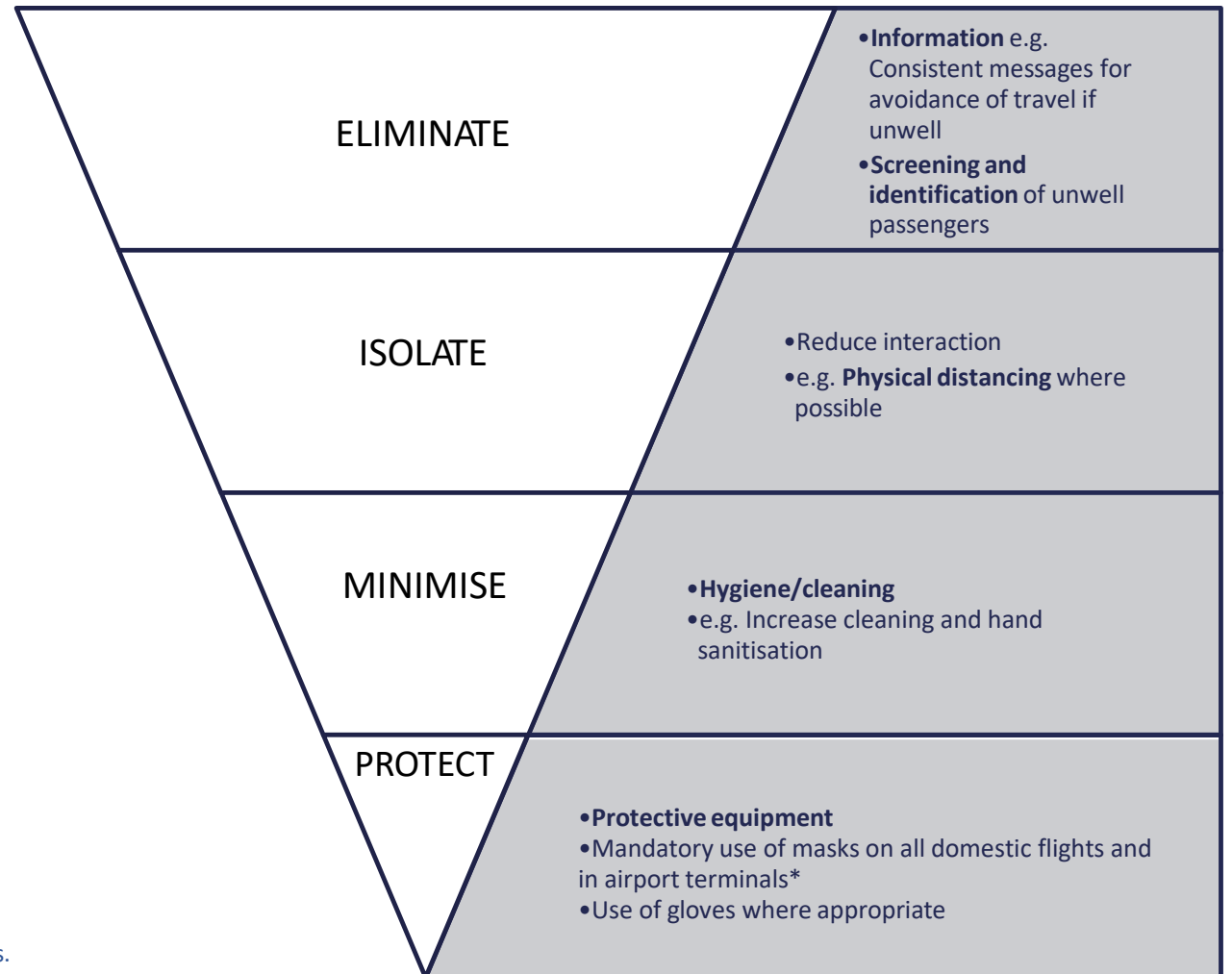





DOMESTIC PASSENGER JOURNEY PROTOCOL

- 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
<p>PRE DEPARTURE</p>	<p>Encourage use of COVIDSafe app</p> <p>Travellers check current travel advice and eligibility to travel[^]</p> <p>Consumer safety/awareness</p> <p>Staff education on risk reduction & infection control</p>	<p>Enhanced passenger data collection for contact tracing</p> <p>Travel eligibility/Health declaration at Check-in (24hrs)</p> <p>Encourage use of Online Check-In</p>	<p>Cooperation with social-distancing rules[^]</p>		<p>public awareness advising the wearing of face masks is MANDATORY for all individuals entering and working within airport terminals*</p>
<p>DEPARTURE TERMINAL</p> 	<p>QR codes placed at entry and throughout the terminal[^]</p> <p>Regular announcements on the need to check travel restrictions and requirements[^]</p> <p>Regular announcements on physical distancing and hygiene^{***} measures and masks[^]</p> <p>Ongoing training/communication to staff as^{***}</p>	<p>QR code scan on entry to terminal and at venues/zones throughout[^]</p> <p>Authorised staff to spot check customers for 'green tick' access to airports[^]</p> <p>Signage in terminal reminding people not to travel if unwell</p> <p>Signage in terminal reminding people to wear masks within the terminal and on flights</p>	<p>Physical distancing kerbside where possible</p> <p>Staff encouraged to distance, incl. retail/F&B</p> <p>Floor markings to promote queue distancing</p> <p>Bollard barriers to separate adjacent queues</p> <p>Physically-distanced seating where practicable</p>	<p>Regular cleaning and maintenance regime</p> <p>Hand sanitiser at entry, exit, check-in, pre-boarding</p> <p>Touchpoint sanitisation (incl. carpark, trolleys, kiosks, security etc.)</p> <p>Self-scanning of boarding passes</p>	<p>MANDATORY use of face masks in Australian airport terminals*</p> <p>Protective screens in offices as appropriate</p>
<p>ON BOARD/ IN FLIGHT</p> 	<p>Safety information – including regular announcements on physical distancing and hygiene measures and masks[*]</p> <p>Ongoing training/communication to staff</p>		<p>Physically-distanced boarding</p> <p>Maximise passenger separation where practicable</p> <p>Minimise service & pax movement</p>	<p>Increased aircraft cleaning & hygiene measures</p> <p>Hand sanitisation pre-boarding and in-flight</p> <p>HEPA Air filters</p>	<p>MANDATORY use of face masks for all passengers and crew[*]</p> <p>Staff use of gloves and PPE as required/indicated</p>
<p>ARRIVAL TERMINAL</p> 	<p>Regular announcements on physical distancing and hygiene measures</p> <p>Ongoing training/communication to staff</p> <p>Travellers to have the required documentation showing eligibility to travel[^]</p>	<p>QR code scan on entry to terminal and at venues/zones throughout[^]</p>	<p>Physically-distanced disembarkation</p> <p>Physical distancing at baggage claim & terminal</p> <p>Limit meeters/greeters where appropriate</p>	<p>Hand sanitisation upon disembarking</p> <p>Regular cleaning and maintenance regime</p>	<p>MANDATORY use of face masks in Australian airport terminals*</p>
<p>POST FLIGHT</p>		<p>Contact tracing & follow up</p> <p>Quarantine/self-isolation as required</p> <p>International travel exemptions declared</p>			<p>MANDATORY use of face masks in Australian airport terminals*</p>

[^] As specified in State/Territory Public Health Orders (border restrictions). Passengers may be required to present documentation to authorised staff

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