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## AVIATION INDUSTRY READY TO HELP PASSENGERS NAVIGATE COVID-SAFE TRAVEL, AS STATES AND TERRITORIES REOPEN

Australia's major domestic airlines have worked with airports to develop a joint approach to help travellers know what to expect as states and territories prepare to open their borders.

The industry approach is designed to help passengers navigate the various state and territory requirements as they return to travel. The approach is aligned to the public health orders in each jurisdiction as well as COVID-safe practices that the aviation industry has had in place during most of the pandemic.\*

New South Wales and Victoria, as the two states scheduled to open their borders to all other jurisdictions first, have already indicated that people will need to be fully vaccinated in order to travel intrastate and interstate for a period of time. Queensland has now outlined its roadmap with vaccination requirements, and other states and territories are expected to introduce similar requirements as they reopen.

To help streamline the travel experience and keep people safe, the aviation industry has agreed the following approach:

- **Pre-booking:** Links to the latest information for travel in each state will be available on airline and airport websites.
- **Pre-travel:** Prior to travel, customers may be sent reminders (via email and SMS) of travel and destination entry requirements, including any permits required.
- **Online check-in:** Customers will be asked to declare eligibility to travel (see below).
- **At the departing airport:** Customers may be asked to sign-in using a QR code and (in states that require it) confirm their vaccination status
- **At the departing airport:** When checking in, customers will be asked to confirm that they comply with government travel requirements (including COVID-19 vaccination, where applicable). This is similar to disclosures that currently exist for dangerous goods in luggage.
- **At the departing airport:** Customers will also be asked to sign-in using QR codes to access lounges and may also be asked to show proof of vaccination (where applicable).
- **On arrival:** Customers should have their documentation ready to show authorised officers.

Other COVID-safe measures, including mandatory mask wearing in terminals and on board, will remain in place nationwide but may be relaxed in future, especially as national vaccination rates rise.

Airlines for Australia and New Zealand (A4ANZ) CEO Alison Roberts said: "No industry is more excited about reopening than aviation. We've worked hard over the past 18 months to keep

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\* <https://www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/aviation/domestic-passenger-journey-protocol>

passengers and aviation workers safe, and we're ready to keep evolving those controls in the months ahead as we enter this new phase.

"Given different vaccination rates and levels of community transmission around Australia, we know that conditions will phase in and out at different times in different parts of the country. We're working with each state and territory government, as well as the Commonwealth, to help simplify the process for travellers as much as possible.

"We're encouraging governments to align their requirements as much as possible to avoid a patchwork of rules nationwide that make it hard for customers to follow.

"Airlines and airports are thrilled to be welcoming travellers back. We do ask that people take the time to familiarise themselves with the requirements based on where they are travelling, and where relevant, have proof of vaccination or a medical exemption on hand.

"Australia is on track to have one of the highest vaccination rates in the world, so it's likely that many of the restrictions that will be applied over the next few months will eventually phase out."

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#### **Tips for Travellers: 5 things you can do to prepare for your next trip**

- ✓ Check the eligibility requirements for travel from where you are leaving and at your destination, to make sure you are eligible to travel, including any permits required
- ✓ Check-in online if you can, and complete the declaration regarding your eligibility to travel
- ✓ Bring a mask with you to wear at the airport and on the plane
- ✓ Complete the QR check-in at the airport where required
- ✓ Have all your documents ready to show authorised officers when you arrive at your destination, if requested

And...look forward to your holiday or seeing family and friends when you get there!

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