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# Border Reopening – 1 November 2021

## Industry Frequently Asked Questions

### Vaccine Recognition and Vaccination Verification

**Where can I find additional information on recognised vaccines and the requirements for vaccination verification by airlines?**

A: Further information has been developed by the Department of Foreign Affairs and Trade (DFAT) and is available at [International COVID-19 Vaccination Certificate | Australian Passport Office \(passports.gov.au\)](https://passports.gov.au/international-covid-19-vaccination-certificate).

### Passenger Processing

**What assistance is available to airlines to resolve issues related to vaccination verification?**

A: For privacy reasons, the Government does not have a service that airlines can contact to confirm whether a particular Australian certificate is genuine or has the correct details.

If an Australian citizen or permanent resident vaccinated in Australia presents at check-in without an International Covid-19 Vaccination Certificate (in either digital or hard copy format) they should be strongly encouraged to obtain an ICVC so they can travel. They should be able to do this in minutes by following the guidance on the [Services Australia website](https://servicesaustralia.gov.au).

If airlines are not satisfied that travellers meet the criteria set out in the 'Advice to Industry – Reopening of the International Border' document, they should not uplift the passenger unless they have an approved exemption to travel.

**What assistance is available to passengers to resolve issues related to the verification of their vaccination?**

A: Passengers seeking advice on their ICVC should visit [servicesaustralia.gov.au/covidvaccineproof](https://servicesaustralia.gov.au/covidvaccineproof) for further information. The website includes the contact phone number for seeking assistance from overseas. Technical information on the security of the ICVC and eligibility to obtain one is available from the [Australian Passport Office website](https://passports.gov.au).

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### **How does vaccination verification work for upstream check-in during the domestic transfer process and via codeshare arrangements?**

A: Vaccination verification can occur anywhere along the domestic/international traveller journey, as long as verification has been undertaken prior to the passenger exiting or arriving in Australia on their journey.

### **What if one or more members of a travel group don't meet Australia's requirements for being fully vaccinated?**

A: The airline may still board unvaccinated passengers, though they will need to be carried in accordance with any passenger caps and subject to state and territory quarantine requirements.

Please also note the special arrangements in place for unvaccinated and partially vaccinated 12-17 year olds.

From 1 November, unvaccinated or partially vaccinated Australian children aged 12-17 years old entering Australia through New South Wales, Victoria and the Australian Capital Territory will be exempt from passenger caps and eligible for reduced quarantine requirements.

Where a child is travelling with parent/guardians who are all fully vaccinated, the entire family will be able to travel outside of passenger caps. If the child is travelling with unvaccinated adult family members, then the entire family group will be subject to managed quarantine and passenger caps.

### **Will a traveller need to demonstrate that they have arranged a relevant quarantine place or booking at check-in?**

A: All arrivals to Australia will be subject to the Public Health Orders in effect in whichever jurisdiction they arrive, including any requirements for quarantine.

There is no responsibility on airlines to verify at check-in that a passenger has made arrangements for a quarantine place (if one is required) on their arrival in Australia.

### **If an outbound traveller arrives at check-in and insists on boarding even though they do not meet travel requirements, will the ABF or AFP assist?**

A: Yes. The services of the ABF and AFP will assist in handling such cases.

### **Is the Australia Travel Declaration (ATD) mandatory for inbound and outbound travel, and what happens if one cannot be produced?**

A: Passengers are told to complete the ATD for inbound travel at least 72 hours before departure. Where evidence of a completed ATD cannot be produced at check-in, either because the passenger has chosen not to complete the ATD or because of any other cause, the airline should encourage the passenger to complete an ATD, or failing that a manual declaration. Where a manual declaration is undertaken, the airline should advise the passenger to retain their declaration for handing to relevant authorities on arrival in Australia.

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### **Will the Australia Travel Declaration (ATD) automatically verify a traveller's vaccination status?**

A: No. Airlines will need to verify the traveller's vaccination status, noting that automation of vaccination status for travellers will start being possible via the Digital Passenger Declaration due to be implemented in December 2021.

### **Will airlines need to separately validate the health information of a traveller if they complete the ATD and upload negative COVID-19 test along with supporting health information?**

A: Yes. The airline will still be required to ensure the passenger is 'fully vaccinated' to Australian requirements, either by checking the vaccination history in a copy of their vaccination certificate or by scanning their ICVC QR code. Airlines will also need to sight evidence of a negative COVID-19 test taken within 3 days of the time of scheduled departure.

### **Will the Digital Passenger Declaration be available on 1 November 2021?**

A: The DPD is scheduled to go-live in mid-December 2021. The Australia Travel Declaration (ATD) can be used for passengers to provide health information until DPD is implemented.

### **Are there any record keeping responsibilities for airlines in relation to vaccination verification?**

A: No.

### **Are there any fines if airlines fail to accurately verify the passenger's status?**

A: No, though airlines will still be expected to stay within their allocated cap for carrying passengers who do not meet the criteria for above caps travel. Failure to do so may result in fines, as is currently the case.

### **When are airlines required to contact the Australian Border Operations Centre (ABOC) to confirm the OUTBOUND travel exemption status of a traveller?**

A: Confirmation of an outbound travel exemption must be obtained from the ABOC for;

- o unvaccinated Australian citizens and permanent residents who do not have medical evidence confirming they are unable to be vaccinated

### **When are airlines required to contact the Australian Border Operations Centre (ABOC) to confirm the INBOUND travel exemption status of a traveller?**

A: Confirmation of an inbound travel exemption must be obtained from the ABOC for;

- o all foreigners who receive a 'do not board' message

### **What are the rules for passengers who are only transiting through Australia on their journey?**

A: International transit passengers arriving into Australia can leave on another international flight that leaves from the city they arrive in. Transit passengers must:

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- provide evidence of a negative COVID-19 PCR test result, taken no more than 3 days prior to their departure flight to Australia (unless an exemption from PCR testing applies).
- stay at the airport if they need to wait for their next flight for up to 8 hours
- comply with state quarantine requirements if the wait for their next flight is from 8 to 72 hours (which could be no quarantine if the passenger can provide evidence of being fully vaccinated in some states)

Transit passengers do not require an approved travel exemption for their transit via Australia, provided they adhere to the rules set out above.

### **Is it mandatory for passengers to complete an Australia Travel Declaration (ATD) or manual travel declaration prior to boarding a flight to Australia?**

A: No. Airlines should encourage passengers to complete an ATD or manual travel declaration prior to uplift though, as passengers without one will be referred for review on arrival in Australia, which will add to their arrival processing time.

### **Can airline staff assist a passenger to complete their Australia Travel Declaration (ATD) or manual travel declaration at check-in?**

A: Yes, though only the passenger can submit their final ATD or sign their manual travel declaration.

### **Can the Australia Travel Declaration (ATD) accept details of mixed vaccine doses?**

A: Yes.

## Flights

### **Do 'capped' and 'uncapped' travellers need to be separated?**

A: Comingling of vaccinated and unvaccinated passengers can occur on a flight. The Public Health Orders applicable to the jurisdiction in which a flight lands will guide any requirements for the separation of passengers moving within the airport.

### **Will 'red' lanes be required in the event of an emerging variant?**

A: In the future, there may still be a requirement for special travel conditions to be assigned to travel to or from a country, region or location when an emerging variant of concern is identified.

### **How are airlines expected to manage the sale of tickets such that vaccinated and unvaccinated travellers can be treated separately according to relevant caps?**

A: Information has been published to inform all passengers travelling to (and from) Australia of the passenger travel arrangements and the entry and quarantine requirements relevant to each State and Territory. This information makes it clear to passengers booking flights that their vaccination status will impact the options available for travel to or from Australia. International airlines and travel agents are

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encouraged to include links and a summary of the government advice on their booking systems. Airlines may choose to use the booking process to identify passengers who are not fully vaccinated and will therefore be subject to caps.

**How is the vaccination status of airline aircrew travelling to, or arriving in, Australia expected to be verified?**

A: There will not be a specific requirement for the vaccination status of aircrew to be verified for travel to or from Australia, but aircrew will still need to comply with the relevant State Health Orders within any Australian jurisdiction they arrive in. This may include the requirement to provide evidence of vaccination status and may dictate unique quarantine and/or isolation requirements applicable to arrival in that jurisdiction.

**If an airline chooses to only uplift fully vaccinated passengers, are there any penalties (legally or monetarily) from the Australian Government for not carrying unvaccinated passengers?**

A: No.

## Visas & Caps

**Will temporary visa holders continue to require a travel exemption to enter Australia?**

A: Yes, unless temporary visa holders are in a category which is exempt from travel restrictions.

**Are fully vaccinated foreign nationals with an approved visa and travel exemption, and who are not required to quarantine on arrival, allowed to fly to Australia above the international passenger arrival caps?**

A: Yes, but only if they are flying into New South Wales or Victoria from 1 November 2021

**What about the other three States which have international passenger arrival caps – Queensland, South Australia and Western Australia?**

A: In these States the caps will continue to cover all international passenger arrivals, regardless of vaccination status.

**Are fully vaccinated 'immediate family' members allowed to fly to Australia above caps?**

A: Yes, but only if they are flying in to New South Wales or Victoria from 1 November 2021. Caps will continue to apply for all international arrivals to other jurisdictions, regardless of vaccination status, until further advice is provided.

**Do New Zealand citizens who are ordinarily resident in Australia (but don't have permanent residency) need an approved travel exemption for travel to Australia from 1 November 2021?**

A: No, as long as they have evidence of being ordinarily resident in Australia, they are auto-exempt from inwards restrictions.

## **Quarantine**

**What quarantine requirements will exist for unvaccinated Australians, permanent residents and immediate family arriving in Australia from 01 November 2021?**

A: This is a matter for the passenger to consult with the relevant State or Territory they are planning travel to. All arrivals to Australia will be subject to the Public Health Orders in effect in whichever jurisdiction they arrive, including any requirements for quarantine.

**Will fully vaccinated seafarers that fly in to Australia to join a ship in Australia be required to quarantine?**

A: All arrivals to Australia will be subject to the Public Health Orders in effect in whichever jurisdiction they arrive, including any requirements for quarantine.

**If international flight crew are full vaccinated, will they need to quarantine for their duration?**

A: All arrivals to Australia will be subject to the Public Health Orders in effect in whichever jurisdiction they arrive, including any requirements for quarantine.