



Infection prevention and control for staff at Perth Airport - guidelines for the management of passengers, flight crew and freight crew

10 May 2021

Version control

This Plan should be considered a 'live document' and will be reviewed and updated regularly in response to:

- New legislation or statutory directions;
- Changes in advice based on emerging evidence or national guidelines;
- Learnings from outbreak management locally, in other jurisdictions and internationally; or
- Stakeholder engagement and feedback.

Review and update of this Plan is coordinated by the Public Health Emergency Operations Centre (PHEOC) Infection Prevention and Control Cell which can be contacted with feedback at PHEOC@health.wa.gov.au.

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The Western Australia (WA) Department of Health are responsible for the safety of all persons involved in the management of arrivals into WA. This document provides infection prevention and control (IP&C) guidelines for staff from Perth Airport and all agencies and contracted companies that are involved in processing interstate and international passengers, flight and freight crew at Perth Airport.

This document is applicable to all persons including those from Perth Airport, contracted companies, airlines (ground crew, flight crew, freight crew), transport companies (public and private) and agencies such as WA Department of Health, WA Police (WAPOL), Australian Defence Force (ADF), St John Ambulance (SJA), Australian Border Force (ABF), Department of Agriculture, Water and Environment (DAWE), Australian Federal Police (AFP), Department of Communities (DoC), pathology providers and any other agency staff.

General risk mitigation

All passengers and flight/freight crew (“crew”) arriving into WA from restricted locations i.e. all international arrivals and arrivals from Australian states as defined in the current Directions, must be managed as potentially infected with COVID-19, regardless of any recent COVID-19 test result.

Departing crew and maritime workers that are still subject to a quarantine direction must also be managed as outlined in this document.

At no time should any members of the public come into contact with the arriving passengers or crew, unless they are directed by airport staff to do so e.g. when a parent/guardian is required to collect an unaccompanied minor.

On arrival at Perth Airport, all passengers, crew and staff are to perform hand hygiene after disembarking the plane and prior to entry into the terminal.

To limit the transmission of COVID-19, a range of IP&C measures are required to be followed. It is recommended that airport staff follow these recommendations:

Staff health

- All agencies must have a documented procedure for managing staff who become unwell with COVID-19 signs and symptoms i.e. fever, night sweats, chills and/or respiratory symptoms such as coughing, shortness of breath, sore throat, runny nose, sudden loss of taste or smell) whilst at work.
- Any staff member who is unwell, must not attend work.
- All airport staff must report immediately to their supervisor if they become unwell during work, with COVID-19 signs and symptoms and seek medical advice.
- If symptomatic, staff must present for a COVID-19 test at their nearest COVID-19 testing clinic, including on site clinics and isolate at a suitable premise.
- Airport staff are to practice respiratory hygiene by coughing or sneezing into their elbow or a tissue that is then disposed of immediately into a rubbish bin and perform hand hygiene immediately.

- Staff are to comply with the [Presentation for Testing \(Airport Workers – International Arrivals\) Directions](#).
- Staff are to have access to facilities dedicated for staff use only e.g., break rooms and bathrooms.

Hand hygiene

- All airport staff must have access to hand hygiene facilities and perform effective hand hygiene frequently.
- Hand hygiene can be performed by thoroughly washing hands using running water and liquid hand soap or using an alcohol-based hand sanitiser that contains 60-80% alcohol.
- Hand Hygiene is to be performed as described by [Hand Hygiene Australia](#).
- Hand Hygiene must be performed at the start of a shift, prior to donning personal protective equipment (PPE), after doffing PPE, before and after any meal or rest break, after using the bathroom, after any contact (casual or clinical) with a passenger or crew member or after any contact with their belongings and at the end of the shift.
- Hand hygiene must be performed after any environmental cleaning or handling of any waste or used linen.
- Any staff performing clinical roles (health screen and pathology staff) must be 'bare below the elbows' to facilitate effective hand hygiene.

Personal protective equipment

- Under the '[Airport and Transportation \(Face Mask\) Directions](#)' that came into effect on 13 January 2021, all persons (airport staff, passengers and general public) must wear a face mask at all times while they are at Perth Airport. In addition to this Direction, airport staff must always wear a minimum of a surgical mask and protective eyewear during the arrivals process and when there are passengers and crew within the vicinity.
- All airport staff must have access to PPE. The PPE used must be approved by the [Therapeutics Goods Administration \(TGA\)](#) for use in Australia, be of the appropriate quality and type and be available in appropriate sizes to ensure staff safety and comfort when worn.
- See [Appendix 1](#) 'PPE Recommendations for Airport Staff' for role specific PPE advice and [Appendix 2](#) 'Safe Use of PPE'.
 - gowns must not cover the thumb, they must be fluid repellent, large enough to wrap around the body to ensure adequate coverage, single use and of a quality that is comfortable to the wearer
 - masks must be a single use, level 2 surgical mask
 - eye protection must be goggles or a face shield. **Prescription glasses are not considered protective eyewear.** Reusable goggles must be dedicated to an individual staff member and cleaned and disinfected each time they are removed. Face shields are single use and must be discarded on completion of shift

- gloves must be latex free. Gloves must be available in a range of sizes to suit all staff. Gloves are single use only.
- During passenger and crew processing, the minimum PPE required for airport staff is a single use, disposable, level 2 surgical mask and protective eyewear i.e. face shield or goggles. Additional PPE such as a gowns/coveralls and gloves may be considered dependent on the type of activity or occupational safety requirements.
- Staff must be trained to safely don, wear and doff PPE to fulfil their role.
- Particulate filter respirators (PFRs) are required when undertaking aerosol generating procedures (as per the [COVID-19 CDNA National Guidelines for Public Health Units](#)). During the processing of arrivals, these procedures are not performed, therefore these respirators are not required.
- Gloves are not routinely required by airport staff during passenger and crew processing. **Gloves are not a substitute for hand hygiene.**
- Gloves are required when clinical procedures are performed and when there will be direct contact with a passenger or crew member or their belongings.
- **Applying hand sanitiser over gloves is not considered hand hygiene and is not acceptable practice.**
- For passenger and crew mask wearing, hand hygiene must be performed immediately after removal of an existing mask and prior to donning a new mask. Health screening staff should remind the passengers and crew that this mask must be worn until they reach their quarantine premises or have left the airport if they are not subject to a quarantine direction.
- Please see [Appendix 2](#) for additional information on the safe use of PPE.

Physical distancing

- Physical distancing refers to maintaining a suitable distance between people that is at a minimum of 1.5 metres.
- All airport staff assisting with the arrivals processing must maintain physical distancing from passengers and crew where possible.
- Staff are to maintain physical distancing from each other as much as possible, including in break areas.

Additional IP&C recommendations

- Signage should be displayed that promotes physical distancing, hand hygiene, respiratory hygiene and mask wearing as directed.
- Signage must be clearly displayed that depicts the flow of passengers and crew to prevent congestion and counterflow.
- Incidents and breaches must be promptly reported to the Department of Health for investigation.
- All flights are to be processed individually to ensure there is no mixing of passengers and crew.

- International flights are segregated according to national and state directions as green zone and red zone flights.
- Regular, announced and unannounced site inspections and audits by the WA Department of Health IP&C team will be conducted. The site visit will include but is not limited to an inspection of the arrivals processing areas, specimen collection areas and staff break areas. Findings from these inspections will be discussed at the time of the inspection with feedback via the appropriate channels. Airport staff are to participate with these inspections.
- Staff should avoid handling passengers and crew belongings.
- Where there has been contact with a passenger, crew member or their belongings, staff should immediately perform hand hygiene, after removal of gloves if worn.
- IP&C questions and concerns can be directed to your line manager and to the WA Department of Health PHEOC IP&C team at pheoc@health.wa.gov.au with 'Attention IP&C' in the subject line.

IP&C education

- All airport staff must have undertaken IP&C education delivered by a qualified IP&C specialist in relation to airport processing. This education is additional to job specific training.
- This education should be given prior to commencement of employment at the airport. If this cannot be achieved, this education must be delivered at the earliest opportunity.
- The WA Department of Health IP&C team can deliver regular refresher IP&C education sessions at the airport as required.
- Training records must be kept and made available to the WA Department of Health upon request.

Expectations of passengers, flight crew and freight crew

Arriving passengers and crew must:

- Follow instructions of airport staff at all times
- Perform hand hygiene and don a surgical mask, if not already worn, as instructed by health screening staff
- This mask must remain in place until they reach their quarantine premise or until they have left the airport if they are not subject to a quarantine direction.
- Report any signs and symptoms of illness to airport staff
- Inform airport staff of any recent COVID-19 test results (finalised or pending results) upon request
- Must manage their own luggage and belongings. Luggage trolleys are available at the international terminal. Staff may assist only if the passenger/crew member is unable to manage their luggage. Staff are required to perform hand hygiene and don a pair of gloves before handling luggage or the luggage trolley. The luggage can then be transported by staff. The trolley is to be thoroughly cleaned and disinfected after use.

After handling luggage or cleaning the trolley, gloves are to be removed and disposed of into a general waste bin and hand hygiene performed again.

Passenger and crew non-compliance with any of the above points must be reported immediately to WAPOL

Additional requirements of agencies

Each agency performs a specific role during the processing of arrivals at Perth Airport and has a duty of care to their staff and the WA community to ensure their staff are prepared, trained and competent to fulfil this role. It is noted that Commonwealth agencies such as ABF, DAWE and AFP may have their own national IP&C guidelines that they are required to follow.

Agencies must ensure:

- They have their own documented Standard Operating Procedure (SOP) or Policy that is specific to their role in the airport processes and made available to the WA Department of Health upon request.
- Staff are made aware that in the event a positive COVID-19 case (staff, passenger or crew), is identified as having transited through Perth Airport while infectious, staff may be interviewed by the Department of Health contact tracing team and a review undertaken of CCTV footage to assist in contact tracing and identification of any IP&C breaches that may place staff at a greater risk.
- Staff comply with the [Presentation for Testing \(Airport Workers – International Arrivals\) Directions](#). Each agency keeps records of staff testing. Records of staff testing are to be provided to WA Department of Health upon request e.g., in the event of a breach, incident or positive case.
- They have a documented reporting process for any incidents and breaches in practice. These incidents must be reported immediately to the Department of Health to ensure timely investigation.
- They have schedules and SOPs for the cleaning, disinfection and maintenance of their specific areas and equipment at Perth Airport, including break areas.
- They inform WA Health of any changes to practice, or changes to the setup of an area to ensure all IP&C critical points are managed during and after these changes are implemented.
- They have a documented procedure for management of staff that become unwell with COVID-19 signs and symptoms

Health screening of passengers, flight crew and freight crew

Upon arrival into Perth Airport, passengers and crew may be required to undergo health screening. This health screening will be performed by nursing staff supplied by the WA Department of Health and consist of health screening questions and a temperature check. From the results of the health screen, a COVID-19 swab may be recommended by the health screen staff, however this is to be collected by pathology staff at a COVID-19 Clinic.

In addition to the General Risk mitigation strategies outlined above, health screening staff:

- Are required to wear a minimum of a level 2 surgical face mask and eye protection for processing **domestic** arrivals.

- Are required to wear full PPE (fluid repellent gown, level 2 surgical mask, eye protection and gloves) when processing **international** arrivals.
- Are required to instruct all arrivals to perform hand hygiene if this has not already been performed.
- Are required to supply and instruct all arrivals to don a surgical mask if the arrival is >12 years of age and is not wearing a mask. Passengers must be instructed to perform hand hygiene prior to donning a mask.
- Additionally, international arrivals wearing a mask on arrival should be asked to change this mask if it is soiled, damp or not fit for purpose. Masks must be changed in the following order: passenger/crew to perform hand hygiene, remove soiled mask and discard immediately, perform hand hygiene, don new mask, perform hand hygiene.
- Manage arrivals as per their SOP.
- Manage passengers and crew that fail the health screen as per their flowchart.
- Are responsible for cleaning and disinfecting their equipment and area, after each flight arrival, once all passengers and crew are no longer in the vicinity.
- Are responsible for reordering and restocking their areas
- Are responsible for managing waste generated in their area.

Environmental cleaning and disinfection

Cleaning and disinfection reduces the environmental burden of SARS CoV-2.

- It is important to clean and disinfect all potentially touched surfaces and objects along the passenger and crew route from disembarkation of the aircraft to the point they leave the airport terminal. Items such as door handles, lift buttons, lift surfaces, handrails and luggage trolleys should be cleaned and disinfected immediately after the passengers and crew have passed through.
- Cleaning and disinfecting of the area is required after every international red zone flight arrival and following each restricted domestic flight arrival.
- Where possible, airport and agency staff should have dedicated equipment and not share equipment such as 2-way radios, computers and computer equipment, telephones, pens, desks, testing booths or other items. Where there is a need for these items to be used by multiple staff, the equipment or items must be cleaned and disinfected with an appropriate detergent/disinfectant wipe or solution between users (before and after use).
- Each agency is responsible for cleaning and disinfecting their own equipment and area following each arrival flight.
- Airport cleaning staff are responsible for cleaning the general high touch areas and bathrooms after each affected flight (international red zone flights and restricted domestic flights).
- All items and surfaces are to be cleaned and disinfected by wiping over with a detergent and disinfectant based cleaning product with viricidal properties at completion of passenger and crew processing and when all passengers and crew have left the vicinity.

- All airport and agency staff are to clean and disinfect any personal reusable items e.g. reusable eye protection.
- Spray cleaning products are not recommended as they do not evenly distribute the product, can disturb surface particles and can cause eye and lung irritations. Additionally, they can create a falls hazard when products settle onto hard flooring. If a spray cleaning product is the only option, spray the product into a disposable wipe/paper towel, not directly onto the surface, and then wipe the surface.
- Hand hygiene must always be performed after cleaning.
- Cleaning of non-clinical areas must be in line with [national cleaning guidelines](#).

Cleaning and disinfection products

Cleaning products are to be chosen for appropriateness for the surface to be cleaned. In general, combined detergent / disinfectant solutions or wipes should be used for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces, so advice from the manufacturer must be sought. The following principles are to be followed:

- Cleaning items should be disposable where possible. Reusable cleaning items (cloths, mopheads) must be laundered in a hot wash with laundry detergent and allowed to dry completely before reuse.
- Always follow the manufacturer instructions for use for any detergent or disinfectant.
- Detergents are to be a neutral product with a pH between 6 and 8.
- Products for disinfection should have viricidal (virus killing) properties and be TGA approved for use against SARS-CoV-2.
- The use of combined detergent/disinfectant wipes or solutions of detergent and disinfectant prepared fresh each day are acceptable.
- Never mix different cleaning products as harmful chemical reactions can occur.
- Avoid 'topping up' detergent or disinfectant bottles as this can lead to contamination. If containers are reused, they should be emptied, washed and dried before being refilled. A fresh label should be applied every time this occurs.
- Workplace safety and health processes must be followed, and chemical manufacturer safety data sheets (SDS) must be available.

Waste management

Waste management should be in line with 'Australian Standard AS 3816:2018 Management of Clinical and Related Wastes' and state recommendations for waste management.

- Waste receptacles must be available at the point of waste production, so staff can safely dispose of waste immediately.
- The majority of waste generated, including PPE, is designated as general waste and is to be disposed of into a general waste bag, not filled more than $\frac{3}{4}$ full, tied securely and disposed of.

- Gloves may be used when handling waste. Glove use for waste management must be in the following order: perform hand hygiene, don gloves, handle waste, doff gloves, dispose of gloves into a general waste bin, perform hand hygiene.
- Any waste that is heavily soiled with blood or body fluids is to be managed as clinical waste. This waste must be disposed of into designated clinical waste bags, that sits inside a rigid clinical waste receptacle and transported as per the requirements outlined in AS3816:2018 for transportation of clinical waste. Any agency that generates clinical waste is responsible for its removal from the airport and safe disposal.
- General waste collection must be organised and approved by Perth Airport.
- Any equipment used to manage waste eg: bins, receptacles, trolleys, must be cleaned and disinfected after each use.
- Hand hygiene must be performed following any handling of waste.

Laundry management

For the purposes of processing passengers and crew at the airport, the use of linen should not regularly occur. In the rare incidence that linen is used e.g., medical bays and blankets used during flights.

- Clean linen and used linen must have segregated storage areas to ensure clean linen is not contaminated by dirty linen.
- Gloves are to be used when handling used linen.
- A linen bag is required for used linen.
- Linen bags should not be overfilled and should be securely tied off.
- A secure, dedicated collection point for used linen is required.
- Laundry services should comply with Australian Standard AS 4146:2000 Laundry Practice
- Hand hygiene must be performed immediately after handling used linen

Uniforms and tabards

- A clean uniform or clothing must be worn by staff for each shift.
- Staff should have access to change room areas to allow them change from their uniform into a clean set of clothes at the end of their shift, if required.
- If clothing is taken home for laundering, it should be laundered as soon as practical.
- Employers and staff are responsible for laundering their own uniforms and tabards after each shift.
- Laundry should be washed with laundry detergent, preferably on a hot wash (>60°C)

Red and green zone flight arrivals

Arrivals into WA will arrive via a green or red travel zone. Green zones are classified as low risk countries, red zones are classified as high-risk countries. Green and red zone

arrivals are managed differently to prevent the transmission of COVID-19 between flights, passengers, crew and staff.

IP&C recommend the following steps to manage red and green zone passenger arrivals:

- Red and green zones must be clearly defined and marked.
- Careful planning is to be undertaken to ensure the flow of the passengers/crew minimises movement through each zone and prevents cross over into other zones.
- These flights must not be mixed or processed concurrently.
- Preferably, red and green zone flights will arrive at different gates
- Preferably, arrival times will be staggered to prevent arrival times overlapping.
- Where green and red zone flights arrive simultaneously, IP&C recommend that green zone flights be processed first.
- In the restricted area arrival's hall, queuing lanes for baggage collection, secondary processing inspection area (ABF/DAWE baggage inspection area) and terminal exit, must be dedicated for red and green zone arrivals.
- Separate exits are required
- During passenger and crew processing, the minimum PPE required for airport staff in both red and green zones is a single use, disposable, level 2 surgical mask and protective eyewear. Additional PPE such as a gowns/coveralls and gloves may be considered dependent on the type of activity or occupational safety requirements. Please see [Appendix 1](#) for a detailed table of PPE recommendations for airport staff.

Red zone arrivals

- must not have access to the airside duty free store.
- are required to undergo a health screen.
- require dedicated queuing lanes and processing desks for ABF immigration.
- require dedicated WAPOL desks for G2G processing.
- require dedicated ABF and DAWE secondary examination desks (baggage search area)
- where dedicated processing desks cannot be achieved (ABF, DAWE, WAPOL areas), a strict cleaning and disinfecting regime must be implemented to ensure these areas are cleaned following every red zone arrival flight.
- require a dedicated baggage carousel.
- require dedicated bathroom facilities.
- after each red zone flight arrival, cleaning and disinfecting must occur immediately. Airport management are responsible for cleaning and disinfecting the high touch areas and bathrooms. Each agency is responsible for cleaning and disinfecting their own area and equipment.

- after each red zone flight staff must change their PPE to ensure potentially contaminated PPE is not worn/taken into other areas of the airport or used for another flight.
- If staff are required to leave the area during the red zone flight processing, PPE that has been worn in the red zone area, must be removed and replaced with clean PPE prior to leaving the area.

Green zone arrivals

- are permitted access to the airside Duty Free store. Physical restrictions must be installed after green zone arrival processing to ensure red zone passengers do not have access to the store. Duty Free staff must not be in the area during red zone flight arrivals.
- may be required to undergo a health screen.
- require dedicated queuing lanes and processing desks for ABF immigration and are permitted to use the self-serve passport kiosks.
- require dedicated WAPOL desks for G2G processing.
- require dedicated ABF and DAWE secondary examination desks (baggage search area)
- where dedicated processing desks cannot be achieved (ABF, DAWE, WAPOL areas), a strict cleaning and disinfecting regime must be implemented to ensure these areas are cleaned following every red zone arrival flight.
- require a dedicated baggage carousel.
- require dedicated bathroom facilities.

Flight and freight crew screening

International flight and freight crew arrivals must comply with the [Flight Crew Directions](#) and on arrival, undergo a COVID-19 nose and throat swab at Perth Airport or if this service is not available on their arrival, undergo a COVID-19 nose and throat swab at their place of quarantine.

- Collection booths are located at Terminal 1 - International arrivals hall.
- Pathology staff must ensure that airport staff do not enter the collection area during international crew processing.
- At Perth Airport, this test must be conducted by pathology collection staff competent in specimen collection and trained in all aspects of IP&C management for specimen collection.
- Collection booth signage must be clear to ensure crew flow is managed. During the collection process the Crew:
 - must not have any contact with members of the public
 - Must perform hand hygiene on entry to the Collection area
 - must maintain physical distancing from each other and from pathology staff

- details must be collected by an administration staff member prior to entering any booth for testing
- must have their specimen collected in a dedicated booth
- Pathology collection staff shall:
 - perform hand hygiene frequently
 - perform specimen collections in a timely manner to limit the amount of time the pathology staff are exposed to the crew, limit the amount of time the crew are in the area and to limit the amount of time the clinic is unavailable for other airport staff.
 - store clean nasopharyngeal testing kits off the floor in a secure area and where they cannot become contaminated. Pathology staff must perform hand hygiene prior to obtaining a clean testing kit.
 - be allocated to a designated collection booth and ensure this booth is cleaned and disinfected between each crew member specimen collection and at the start and end of the shift/day
 - wear appropriate PPE for specimen collection and when crew are within the vicinity
 - ensure the crew member is supplied with (if needed) and dons a clean surgical mask immediately following the specimen collection
 - place specimens into a collection unit/receptacle and not leave unattended
 - the collection unit must be cleaned after emptying, at the end of the day and sooner if it becomes visibly dirty
 - ensure the entire collection area is cleaned and disinfected after all of the crew have left the area and prior to allowing any other crew (different flight) or airport staff to have specimens collected
 - manage all waste generated in the area

Airport staff screening

All airport staff that assist with the processing of international arrivals must comply with the [‘Presentation for testing \(Airport Workers – International Arrivals\) Directions’](#). These directions outline the requirements for daily saliva testing (when on shift) and nose and throat specimen collection requirements (timing for these tests vary, refer to the most up to date Direction).

At Perth airport, these tests must be conducted by pathology collection staff competent in specimen collection and trained in all aspects of IP&C management for specimen collection.

Airport staff must never enter the pathology area when crew are being tested.

Daily saliva testing

- Daily saliva testing kits are located in Terminal 1-International arrivals hall.
- Daily saliva tests must be collected in a dedicated, secure location and not in a public area. This area must be cleaned and disinfected regularly by airport staff.

- Clean saliva testing kits must be stored off the floor in a secure area where they cannot become contaminated. Pathology and airport staff must perform hand hygiene prior to obtaining a clean saliva testing kit.
- Daily saliva tests are to be collected in an approved, restricted area. This area (eg: staff only accessible area) must have access to hand hygiene facilities, clear laminated signage for staff to perform hand hygiene prior to obtaining a clean collection kit and laminated signage on how to collect and label the specimen. Specimens must be collected in an area where other staff are not present (as there will be removal of masks for collection). Specimens must not be stored in the collection area and must be immediately transported to the collection unit (drop off box) at the pathology clinic.
- Hand hygiene must be performed before and after the specimen is collected.
- Specimens dropped off in the pathology clinic area must be placed into a secure collection unit (only accessible by pathology staff). The collection unit must be cleaned after emptying, at the end of the day, or sooner if it becomes visibly dirty.
- Specimens are to be transported to the laboratory in a timely manner to avoid overflow of the drop off box.
- The collection unit (drop off box) must not be in the area where international flight and freight crew are to be processed.
- If requiring assistance, airport staff must attend the dedicated pathology booths and pathology staff must wear appropriate PPE for specimen collections
- Pathology staff are responsible for cleaning and managing waste generated in the specimen drop off area
- Pathology staff are responsible for ensuring the airport staff member is supplied with a surgical mask if required, following specimen collection.

Nose and throat swab

Swabs can be collected at the COVID-19 collection booths at Terminal 1 – International arrivals hall, at any [COVID-19 Clinic in the Perth](#) metropolitan region and from public emergency departments in [regional and remote areas](#).

Procedural arrangements are to be undertaken as described in section [Flight and Freight Crew Screening](#).

Management of flight crew, freight crew and airport staff that test positive

Crew and staff that test positive will be managed in line with the requirements outlined in the [national guidelines](#). Initially the positive person will be contacted by the Public Health Contact Tracing team and an interview undertaken. A full investigation by a qualified Public Health contact tracing staff member will be undertaken. As part of this investigation, staff may be interviewed, passengers may be interviewed, and CCTV may be reviewed. All crew and airport staff are required to comply with instructions and directions of WA Health during this investigation process.

Management of departures

Occasionally, people who are undertaking quarantine may be granted an exemption to leave their place of quarantine and depart Perth on an international flight e.g., maritime workers and flight/freight crew. The movement of these people through the airport must be carefully considered to ensure the risk of transmission from these departures to other travellers and airport staff is reduced. These passengers would be considered as red zone departures.

IP&C recommend the following for passengers/crew under a quarantine order who are departing to minimise these risks:

- Plan departure time from accommodation to airport to ensure no long stay at airport.
- Dedicated transport to the airport to be used i.e., no sharing with other persons.
- Minimise their movement through the terminal and take the most direct route to their departure flight. They must not enter food outlets or shops. Hand hygiene on entering the terminal and before and after bathroom use is required.
- Dedicated area or room to be identified in the event there is an unforeseen delay in departure time and departing passengers/crew need to wait in transit.
- A suitable location for a delayed transit should provide the following;
 - an adequately sized room to allow for physical distancing,
 - non-fabric furnishings to allow for effective cleaning on departure,
 - non-carpeted floor covering such as linoleum, floorboards or other hard surfaces that can be easily cleaned on departure,
 - other airport staff and members of the public must not have access to this area. Signage or barriers may be required to communicate this,
 - toilet facilities nearby that can be dedicated to red zone departures only,
 - hand hygiene facilities available for the red zone departures to use (alcohol-based hand rub or a sink with liquid soap, running water and paper hand towels),
 - provision of safe waste disposal in the area i.e., rubbish bins,
 - removal and disposal of all rubbish once the red zone departures have left the area,
 - full clean and disinfection of these facilities (the waiting room area and bathrooms) with a disinfectant based cleaning product with viricidal properties once the red zone departures have left the premises and before using the area by other staff/members of the public again.
- Departing passengers/crew must wear a face mask from the time they leave their place of quarantine until they board their departing flight at which point they must follow the instructions of the on-board flight crew.
- A dedicated check-in desk is to be identified and check-in should be prioritised for these departures. Check-in desks must be cleaned and disinfected after check-in. Check-in staff must wear a face mask and protective eyewear during this interaction

and perform hand hygiene following check-in, following removal of PPE and following cleaning of the check in area.

- Any airport staff member handling any luggage must perform hand hygiene immediately after doing so.
- At the security screening area, a priority lane should be dedicated to departing passengers/crew. This area and all equipment used during the security screen must be cleaned and disinfected following the processing of these departures.
- Hand hygiene must be performed frequently during the departure process. This includes prior to entering their transport vehicle, prior to entering the terminal, before and after refreshment breaks, before and after using the bathroom, and prior to boarding their flight.
- Any other airport staff involved in the management of these departing passengers/crew must wear a minimum of a surgical mask and eye protection.

Management of transport services

Passengers and crew will require transportation from the airport to their place of quarantine and occasionally from their place of quarantine to the airport. IP&C recommend the following measures are taken when transporting these passengers and crew:

- Transport Services:
 - staff are to have access to IP&C education
 - the largest vehicle possible should be used to allow for physical distancing between passengers and the driver,
 - where possible, use buses that have 2 doors for access: front door for the driver and rear door for the passengers/crew,
 - vehicles where the driver has a separated compartment are preferred,
 - ensure air conditioning is set to fresh air and not return/recirculated air,
 - the driver must have access to an alcohol-based hand sanitiser that contains 60-80% alcohol. Please be aware that leaving ABHR in a vehicle is not recommended as the high temperatures in a closed vehicle can damage the efficacy of these products. The hand sanitiser should be taken onto the bus and off the bus with each journey,
 - the driver is to wear a surgical mask at all times during the transfer. The mask should be donned before the passengers/crew board the bus and remain on until all passengers/crew have left the bus. Once the passengers/crew have left the bus, the mask can be removed, discarded and hand hygiene performed,
 - the driver is to wear eye protection if physical separation from passenger/crew cannot be maintained, however it is not advised if it is hazardous to the driver,
 - the drivers are not required to wear gloves as they may pose an OSH risk when driving the vehicle.
- Passengers / Crew:
 - all persons must perform hand hygiene prior to boarding the vehicle,

- must not have contact with the driver,
- are responsible for managing their own luggage and belongings and are not to leave any rubbish on the vehicle,
- are to board and disembark the bus in an orderly manner,
- remain seated for the journey (unless there is an emergency, and they are required to disembark/evacuate immediately).
- General requirements:
 - depending on the style of the bus, luggage should go underneath in the luggage compartments, on the floor just inside the rear doors or on the floor near the passengers/crew,
 - careful planning should be undertaken to ensure passengers and crew are on the bus for the minimal time required,
 - the vehicle is required to be cleaned and disinfected after each journey, starting with the driver's area and paying close attention to the high touch areas.

Staff COVID-19 vaccination

All airport staff that are involved in processing and transporting international passengers, flight and freight crew should be prioritised to receive the COVID-19 vaccine. Staff will need to register and [book online](#) to receive the vaccine at a suitable vaccination clinic. Clinic locations are listed when booking online.

Appendix 1: PPE recommendations for airport staff

Agency	Area	Surgical Mask	Eye protection	Gloves	Gown/Coveralls
ABF/DAWE	T1 International	✓	✓ if physical distancing from pax cannot be maintained	✓ Recommended at a national level for these agencies	* May be required if there is a need to board an aircraft
Airport Cleaning Staff	T1 International	✓	✓	✓	✓
Airport Cleaning Staff	Domestic terminals	✓	✓	✓	✗
Airport Security Staff (handling luggage)	Domestic terminals	✓ At all times pax are within the vicinity	✓ At all times pax are within the vicinity	✓ When handling luggage	✗
Clinical Health Screen Staff (incl DAWE)	T1 International	✓	✓	✓	✓
Clinical Health Screen Staff	Domestic terminals	✓	✓	✗	✗
COVID Marshalls (SHICC & ADF)	All terminals	✓	✓	✗	✗
Department of Communities Welfare Officers	All terminals	✓	✓	✗	✗
Ground Crew (eg: airline staff, baggage handlers, Transperth)	All terminals	✓	✓ At all times pax are within the vicinity	✓ Required when contact with passenger or passenger belongings is expected	✗
Pathology Collection Staff	All terminals	✓	✓	✓	✓
PathWest/EMHS Clerical Staff	Domestic terminals	✓	✓	✗	✗
Other agencies involved with processing flights eg: WA Health, Airport, ADF	All terminals	✓	✓	✗	✗
WAPOL/AFP	All terminals	✓	✓	✓ Required when there will be physical contact with pax or their belongings	✗

Appendix 2: Safe use of PPE

All airport staff are required to wear PPE to prevent the transmission of COVID-19 and must be trained in doing so safely.

Areas for donning (putting on) PPE and doffing (removing PPE) must be separated from each other to prevent contamination from dirty PPE to clean PPE. As space may be limited, this area does not need to be a large area, but clean PPE must be kept separate to where dirty PPE is removed. For example, a clear desk top/table for clean PPE. Areas for donning must have supplies of new PPE and hand hygiene facilities available. Areas for doffing must include hand hygiene facilities and a rubbish bin.

PPE should be donned and doffed correctly. Refer to information on correct donning and doffing of surgical mask and eye protection PPE.

Information for correct donning and doffing that includes gown and glove use.

Avoid touching your hair, face and your PPE once it is donned.

Used, single use items of PPE must be disposed of at the point of removal into a general waste bin, followed immediately by hand hygiene. Used PPE must never be placed in a pocket, onto a belt, or reused.

PPE for OSH purposes must always be used/prioritised eg: to protect from chemical exposures. Please check with PHEOC IP&C for advice on safe COVID use of OSH PPE.

Staff are encouraged to work with a PPE buddy when donning and doffing PPE. The buddy system is a way to check PPE is donned, worn and doffed correctly to ensure staff safety.

PPE is to be removed for meal or toilet breaks and disposed of into general waste bins and hand hygiene performed. Following break times, clean PPE is to be donned.

PPE is to be changed after each red zone flight. This is to ensure potentially contaminated PPE is not worn/taken into other areas of the airport.

All staff must wear the required PPE for the task being performed. Please see Appendix 1 for PPE recommendations for airport staff.

Masks

Once in place and fitted under the chin and moulded across the nose, do not touch the mask again.

If the mask is adjusted or inadvertently touched, hand hygiene must be performed immediately.

Staff must wear the mask correctly i.e. masks are not to be worn around the neck, under the chin, from an ear or on top of the head.

Masks with ties are to be provided for staff who wear a head covering for cultural reasons.

Surgical masks must be changed every 4 hours or sooner if they become soiled, damaged or damp with the wearer's breath.

Masks must be removed and replaced in the following order: perform hand hygiene, remove used mask and immediately discard into a general waste bin, perform hand hygiene, don a clean mask, perform hand hygiene.

Protective eye wear

Face shields are labelled as single use by the manufacturer but can be used by the same person for the duration of their shift.

Goggles may be reused by the same person indefinitely but must be cleaned and disinfected each time they are removed.

Gloves

Latex free gloves are recommended to reduce the risk of allergy to the wearer and those persons in the vicinity.

Are not a substitute for hand hygiene and hand hygiene must be performed every time gloves are removed.

Prolonged use creates a moist environment and increases the production of microorganisms we normally carry on our skin.

Are only to be worn when there will be physical contact with a passenger or crew or their belongings. Immediately following this interaction, gloves must be removed, discarded into a general waste bin and hand hygiene performed.

Are not to be sanitised using hand sanitiser or surface cleaner.

If gloves have become contaminated, the gloves are to be removed immediately and disposed of into a general waste bin, and hand hygiene performed. Clean gloves can then be put on if required.

Staff are to avoid touching unnecessary objects when wearing gloves e.g. do not answer the telephone or use a computer with gloves on.

Always remove gloves and perform hand hygiene prior to performing new tasks

Appendix 3: IP&C checklist for supervisors

Item	Description	Completed
1	All airport staff are aware of their roles and responsibilities during the arrivals process	
2	All airport staff have been provided with training and education on IP&C practices specific to the airport setting. This must include PPE, hand hygiene, physical distancing, cough etiquette, cleaning and disinfecting and waste management	
3	Staff training is recorded and documented	
4	Hand hygiene facilities are widely available, and staff perform hand hygiene frequently and correctly	
5	<p>PPE:</p> <ul style="list-style-type: none"> • Appropriate PPE is widely available and easy to access (quality, size and choice) • Areas for storing and donning PPE are segregated from doffing areas to ensure clean PPE does not become contaminated • PPE is donned, worn and doffed correctly 	
6	Staff comply with physical distancing requirements from passengers, crew and colleagues as much as possible	
7	There are processes in place to ensure staff do not attend work if they are unwell or if they become unwell whilst at work, they are managed appropriately	
8	All staff practice appropriate cough and respiratory etiquette requirements	
9	Staff equipment is dedicated to individual staff where possible, to avoid sharing of items. Any equipment that cannot be dedicated has a procedure for cleaning and disinfection between users.	
10	Each agency is responsible for cleaning and disinfecting their own area and equipment	
11	Signage and markings are displayed to create physical distancing, ensure appropriate flow of staff, passenger and crew movement, and to promote hand hygiene and other COVID safe practices.	
12	Staff participate in site inspections and audits as conducted by WA Health	
13	<p>Each agency can produce documentation on</p> <ul style="list-style-type: none"> • Staff education & training 	

	<ul style="list-style-type: none"> • Incident and breaches in practice reporting • Policies/procedures and standard operating procedures in relation to processing arriving passengers and crew and COVID-19 safe practices • Management of unwell staff • Staff screening compliance • Staff rostering <p>to the WA Department of Health upon request</p>	
14	Waste is managed in accordance with these guidelines	
15	Laundry (linen and staff uniforms) are managed in accordance with these guidelines	
16	Airport staff have access to and comply with testing requirements	
17	Airport staff have access to COVID-19 vaccinations	
18	Staff know where to seek further advice from in regard to COVID-19 safe practices and IP&C procedures during the processing of arriving passengers and crew	

Appendix 4: Resources

Education and training links

Australian Government Infection Prevention and Control training for COVID-19:

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Clubs WA Hospitality Alliance Training, COVID-19 Hygiene Training:

<https://www.hospitalityalliancetraining.edu.au/courses/clubs-wa-covid-19-hygiene-training/>

Hand Hygiene online courses:

<https://www.hha.org.au/online-learning/complete-a-module>

The World Health Organization Infection Prevention and Control of COVID-19 Virus

<https://openwho.org/courses/COVID-19-IPC-EN>

WA Department of Health Beating the bugs, colds and viruses' video:

<https://www.youtube.com/watch?v=xhUSA7Fhe6M>

WA Department of Health PPE donning and doffing video (Full PPE):

<https://www.youtube.com/watch?v=qENV2ly-ndk>

Fact sheets and posters

Australian Government Information About Environmental Cleaning and Disinfection in the Community:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>

Australian Government Information for Employers

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-employers>

Australian Government Keeping Your Distance Poster:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>

Australian Government Stop the Spread:

<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread-coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread.pdf>

Hand Hygiene Australia posters

<https://www.hha.org.au/local-implementation/promotional-materials/posters>

How to Put on and Take Off Your Face Mask:

<https://healthywa.wa.gov.au/-/media/HWA/Documents/Health-conditions/COVID19/COVID19-How-to-put-on-a-face-mask.pdf>

How to Wash your Hands Poster:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/How-to-Wash-Hands-Poster.pdf>

Personal Protective Equipment (PPE) Donning and Doffing poster (Full PPE):

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-PPE-Poster.pdf>

Personal Protective Equipment (PPE) Donning and Doffing poster (surgical mask and eye protection)

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Maritime-Donning-and-DoFFing-PPE-Poster-Civvies.pdf>

Protect Yourself and Others Poster:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/Protect-Yourself-and-Others-Poster.pdf>

WA Department of Health Advise for Physical Distancing in the Workplace:

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Social-distancing-in-the-workplace.pdf>

WA Department of Health Cleaning and Disinfection in the Non-Healthcare Settings Advice:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-Environmental-Cleaning-for-workplaces.pdf>

WA Government coronavirus information and advice:

<https://www.wa.gov.au/government/covid-19-coronavirus>

Bibliography

Australian Government Coronavirus (COVID-19) Advice on Managing the Health Risks from COVID-19 on International Flights:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-advice-on-managing-the-health-risks-from-covid-19-on-international-flights>

Australian Government Coronavirus (COVID-19) Environmental Cleaning and Disinfection Principles for Health and Residential Care Facilities:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities>

Australian Government Coronavirus (COVID-19) Information About Routine Environmental Cleaning and Disinfection in the Community:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>

Australian Government Infection Control Expert Group

<https://www.health.gov.au/committees-and-groups/infection-control-expert-group-iceg>

Australian Government Therapeutic Goods Administration:

<https://www.tga.gov.au/>

Australian and New Zealand Standard 4146:2000 Laundry Practice

<https://infostore.saiglobal.com/en-us/standards-australia-as/>

Australian Standard 3816:2018 Management of Clinical and Related Wastes

<https://infostore.saiglobal.com/en-us/standards-australia-as/>

Coronavirus Disease-2019 (COVID-19) Infection Prevention and Control in Western Australian Healthcare Facilities:

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Infection-Prevention-and-Control-in-Hospitals.pdf>

Hand Hygiene Australia

<https://www.hha.org.au/>

Series of National Guidelines: Coronavirus Disease 2019 (COVID-19) CDNA Guidelines for Public Health Units

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>

WA Department of Health Cleaning and Disinfection in the Non Healthcare Settings Advice:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-Environmental-Cleaning-for-workplaces.pdf>

WA Department of Health Frequently Asked Questions for Airport Staff:

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-FAQ-for-Airport-workers.pdf>

WA Department of Health Infection Prevention and Control Recommendations for Airport Staff:

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Infection-prevention-and-control-recommendations-for-airport-staff.pdf>

WA Department of Health Information for Airport Workers (International Arrivals)

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Airport-Workers-International-Arrivals-Directions.pdf>

World Health Organization Coronavirus

https://www.who.int/health-topics/coronavirus#tab=tab_1

World Health Organization 5 Moments for Hand Hygiene

https://www.who.int/qpsc/tools/Five_moments/en/

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