

*Current as at 24/3/2020*

# Frequently Asked Questions

## GENERAL

### **What is the latest coronavirus advice?**

You can find the most up-to-date advice on the Western Australian Government [website](#) and the Federal Department of Health [website](#).

Strict border controls will be in place in Western Australia from 1.30pm (WST) Tuesday, March 24, 2020. More information is available on the Western Australian Government [website](#) or in the Premier's [media statement](#).

### **What is the current impact of the COVID-19 in the WA community?**

For the latest and most up-to-date information, visit the [Government of Western Australia website](#) or the [WA Department of Health website](#).

There are new State Government Directions to protect the health of people in remote Aboriginal Communities. Read more in the Aboriginal Affairs Minister's [media statement](#).

Strict border controls will be in place in Western Australia from 1.30pm (WST) Tuesday, March 24. More information is available on the Western Australian Government [website](#) or in the Premier's [media statement](#).

As of midday 23 March 2020, there are further widespread restrictions on social gatherings. Read more in the Prime Minister's [media statement](#).

### **I have recently arrived in Western Australia for a holiday from interstate. Should I stay in WA or return home?**

From 1.30pm (WST) Tuesday, March 24, Western Australia will implement strict border controls for all access points – by road, rail, air and sea. Unless exempted, arrivals from interstate will be ordered to self-isolate for 14 days. For more information visit the [WA Government website](#). Quarantine measures may also be in place for interstate travellers currently in WA wanting to return to their home state. Travel restrictions are subject to change and travellers should check reliable government-produced information from their home State.

### **I reside in Western Australia but have made plans to travel within the State for the Easter school holidays. Should I cancel my travel plans?**

Travel restrictions are constantly being reviewed and updated in light of the fast-moving spread of COVID-19. Please regularly check the [WA Government website](#) and be prepared to change your plans in line with current advice.

### **Can I still visit Rottnest Island?**

Day visitors and overnight guests are not able to visit Rottnest Island for the foreseeable future. For more information go [here](#).

## **MARKETING**

### **Will Tourism WA continue to market the state during this time?**

We've made the decision to pause all of our international and interstate marketing activities and the Do it in WA intrastate campaign in the current climate and are currently reviewing our intrastate marketing.

We will closely monitor the local and global situation and when appropriate and safe, we will reactivate marketing or reallocate funding to domestic marketing activities to support local operators during this time. We will monitor this evolving situation closely and respond accordingly.

Our social media marketing will be managed through a three-phased approach – slow down, idle and reboot. We are adapting our messaging to a more light, bright and uplifting approach with a 'when you're ready, these wonderful experiences await' tone. We are actively planning for the reboot/recovery phase.

### **I own a tourism business in WA and am concerned about protecting the health of my staff – what can I do?**

- The Australian Department of Health has produced several fact sheets for hotels, staff and guests, which can be viewed here - [hotel management and staff](#) and [hotel guests](#).
- The World Health Organisation has produced a document to provide employers with advice which can be viewed [here](#).
- Travel restrictions are currently in place for a number of countries. For the latest information, visit Department of Home Affairs [webpage](#).

### **I have a tourism business and I need financial support and advice. Where can I access that?**

- The Small Business Development Corporation has established a COVID-19 assistance centre to provide advice and guidance on managing the impacts of COVID-19. The service can be accessed by contacting 133 140 from 8.30am to 4.30pm weekdays or visiting <https://www.smallbusiness.wa.gov.au/>. This is in addition to the State Government's \$114 million support measures for small and medium businesses. Read more in the Small Business Minister's [media statement](#).
- The Australian Government's business.gov.au is providing a business hotline for small and medium businesses impacted by COVID-19. The contact centre can be reached at 13 28 46 and will run seven days a week as well as additional hours for the first month. More information is available [here](#) and contact information is available [here](#).

## **EVENTS**

### **I have an upcoming Tourism WA-sponsored event – what should I do?**



- **Restrictions on public gatherings came into effect on 16 March. For more information please see [Advice for public gatherings and visits to vulnerable groups](#), the [Prime Minister’s media statement](#) and [Coronavirus \(COVID-19\) advice for organising public gatherings](#).**
- From Wednesday, 18 March non-essential indoor gatherings of more than 100 people are not permitted. More information on what this includes is available in the [Prime Minister’s media statement](#).
- Tourism WA advises Event Holders to follow the advice of the [WA Department of Health](#) and the [Federal Government](#) in relation to Coronavirus. Tourism WA also advises Event Holders to ensure that their Risk Management Plans are assessing and managing the impact of Coronavirus on their events.
- Event Holders are asked to please contact Tourism WA prior to any potential variation, postponement or cancellation of scheduled events.

### **I have an upcoming event that is not sponsored by Tourism WA– what should I do?**

- Event Holders should monitor the advice of the [WA Department of Health](#) and the [Federal Government](#) in relation to coronavirus and assess and manage the impact of coronavirus on their events.

### **CRUISE**

#### **What does this mean for cruise ships visiting Western Australia?**

- Effective 11:59pm , Sunday 15 March, 2020, the Australian Government banned cruise ships from foreign ports (including round trip international cruises originating in Australia) from arriving at Australian ports for an initial 30 days. Arrangements will be made for certain cruise ships already in transit to enable Australian citizens and permanent residents to get off those ships. Visit the [smartraveller website](#) and the [Cruise Lines International Association of Australasia](#) for more information.

### **FAMILIARISATIONS PROGRAM**

#### **Is Tourism WA continuing its familiarisations program and what measures are being taken to ensure participating operators are safe?**

Tourism WA is pausing its familiarisation program, in light of the current travel environment. When the program resumes, we’ll be contacting operators directly and can’t wait to be able to share our State with trade and media again. If you have any questions about the program, please email [familiarisations@westernaustralia.com](mailto:familiarisations@westernaustralia.com).

### **IMPACT ON VISITOR NUMBERS**



## **What is the anticipated impact of the coronavirus outbreak on WA's visitor numbers?**

We won't be able to quantify the effect of the coronavirus outbreak on the tourism industry until the visitor statistics for this period are released later this year, but we can expect the current exceptional circumstances to severely impact visitor numbers.

Before the outbreak of COVID-19, Tourism WA had done the work to establish itself as an in-demand holiday destination, with the highest visitor numbers on record. This means we have an established international reputation as a quality destination and we're well positioned to reactivate marketing efforts when the time is right.

## **AVIATION**

### **Are airlines still flying internationally and domestically?**

- Level four travel advice has been issued, with Australians advised not to travel overseas. More information is available on the [smartraveller website](#) and in the [Prime Minister's media statement](#).
- There have been recent changes announced to the capacity of a number of airlines in response to the coronavirus outbreak. Travellers should check with individual airlines for the most up-to-date information.
- The Qantas Group announced Qantas and Jetstar will suspend scheduled international flights from late March until the end of the May 2020. There will also be a 60 per cent reduction to domestic flights with the planned launch of the Jetstar Melbourne to Busselton direct flight to be postponed. Read more in the Qantas Group's [media statement](#).
- Virgin Australia will temporarily suspend all international flights and reduce domestic capacity until June 14. Read more on the Virgin Australia [Facebook page](#) or find more information about travel alerts on their [website](#).

## **TIPS FOR TOURISM OPERATORS**

- Small Business Development Corporation  
<https://smallbusiness.wa.gov.au/coronavirus>

## **MORE INFORMATION**

**Where can I find more information?**

**Tourism WA**  
<https://www.tourism.wa.gov.au/coronavirus>

**Department of Health national 24/7 hotline**  
[https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-care-central-patient-covid-19-triage-hotline\\_2.pdf](https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-care-central-patient-covid-19-triage-hotline_2.pdf)



**Government of Western Australia**

<https://www.wa.gov.au/government/coronavirus-covid-19>

**WA Department of Health**

<https://ww2.health.wa.gov.au/News>

**Australian Government Department of Health**

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

**Smartraveller**

<https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>

**Prime Minister media statement – 22 March**

<https://www.pm.gov.au/media/update-coronavirus-measures-220320>

**Australian Competition and Consumer Commission**

<https://www.accc.gov.au/media-release/advice-on-event-and-travel-cancellations-due-to-covid-19>

**Australian Banking Association**

<https://www.ausbanking.org.au/banks-small-business-relief-package/>

<https://www.ausbanking.org.au/campaigns/financial-hardship/>

**Information for hotels and hotel staff**

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotels-and-hotel-staff>

**State and territory public health agency contacts**

[www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts)

**Economic response to COVID-19**

<https://treasury.gov.au/coronavirus/resources>

**Border measures in place for COVID-19**

<https://www.smartraveller.gov.au/sites/default/files/2020-03/border-measures-in-place-for-COVID-19.pdf>

**Latest COVID-19 news, updates and advice from Australian Government agencies**

<https://www.australia.gov.au/>

**KEY INDUSTRY CONTACTS**

**Regional Tourism Organisations**

**Destination Perth**



Website: <https://www.experienceperth.com/>  
Email: <https://www.experienceperth.com/contact-us>

### **Australia's North West**

Website: <https://www.australiasnorthwest.com/>  
Phone: (08) 9193 6660  
Email: [info@australiasnorthwest.com](mailto:info@australiasnorthwest.com)

### **Australia's South West**

Website: <https://www.australiassouthwest.com/>  
Contact: <https://www.australiassouthwest.com/contact-us>

### **Australia's Coral Coast**

Website: <https://www.australiascoralcoast.com/>  
Email: [admin @ australiascoralcoast.com](mailto:admin@australiascoralcoast.com)

### **Australia's Golden Outback**

Website: <https://www.australiasgoldenoutback.com/>  
Contact: <https://www.australiasgoldenoutback.com/contact>

### **Tourism Council WA**

Website: <https://www.tourismcouncilwa.com.au/>  
Phone: (08) 9416 0700  
Email: [tcwa@tourismcouncilwa.com.au](mailto:tcwa@tourismcouncilwa.com.au)

### **Australian Hotels Association (WA)**

Website: <https://www.ahawa.asn.au/>  
Phone: (08) 9321 7701  
Email: [exec@ahawa.asn.au](mailto:exec@ahawa.asn.au)

### **Western Australian Indigenous Tourism Operators Council (WAITOC)**

Website: <https://www.waitoc.com/>  
Phone: (08) 9480 0658  
Contact: <https://www.waitoc.com/fast-find/contact>

