

CORONAVIRUS (COVID-19) FREQUENTLY ASKED QUESTIONS as at 3 June 2020.**Q: Where can I get more information about the coronavirus?**

A: There are numerous resources available about the coronavirus:

- For information on what the Australia Government is doing to anticipate and mitigate the economic and social impacts of the global coronavirus pandemic visit the National COVID-19 Coordination Commission [website](#).
- You can also visit the Australian [Department of Health](#), the [COVID-19 Gateway](#), download the [Australian Government's Coronavirus App](#) or subscribe to its [WhatsApp Channel](#).
- The [SmartTraveller](#) website provides advice to people who are considering returning from overseas or leaving Australia.
- Detailed information about Australia's temporary national border restrictions is available from the [Australian Border Force website](#).
- If you have questions about the coronavirus you can contact your state or territory public health agency or the national hotline:
 - Coronavirus Health Information Line: 1800 020 080
 - Australian Capital Territory: 02 5124 9213
 - New South Wales: 1300 066 055
 - Northern Territory: 08 8922 8044
 - Queensland: 13HEALTH (13 43 25 84)
 - South Australia: 1300 232 272
 - Tasmania: 1800 671
 - Victoria: 1300 651 160
 - Western Australia: 08 9328 0553
- The Australian Government has established a business hotline to help small and medium businesses impacted by the coronavirus. The hotline is open seven days a week from 7am to 11pm AEST and can be reached on: 13 28 46.
- For free financial counselling contact the [National Debt Helpline](#) on 1800 007 007.
- For the latest health and travel advice issued by the World Health Organisation visit [here](#).

Q: What is the COVIDSafe app?

A: The Australian Government's free [COVIDSafe app](#) helps officials automate and improve manual contact tracing of coronavirus. The app is voluntary to download. available from the [Apple App Store](#) and [Google Play](#).

Q: What is the latest advice for Australians considering travel overseas?

A: Australian citizens and permanent residents [are not permitted to travel overseas](#).

- All travellers arriving in Australia must undertake a mandatory 14-day quarantine at a designated facility (for example, a hotel), in their port of arrival.
- International cruise ships are not permitted to sail in or out of Australian ports.
- For details visit the Australian Border Force [website](#).
- Australia's Department of Foreign Affairs and Trade continues to adjust its travel advice as new information becomes available.
- Visit the [Smartraveller](#) website for the most up-to-date information and contact your airline, travel agent or insurance company to discuss your travel plans and options for cancelling or postponing current bookings or to arrange flights back to Australia.

Q: What is the advice for foreign visitors considering travel to and from Australia?

A: [Only Australian citizens, residents and immediate family members can travel to Australia.](#)
[All international visitors are encouraged to depart Australia](#) if it is possible to do so. For details visit the [Australian Border Force website](#).

Q: What about travel within Australia?

A: There are currently a number of restrictions on inter and intra-state travel, you can find more information [here](#). The Australia Government has implemented a national 3-step plan to relax coronavirus restrictions, with states and territories to decide when each step will be implemented. You can find more information on the 3-step plan [here](#). Tourism Australia has created an [interactive map](#) that enables consumers and industry to navigate the travel restrictions and the reopening of state and territory borders. The map provides a national picture including an up to date status of border restrictions and links to each state and territory for further advice and resources.

Q: My business is being impacted as a result of coronavirus, what support is available from the Australian Government?

A: The Australian Government has launched an [Economic Response](#) to support households and businesses and address the significant economic consequences of coronavirus. Eligibility and timing for support can be found on [business.gov.au](#).

The Australian Government has also established a business hotline to help small and medium businesses impacted by the coronavirus. The hotline is open seven days a week and from 7am to 11pm AEST and can be reached on: **13 28 46**.

To learn more about coronavirus support from the Australian Government including financial support and advice for businesses and employees as well as advice on domestic and international travel visit [Australia.gov.au](#).

Q: What social distancing measures can businesses put in place to protect their employees and guests against the coronavirus?

A: The Australian Department of Health recommends that everyone should practise good hygiene and social distancing to protect against infections. Good hygiene includes:

- covering your coughs and sneezes with your elbow or a tissue,
- disposing of tissues properly,
- washing your hands often with soap and water, including before and after eating and after going to the toilet,
- using alcohol-based hand sanitisers,
- cleaning and disinfecting surfaces, and
- if you are sick, avoiding contact with others and staying more than 1.5 metres away from people.

Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people. More information on how to do this is available [here](#). Specific advice for hotels and hotel staff is available [here](#).

Q: How can I ensure my business is COVID-safe?

A: The National COVID-19 Coordination Commission has developed an [online planning tool](#) to help businesses keep their workers, customers and the community safe as they reopen or increase their activities in the weeks and months ahead. Feedback on the planning tool can be provided via NCCenquiries@pmc.gov.au. The online tool complements the [Safe Work Australia online hub](#), which is the definitive source of information for businesses to understand their work health and safety obligations.

A number of tourism bodies have also developed business planning tools to support businesses respond to coronavirus and manage reopening:

- Australian Tourism Industry Council [COVID-19 Business Recovery](#)
- Australian Tourism Export Council's [COVID Ready Program](#)
- Restaurant and Caterers Association [COVID-19 Best Practice Guidelines](#)
- The Australian Chamber of Commerce and Industry has also developed a series of [guides](#) to support industry during coronavirus.

Q: Are my customers entitled to a refund if my business is required to cancel their tourism experience or event due to Government restrictions around coronavirus?

A: The Australian Competition and Consumer Commission (ACCC) has issued advice for consumers [here](#). Businesses should [contact the ACCC](#) for specific advice, however:

- If the tourism experience or event is cancelled, the ACCC expects that customers will receive a refund or other remedy, such as a credit note or voucher, in most circumstances.
- However, if the tourism experience or event is cancelled due to government restrictions, this impacts their rights under the consumer guarantees.
- They may still be entitled to a refund under the terms and conditions of the ticket.
- If you are not offering a refund, advise your customers to see if they are able to seek reimbursement under their travel insurance policy.

Q: What resources does Tourism Australia have available?

A: Tourism Australia has created an [interactive map](#) that enables consumers and industry to navigate the travel restrictions and the reopening of state and territory borders. The map provides a national picture including an up to date status of border restrictions and links to each state and territory for further advice and resources.

Tourism Australia also has a [Coronavirus Information](#) page on Australia.com which provides information for international and domestic travellers on what announcements have been made by the Australian Government regarding the virus, as well as answers to frequently asked health and safety questions about coronavirus. Tourism Australia also has a page on its [corporate website](#) which provides information about Government funding and relief assistance for businesses impacted by coronavirus.

Q: Are there any support materials available to use when communicating to my guests about coronavirus?

A: The Australian Government has developed a [public health campaign](#) to help protect all Australians from coronavirus. You can download the campaign materials [here](#) and use them in your business and in your communications. Specific advice for hotels and hotel staff is available [here](#).