

AUSTRALIAN AIRPORTS

WEARING FACE MASKS IN AUSTRALIAN AIRPORTS

Q: What are the requirements around wearing of masks in Australian airports and on flights?

A: State and territory legislation requires that individuals wear a mask in domestic airports (terminal areas) and on domestic flights while in Australia. You should check your relevant state/territory for any specific requirements.

Q: When does the mandatory masks requirement commence?

A: Each state/territory will issue Health Orders to mandate these requirements and the dates may vary.

However, mandatory mask wearing in airports and on all domestic flights (interstate and intrastate) is expected to be in place by 22 January 2021.

Q: Where does a mask need to be worn at the airport?

A: This information is defined in the state/territory Health Orders, but generally in all terminal areas.

You should refer to your relevant state/territory Health Orders and work with your relevant Health authority if you are uncertain about these requirements.

Q: Who is responsible for providing masks?

A: Passengers should provide their own mask, and bring enough masks to last the duration of their journey. Passengers should change their masks every four hours, or when their masks are wet. A cloth or surgical mask is acceptable.

Airports and airlines should ensure they have a supply of masks as a contingency (they may charge for these).

Q: Where can passengers find advice on appropriate mask use?

A: The Australian Department of Health [website](#) has a range of resources to assist in using the right mask for your circumstances, and using it safely.

Q: Can people remove masks to eat and drink?

A: Yes. Masks can be removed to eat and drink, and if directed to do so by an airline or government official for identification or other purposes.

Airports and airlines should ensure they have a supply of masks as a contingency (they may charge for these).

Q: Do children or people with other medical conditions have to wear a mask?

A: Masks are not required for:

- Children aged under 12 years (11 years and younger) as they may not be able to handle it safely;
- Anyone who has trouble breathing wearing a mask and who can provide a medical certificate as evidence;
- Anyone who is unable to remove a mask without assistance; and

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- People assisting people who are deaf or hard of hearing (and their contacts), as some people with hearing disabilities seeing the mouth is essential for communication.

Q: How will information about the measures be communicated to passengers?

A: Airports are encouraged to provide announcements over PA systems and/or appropriate signage.

Airlines are encouraged to advise of requirements during pre-flight instruction and throughout flight.

Q: What are the procedures for dealing with a passenger or other visitor to the airport with no mask?

A: Airports and airlines are to assist passengers without a mask by providing them with a mask and reminding them of the new rules, including that these are government mandated requirements.

If a person becomes aggressive to airport or airline staff and refuses to wear a mask, the standard state/territory process for reporting disruptive passengers/persons should be followed.

Q: Who enforces the use of masks?

A: The relevant law enforcement authorities will be responsible for enforcing these measures, in accordance with the state/territory Health Orders.

Q: What are the requirements on airports and airport services in relation to infection prevention and control measures?

A: Airports and airport operators (such as retailers, service providers) must ensure appropriate infection prevention and control measures within the terminal and their respective premises according to COVIDSafe plans and national and industry guidelines. General guidance is provided on the Australian Government Department of Health [website](#).

Q: Who is responsible for disposal of single-use masks?

A: Travellers should carry waste bags for disposal of masks.

Q: How do I dispose of PPE?

A: Information on the appropriate use and disposal of PPE is provided on the Safe Work Australia [website](#).