

COVID-19 FAQs

To our valued customers,

Below are some answers to questions you may have. We hope these are useful however if there's anything we haven't covered please let us know.

Answers for you.

How is Domain handling the current COVID-19 situation?

Domain is fortunate enough to have the technology and systems in place for staff to work remotely. It's business as usual for us, with all employees working from home until the end of April. For our sales teams, they will be rebooking all non-essential in-person meetings to phone or video. They will still be in touch with all clients - just not face-to-face!

We have banned all business flights and have been closely following all recommendations from the World Health Organisation and the Department of Health.

What about the Domain platforms and websites?

Whilst staff are working from home, there is nothing restricting their day to day work activities. This includes all our support staff who are online to troubleshoot concerns or answer questions. Product releases are still going ahead, technical updates are on track and motivation is high. We've got this!

What about your print publications?

The evolving COVID-19 situation requires us to make some publishing changes, just for the short term. Recommendations to help keep our communities safe and well are impacting distribution and delivery, as well as supply production.

As such, Domain will temporarily be pressing pause on its magazines until further notice. Domain remains committed to supporting your business across digital listings, social, digital retargeting and Nine network listing products, to help drive optimal results for your marketing campaigns.

We want to reiterate that this is a temporary pause and we look forward to continuing to produce our beautiful magazines soon. In the meantime, we look forward to continuing to inform, entertain and educate Australians about property through our digital editorial.

What happens if I have a vendor that's directly impacted by COVID-19?

Find out how we are offering support to you and your business and vendors [here](#).

What about work events?

In line with current government guidelines, we've paused all Domain events.

How is Domain monitoring the ongoing COVID-19 situation in Australia?

Domain Group has a Business Continuity Plan (BCP) Team. They continually monitor changes to government or health authority advice, and its impact on Domain's workplace.

We update all employees and clients with any relevant alerts.