

APPROVED DESTINATION STATUS (ADS) SCHEME

THE DEMERIT POINT SYSTEM



INBOUND TOUR
OPERATORS

On 19 January 2015, the new ADS Code of *Business Standards and Ethics* will come into effect.

This factsheet explains the new demerit point system for breaches under the code.

The demerit point system

- › Austrade regularly monitors compliance with the code to ensure tourists receive a quality experience.
- › As an ADS inbound tour operator (ITO), you will be allocated ten ADS points from 19 January 2015 or when you are approved to operate in the ADS scheme.
- › ADS tour guides are also allocated ten ADS points from 19 January 2015 or when they are approved to operate in the ADS scheme.

How does the demerit point system work?

- › If you breach any clauses in the code:
 - points will be deducted (Sections 4 and 6 of the code list the number of points deducted for each clause when breached)
- › If you continue to breach the code and your points are reduced to zero:
 - your ADS approval will be suspended for three months
- › After the three month suspension period:
 - you will be allowed back in the scheme with a 12-month probation period and five points
- › If your points balance reaches zero during the probation period:
 - your ADS approval will be cancelled

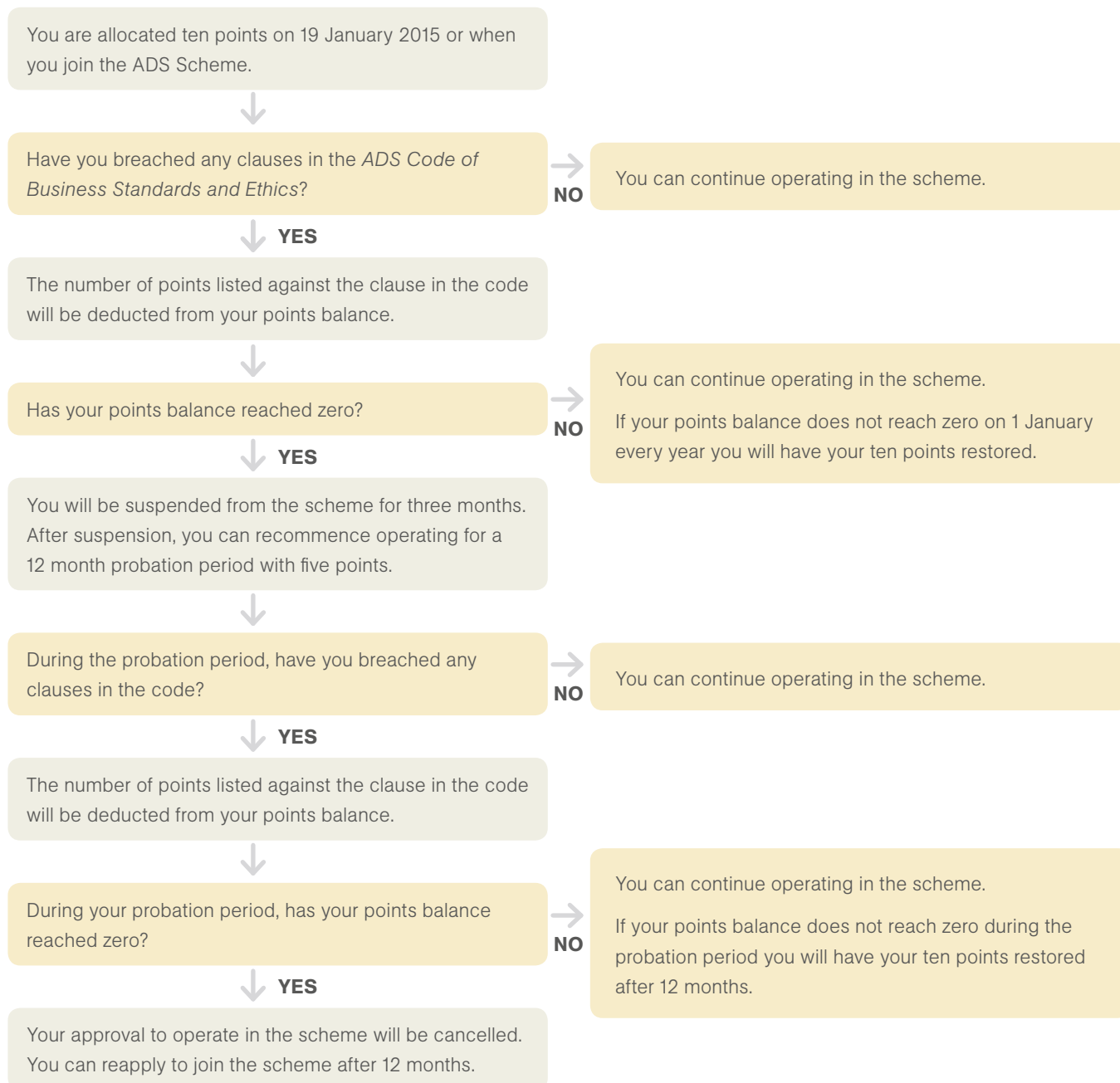
- › If your approval is cancelled:
 - you must wait 12 months before applying to join the scheme again
- › On 1 January every year:
 - your ten points will be restored (if you are not still within the 12-month probation period)

Example

- › On 1 March 2015, you breach two clauses in the code and you lose five points.
- › On 5 July 2015, you record another breach and lose three points.
- › On 20 October 2015, you lose your remaining two points.
- › As your points balance has reached zero within a 12-month period, you are suspended from the scheme for three months.
- › This means you are not allowed to operate under the ADS scheme for the suspension period.
- › On 20 January 2016, you are allowed to recommence operating in the scheme on a 12-month probation period.
- › You are allocated five ADS points for those 12 months.
- › If you lose the five points during your probation period, your approval will be cancelled.

For more information:
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Demerit point system flow chart



More information

For a complete explanation of the demerit point system, please read Section 6 of the *ADS Code of Business Standards and Ethics* available at www.austrade.gov.au/ads

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