

AFTA & ATAS MEMBERSHIP BENEFITS SNAPSHOT

BOOST YOUR CREDIBILITY AND TRUST WITH ATAS

Being ATAS accredited means you belong to the largest and most representative industry peak-body for travel in Australia.

By joining and maintaining your ATAS accreditation your business sends a message to industry, government and your clients that you are committed to industry self-regulation and improving consumer confidence in Australia's travel businesses.



Self
regulating

BE SUPPORTED WITH RESOURCES

AFTA provide a wide array of updates, communications, webinars and resources to members covering everything from consumer law changes to business planning tools, to mental health support for you and your employees.

Ensure your business and team stay up to date with relevant consumer law changes, industrial requirements and other matters affecting the industry.



106 webinars
in 2020/21 with
28,044 registrations

Free industrial
relations hotline



DISPUTE RESOLUTION

ATAS accredited businesses agree to conduct their business according to the ATAS Code of Conduct, agreeing to meet elevated, service obligations that your clients expect from an accredited travel business.

We support you if you experience a consumer complaint, with a robust 3-stage complaint process including a review by an independent review committee ensuring a fair outcome.



3 step complaint
management process



MEMBER SUPPORT TEAM

The AFTA team is here for you via phone or email, 5 days a week including a full-time mental health resource.

Stay connected with our member only groups on social media and via our website and social channels.



CONNECT WITH MORE TRAVELLERS

The consumer facing website atas.com.au promotes the benefits of using an ATAS accredited business and provides a free listing on the site. AFTA is committed to driving consumers to this site to connect with members based on location or speciality.

AFTA offers the opportunity to join our media roster where ATAS businesses promote their business across consumer and trade media. We do this to reinforce the value of ATAS travel professionals.



AFTA in over 450 media reports in 2021 with a media reach of 715m+

INDUSTRY RECOGNITION WITH THE NATIONAL TRAVEL INDUSTRY AWARDS

Being a member of ATAS allows you to enter the NTIA's and be recognised as an award-winning travel business in front of more 1,000 of your peers, suppliers, trade and consumer media.

This year's awards nights will be on 15th October 2022 in Sydney with 30 dedicated travel categories providing the opportunity for your business and teams, to become an award winning agency, tour operator or supplier.



**NATIONAL TRAVEL
INDUSTRY AWARDS**

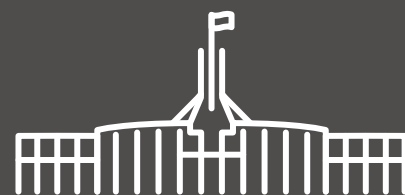
15th October 2022

YOUR VOICE TO POLITICIANS AND GOVERNMENT

Our extensive network across the political leaders, Labor, Liberal, Nationals and key independents, means our members needs are understood and respected.

We ensure State and Federal Governments understand the critical role that AFTA members play in facilitating International and domestic corporate and leisure travel. We deliver well researched, thought-driven strategies to government, agencies, regulators and others.

AFTA maintains active leadership roles with the Department of Foreign Affairs, Border Force, Department of Home Affairs, Austrade, Tourism Australia and many others, ensuring members' issues are addressed.



\$270 million federal funding

YOUR VOICE ON INDUSTRY MATTERS

AFTA represents its members' voice across number of arenas including education, staffing, IATA and the global stage.

AFTA is a foundation member of the World Travel Agents Association Alliance to ensure we can take global action on key issues such as sustainability and IATA. We maintain a high level of engagement with IATA given we are the 4th largest BSP in the world to ensure agents concerns are heard and addressed.

We also work with industry to facilitate solutions to scale workforce solutions to alleviate the existing shortages and barriers to our recovery.

