

ADVICE TO AIRLINES

Quarantine rules for airline crew arriving in Victoria from overseas



This information is for airlines about the process and rules for airline crews 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 quarantine to help slow the spread of coronavirus (COVID-19). These rules apply to international airline crew transiting through Melbourne, including freight crew.

Crew transiting for 8 hours or more must enter quarantine at a hotel. Crew transiting for less than 8 hours can remain at the airport. They will not be allowed to leave the terminal and cannot access public areas.

Once airline crews have entered quarantine, they will not be able to leave their rooms for 14 days or until their next flight departs Melbourne. Emergencies, mental health and medical reasons are the only exceptions.

Arriving in Melbourne

Upon arrival at Melbourne Airport, crews will receive a standard health screen. Crew members will then be issued with a detention notice by a Department of Health Authorised Officer.

The detention notice will direct crew who have symptoms of coronavirus (COVID-19) to quarantine at a health hotel, which has additional medical support and services.

The notice will direct crew who have a confirmed flight out of Victoria within **5 days or less** to quarantine at accommodation dedicated exclusively for international aircrews.

Crew who do not have a confirmed flight out of Victoria **within 5 days** may be offered accommodation at a standard quarantine hotel where they will have access to additional facilities and services designed to accommodate longer-term stays.

So that the most appropriate hotel can be allocated for the length of their stay, nominated aircrew representatives must email the following information to mqallocations@justice.vic.gov.au:

- Forward schedule with expected crew numbers
- general declarations or other communications with crew movement advice (i.e. remaining onboard/outbound flight).

Please ensure your crew's outbound flight details are correct

Airlines will receive notification of their crew's designated hotel the day before arrival in Melbourne in COVID-19 Quarantine Victoria's daily hotel allocation email.

Transportation to the hotel

SkyBus will transport crew members directly from airside to the hotel. This will be arranged by the airport-based team of government officials. Dedicated buses will be provided for each individual airline crew so there is no close contact with crew from other airlines.

All buses are cleaned after each crew is transported and drivers will wear full personal protective equipment. Crew must wear face masks and maintain physical distancing at all times, including on the bus.

Departures

CQV Allocations will coordinate transport for aircrew to the hotel and back to the airport. Airlines are responsible for providing relevant aircrew information to CQV Allocations with as much notice as possible, ideally a minimum of 48 hours in advance.

To make transportation bookings, the nominated airlines representative must email mqallocations@justice.vic.gov.au with the following information:

- Date and time of departure
- Airline
- Flight number
- Wakeup call time
- Requested pick-up time
- Number of crew and crew names

COVID-19 Quarantine Victoria will notify SkyBus and the hotel, and hotel staff on site will then advise crew.

If any transport issues arise, airlines should contact:

- **7am – 10pm**
CQV Allocations team
0427 379 215 or
mqallocations@justice.vic.gov.au
- 10pm – 7am
SkyBus Duty Manager
0458 458 438

Changing a pick-up time

Communication for any changes to scheduled pick-up times must be made by the airline representative to CQV Allocations team or Skybus (out of hours).

On site teams will not be able to assist crew with changes to pick up times.

Testing for coronavirus (COVID-19)

Crew members will be tested for coronavirus (COVID-19), within 24 hours upon disembarking at Melbourne Airport on day 0. Depending on the length of their stay, they will also be tested on days 4, 12 and 14. They must take these tests even if they feel well and do not have symptoms.

Refusal to submit for testing may result in an extension to the quarantine period.

Test results will be communicated to crew within 12 hours. Crew members may also consent to their airline being advised of their test results.

If a crew member tests positive for coronavirus (COVID-19), they will be transferred to hospital or a health hotel.

Appropriate behaviour in quarantine

There are security measures in place to ensure all crew are following the rules. Police are located on-site. Crew must follow the directions of all staff during their time in quarantine. This protects their safety and wellbeing, and that of the Victorian community.

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

Staying in quarantine

Crew members will stay in single rooms during their quarantine unless they request a shared room with a crew member from the same flight. Airlines should inform their crews that this request should be made at check-in.

Crew members will not be provided with room keys as they will not be permitted to leave their rooms during their quarantine period. On-site staff will be available to assist them during their quarantine stay, and an on-call nurse and health team will be available.

Medical care is available

If crew feel unwell or need medical care, they will be able to arrange a telephone consultation with the quarantine health service provider.

If it is an emergency, hotel reception 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:

- Nebulisers
- Humidifiers.

Visitors and contacting people

While in quarantine, crew must not open their doors, leave their rooms or let another person enter their rooms unless it has been permitted by a Victorian Government Authorised Officer or if there is an emergency.

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

No smoking in accommodation

Smoking is not permitted in accommodation used for quarantine. The accommodation provider may impose a cleaning charge on crew for smoking in their rooms.

Nicotine replacement therapies (NRT) can be provided to crew members free of charge during their stay by contacting the on-call medical practitioner.

Personal items

Crew members can be provided personal hygiene products and a limited supply of personal items, such as deodorant and toothbrushes.

In-room entertainment

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

Food and meals

Three meals with drinks and three snacks a day that meet reasonable dietary requirements will be provided to your crew. For infection prevention, food and drinks in sealed containers will be left at their room doors 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 crew 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.

Crew can order prepared meals through a certified delivery service or hotel room service at their own cost. Crew may also purchase snacks and personal items for delivery from certain supermarkets at their own cost.

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

Do-not-disturb process

Crew who do not want to be disturbed during the set meal delivery times because they are resting should place do-not-disturb signs on their doors. Meals will not be delivered to their rooms.

They 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 their stay, crew will need to undertake testing on days 0 (within 24 hours

of arrival), 4, 12 and 14 at the set times determined by the quarantine health services provider.

Deliveries

Crew can order deliveries from retail department stores, certified meal delivery services and supermarkets to make their time in quarantine more comfortable. Crew should advise hotel reception if they have ordered a delivery.

- **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 items to crew**, 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.

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

Deliveries will be inspected on arrival and taken to the crew member's hotel room door. Any prohibited items will be removed and returned to the crew member when exiting quarantine.

Alcohol

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

Laundry

Laundry or dry-cleaning services are not available for aircrew staying at the dedicated aircrew hotel. Crews staying longer than 5 days may be directed to stay at a standard quarantine hotel and will be able to access laundry services.

Leaving quarantine

Crew members must not leave their rooms on checkout day until they are directed to do so by quarantine staff. Staff will knock on each crew member's door, indicating that they are ready for crew to exit their rooms.

Aircrew members must not exit their rooms until they receive a knock on their doors from quarantine staff. Crew members will be provided with a wake-up or reminder call one hour before their scheduled departure from the hotel.

All crew must wear a face mask any time they open their room door, when leaving their rooms and during their transit to the airport. Crew can contact hotel reception if they require additional face masks.

Airline crew representative

Airlines will need to nominate a representative for their airline crews while they are in quarantine. **Please provide the representative's name, mobile phone number and email address** by emailing mqallocations@justice.vic.gov.au

The crew representative will help us communicate with your crew and manage their movement, ensuring a smooth process on arrival and when boarding outbound flights. They will receive a hotel allocation email, sent the day before their arrival, to communicate which hotel the crew will be staying at.

Contact tracing

In the event contact tracing is required, airlines will need to nominate a lead person to capture and provide contact details for relevant crew members to the Department of Health. This could be the same person nominated as the airline crew representative, or another nominated person.

Key contacts for crew members

Crew members will have a number of key contacts at the hotel during their stay, including hotel reception, Authorised Officers and the Site Manager.