



<b>ALGA MAIL</b>
ITEM No:
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FILE No:

**Senator the Hon Don Farrell**  
Minister for Sport  
Minister Assisting for Tourism

C13/1096

Mayor Felicity-Ann Lewis  
President  
Australian Local Government Association  
8 Geils Court  
DEAKIN ACT 2600

Dear Mayor *Felicity*

The Hon Amanda Rishworth MP, Parliamentary Secretary for Disabilities and Carers, has referred a letter of 3 September 2012, from your predecessor, Mayor Genia McCaffrey, concerning establishment of an independent access accreditation system for tourist accommodation in Australia to the Minister for Tourism. As the Minister Assisting the Minister for Tourism, I have been asked to respond on his behalf.

The Australian Government is committed to ensuring people with disability have the same opportunities as other Australians. The National Disability Strategy 2010-2020 outlines a 10-year national policy framework to guide government activity across six key outcome areas and to drive future reforms in mainstream and specialist disability service systems to improve outcomes for people with a disability, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. I acknowledge your particular interest in issues impacting people with disability, demonstrated through your role as local government disability champion.

On 2 April 2011, the Australian Government launched T-QUAL Accreditation which provides an umbrella framework which assesses and supports quality assurance schemes and endorses their members with its national symbol of quality, the T-QUAL Tick. T-QUAL Accreditation promotes quality experiences for tourism consumers by recognising sustainable and capable tourism businesses and operators nationally.

The National Tourism Accreditation Framework criteria stipulates that schemes applying for T-QUAL Accreditation must require all businesses and operators operating under the T-QUAL endorsed program or quality standard to comply with applicable legal and regulatory obligations, including compliance with all Australian Consumer Law, consumer affairs and Occupation Health and Safety obligations. The *Disability (Access to Premises – Buildings) Standards 2010* and the *Disability Standards for Accessible Public Transport 2002*, are covered by this requirement.

To assist customers wanting to locate T-QUAL Accredited operators, information is available on [www.australia.com/TQUAL.aspx](http://www.australia.com/TQUAL.aspx) and commercial sites such as [www.tripadvisor.com.au/TQUAL](http://www.tripadvisor.com.au/TQUAL).

A copy of my reply has been provided to the Hon Amanda Rishworth MP for her information.

Yours sincerely



**DON FARRELL**  
12 JUL 2013