

Mr Dean Long
Chief Executive Officer
Australian Travel Industry Association
By email: ingrid.fraser@atia.travel

Re: FT Licensing

Dear Mr Long,

Thank you for your correspondence to the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Building regarding the independent review of the Australian Travel Accreditation Scheme (ATAS). The Minister has asked me to respond to you.

I would like to thank the Australian Travel Industry Association (ATIA) for extending the opportunity to NSW Fair Trading to provide feedback on the review of the ATAS. At the present time, NSW Fair Trading does not have any comment to provide.

NSW Fair Trading supports the development of industry codes to set a minimum and consistent standard for industry professionals. This would likely enhance customer satisfaction and ensure that consumer rights are upheld. I understand that the ATIA previously used the *ACCC guidelines for developing effective voluntary industry codes of conduct* when establishing the code, and I support the continued use of these guidelines in steering the independent review.

I thank you for reaching out to NSW Fair Trading and we look forward to seeing the outcome of the review. If you have any further queries, please contact NSW Fair Trading on 13 32 20 or lodge an enquiry at <https://www.nsw.gov.au/departments-and-agencies/fair-trading/complaints-and-enquiries>.

Yours sincerely,



Natasha Luschwitz

Executive Director, Policy and Delivery

NSW Fair Trading and Regulatory Services