

TERMS OF REFERENCE FOR REVIEW OF ATAS CHARTER 2025

1. BACKGROUND

- 1.1 On 1 July 2014, the Australian Federation of Travel Agents Limited (ACN 001 444 275) (**AFTA**) established the AFTA Travel Accreditation Scheme (**ATAS**) which was subsequently amended to the Australian Travel Accreditation Scheme (**ATAS**). On 15 August 2023, The Australian Federation of Travel Agents was renamed The Australian Travel Industry Association. On 25 October 2024, the Australian Travel Industry Association (**ATIA**), announced the retirement of the ATAS accreditation designator and the ATAS scheme now grants eligible participants the designation of ATIA Accredited.

ATAS is a voluntary scheme, and its **Charter** and **Code** of Conduct were drafted using the **ACCC** guidelines for developing effective voluntary industry codes of conduct as a reference.

- 1.2 The objectives of **ATAS** are to:

- a) Establish a nationally recognised accreditation scheme for travel intermediaries that demonstrates to consumers the professional standing of those within the travel industry;
- b) Maintain high standards of service delivery by requiring **ATIA Accredited** Participants to meet the requirements set out in the **ATAS Charter** as well as the **ATAS Code**, and provide for suitable consequences when these requirements are not met;
- c) Inform consumers about the benefits of using an **ATIA Accredited** professional when booking travel;
- d) Facilitate the resolution of disputes arising between Participants and consumers; and
- e) Ensure the professionalism of the travel industry into the future.

- 1.3 Participants in the scheme are travel intermediaries who are accredited under **ATAS**, being domiciled, registered or incorporated in Australia, and providing a travel product or service on behalf of a travel supplier. This includes, but is not limited to, a travel agent, travel management company, aggregator, distributor, online travel agent, inbound and outbound tour operator, wholesaler and a consolidator.

2. REVIEW

The **ATAS Charter** provides a commitment from the **ATIA Board** to review the **ATAS Charter** and **Code** in 2025 and every 3 years pursuant to clause 3.3(a) of the **ATAS Charter**.

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2.1 Pursuant to clause 3.3(b) a review of the **Charter** and **Code** will be conducted according to the Terms of Reference for the Review as approved by the Board as required.

2.2 The aim of the review is to receive feedback and suggested improvements from interested parties in regard to:

- (a) the effectiveness of the scheme in achieving the objectives mentioned in paragraph 1.2 above; and
- (b) the operation of the scheme.

The review will be limited to the ATAS Charter and Code, including all appendix (ACAC Terms of Reference and Solvency Definitions).

2.3 An appointment will be made for a Reviewer to review submissions from interested parties and then provide a report to the **ATIA Board** for its consideration.

2.4 The outcomes of the Review will be published on the **ATIA website** including all submissions made during the consultation period, the Reviewer's recommendations and the **ATIA Board's** response to those recommendations.

2.5 The **ATIA Board** will make any amendments to the **Charter**, **Code**, or the **ACAC Terms of Reference** which are warranted by its response to the review.

3. CONSULTATION

3.1 All interested parties are invited to make a submission to this review.

All submissions must be in written form and either mailed or emailed to ATIA prior to the deadline. All submissions will be made public in keeping with the transparent approach to the review that ATIA has adopted. Submission details will be released once a Reviewer has been appointed.

3.2 Timeframe – the consultation period will open 2 June 2025 and close on 1 July 2025 at 5:00pm AEST with the following milestones proposed to be observed:

Terms of reference released	1 April 2025
Submission period open	2 June 2025
Submissions close	1 July 2025
Report to be submitted to ATIA by the appointed reviewer	29 July 2025

4. In reviewing the ATAS Charter and Code the reviewer should consider:

- 4.1 The **ATIA Accredited** Eligibility Criteria – Are the criteria sufficient to ensure the objectives of **ATIA Accreditation** are achieved? Should changes be made to the criteria? If so, what changes are recommended?
- 4.2 The **ATAS Charter** – Does the **ATAS Charter** set out the objectives, rules and participation arrangements appropriately? Should consideration be given to amending the **Charter**? If so, what amendments are recommended?
- 4.3 **Code** of Conduct – Does the **ATAS Code** of Conduct set out appropriately the standards of good practice that participants must follow in their day-to-day practices? Should consideration be given to amending the **Code**? If so, what amendments are recommended?
- 4.4 **The ATIA Complaints Appeals Committee (ACAC)**– The effectiveness of the **ACAC** in:
- a) the resolution of Complaints referred to it; and
 - b) structured to be able to operate efficiently and effectively.

Should consideration be made to amending the **ACAC's** Terms of Reference or role within **ATIA Accreditation**? If so, what is recommended?

The ATAS Charter and Code of Conduct can be viewed on the ATIA website at the below links:

[ATAS CODE OF CONDUCT](#)

[ATAS Charter](#)

Questions

Any questions in relation to these Terms of Reference can be directed to Nina Hedges, Director of Compliance & Membership at E: nina.hedges@atia.travel or P: +61 2 9287 9900.