

Fact sheet for the tourism and hospitality industry



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 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 medium or high risk area during the 14 days prior to their arrival in Tasmania. Public Health continues 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 coronavirus.tas.gov.au/comingtotas.

Coming to Tasmania

People entering Tasmania from identified low-risk areas are required to register their travel and contact details via the Tas E-Travel online system 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 as time spent in a medium or 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 receive an SMS public health message during their stay in Tasmania.

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

The COVID-19 situation can change at any time, meaning Tasmania's border rules and travel pass requirements could change at short notice, even after arrival in Tasmania. Travellers are asked to stay up to date and check the latest information on the [travel alert page](https://coronavirus.tas.gov.au/travelalert) at coronavirus.tas.gov.au/travelalert.

COVID-19 safety for businesses – your duty of care

The tourism and hospitality industry needs to play its part and implement COVID-19 Safety 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. Workplaces are required to demonstrate that they are meeting these standards by recording it in writing in a **COVID-19 Safety Plan**.

It's important to regularly review your COVID-19 Safety Plan and keep your staff training up-to-date. More information and specific guidelines for the tourism and hospitality industry are available from WorkSafe Tasmania worksafe.tas.gov.au.

Keep on top of COVID posters and fact sheets are available at coronavirus.tas.gov.au/resources.

Check in TAS

The Check in TAS app is a free and convenient service for collecting and providing contact tracing information in Tasmania. The Check in TAS app allows for rapid response in the event of a COVID-19 case or outbreak. This helps to keep ourselves, our loved ones and our community safe and keep Tasmania open for business.

From 31 July 2021, changes to the list of businesses required to use the Check in TAS app came into effect. Accommodation locations are now required to

apply for and make available Check in TAS QR codes. This requirement applies to e-hotels, motels, serviced apartments, hostels, boarding houses, caravan parks, campsites and camping areas, bed and breakfasts, Air BNBS and short stay accommodation.

For more information about Check in TAS visit checkin.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. Note that if a guest is required to quarantine or isolate under a Public Health direction, a hotel is generally not considered a suitable premises.

For more information, refer to fact sheet [Information for Accommodation Providers](#).

Health information – how you can help

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

- Wash 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
- Practice physical distancing, i.e. stay at least 1.5 metres (two large steps) away from others
- Follow all current restrictions
- Get tested if you have any cold or flu-like symptoms
- Don't go out if you have any cold or flu-like symptoms, except to get tested.

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 or itchy 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 and vomiting
- diarrhoea
- fatigue.

If you are experiencing these symptoms you should book a COVID-19 test as part of managing your illness. Call the Public Health Hotline on **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 coronavirus.tas.gov.au/testing.

Frequently asked questions

Q: What should I be asking all my guests to do?

A: Follow COVID-safe behaviours while in Tasmania to protect themselves and others:

- **Download the Check in TAS app** and register your details. Ensure you are checked in at each venue you visit.
- Wash your hands and/or use hand sanitiser regularly.
- Cover coughs or sneezes, then wash your hands.
- Keep two large steps, or 1.5m distance, from others when you are out in public.
- If you have any symptoms, even if mild, isolate and get tested.
- Wear a face mask when required.
- Stay up to date with current Travel Alerts and Public Health advice at coronavirus.tas.gov.au.

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 any COVID-19 symptoms, even if mild, 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, ie 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:

- the nature of the case, for example if it is the more transmissible Delta variant of COVID-19;
- how risks have been minimised through the application of the business' COVID-19 Safety 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.

Maintaining logs of customers, staff and other contractors is essential for allowing effective contact tracing in the event of a positive COVID case being recorded. Note that everyone coming into the business is required to check in using Check in TAS.

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 Safety 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' with current advice and where to go for more information. Travellers then receive further information by SMS following their arrival in Tasmania.

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. These restrictions may change in response to changing levels of COVID-19 risk, and operators must keep up to date with changes. Keep your COVID-19 Safety Plan up to date considering current restrictions. 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 coronavirus.tas.gov.au.