

Please note that requirements are applicable to size and type of the business

Section	Description
BUSINESS DETAILS	<p>History and background of the business</p> <ul style="list-style-type: none"> a. Confirmation of Business Details b. Main Business Sector c. Additional Business Sector
INSURANCES	<p>Submit details of all relevant business insurances</p> <ul style="list-style-type: none"> a. Public Liability b. Workers Compensation c. Other Insurances
LICENCES, PERMITS & COMPLIANCE REQUIREMENTS	<p>Submit details of all relevant licences required to operate</p> <ul style="list-style-type: none"> a. Licence/ Permit b. Compliance c. Financial Reporting d. Adventure Activity Standards
BUSINESS AND MARKETING PLAN	<p>Marketing plan and overview of future objectives, with documented strategies and actions to achieve objectives</p> <ul style="list-style-type: none"> a. Overview of Business b. Business and Marketing Plan c. Online Marketing d. Continuous Improvement
HUMAN RESOURCE MANAGEMENT	<p>The way your business manages its employees, contract staff or volunteers</p> <ul style="list-style-type: none"> a. Staff Training and Development b. Human Resource Manual c. Position Descriptions d. Staff Roster e. Organisational Structure
CUSTOMER SERVICE	<p>Customer service procedures and policies staff are trained in</p> <ul style="list-style-type: none"> a. Customer Service Procedures Manual b. Cancellation Policy c. Business Visibility- How do customers find you? d. Special Needs e. Disabled Access
BUSINESS OPERATING SYSTEMS	<p>Operational procedures and polices, including written instructions on how to carry out day to day operations</p> <ul style="list-style-type: none"> a. Operations Manual b. Cleaning and Maintenance Procedures c. Food Handling/Preparation d. Preferred Suppliers/Contractors e. Contractors Credentials and Insurances f. Chemical Handling

Section	Description
RISK MANAGEMENT	<p>Documented risk management policy and procedures that assess the businesses duty of care to staff and customers</p> <ul style="list-style-type: none"> a. Risk Management Statement/ Risk Management Policy b. OHS Policy c. Risk Management Plan d. Emergency and Evacuation Procedures e. Emergency Contact List f. Incident Report g. First Aid
ENVIRONMENTAL, SOCIAL AND CULTURAL RESPONSIBILITY	<p>Policies and practices for sustainable environment protection, and how your business contributes to the local community through its business operations, donations and sponsorship.</p> <ul style="list-style-type: none"> a. Commitment to Environmental Practices b. Environmental Management Plan c. Parks Land d. Indigenous Groups e. Business Benefits to Community
AUSTRALIAN TOURISM DATA WAREHOUSE	<p>Provide details regarding your ATDW listing.</p> <ul style="list-style-type: none"> a. Listing on ATDW b. Terms and Conditions c. ATDW Number d. Listing Updated
TERMS AND CONDITIONS	<p>Read information and complete check boxes</p> <ul style="list-style-type: none"> a. QTF Licence Agreement and Declaration b. QTF Code of Practice