

## AIRLINE CREW ARRIVALS

# Quarantine rules for airline crew arriving in Victoria from overseas

This information is about the rules you must follow while transiting in Melbourne and entering quarantine



### Quarantine is compulsory for international airline and freight crews in transit

People arriving in Victoria from overseas are required by law to enter hotel quarantine to help slow the spread of coronavirus (COVID-19). These rules apply to international airline crew transiting through Melbourne, including freight crew.

If you are transiting for 8 hours or more, you must enter quarantine at a hotel. If you are transiting for less than 8 hours, you can remain at the airport, but you cannot leave the terminal or access public areas.

Once you have entered quarantine you will not be able to leave your room for 14 days. Emergencies, mental health and medical reasons are the only exceptions and must be approved by a Victorian Government Authorised Officer.

You will be able to exit quarantine before 14 days if an Authorised Officer determines that you may leave to board a scheduled international or interstate flight departing from Melbourne.

### Practise good hygiene

Safety is important. You **must**:

- keep your hands clean and sanitised
- wear a face mask any time you open your room door, when leaving your room, including in cases of emergency or

evacuation, or when someone is authorised to enter your room and during your transit to and from the airport. While in quarantine, you can contact reception if you require additional face masks.

- stand 1.5 metres away from others.

### Staying in quarantine

Where possible, you will quarantine in hotel accommodation. You will stay in a single room during your quarantine period unless you request a shared room with a crew member from the same flight. You will need to make this request at check-in.

You will not be provided with a room key as you are not permitted to leave your room during quarantine.

On-site staff will be available to assist you during your stay, and an on-call nurse and health team will be available. Call hotel reception if you need any assistance.

### Appropriate behaviour in quarantine

There are security measures in place to ensure all crew are following the rules. Police are located on-site.

You must follow the directions of all staff during your time in quarantine. This protects your safety and wellbeing, and that of the Victorian community.

Staff are there to help you during your stay. Inappropriate or disrespectful behaviour is taken seriously. Any threatening behaviour will be reported to Victoria Police on-site.

## Visitors and contacting people

While in quarantine **you must not open your door, leave your room or let another person enter your room** unless it has been permitted by an Authorised Officer or there is an emergency.

No visitors are allowed. You can contact your colleagues, family and friends through telephone, video or online chat. This is to reduce the risk to staff and other people in quarantine.

## Testing for coronavirus (COVID-19)

You will have been tested for coronavirus (COVID-19) upon disembarking at Melbourne Airport on day 0. The testing team will endeavour to complete these tests as quickly as possible and your test results will be communicated to you within 12 hours.

Depending the length of your stay, you will also be tested on days 0, 4, 12 and 14. You must take these tests even if you feel well and do not have symptoms. Failure to take the test may result in a further 10 days in quarantine.

If you test positive for coronavirus (COVID-19) you will be transferred to hospital or a health hotel. A health hotel has additional medical support and services.

## If you feel unwell or need medical care

Please contact **1300 215 333** to talk to an on-call medical practitioner. If it is an emergency, please call hotel reception immediately. They will arrange an ambulance and have qualified first aid staff on-site.

## Medical devices

The use of the following medical devices is prohibited in hotel quarantine:

- Nebulizers
- Humidifiers.

## Food and meals

Three meals with drinks and three snacks a day that meet your reasonable dietary requirements will be provided to you. For infection prevention, food and drinks in sealed containers will be left at your room door so there is no direct contact.

Meals will be delivered between these times:

- Breakfast – 7am to 10am
- Lunch – 12pm to 3pm
- Dinner – 6pm to 10pm

The hotel will have extra meals available if you are resting at the set delivery times and do not want to be disturbed.

We know that quality meals are important. All reasonable dietary requirements, including religious and cultural requirements, will be catered for when providing meals and snacks.

You can order prepared meals through a certified delivery service or hotel room service at your own cost. You may also purchase snacks and personal items for delivery from supermarkets and retail department stores at your own cost.

Cooking is not allowed in hotel rooms. There are no cooking facilities or appliances.

## Do-not-disturb process

If you do not want to be disturbed during the set meal delivery times because you are resting, you should place a do-not-disturb sign outside your room door. Meals will not be delivered to your room.

You will need to call hotel reception to arrange a meal delivery at another time, noting that there may be short delays in delivery.

The do-not-disturb process does not apply to coronavirus (COVID-19) testing. Depending on the length of your stay, you will need to undertake testing on days 0 (within 24 hours of arrival), 3 and 11 at the set times determined by the quarantine health services provider.

## Personal items

You can be provided personal hygiene products and a limited supply of personal items, such as deodorant and toothbrushes. Call hotel reception to make a request.

## No smoking in accommodation

Smoking is not permitted in accommodation used for quarantine and you are not allowed to buy cigarettes. The accommodation provider may impose a cleaning charge on you for smoking in your room.

Nicotine replacement therapies (NRT) can be accessed during your stay by contacting the on-call medical practitioner on **1300 215 333**.

## Alcohol

Alcohol is only available for purchase through the hotel bar. You cannot have alcohol delivered from outside.

## Deliveries

You can order deliveries to make your time in quarantine more comfortable, such as items from a retail department store, prepared meals from certified meal delivery services, or certain grocery stores. Please advise hotel reception beforehand, each time you are ready to order a delivery (see below).

- **Only groceries intended for personal use will be approved** – bulk items or items such as uncooked meat will not be permitted.
- **Family and friends cannot deliver or send you items**, including food or care packages, due to the risk of transmission.
- **Deliveries will be inspected.**
- **Illegal items are not allowed.** Suspected illegal items will be reported to police.

Each time you are ready to order a delivery, notify reception about which delivery service you are using and the expected delivery time.

Your delivery will be inspected on arrival and taken to your room door. Any prohibited items will be removed and returned to you when you exit quarantine.

Suspected illegal items will be reported to Victoria Police.

## Meal and supermarket deliveries

Meal deliveries can be received at any time, subject to any restrictions on food services. You have to pay for any food and delivery costs.

**You are not allowed to order alcohol or cigarettes.**

Do not order supermarket food that requires cooking or any preparation as there are no cooking facilities or equipment in your room. Fruit and vegetables for snacking are OK if no preparation or use of utensils, microwaves, ovens, stoves or other cooking equipment are required.

## In-room entertainment

All rooms have access to in-room entertainment and free Wi-Fi throughout the hotel.

## Laundry

If you are staying 5 days or less at the hotel, laundry or dry-cleaning services are **not** available.

If you are staying longer than 5 days, you will be able to access laundry services.

## Leaving quarantine

You are not permitted to leave your room unless an Authorised Officer has given you permission to do so.

On checkout day, you must also not leave your room until directed to do so by quarantine staff. Staff will knock on your door, indicating that they are ready for you to exit.

Your airline has nominated one of your colleagues as the crew representative. They are responsible for booking SkyBus transportation from the hotel to the airport through COVID-19 Quarantine Victoria.

This will be completed as early as possible, ideally a minimum of 48 hours in advance of your departure. You will be advised of your scheduled pick-up time by the hotel.

Hotel staff will also provide you with a wake-up or reminder call one hour prior to your scheduled departure from the hotel.