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Mr Dean Long  
Chief Executive Officer  
Australian Federation of Travel Agents  
Level 31, 13 Market Street  
SYDNEY NSW 2000

Via email: [dean.long@afta.com.au](mailto:dean.long@afta.com.au)

Dear Mr Long *Dean*

I refer to your correspondence of 27 April 2022, advising that the Australian Federation of Travel Agents (AFTA) Travel Accreditation Scheme (ATAS) is currently under review with submissions being sought from interested parties.

Consumers who choose accredited travel agents are provided with certainty that they will be dealing with an agent who meets the standards required of the ATAS. The scheme ensures a continued high level of service from its members, benefiting those consumers who have been impacted by the recent COVID-19 travel interruptions.

Northern Territory Consumer Affairs advises that despite a rise in travel related enquiries and complaints since the impact of COVID-19 on the travel industry, the level of enquiries and complaints received for the most part relate to non-accredited agents.

I note the review of the ATAS and acknowledge the importance of the review to ensure the Charter and the Code meet the changing business and consumer needs. At this time, the Northern Territory will not be providing a submission in this regard.

Yours sincerely

*Selena Uibo*  
SELENA UIBO

12 MAY 2022