



OFFICIAL

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 in the *Information sheet for airlines on checking vaccination certificates* document.

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 airlines are unable to verify that a passenger is fully vaccinated they should not uplift the passenger unless they have an exemption to travel. Passengers whose vaccination cannot be verified must be carried in accordance with any relevant passenger caps.

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 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 passports.gov.au.

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.

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 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.

Will the 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 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 72 hours 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.

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 an 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: National and international communications will be published to inform all passengers travelling to Australia of the incoming quarantine and passenger arrival arrangements for travel to (and from) Australia. This will make 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 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.

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 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 travellers to other jurisdictions, regardless of vaccination status, until further advice is provided.

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 travellers to other jurisdictions, regardless of vaccination status, until further advice is provided.

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.