

NSW Health Air Transportation Guidelines

Self-isolation guidelines for flight crew arriving in NSW from overseas

14 October 2020

These guidelines are supplementary to the current Public Health (COVID-19 Air Transportation Quarantine) Order and should be read in conjunction with the Order (available at health.nsw.gov.au/Infectious/covid-19/Pages/public-health-orders.aspx).

What is self-isolation?

Self-isolation means you must stay at your home or accommodation.

You cannot leave your house or accommodation (e.g. hotel room), apart from medical care, unless you have been given a specific exemption to do so and follow any directions you have been given to reduce the risk of close contact with other people.

You cannot leave to go to work, childcare centres, aged care facilities, university, recreation facilities, or public areas, or go shopping.

For those staying in flight crew hotel accommodation, self-isolation requires that you remain in your room at all times.

You can leave your home or accommodation only for the reasons listed below.

Travelling to your accommodation

Your employer must arrange your transportation from the airport to your home or accommodation. If you are travelling to your private residence, you may travel by private transport direct to your residence where you will isolate. No stops can be made. You must NOT travel on public transport.

Your employer must also arrange your transportation to your point of departure out of Australia. If you are returning to your own accommodation in NSW by taxi or ride-share you should sit in the back seat and you must wear a mask. You are required to travel directly to and from the airport and not stop at any location during the journey.

Monitor symptoms and seek help if they develop

You must monitor yourself for any new symptoms. Watch particularly for:

- fever (37.5°C or higher) or history of fever (night sweats, chills)
- cough
- runny nose
- shortness of breath (difficulty breathing)
- sore throat
- loss of smell
- loss of taste.

Other reported symptoms of COVID-19 include fatigue, muscle pain, joint pain, headache, diarrhoea, nausea/vomiting, loss of appetite, unexplained chest pain and conjunctivitis. If you develop symptoms, you must get tested and continue to self-isolate.

Persons self-isolating outside of NSW Health quarantine facilities have two main options for testing:

- Visit your nearest [COVID-19 clinic or drive-through clinic](#). When you arrive, immediately tell staff that you are an international flight crew member and have just returned from being overseas.
- Call your local doctor (or other health provider arranged by your airline) to make an appointment and tell them you are an international flight crew member and have just returned from being overseas.

If you require medical advice, call the [healthdirect](#) hotline on **1800 022 222**, tell them you are an international flight crew member and have just returned from being overseas.

If you become severely unwell and it is a medical emergency, you should phone 000. Tell the ambulance staff that you have been in home isolation for COVID-19, and that you have recently flown in from overseas.

Can I leave my room? Can I have visitors?

Self-isolation means you must stay at your home or accommodation. For those staying in flight crew hotel accommodation, self-isolation requires that you remain in your room at all times. You cannot leave your room to smoke or visit the bar. Arrangements will need to be made to bring meals to your hotel room door. Any food ordered through a food delivery service should be brought directly to your hotel room door.

If you are sharing your home with others, you should:

- remain separated from others
- wear a surgical mask when you are in the same room as another person (even if they are also in isolation) and when you visit a healthcare provider
- use a separate bathroom, if available
- avoid shared or communal areas and wear a surgical mask when moving through these areas
- not share a room with people who are at risk of severe disease, such as elderly people, immunocompromised people, and those who have heart, lung or kidney conditions, and diabetes.

If you are required to leave for one of the permitted reasons, you should wear a surgical mask, maintain a distance from others (minimum of 1.5 metres) and travel directly to and from the location back to your home or crew accommodation. If you need further advice, you should contact your local [Public Health Unit](#) at **1300 066 055**.

How can I obtain food and other essential supplies?

Ask your employer, family, friends or other members of the household to pick up groceries and medicines for you. If this is not possible, you may be able to order groceries and medicines (including prescription medicines) online or by telephone. If you are staying in hotel accommodation, any food ordered through a food delivery service should be brought directly to your hotel room door. If you still need help with obtaining food and essential supplies, help is available through your local [Public Health Unit](#) at **1300 066 055**.

Can I go into the garden or go for a walk?

If you are in hotel accommodation you must remain in your room, you can go onto your private balcony if you have one. If you are at your home, you can go into your private garden or courtyard or onto your private balcony if you have one.

Can I go outside to smoke?

If you are in hotel accommodation you must remain in your room. You can go onto your private balcony to smoke if you have one. If you are at your home, you can go into your private garden or courtyard or onto your private balcony if you have one.

Wear a surgical mask

You should wear a surgical mask when you are in the same room with other people (even if they are also in isolation) and when you visit a healthcare provider. Make sure your surgical mask covers your nose and mouth at all times and avoid touching your mask unnecessarily.

Cover coughs and sneezes

You should cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your sleeve or elbow. Used tissues should be placed in a bin, and hands immediately washed with soap and water for at least 20 seconds.

Wash your hands

You should wash your hands often and thoroughly with soap and water for at least 20 seconds. You can use an alcohol-based hand sanitiser if your hands are not visibly dirty. Ensure you wash your hands or use a hand sanitiser:

- before entering an area where there are other people
- before touching things used by other people
- after using the bathroom
- after coughing or sneezing
- before putting on, and after removing, gloves and masks.

Avoid sharing household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water or use a dishwasher/washing machine.

Still have questions or need support while in isolation?

- [Lifeline Australia](#): 13 11 14
A crisis support service that provides short term support at any time for people who are having difficulty coping or staying safe.
- [NSW Mental Health Line](#): 1800 011 511
Mental health crisis telephone service in NSW.
- Call the [National Coronavirus Health Information line](#): 1800 020 080

For more information

- Visit [advice in managing the health risks from COVID-19 on international flights and layovers](#)
- Visit [NSW Health - COVID-19 \(Coronavirus\)](#)
- [Coronavirus Disease 2019 \(COVID-19\) CDNA National Guidelines for Public Health Units \(for further information on release from isolation\)](#)