

# Australian Tourism Industry

## Quality Tourism Framework - Accreditation Program



The **QTF Camp and Adventure Activity Accreditation** program is a comprehensive framework designed to ensure the highest standards of **safety, risk management, and operational excellence** for outdoor education and adventure-based experiences. It mandates strict compliance with **child protection policies, emergency preparedness, equipment maintenance, and staff training**, ensuring that accredited providers meet rigorous industry benchmarks.

The **Australian Camps Association (ACA)** oversees the accreditation process, supporting camps in maintaining best practices through ongoing training, resources, and advocacy. The program consists of three key components: the **QTF Sustainable Tourism Accreditation**, the **Camp and Adventure Activity Accreditation**, and the **QTF Camps & Adventure Site Inspection**, which verifies adherence to established standards through on-site assessments.

A key requirement for **Victorian government schools** is the **use of accredited campsites**, as mandated by the **Victorian Department of Education and Training (DET) excursion policy**. This ensures that all school excursions align with strict safety and compliance measures, reinforcing the importance of accreditation in safeguarding students.

By achieving QTF Accreditation, businesses demonstrate their commitment to **providing safe, high-quality, and enriching experiences**, while gaining recognition as trusted providers within the education and adventure tourism sectors.



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## The Role of the Australian Camps Association

The **Australian Camps Association (ACA)** as the peak body supporting camps and adventure providers, oversees the **Camp and Adventure Activity Accreditation Program**, ensuring that accredited providers meet the highest standards of safety, risk management, and operational excellence.

Through this accreditation, the ACA helps camps:

- Implement best-practice safety and risk management strategies.
- Maintain high standards in **child protection, staff training, and facility maintenance**.
- Ensure compliance with relevant industry regulations and standards.
- Gain recognition as a **trusted, high-quality provider** for schools, community groups, and outdoor education programs.

Accredited camps demonstrate a commitment to providing safe, enjoyable, and educational experiences while adhering to strict safety protocols. The ACA continues to support accredited providers with ongoing training, resources, and advocacy for outdoor education and adventure-based learning.

## Accreditation Requirements

|                                             | <b>QTF - Sustainable Tourism Accreditation Standard</b>                                                                                               | <b>QTF - Camp and Adventure Activity Accreditation Standard</b>                                                                     | <b>QTF Camps &amp; Adventure Site Inspection</b>                                                         |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Business Information</b>                 | Requires a Business & Marketing Plan, including target market, competition analysis, sustainability strategy, and sales forecasts.                    | Requires business details, compliance records, and a list of services and activities.                                               | Assesses on-site business presentation, booking policies, signage, and accessibility.                    |
| <b>Services Provided</b>                    | Focuses on sustainable tourism-related services and requires documentation of environmental responsibility in operations.                             | Requires a detailed list of all specialised and non-specialised activities, including written procedures and risk management plans. | Evaluates customer service quality, disability access, and additional tourism offerings.                 |
| <b>Safety &amp; Risk Management</b>         | Requires a Hazard Reduction Policy and risk management plan, including environmental risk assessments and contingency planning for natural disasters. | Requires comprehensive risk assessments, hazard management plans, and written emergency response procedures.                        | Physically checks risk management plans, safety briefings, emergency signage, and hazard identification. |
| <b>Staff Qualifications &amp; Training</b>  | Requires a Human Resources Manual, covering recruitment, induction, training, and ethical workplace practices.                                        | Requires detailed records of staff qualifications, training logs, and refresher schedules.                                          | On-site verification of staff qualifications, first aid training, and Working with Children checks.      |
| <b>Equipment &amp; Facility Maintenance</b> | Requires scheduled maintenance records for buildings, tourism facilities, and operational equipment to ensure environmental sustainability.           | Requires inspection reports, maintenance records, and periodic safety audits for all activity equipment.                            | On-site verification of facility cleanliness, equipment storage, and maintenance practices.              |
| <b>Child Protection Policies</b>            | Includes policies on staff conduct, customer interactions, and responsible tourism practices.                                                         | Requires a detailed Child Protection Policy, covering staff supervision, reporting of abuse, and behavioural guidelines.            | Assesses child protection procedures and staff training on protective behaviours.                        |
| <b>Insurance Requirements</b>               | Requires insurance coverage that includes environmental and operational risks.                                                                        | Covers insurance requirements and requires documentation on safety compliance.                                                      | On-site check of insurance documentation and liability coverage display.                                 |

|                                                     | <b>QTF - Sustainable Tourism Accreditation Standard</b>                                                                  | <b>QTF - Camp and Adventure Activity Accreditation Standard</b>                                                        | <b>QTF Camps &amp; Adventure Site Inspection</b>                                                        |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Outdoor Activities &amp; Adventure Equipment</b> | Ensures that tourism activities do not negatively impact the environment.                                                | Requires specific procedures, supervision plans, and risk management strategies for all adventure activities.          | Verifies on-site storage, maintenance, and safety compliance of activity equipment.                     |
| <b>Emergency &amp; Crisis Management</b>            | Requires emergency response plans that include environmental risks, such as extreme weather events or natural disasters. | Requires a detailed Emergency Management Plan, including fire, medical, and evacuation protocols.                      | Assesses emergency signage, fire safety compliance, and first aid kit availability.                     |
| <b>Supervision &amp; Care of Clients</b>            | Includes policies for customer service, accessibility, and ethical treatment of guests.                                  | Requires detailed supervision policies for campers, procedures for handling unwell guests, and child safety policies.  | Verifies customer service approach, accessibility for disabled guests, and client supervision policies. |
| <b>Contractor &amp; Third-Party Compliance</b>      | Requires contractors and suppliers to have sustainability credentials, appropriate licences, and insurance.              | Requires verification of contractor compliance with activity safety standards.                                         | Checks on-site contractor management and compliance with business policies.                             |
| <b>Accommodation &amp; Accessibility</b>            | Requires environmentally sustainable accommodation, such as waste reduction and energy efficiency.                       | Requires formal assessments of accessibility and documentation on how facilities accommodate people with disabilities. | Physically verifies on-site accessibility, signage, and accommodation facilities.                       |
| <b>Vehicle &amp; Transport Management</b>           | Requires eco-friendly transport policies and compliance with sustainable vehicle usage.                                  | Requires vehicle maintenance records, driver qualifications, and emergency transport plans.                            | On-site verification of transport safety compliance and emergency transport procedures.                 |
| <b>Fire &amp; Electrical Safety Compliance</b>      | Requires compliance with electrical and gas safety, ensuring sustainable energy practices.                               | Requires fire safety inspection reports, annual compliance records, and maintenance logs.                              | Physically checks fire safety compliance, electrical tagging, and emergency evacuation signage.         |

|                                                          | QTF - Sustainable Tourism Accreditation Standard                                                                                                                | QTF - Camp and Adventure Activity Accreditation Standard                             | QTF Camps & Adventure Site Inspection                                                           |
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| <b>Sustainability &amp; Environmental Responsibility</b> | Requires a comprehensive Environmental Management Plan, covering energy efficiency, waste reduction, conservation efforts, and eco-friendly business practices. | Not required.                                                                        | Assesses on-site sustainability efforts, waste management, and contribution to local community. |
| <b>Cultural &amp; Social Responsibility</b>              | Requires businesses to show how they engage with Indigenous communities, minimize cultural impact, and support local communities.                               | Not required.                                                                        | Verifies on-site Indigenous engagement efforts and signage about cultural sensitivity.          |
| <b>Accreditation Requirements</b>                        | Mandatory first step – all businesses must obtain this before applying for Camp and Adventure Activity Accreditation.                                           | Accreditation is granted based on meeting detailed safety and operational standards. | On-site verification required to finalise Camp and Adventure Accreditation.                     |

## Why QTF Accreditation Matters

### Comprehensive Standards & Documentation

- QTF Accreditation requires businesses to maintain and submit extensive documentation, including staff training logs, risk assessments, emergency response plans, and maintenance records for all equipment and facilities.

### Child Protection & Supervision

- Accredited providers must have a formal Child Protection Policy outlining supervision rules, staff behaviour expectations, abuse reporting procedures, and clear consequences for violations.

### Safety, Equipment & Facilities

- Businesses must provide inspection reports and maintenance logs for all adventure and activity equipment, ensuring compliance with strict safety standards.

### Emergency & Risk Management

- Providers must develop and regularly update emergency response plans, conduct risk assessments, and coordinate with local emergency services to enhance safety preparedness.

### Accreditation & Compliance

- The QTF framework enforces strict compliance across multiple operational areas, requiring documented proof of adherence to safety and operational best practices.