



**Government  
of South Australia**

**Minister for Small and  
Family Business**

**Minister for Consumer and  
Business Affairs**

**Minister for Arts**

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**The Hon Andrea Michaels MP**

22CBS22-0116

Mr Dean Long  
Chief Executive Officer  
Australian Federation of Travel Agents

By email: [afta@afta.com.au](mailto:afta@afta.com.au)

Dear Mr Long

I write in response to your letter dated 27 April 2022 inviting feedback into the review of the Australian Federation of Travel Agents Travel Accreditation Scheme (ATAS).

The South Australian Government welcomes the review of the ATAS and supports the objectives outlined in your correspondence. In particular, Consumer and Business Services (CBS), as the agency responsible for fair trading matters in South Australia, supports improvements in the resolution of disputes between travel agents and consumers and enhancing consumer confidence when dealing with travel agents and operators in light of the impacts of COVID-19.

An evaluation of the ATAS Code of Conduct and Charter has not identified any areas of concern in relation to the application of the *Australian Consumer Law* or highlighted any adverse travel related consumer protection issues.

Thank you for providing me with the opportunity to review the ATAS and I look forward to being provided with any relevant updates made to the ATAS as a result of this review.

Yours sincerely

A handwritten signature in cursive script that reads 'A Michaels'.

**Hon Andrea Michaels MP**  
Minister for Small and Family Business  
Minister for Consumer and Business Affairs  
Minister for Arts

28/5/2022