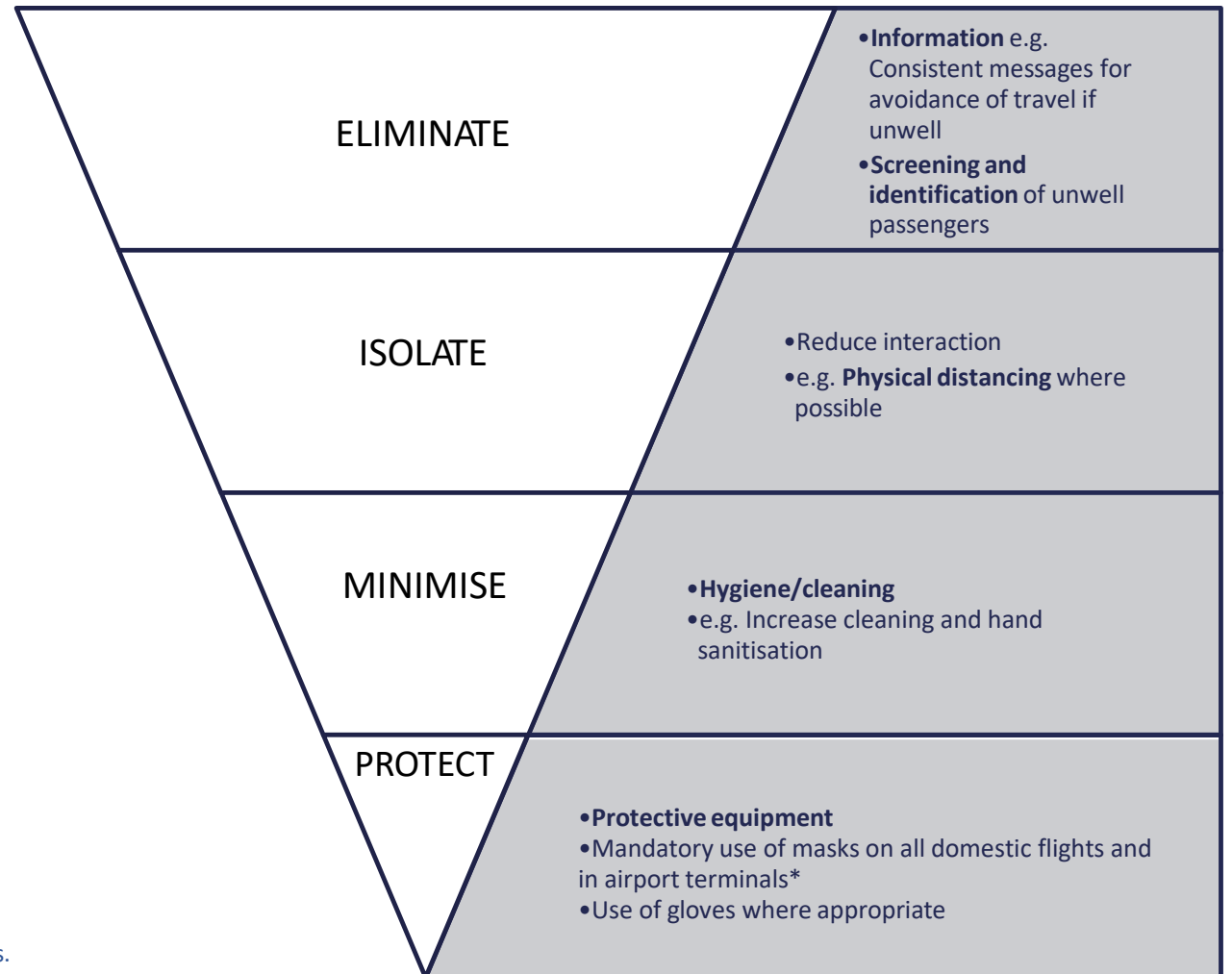


DOMESTIC PASSENGER JOURNEY PROTOCOL

- This work has been extensively informed by health and medical officers at airlines who have been working closely with Government authorities since the start of the COVID-19 pandemic.
- While industry-developed, the principles and protocol incorporate feedback and review from Government Departments including the Department of Health, and measures agreed to by National Cabinet on 8 January 2021.
- The measures outlined may be subject to State/Territory Public Health Orders.
- This work adopts a layered approach to risk reduction and utilises the Hierarchy of Controls framework that is being applied by the AHPPC (see opposite).
- The protocol draws on global frameworks including the joint IATA- ACI document *Safely Restarting Aviation* and ICAO standards for cleaning of aircraft.
- The protocol intends to complement existing jurisdictional arrangements and directions for public health and WHS, and other regulatory requirements.
- Clear, consistent communications are critical to increase public awareness of the risk reduction approach and continue to rebuild consumer confidence to travel.



*Updated to reflect the 8 January 2021 National Cabinet decision on the mandatory use of face masks.

INFORMATION

SCREENING &
IDENTIFICATION

PHYSICAL
DISTANCING

HYGIENE/ CLEANING

PROTECTIVE
EQUIPMENT

PRE DEPARTURE

Encourage use of COVIDSafe app
Travellers check current travel advice
Consumer safety/awareness
Staff education on risk reduction & infection control

Enhanced passenger data collection for contact tracing
Travel eligibility/Health declaration at Check-in (24hrs)
Encourage use of Online Check-In

Schedule flights where possible to avoid terminal crowding
Cooperation with social-distancing rules

public awareness advising the wearing of face masks is **MANDATORY** for all individuals entering and working within airport terminals*

DEPARTURE
TERMINAL



Regular announcements on physical distancing and hygiene measures and masks
Ongoing training/communication to staff as measures are adjusted

Signage in terminal reminding people not to travel if unwell
Signage in terminal reminding people to wear masks within the terminal and on flights

Physical distancing kerbside where possible
Staff encouraged to distance, incl. retail/F&B
Floor markings to promote queue distancing
Bollard barriers to separate adjacent queues
Physically-distanced seating where possible

Regular cleaning and maintenance regime
Hand sanitiser at entry, exit, check-in, pre-boarding
Touchpoint sanitisation (incl. carpark, trolleys, kiosks, security etc.)
Self-scanning of boarding passes

MANDATORY use of face masks in Australian airport terminals*
Protective screens in offices as appropriate

ON BOARD/
IN FLIGHT



Safety information – including regular announcements on physical distancing and hygiene measures
Ongoing training/communication to staff

Physically-distanced boarding
Maximise passenger separation where possible
Minimise service & pax movement

Increased aircraft cleaning & hygiene measures
Hand sanitisation pre-boarding and in-flight
HEPA Air filters

MANDATORY use of face masks for all passengers and crew*
Staff use of gloves and PPE as required/indicated

ARRIVAL
TERMINAL



Regular announcements on physical distancing and hygiene measures
Ongoing training/communication to staff

Physically-distanced disembarkation
Physical distancing at baggage claim & terminal
Limit meeters/greeters where appropriate

Hand sanitisation upon disembarking
Regular cleaning and maintenance regime

MANDATORY use of face masks in Australian airport terminals*

POST FLIGHT

Contact tracing & follow up
Quarantine/self-isolation as required
International travel exemptions declared

MANDATORY use of face masks in Australian airport terminals*

* As specified in State/Territory Public Health Orders – exemptions may apply