

# Fact sheet for the tourism industry



Tasmania is on a transition path to easing border restrictions. Border restrictions in Tasmania are based on the locations travellers have spent time in during the 14 days prior to their arrival in Tasmania.

People travelling from within Australia who have not spent time in a COVID-19 medium or high risk area in the 14 days prior to their arrival in Tasmania **are not required to quarantine** on arrival in Tasmania from October 26 based on current Public Health advice.

Border restrictions remain in place for people travelling from, or who have spent time in, an identified COVID-19 high or medium risk area during the 14 days prior to their arrival in Tasmania. Public Health will continue to monitor the situation interstate and overseas to identify emerging risk areas.

**All travellers need to register to travel to Tasmania.**

Up to date information on travel to Tasmania is available at [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)

## Coming to Tasmania

People entering Tasmania from identified low-risk jurisdictions are encouraged to register their travel and contact details via the **Tas E-Travel** online system no more than three days prior to arrival.

Transiting directly through medium and high risk areas (stopping only for fuel) to access major airports or seaports is permitted without it being considered time in a high-risk area.

All travellers arriving in Tasmania are asked health symptom questions and have a temperature check as part of COVID-19 screening measures.

Travellers will be encouraged to have a COVID-19 test if they have symptoms or their temperature reading is above the normal range.

Travellers will receive an SMS health check message during their stay in Tasmania.

Current **screening and testing requirements for Essential Travellers** remain in place.

## COVID-19 safety for businesses - your duty of care

The tourism industry needs to play its part and implement COVID-Safe Plans to minimise risks and maintain safety of guests and staff.

Businesses are required to meet minimum workplace standards outlined by Public Health. This includes cleaning and hygiene, physical distancing, restrictions on entry, staff training and record keeping. The best way to demonstrate that you are meeting these standards is to record it in writing through a **COVID-19 Safety Plan**.

It's important to regularly review your **COVID-Safety Plan** and keep your staff training up-to-date.

More information and specific guidelines for the **tourism industry** and **hospitality industry** are available from WorkSafe Tasmania [www.worksafe.tas.gov.au](http://www.worksafe.tas.gov.au)

## Visitor information

Rebuilding visitation will be key to industry recovery. It's important that visitors understand that Tasmania is a safe destination to have a holiday.

It's vital that visitors and the community have confidence that the industry is prepared and has measures in place to keep them safe.

Make sure your COVID-safe measures are in place, your staff are trained and you communicate with your guests and customers about what you are doing to keep everyone safe and what they can do to protect themselves and others.

If a guest has any COVID-19 symptoms, they should return home (if they're from Tasmania) or stay at their accommodation and self-isolate, only going out to get a COVID-19 test or for urgent medical care.

## Health information - how you can help:

When we all keep doing the right thing, we are helping to keep everyone safe. This includes:

- Wash your hands and dry your hands often, including after blowing your nose or sneezing and before touching your face
- Always cover coughs and sneezes with a tissue or the inside of your elbow, not your hands
- Stay at least 1.5 metres (two large steps) away from others
- Don't go out if you have any cold or flu-like symptoms, except to get tested
- Follow all current restrictions
- Get tested if you have any cold or flu-like symptoms

If anyone presents with any of these symptoms, they should get tested for COVID-19:

- fever (or signs of fever, including chills or night sweats)
- runny nose
- cough
- sore throat
- shortness of breath
- loss of taste or smell

COVID-19 can also present with the following symptoms that can occur on their own or combined with the other symptoms: muscle and joint pain, nausea, vomiting, diarrhoea, and fatigue. If you are experiencing these symptoms you should consider a COVID-19 test as part of managing your illness. Call the Public Health Hotline (phone: 1800 671 738) or your GP for more information.

To get a free COVID-19 test call the Tasmanian Public Health Hotline on **1800 671 738** or visit [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au) for the latest COVID-19 information.

## Frequently asked questions

***Q. A customer from interstate arrives at their accommodation in a remote or regional area at 9:00 pm on a Saturday night. They have a runny nose, cough, fever etc. what does the accommodation provider do?***

**A.** If your guest is displaying mild COVID-19 symptoms they should isolate in their room and contact the Public Health Hotline on **1800 671 738** for advice.

Don't forget that as an accommodation operator, you have a duty of care and should support guests while they are isolating, while also protecting the safety of yourself and your staff by continuing to implement your **COVID-19 Safety Plan**.

If your guest has, or develops, severe symptoms and requires urgent medical attention, your accommodation's usual health emergency protocol should apply, i.e. call **000**.

***Q. If the customer refuses to follow your COVID-19 safety measures, what does the operator do? Ring police?***

**A.** As an accommodation operator, you have a duty of care to protect the safety of your guests and your staff.

If a guest becomes aggressive when you are implementing COVID safety measures, use common sense and apply your normal conflict-resolution skills.

If you feel that you or your staff's safety is at risk, as with any situation, call the police.

***Q. If a tourism accommodation or transport/tour provider has a confirmed positive COVID-19 case in their business, under what circumstances will the business need to close? How can an operator best prepare to ensure full closure is not required?***

**A.** Following the confirmation of a positive COVID-19 case in their business, Public Health will assess the situation on a case-by-case basis. The decision on whether a business will need to close depends on a range of factors, including but not limited to:

- how risks have been minimised through the application of the business' COVID Safe Plan;
- the size of the business, for example the Public Health response to a positive case in a 300 room hotel may be very different to one in a two bedroom BnB; and
- how often staff, guests and other people at the business have come in contact allowing for points of possible transmission.

Logs of customers, staff and other contractors is essential for allowing effective contact tracing in the event of a positive COVID case being recorded.

The decision to close a business depends on minimising risks and the most important action a tourism operator can take is to ensure their COVID-19 Safe Plan is up to date and implemented.

***Q. Will the Tasmanian Government provide an in-flight/sea arrival video for visitors to Tasmania to inform them of all requirements, where to get help etc?***

**A.** Important COVID-19 information is included throughout the visitor registration process and is present on signage in Tasmania's air and sea ports.

When travellers enter Tasmania they will also be given a COVID-19 'wallet card' listing symptoms, the process for booking a free COVID-19 test and where to go for more information.

***Q. Will tour operators be able to continue operating as they currently are once borders open (i.e. no physical distancing required on buses)?***

**A.** Restrictions are outlined at [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au) and these restrictions may change and operators must keep up to date with changes. Keep your **COVID-19 Safety Plan** up to date considering current restrictions. The **Direction for COVID-19 Workplace Plans** sets the minimum standards for workplaces to be COVID Safe. Your Safety Plan is a great way to show how you are keeping your customers, your workers and your community safe.

To keep up-to-date with current business restrictions go to [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)