

- a code of ethics that covers not only customer relations but also best-practice business conduct in relation to essential holiday accommodation management activities;
- a dispute resolution process modelled upon the benchmarks of accessibility, fairness, independence, accountability, efficiency and effectiveness;
- a dispute resolution panel with the authority to impose financial penalties, revoke accreditation for a minimum of six months, or suspend accreditation for up to three months; and
- having your business publicly named in the event of your accreditation being revoked.

Who supports the new accreditation program?

The new Accreditation Program has been developed in cooperation with a number of government and industry bodies that each endorse it, including the Department of Consumer and Employment Protection, TCWA, Tourism Western Australia, the Western Australian Local Government Association, and the Visitor Centre Association of Western Australia.



How can your business become accredited?

For further information on how to become an accredited holiday accommodation manager, or about accreditation generally, contact TCWA on (08) 9416 0700 or email accreditation@tourismcouncilwa.com.au.

General enquiries can also be made to the Consumer Protection Advice Line on 1300 30 40 54 (for the cost of a local call).



Department of Consumer and Employment Protection
Government of Western Australia
Consumer Protection Division

Consumer Protection Advice Line
1300 30 40 54
(for the cost of a local call statewide)
8.30am – 5.00pm weekdays

Forrest Centre
219 St Georges Terrace
Perth Western Australia 6000
Administration: (08) 9282 0777
Facsimile: (08) 9282 0850
TTY: (08) 9282 0800

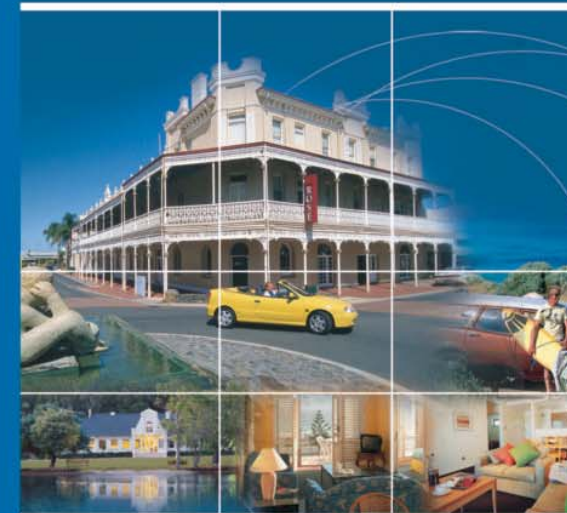
Locked Bag 14 Cloisters Square
Western Australia 6850

Website: www.docep.wa.gov.au
Email: consumer@docep.wa.gov.au

Great Southern	(08) 9842 8366
South-West	(08) 9722 2888
Mid-West	(08) 9964 5644
Goldfields/Esperance	(08) 9021 5966
North-West	(08) 9185 0900
Kimberley	(08) 9169 2811

This publication is available on request in other formats to assist people with special needs.

Holiday accommodation managers



Are you accredited?



Department of Consumer and Employment Protection
Government of Western Australia
Consumer Protection Division

In September 2003, the Department of Consumer and Employment Protection (Consumer Protection Division) commenced a review of the regulations governing the holiday accommodation management industry.

One outcome of that review is the proposal to remove the need for holiday accommodation managers to be licensed real estate agents. Parliament is considering the amendment. The second outcome of the review is the establishment of a new voluntary accreditation program specifically for holiday accommodation managers.



Who is a holiday accommodation manager?

For the purpose of accreditation, a holiday accommodation manager is someone who acts on behalf of a property owner to take bookings for short stays of no more than three consecutive months at holiday accommodation premises.

If you are taking bookings for holiday accommodation premises (eg guesthouses, serviced apartments, holiday units, resorts, caravan parks, hotels, or even private properties) then you should consider becoming accredited through Tourism Council Western Australia (TCWA) from January 2007.

TCWA is a not-for-profit peak tourism industry body.

Accreditation provides consumers and industry with the assurance that you are committed to professionalism both in your business operations and service delivery.

The Holiday Accommodation Manager Accreditation Program is part of the National Tourism Accreditation Program (WA).

How can your business benefit from accreditation?

Benefits of accreditation include:

- An ability to use and display the Australian Tourism Accreditation Logo at your place of business and on all promotional material.



- An improved reputation for your business in the tourism market place.
- A higher level of customer confidence and satisfaction, which can lead to repeat business.
- A competitive advantage over non-accredited operators.
- An improvement in your business management and operating systems.
- A discount for many of Tourism Western Australia's marketing and advertising programs.

- A preferential "search" should your business subscribe to www.westernaustralia.com
- A discount on public liability insurance.

What does accreditation mean?

Obtaining accreditation means your business meets best-practice standards in a range of areas such as financial and human resources management.

Becoming accredited under the new Accreditation Program for Holiday Accommodation Managers also means you are committed to:

- a separate clients' bank account being used for the purpose of achieving the highest standards of financial accountability;

