



# Frequently asked questions

## For airport staff

### Why is hand hygiene so important?

Hand hygiene is the most effective way of removing germs that can cause infections, from your hands. These germs can be picked up from touching other people, their belongings or contaminated surfaces in the environment and transferred to your eyes, nose, mouth, skin and clothing by your hands. More information on [how to perform hand hygiene](#) is available.

### Do the passengers need to wear Personal Protective Equipment (PPE)?

All passengers are required to wear a face mask. This includes intrastate, interstate and international passengers. If the passenger has been directed to undertake quarantine, this mask should remain on until they get to their place of quarantine.

### What do I do if a passenger will not wear a mask?

If the passenger is a recent arrival and is not wearing a mask, maintain your physical distancing from the passenger and ask them to put a mask on. Ensure you have your correct PPE on also. If the passenger refuses to wear a mask, continue to maintain physical distancing from the passenger and report to WAPOL.

### Does everyone visiting the airport need to wear PPE?

All persons visiting the airport are required to wear a face mask. Under the Airport and Transportation (Face Masks) Direction which came into effect on the 13<sup>th</sup> January 2021, 'a person must wear a face mask at all times while they are at an airport or engaged in transport services.'

### Are transport services required to wear a mask?

Transport service including bus and ride share drivers are required to wear a mask while on airport land. Drivers may remove their masks appropriately, when they have left the vicinity unless they are transporting someone who is required to quarantine. See [Airport and Transportation \(Face Masks\) Direction](#).

### Who is exempt from wearing a mask at the airport?

There are some exemptions for people wearing masks at the airport. These are listed in the [Airport and Transportation \(Face Masks\) Direction](#). If the exemption is for a medical reason, a medical certificate or letter from your doctor is required for presentation to an authorised officer upon request.

## **What PPE do staff need to wear at the airport when processing passengers that are subject to a quarantine requirement?**

Staff performing duties at the airport, whether they are directly employed by the airport, are a contractor or are another agency performing duties at the airport will require additional PPE when processing these passengers. More information on [additional infection prevention and control practices and PPE requirements](#) is available.

## **How should PPE be donned and doffed?**

All PPE must be put on (donned) and taken off (doffed) in the correct order to ensure safety to the wearer. Donning and doffing posters [for airport staff wearing civvies](#) and [for airport staff wearing hi-vis](#) are available.

## **How long can I wear my mask for?**

Single use, disposable surgical masks can be worn for up to four hours. After this time, they are less effective due to becoming damp with the wearer's breath. However, they must be changed sooner if they become wet or soiled. More [information on masks](#) is available.

## **I need to adjust my mask; how do I do this?**

Ideally, masks should not be touched once they are being worn as they may be contaminated. If a mask does need adjusting, the preferred method is to perform hand hygiene, remove the mask, perform hand hygiene again and replace the mask with a clean one.

However, in some situations, masks cannot be safely changed and adjusting may be the only option. In this instance the following steps must be observed to ensure this is done safely:

- if wearing gloves, remove them and perform hand hygiene. If not wearing gloves, perform hand hygiene. This is to ensure dirty gloves or dirty hands are not put near your face.
- adjust mask
- perform hand hygiene again. This is to ensure any contamination on your hands from the mask are not spread around to yourself and other areas

## **What do I do if I believe I have been put at risk?**

Immediately perform hand hygiene, remove yourself from the area to an area where other passengers/staff cannot be placed at risk and report the incident through your internal reporting processes.

## What is an Infection Prevention and Control (IP&C) breach?

A breach in IP&C practices is where a gap in practices has been identified that may expose someone to an infection. A breach may not be because someone has done something wrong or incorrect, it may be because of a change in procedure or an unexpected incident. Breaches in practice are very complex and dependent on a number of factors. For these reasons, breaches are investigated by trained health professionals to determine the risk they pose to others.

## What other measures can I do to keep safe at the airport?

- Stay home if you are unwell. Encourage colleagues to stay home if they are unwell.
- If you become unwell at work, report to your supervisor immediately and leave.
- Practice physical distancing (1.5 metres) as much as possible.
- Minimise face to face interaction with passengers and other staff.
- Where possible use electronic communication in lieu of face to face contact.
- Review internal policies and guidelines around work practices.
- Maintain good personal hygiene and launder work clothing daily.
- Ensure work areas are kept clean and tidy with regular cleaning and disinfection
- Clean shared items and equipment before and after use (eg: radios, desks, computer equipment)
- Participate in the DETECT borders program

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**This document can be made available in alternative formats on request for a person with disability.**

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