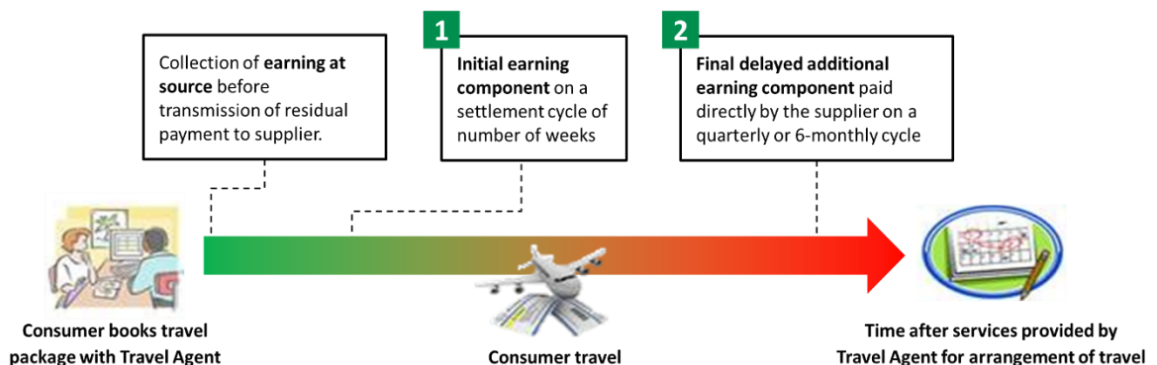


The Facts

- **Travel agents are at the pandemic frontline**, supporting consumers through the challenging, time-consuming and complex process of managing cancellations and credits, securing refunds and at times rebookings. An estimated **\$4 billion worth of bookings are still to be processed on consumers' behalf**. This is a significant and critical reinjection of funds into the Australian economy.
- Travel agents have experienced **at least a 90% drop in revenue** since the March 2020 border closures, with recovery only possible months after international travel resumes. **Travel agents were the first hit and will be the last to recover from this pandemic.**
- Travel agencies were **healthy, sustainable business prior to COVID-19**. The travel sector experienced year on year growth of 11% and has maintained growth of 7.25% over the past five years.
- In 2018-19, Australians spent over \$46 billion on international travel, representing **the largest import sector** of the Australian economy and maintaining this position for over 10 years¹.
- **70% of all Australian travel is still booked with a travel agent**, keeping money onshore and generating taxes to benefit the Australian economy.
- Travel agents' work and service across our country is significant, **employing over 40,000 Australians** in small regional towns to large capital cities. Travel agents are interwoven in the fabric of their local communities and are dedicated tax-paying, mostly small businesses, **contributing over \$28 billion annually** to the Australian economy.

The Travel Payment ecosystem – travel agents were the first hit and will be the last to recover



¹ Australia's Trade in Goods and Services 2019 <https://www.dfat.gov.au/sites/default/files/australias-goods-services-by-top-25-imports-2018-19.pdf>