedral as a whole. They valued the opportunity this ‘sacred space’ gave them for reflection and remembrance. Some were amazed. Another said;

*The whole Cathedral. We have never been inside before.*

One aspect of their visit that was very important to three people was the **respect shown** to the items by the way they were held in the Cathedral. This fitted their own intention;

*ANZAC Day is very emotional to me and I feel coming here shows my respect.*

**The family connection to an experience of war (Q2)**, or more explicitly of WWI for most of those who visited (18 out of 23) was the most significant finding;

*Grandfather fought WW2, two great grandfathers fought WWI.*

*A paternal uncle was killed on the Thai –Burma railway.*

*My friend’s beloved father was in the 13th Battalion in Gallipoli.*

All but one person filled in the question about **thoughts and feelings (Q3)**;

*I felt really upset* (a teenage girl)

*A great sadness at the futility*

*Very moving. A real connection. Sacred things in a sacred space.*

Three others appreciated the opportunity to reflect and six made reference to the experiences of history;

*I wish I had known him. He was so young. Just a country boy going off for adventure.*

Of those who had taken a **tour with a Cathedral guide (Q4)**, 20 out of the 23, most said they appreciated the extra knowledge and information. This was described as ‘personal and helpful’, enthusiastic, serious or compassionate;

*…done with genuine love, thought and care and devotion to Cathedral and family.*

Asked about **anything else they would like to say (Q6)**, these comments were made;

*Love this architecture.*

*I just love this sacred space and even more after my visit today.*

*We didn’t know these artifacts existed . We were made to feel welcome.*

*This is the 1st visit to the Cathedral after living here for 51 years, we will be back again.*

*Thank you – a wonderful opportunity to learn more about our WWI history and visit the Cathedral.*

*Thank you.*

*I want to come back. It is very peaceful.*

*Informative.*

*Just a little bit longer, say 45 minutes. My children enjoyed it too.*

*I hope I can come back next year.*

*Can I donate ... material from my family?*

*Very moving thank you.*

*Further knowledge of a great treasure.*

*I loved the prayers at the end of the visit.*

*Please continue next year.*

*Yes it enriched my Anzac Day experience on a very personal level.*

**Information about tours (Q5)** came from radio (11), newspaper (5), friends or family (6), Cathedral pew sheet (2) or the Internet (1). Two people chose two so total is 25. **Postcode information (Q7)** has been reported separately to preserve confidentiality.

**Conclusion**

The survey indicated the strength of feeling, connection and gratitude of visitors for the collection and for the personal information and insights of tour guides. The Cathedral, as a sacred space and a ‘wonderful, gorgeous’ place was an intrinsic part of this experience.

**Appendix 1**

**Survey questions**

**Thank you for coming today. We would like to ask about your visit.**

1. What did you see that you liked best or meant most to you?

2. What personal or family connection to this do you have?

3. Please say a few words that describe your thoughts or feelings about this.

4. If you had a Cathedral guide, please say what they added to your visit.

5. How did you know about the tours today? (eg radio, newspaper, friend, internet)

6. Is there anything else you would like to say about your visit?

7. What is your postcode? \_\_\_\_\_\_\_\_\_\_\_\_\_

8. Are you male or female? (please circle one)

9. What is your age group in years? (please circle one)

0-9, 10-19, 20-29, 30-39, 40-49, 50-59, 60-69, 70-79, 80+

**Thank you very much for helping us. We hope this was a good experience.**