

# TOURISM INDUSTRY LICENSES, PERMITS & REGULATIONS

We at TiCSA acknowledge and credit the work of other authors and have gathered this information for your convenience. We recommend you visit the provided websites for more detailed information.

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### Tour & Transport Operators

<u>License, Permit or Regulation</u>	<u>Land, Air, Sea or All</u>	<u>Description</u>	<u>Where you can find more detailed information</u>
<u>Commercial Tour Operator License.</u>	Applies to all tour operators	Any company, organisation or individual proposing to undertake a commercial activity within a South Australian national park or reserve, for fee or reward including providing tours, instructional or educational courses and leisure activities, requires a Commercial Tour Operator license.	Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/service/sa/commercial-tour-operator-licence/606">https://ablis.business.gov.au/service/sa/commercial-tour-operator-licence/606</a>
<u>Permit to Undertake Activities in Australian Government Parks and Reserves- Australian Government (Including Marine Reserves).</u>	Land & Sea	You may need a permit if your business intends to undertake certain activities in Australian Government parks, gardens or reserves.	Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/service/ag/permit-to-undertake-activities-in-australian-government-parks-and-reserves/10">https://ablis.business.gov.au/service/ag/permit-to-undertake-activities-in-australian-government-parks-and-reserves/10</a>
<u>Become a member of the Australian Federation of Travel Agents (AFTA).</u>	Applies to all tour agencies	The Australian Federation of Travel Agents (AFTA) has set up a self-accrediting scheme, known as the AFTA Travel Accreditation Scheme (ATAS) which sets out explicit requirements for becoming an accredited Travel Agent.	Australian Federation of Travel Agents (AFTA): <a href="http://www.afta.com.au/atas/-faqs">http://www.afta.com.au/atas/-faqs</a> .

<u>Driver's License (Make sure you have the correct classification).</u>	Land	To be able to drive any vehicle in Australia you will need to hold a valid State or Territory driver's license.	Find the requirements for your State or Territory: <a href="https://info.australia.gov.au/information-and-services/transport-and-regional/drivers-licence-application">https://info.australia.gov.au/information-and-services/transport-and-regional/drivers-licence-application</a>
<u>Explore the National Heavy Vehicle Regulator (NHVR).</u>	Land	If your business requires you to have a heavy vehicle license, the NHVR provides information regarding safety, accreditation, compliance, laws and policies.	National Heavy Vehicle Regulator (NHVR): <a href="http://www.nhvr.gov.au">www.nhvr.gov.au</a>
<u>Large Passenger Vehicle Operator Accreditation Certificate &amp; Small Passenger Vehicle Operator Accreditation Certificate.</u>	Land	Operator accreditation is required by any person or company responsible for the operation of a passenger transport service. Includes large and small passenger vehicles. A large passenger vehicle is any vehicle that has 13 seats or more. This can include all sizes of buses, including private tour buses. To apply for driver accreditation for a large passenger vehicle, you need to have held any class of Australian Driver's license for a minimum period of six months	SA.GOV.AU Operating a passenger transport business: <a href="https://www.sa.gov.au/topics/driving-and-transport/industry-services/taxi-and-passenger-transport/operating-a-passenger-transport-business">https://www.sa.gov.au/topics/driving-and-transport/industry-services/taxi-and-passenger-transport/operating-a-passenger-transport-business</a>
<u>Roadworthy Inspection.</u>	Land	A roadworthy inspection is required if your business intends to use a vehicle that has a seating capacity of 12 or less and is used to carry passengers for hire, fare or reward (except self-drive). Or if your business will use a bus with seating for 13 or more.	For more information about the full list of requirements visit SA.GOV.AU: <a href="https://www.sa.gov.au/topics/driving-and-transport/vehicles/vehicle-inspections/roadworthy-inspections">https://www.sa.gov.au/topics/driving-and-transport/vehicles/vehicle-inspections/roadworthy-inspections</a>

<u>Commercial Pilot's License.</u>	Air	A commercial pilot license (CPL) authorises you to conduct private and commercial operations. You must hold the appropriate aircraft category on your CPL and the class or type rating for the aircraft you want to fly.	Australian Government, Civil Aviation Safety Authority: <a href="https://www.casa.gov.au/files/getting-your-commercial-pilot-licence-fact-sheet-sept-2018">https://www.casa.gov.au/files/getting-your-commercial-pilot-licence-fact-sheet-sept-2018</a>
<u>Certificate of Airworthiness.</u>	Air	An Australian aircraft is not to commence a flight unless a certificate of airworthiness under the Civil Aviation Safety Regulations is in force in respect of the aircraft, or the Civil Aviation Safety Regulations authorise the flight without the certificate.	Australian Government, Civil Aviation Safety Authority: <a href="https://www.casa.gov.au/sites/default/files/cofa.pdf">https://www.casa.gov.au/sites/default/files/cofa.pdf</a>
<u>Air Operators Certificate (AOC).</u>	Air	AOC is an authorisation granted by the Civil Aviation Safety Authority (CASA) under section 27 of the Civil Aviation Act to conduct commercial activities prescribed by regulation 206 of the Civil Aviation Regulations 1988 (CAR)	Australian Government, Civil Aviation Safety Authority: <a href="https://www.casa.gov.au/standard-page/what-aoc">https://www.casa.gov.au/standard-page/what-aoc</a>
<u>Comply with the National Standard for Commercial Vessels (NSCV).</u>	Sea	The National Standard for Commercial Vessels (NSCV) provides standards for vessel survey, construction, equipment, design, operation and crew competencies for domestic commercial vessels.	Australian Government, Australian Maritime Safety Authority: <a href="https://www.amsa.gov.au/about/regulations-and-standards/national-standard-commercial-vessels-nscv">https://www.amsa.gov.au/about/regulations-and-standards/national-standard-commercial-vessels-nscv</a>
<u>License to operate a Motor Boat.</u>	Sea	You must hold a current boat operator's license to operate any type of recreational vessel fitted with an engine, regardless of the size of the boat	SA.GOV.AU: <a href="https://www.sa.gov.au/topics/boating-and-marine/boat-operators-licences-and-permits/boat-licences">https://www.sa.gov.au/topics/boating-and-marine/boat-operators-licences-and-permits/boat-licences</a>

		<p>or its engine, or whether the engine is being used at the time. Consult the requirements for your State or Territory.</p>	
<p><u>License for hiring a houseboat.</u></p>	Sea	<p>Most often the requirements needed to hire a houseboat are for the hirer to be over 18 years of age and to hold a current and valid driver's license. However, it is advised to read the South Australia Boating (Hire and Drive) Regulations 1991.</p>	<p>South Australia Boating (Hire and Drive) Regulations 1991: <a href="https://www.houseboatbookings.com/the-houseboat-experience/faq/">https://www.houseboatbookings.com/the-houseboat-experience/faq/</a></p>

**Accommodation**

<b><u>License, Permit or Regulation</u></b>	<b><u>Description</u></b>	<b><u>Additional Information</u></b>	<b><u>Where you can find more detailed information</u></b>
<b><u>Review the Australian Competition &amp; Consumer Commission (ACCC) guide.</u></b>	The guide features a travel and accommodation section which will be relevant if your business provides holiday accommodation, travel, tours and recreational activities.		Australian Competition & Consumer Commission (ACCC): <a href="https://www.accc.gov.au/publications/travel-accommodation-an-industry-guide-to-the-australian-consumer-law">https://www.accc.gov.au/publications/travel-accommodation-an-industry-guide-to-the-australian-consumer-law</a>
<b><u>Become a member of the Australian Hotels Association (AHA) AHA/South Australian Branch.</u></b>	The association represents and protects the commercial interests of hoteliers throughout Australia.	This could be a good source of information if you intend to operate a hotel business. The association provides advice on legislative changes, licensing etc...	Australian Hotels Association (AHA): <a href="https://aha.org.au/">https://aha.org.au/</a> AHA/SA: <a href="https://www.ahasa.com.au/">https://www.ahasa.com.au/</a>
<b><u>Become a member of the Hosted Accommodation Australia Ltd (HAA).</u></b>	HAA is the national peak organisation representing the bed and breakfast and owner hosted, short-stay accommodation sector.	This could be a good source of information if you intend to start up a B&B, farm stay, cottage or guesthouse business in Australia.	Hosted Accommodation Australia Ltd: <a href="https://www.hostedaccommodationaustralia.com.au/">https://www.hostedaccommodationaustralia.com.au/</a>
<b><u>Lodging House License.</u></b>	A lodging house includes any building or part of a building that provides accommodation where the occupants share facilities	Does not include buildings licensed under the <i>Supported Residential Facilities Act 1992</i> .	Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/service/sa/lodging-house-licence/1940?modal=true">https://ablis.business.gov.au/service/sa/lodging-house-licence/1940?modal=true</a>

	(toilets, kitchen, etc...) for individual use.		
<u>Planning and Property.</u>	Each state and council will have their own building rules, regulations and permits that are required if you choose to construct or renovate a building for your business operations. It is recommended that you consult with the guidelines of the State and local council in which your business will operate.	E.g. <ul style="list-style-type: none"> <li>• Building Rules Consent.</li> <li>• Development Plan Consent.</li> <li>• Change of Building Classification.</li> <li>• City Works Permit.</li> <li>• Outdoor Dining Permit.</li> </ul>	SA.GOV.AU: <a href="https://www.sa.gov.au/topics/planning-and-property/land-and-property-development">https://www.sa.gov.au/topics/planning-and-property/land-and-property-development</a>
<u>Public Swimming Pools &amp; Spa Pools.</u>	Public pools include pools for use in association with temporary accommodation such as a hotel, motel, bed and breakfast or caravan park.	If you intend to provide a swimming pool for recreational use, check with your local council to identify if you are classified as a public swimming pool.	Government of South Australia, SA Health: <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>
<u>License to Play Music in Motels and Other Accommodation.</u>	If your accommodation business intends to play recorded music you will need this license for your established venue.	This includes background music at reception.	Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/service/ag/licence-to-play-music-in-motels-and-other-accommodation-services/39534">https://ablis.business.gov.au/service/ag/licence-to-play-music-in-motels-and-other-accommodation-services/39534</a>

<p><u>License to Play Music in a Hotel, Pub, Tavern or Bar.</u></p>	<p>If your accommodation business intends to play recorded or live music at/in the venue, you will need a license to play music.</p>	<p>Applies to hotels, pubs and bars.</p>	<p>Australian Business License and Information Service (ABLIS):  <a href="https://ablis.business.gov.au/service/ag/licence-to-play-music-in-a-hotel-pub-tavern-or-bar/39532">https://ablis.business.gov.au/service/ag/licence-to-play-music-in-a-hotel-pub-tavern-or-bar/39532</a></p>
<p><u>Certain States may require you to obtain approval to operate a caravan park or camping grounds.</u></p>	<p>It is best to thoroughly identify any regulations, licenses or permits that may apply to the State or local council in which your accommodation business operates.</p>		
<p><u>License to Hold an Event at a Bed and Breakfast.</u></p>	<p>If you operate a bed and breakfast, your local council may require you to obtain a license to run events such as weddings, at your business/on your property.</p>		
<p>For information about food standards and liquor licenses, visit the 'Food and Beverage' page.</p>			



**Attraction, Recreation & Events**

<b><u>Activity/Attraction/Event</u></b>	<b><u>License, Permit or Regulation</u></b>	<b><u>Description</u></b>	<b><u>Where you can find more detailed information</u></b>
<u>Helpful Consideration: Adventure Activity Standards.</u>	<p>The Australian Adventure Activity Standard (AAAS) and related Good Practice Guides (GPGs) provide a voluntary good practice framework for safe and responsible planning and delivery of led outdoor adventure activities.</p> <p>Note: They are not a full legal compliance guide, but provide guidance on safety and other aspects of responsible activity delivery.</p>	<p>There are Good Practice Guides for:</p> <ul style="list-style-type: none"> <li>• Abseiling and Climbing</li> <li>• Angling</li> <li>• Bushwalking</li> <li>• Camping</li> <li>• Canyoning</li> <li>• Caving</li> <li>• Challenge Courses</li> <li>• Cycling Mountain Biking</li> <li>• Enclosed and Coastal Waters Paddle Craft</li> <li>• Horse Trail Ride</li> <li>• Inland Water Paddle Craft</li> <li>• Snorkelling</li> </ul>	<p>Outdoors SA, South Australia's peak body for outdoor adventure activities.  <a href="https://outdoorssa.org.au/adventure-activity-standards-aas/">https://outdoorssa.org.au/adventure-activity-standards-aas/</a></p>
<u>Abseiling &amp; Rock Climbing.</u>	<p>The Professional Association of Climbing Instructors Pty Ltd (PACI). PACI is an Australian-based business that specialises in all forms of roping.</p>		<p>The Professional Association of Climbing Instructors Pty Ltd (PACI)  <a href="http://www.paci.com.au">www.paci.com.au</a></p>
<u>Rafting.</u>	<p>The International Rafting Federation (IRF) is the official world governing body</p>	<p>The IRF is recognised as the world body which oversees the certification and training of professional river rafting guides and</p>	<p>International Rafting Federation (IRF):  <a href="https://www.internationalrafting.com/">https://www.internationalrafting.com/</a></p>

	for rafting sport and areas that have white water.	offers the only rafting guide certification program that is accepted worldwide.	
<u>Recreational Scuba Diving &amp; Snorkelling.</u>	Recreational Scuba Diving requires diver certification.	The Professional Association of Diving Instructors (PADI) offer professional training in the form of their Divemaster course. As a Divemaster you'll be able to supervise scuba diving activities and assist with scuba classes.	See the PADI website for full details about the different dive courses on offer: <a href="https://www.padi.com/">https://www.padi.com/</a>
<u>Snow Sports.</u>	Read the guidelines on SnowSafe Australia & consider becoming a member of Australian Ski Areas Association (ASAA).	SnowSafe Australia provide guidelines which contain essential information on how to enjoy the alpine environment in a safe way. The ASAA is a non-profit industry body representing Australian Ski Area operators that develop and publish industry policies intended to make Australian snow sports an enjoyable and safe recreation.	SnowSafe Australia: <a href="http://snowsafe.org.au/">http://snowsafe.org.au/</a>  Australian Ski Areas Association (ASAA): <a href="http://asaa.org.au/">http://asaa.org.au/</a>
<u>Quad Bike Tours.</u>	Driver's License.  Adhere to The Consumer Goods (Quad Bikes) Safety Standard 2019.		See Tour and Transport Operators for information about Driver's License.  Product Safety Australia: <a href="https://www.productsafety.gov.au/">https://www.productsafety.gov.au/</a>
<u>Recreational Fishing.</u>	Each State and region will have their own fishing requirements, licenses and permits. Consult with your local state or council to	Primary Industries and Regions SA (PIRSA) is a key economic development agency in the Government of South Australia. The site has detailed information about	Primary Industries and Regions SA (PIRSA): <a href="https://www.pir.sa.gov.au/fishing">https://www.pir.sa.gov.au/fishing</a>

	identify fishing guidelines that apply to your business.	the fishing industry, including recreational fishing guidelines.	
<u>Events.</u>	Approval to Conduct Commercial Activities on Council Parklands, Reserves, Rivers or Lakes (S.A).	You will need this license if you intend to hire parklands, reserves or lakes, conduct weddings or undertake any other form of commercial function or exhibition.	Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/">https://ablis.business.gov.au/</a>
<u>Events.</u>	Music Event License.	You will need this license to play copyrighted music at your event.	Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/">https://ablis.business.gov.au/</a>
<u>Events Consideration.</u>	If you operate a bed and breakfast, your local council may require you to obtain a license to run events such as weddings, at your business/on your property.		

For information about food standards and liquor licenses, visit the 'Food and Beverage' page.

**Food & Beverage**

<b><u>License, Permit or Regulation</u></b>	<b><u>Description</u></b>	<b><u>Additional Information</u></b>	<b><u>Where you can find more detailed information</u></b>
<b><u>Council Permits.</u></b>	Before operating any food or beverage businesses, it is important to check with your local council to identify any required licenses or permits.	E.g. Food Business Notification requires that all businesses and activities that involve selling food must notify their local council in South Australia.	SA.GOV.AU: <a href="https://www.sa.gov.au/topics/business-and-trade/licensing/food-business-notification">https://www.sa.gov.au/topics/business-and-trade/licensing/food-business-notification</a>
<b><u>Participate in Local Council Food Safety Programs.</u></b>	Your local council may provide access to free food safety programs.	E.g. Adelaide Council provide the 'DoFoodSafely' program, A.L.E.R.T Food safety training and information on how to operate a home-based food business.	City of Adelaide: <a href="https://www.cityofadelaide.com.au/">https://www.cityofadelaide.com.au/</a>
<b><u>Comply with the Food Standards, Australia and New Zealand.</u></b>	If your business involves the handling of any type of food for sale, or the sale of food in Australia, you will		Food Standards, Australia and New Zealand: <a href="https://www.foodstandards.gov.au/industry/safetystandards/Pages/default.aspx">https://www.foodstandards.gov.au/industry/safetystandards/Pages/default.aspx</a>

	need to follow the five Food Safety Standards of Australia.		
<u>Review the Food Safety guidelines.</u>	Information about food complaints, keeping your food safe, food labelling and food safety for businesses.		Government of South Australia, SA Health: <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>
<u>Liquor Licensing Act 1997.</u>	You need to adhere to the legislation that applies to the State in which you intend to run your business.		Government of South Australia, Attorney-General's Department: <a href="https://www.legislation.sa.gov.au/index.aspx">https://www.legislation.sa.gov.au/index.aspx</a>
<u>South Australia Food Act 2001.</u>	An Act to provide for the safety and suitability of food, and for other purposes.		Government of South Australia, Attorney-General's Department: <a href="https://www.legislation.sa.gov.au/LZ/C/A/FOOD%20ACT%202001.aspx">https://www.legislation.sa.gov.au/LZ/C/A/FOOD%20ACT%202001.aspx</a>
<u>Liquor.</u>	If your business intends to permit the consumption of liquor you will need to consult with the State guidelines in	This includes application for a liquor license, approval of a responsible person, running a licensed	SA.GOV.AU: <a href="https://www.sa.gov.au/topics/business-and-trade/liquor">https://www.sa.gov.au/topics/business-and-trade/liquor</a>

	which your business intends to operate.	venue and varying an existing liquor license	
<u>License to Play Music in Restaurants and Cafes.</u>	You will require this license if you intend to play copyrighted music in your restaurant or café business.		Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/service/ag/licence-to-play-music-in-restaurants-and-cafes/39930">https://ablis.business.gov.au/service/ag/licence-to-play-music-in-restaurants-and-cafes/39930</a>
<u>Trade Waste Discharge Permit.</u>	If you wish to discharge any other waste water (such as trade waste) to SA Water's sewerage system, you must apply to SA Water for specific authorisation.		Australian Business License and Information Service (ABLIS): <a href="https://ablis.business.gov.au/service/sa/trade-waste-discharge-permit/656">https://ablis.business.gov.au/service/sa/trade-waste-discharge-permit/656</a>

## Other Considerations

We have also provided a list of other considerations that should be addressed when starting a new business. These include but are not limited to:

<b>Consideration</b>
<u><i>Hiring and managing employees:</i></u> You should consider your obligations in regards to the National Employment Standards, Fair Work guidelines, employee superannuation, work health and safety regulations and any industry awards that could apply to your business.
<u><i>Privacy:</i></u> You will need to comply with certain Australian privacy principles and regulations if you intend to collect and store sensitive information.
<u><i>Advertising licenses and permits:</i></u> This can include varying music licenses, printed materials, signage, copyright and trade mark registration.
<u><i>Waste and your impact on the environment:</i></u> It's important to dispose of your waste in a safe and responsible way which may require certain permits. Furthermore, management of your resources, energy use and water use can be effective contributors to reducing your carbon footprint and creating a more sustainable business.
<u><i>Become a member of your local visitor centre:</i></u> The benefits of becoming a member of your local visitor centre include being listed on the area tourism map, advertising opportunities and a free listing on their website.
<u><i>Become a member of your state tourism body and complete accreditation modules:</i></u> Running a credible business relies on upholding high operational and service standards. The standard to which you run your business will be reflected in your performance levels and will influence customers perceptions of the quality level of your products.
<u><i>Small Business Commissioner South Australia:</i></u> The role of the Small Business Commissioner is to provide business dispute resolution, mediation, information and advocacy for small businesses.
<u><i>International Organisation for Standardisation (ISO):</i></u> The ISO is an independent, non-governmental international organisation who bring experts from all over the world to develop international standards. There are numerous tourism standards which could apply to your business and can be found under the 'sections' tab on the website.