

Quarantine Advisory Panel

WA Quarantine System Traveller Journey Maps

Journey maps for international and domestic travellers entering Perth via the airport who are given a quarantine direction



Quarantine Advisory Panel

Purpose of this document

The Western Australian Quarantine System Traveller Journey Maps have been developed for the Quarantine Advisory Panel (QAP) to outline **the journey** of international and domestic travellers entering Perth via the airport who are given a quarantine direction.

The **maps** are based on feedback received through a series of workshops with international and domestic travellers related to the WA quarantine system and **touchpoints travellers had with people, staff, and items** (e.g. luggage, waste, linen) from the time a traveller **arrives** at the Perth airport to the time they **complete quarantine** and any activities **within quarantine**. The stakeholder consultation included only those with first-hand experience of the WA quarantine system for the period from August to November 2021.

It is acknowledged that the **maps do not include all experiences** most notably travellers with a disability; from a culturally and linguistically diverse (CALD) background; those who tested positive to COVID-19; travellers who were given compassionate leave; and those who quarantined in a regional or remote settings as the travellers who attended the workshops either did have these backgrounds or did not experience these variations to the journey and therefore these maps could be **considered the 'typical' traveller journey**.



Contents

Section	Item	Page
1	Background and context	4
2	Approach to the traveller workshops	6
2.1	Traveller workshop structures	8
2.1.1	International traveller workshop structure	9
2.1.2	Domestic traveller workshop structure	10
3	Journey maps	11
3	Journey map structure	12
3.1	International traveller journey map	13
3.2	Domestic traveller journey map	18

1

Background and
context

1. Background and context

The Quarantine Advisory Panel has initiated a project to journey map and identify key themes and areas of risk based on the experiences of international and domestic travellers.

On 15 March 2020, the Western Australian (WA) Minister for Emergency Services declared a **State of Emergency** in respect to the pandemic caused by **COVID-19**.

In response to the pandemic, on 28 March 2020, the **National Cabinet** of Australia declared a **14 day quarantine period** was required for travellers returning from overseas. The WA State Emergency Coordinator then issued a number of **directions related to the quarantine of returning travellers**. In parallel the **WA COVID-19 Hotel Quarantine System (the System)** was established.

WA's System is **based on national guidance** including Australia's National Hotel Quarantine Principles as stated by the Australian Health Protection Principal Committee.

The System has had a **number of external reviews** conducted, including one that concluded in March 2021 conducted by **Professor Tarun Weeramanthri** who reviewed the processes and procedures of the System and made a number of **recommendations**, including the establishment of the Quarantine Advisory Panel (QAP).

The QAP provides strategic oversight of the management of WA's quarantine arrangements and provides advice to support continuous improvement, optimal health, economic and social outcomes, and management of current and emerging risks. This includes providing assurance to Government that WA's quarantine system is fit-for-purpose, agile and responsive to the dynamic and complex challenges of the COVID-19 pandemic.

In continuing to fulfil its mandate, the QAP mobilised the **WA Quarantine System Traveller Journey Maps project** to:

- map the international and domestic traveller journey through the System; and
- facilitate the identification of improvement opportunities that will reduce risk and improve the experience associated with both traveller journeys.

The WA Quarantine System Traveller Journey Maps Project (the Project) will build on previous work conducted by the State Health Incident Coordination Centre (SHICC) to map the System's processes and assurance mechanisms and identify opportunities for improvement.



2

Traveller
workshop
approach

2. Traveller workshop approach

Workshops with international and domestic travellers sought to understand the typical traveller's journey from airport arrival until completing quarantine.

Workshop participants

International and domestic travellers with recent experience of the WA quarantine system were invited to participate in one of two workshops held to understand the typical traveller experience from arriving in WA at the international or domestic airport, to completing a hotel or self-quarantine Direction.

The international traveller workshop was held on **17 November 2021**, and the domestic traveller workshop took place on **18 November 2021**.

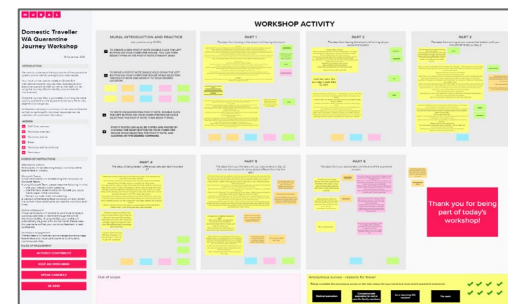
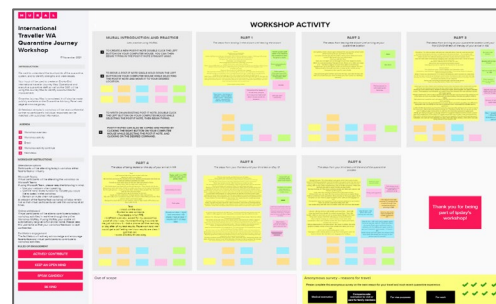
Given that the participant sample size could not encompass all variations in a traveller's journey, it is acknowledged that **not all experiences were captured most notably** travellers with a disability; from a culturally and linguistically diverse (CALD) background; those who tested positive to COVID-19; travellers who were given compassionate leave; those who quarantined in a regional or remote settings. However, quarantine system staff did discuss some of the protocols these travellers may experience and if any improvements opportunities from their perspective were required.

Workshop approach

Participants were given the option to attend the workshops face-to-face or virtually via Microsoft Teams.

For each part of the quarantine process a volunteer shared their experience then other participants could add if their experience deviated in any way. The travellers were then queried on the part of the process to understand if there were any areas of risk, any sub-optimal part of their experience, or any times they did not feel personally safe. Travellers also volunteered feedback on areas of strength or positive experiences with the system.

A workshop facilitator captured all workshop discussion in real time using the **online whiteboard platform** which was made visible to both in-person and virtual participants throughout the workshop. Participants' discussion was de-identified and used to create these end-to-end journey maps.

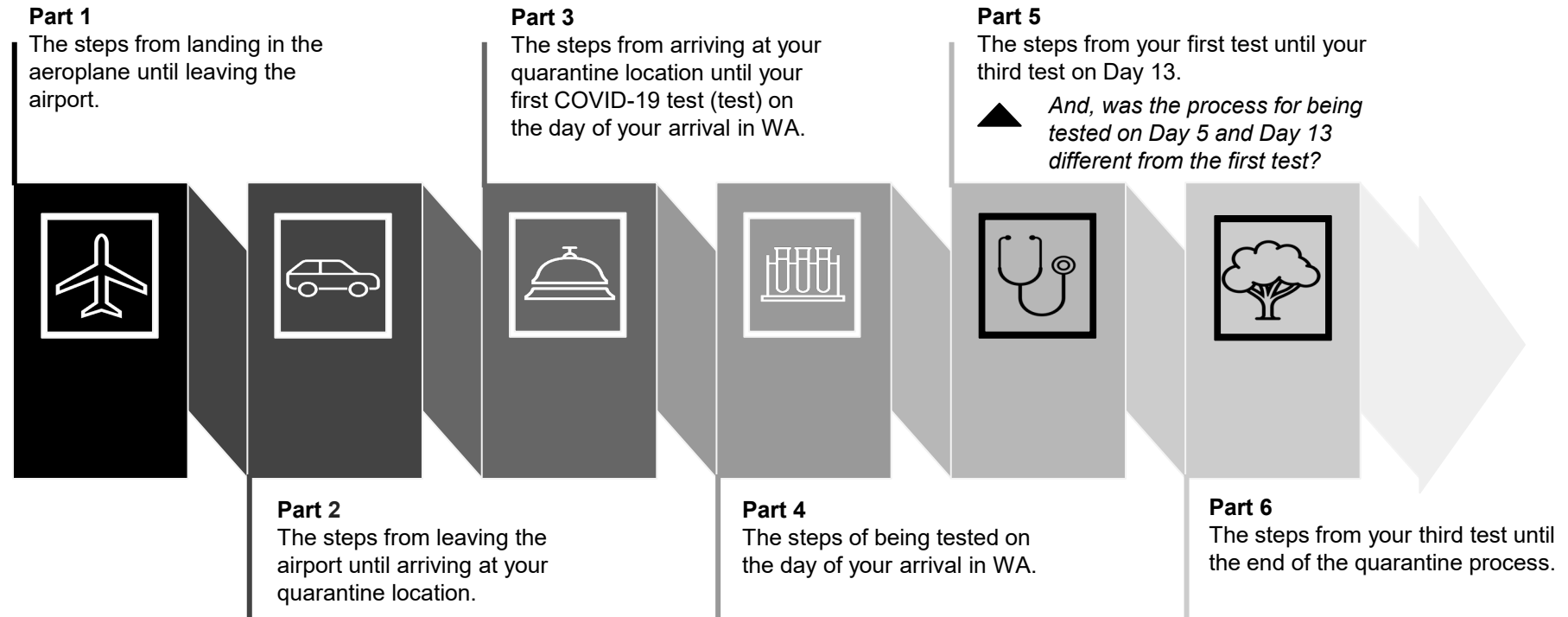


2.1

Traveller
workshop
structures

2.1.1 International traveller workshop structure

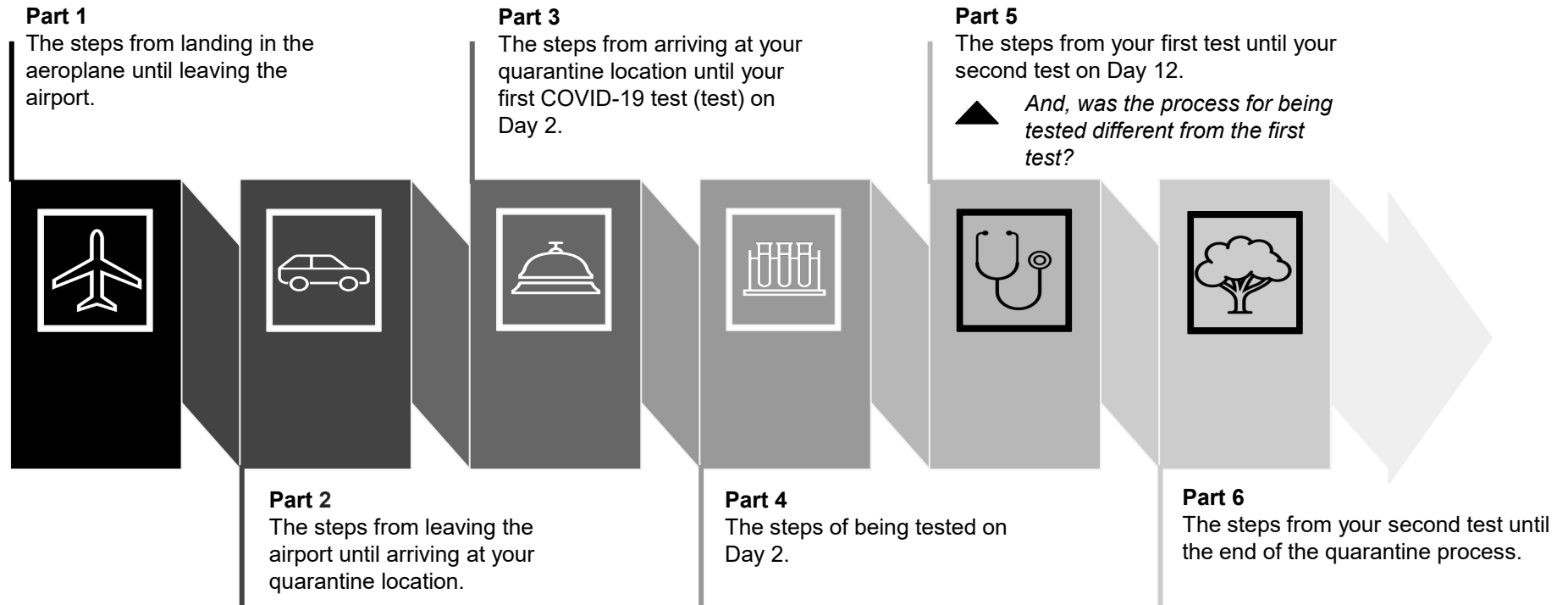
At the international traveller workshop the experience of the traveller was mapped for six key parts of the quarantine process.



*For each of meals, security, cleaning, health checks / testing, and other deliveries touchpoints, the traveller was asked:
What did you do? Who did you interact with? What were the protocols for those interactions? And what travel method did you use? Did you feel safe?
Did you feel that you were put at risk?*

2.1.2 Domestic traveller workshop structure

At the domestic traveller workshop the experience of the traveller was mapped for six key parts of the quarantine process.



*For each of meals, security, cleaning, health checks / testing, and other deliveries touchpoints, the traveller was asked:
What did you do? Who did you interact with? What were the protocols for those interactions? And what travel method did you use? Did you feel safe?
Did you feel that you were put at risk?*

3

Journey maps

3. Journey map structure

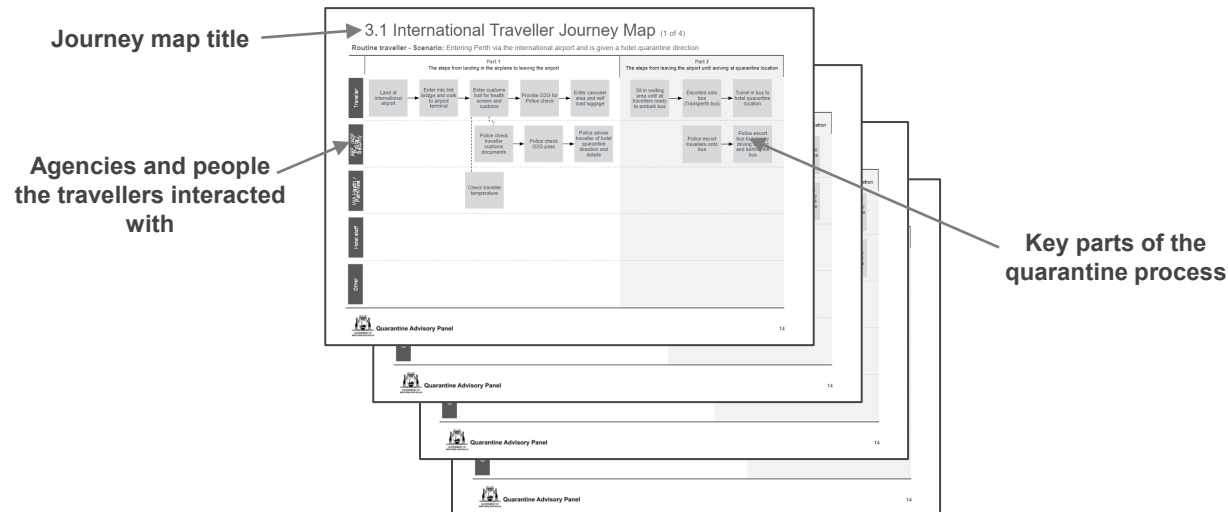
Detailed journey maps were developed to outline the typical international and domestic traveller experience through the WA quarantine system.

The traveller journey maps show **touchpoints the typical traveller has with people, staff, and items** (e.g. luggage, waste, linen) from the time a traveller arrives at the Perth airport and receives a quarantine direction, to the time they complete quarantine and any activities taking place during that period. **Two end-to-end traveller journey maps were created.** The international traveller journey map is provided in section 3.1 and the domestic traveller journey map is provided in section 3.2 of this report.

Journey maps structure

Both maps are presented with the horizontal component showing six key parts of the quarantine process, and the vertical component capturing key agencies and / or people the traveller interacts with. Note that this is from the traveller's perspective and so there are instances where due to the traveller's recollection, certain parts of the typical traveller journey were not documented (e.g. travellers interactions with Department of Communities) or there was some confusion as to which agency the travellers was interacting with (e.g. WA Police versus Australian Border Force versus Australian Defence Force).

Each step within the key parts of the quarantine process and the agency / person they interacted with are detailed across the maps.

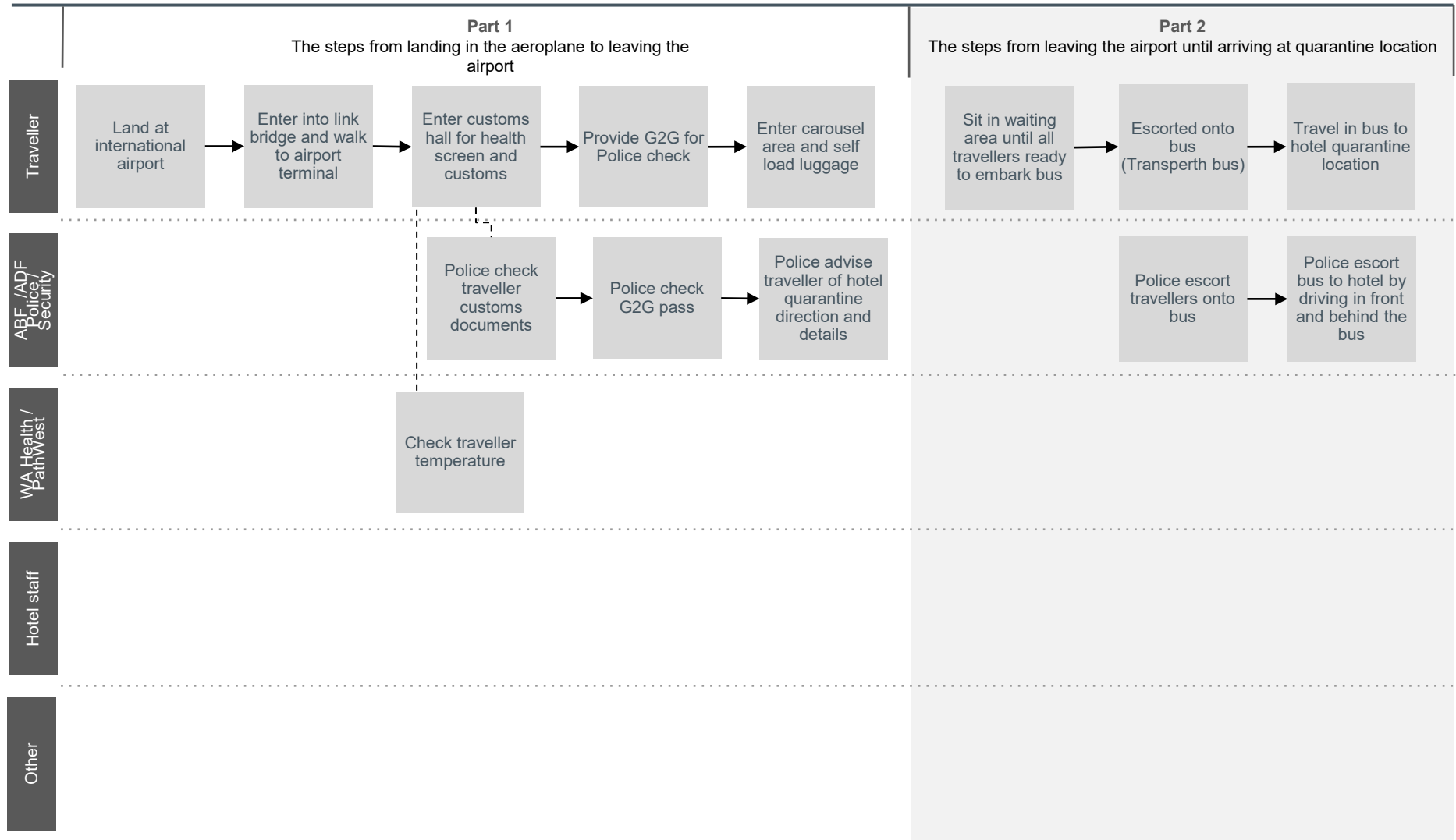


3.1

International
Traveller
Journey Map

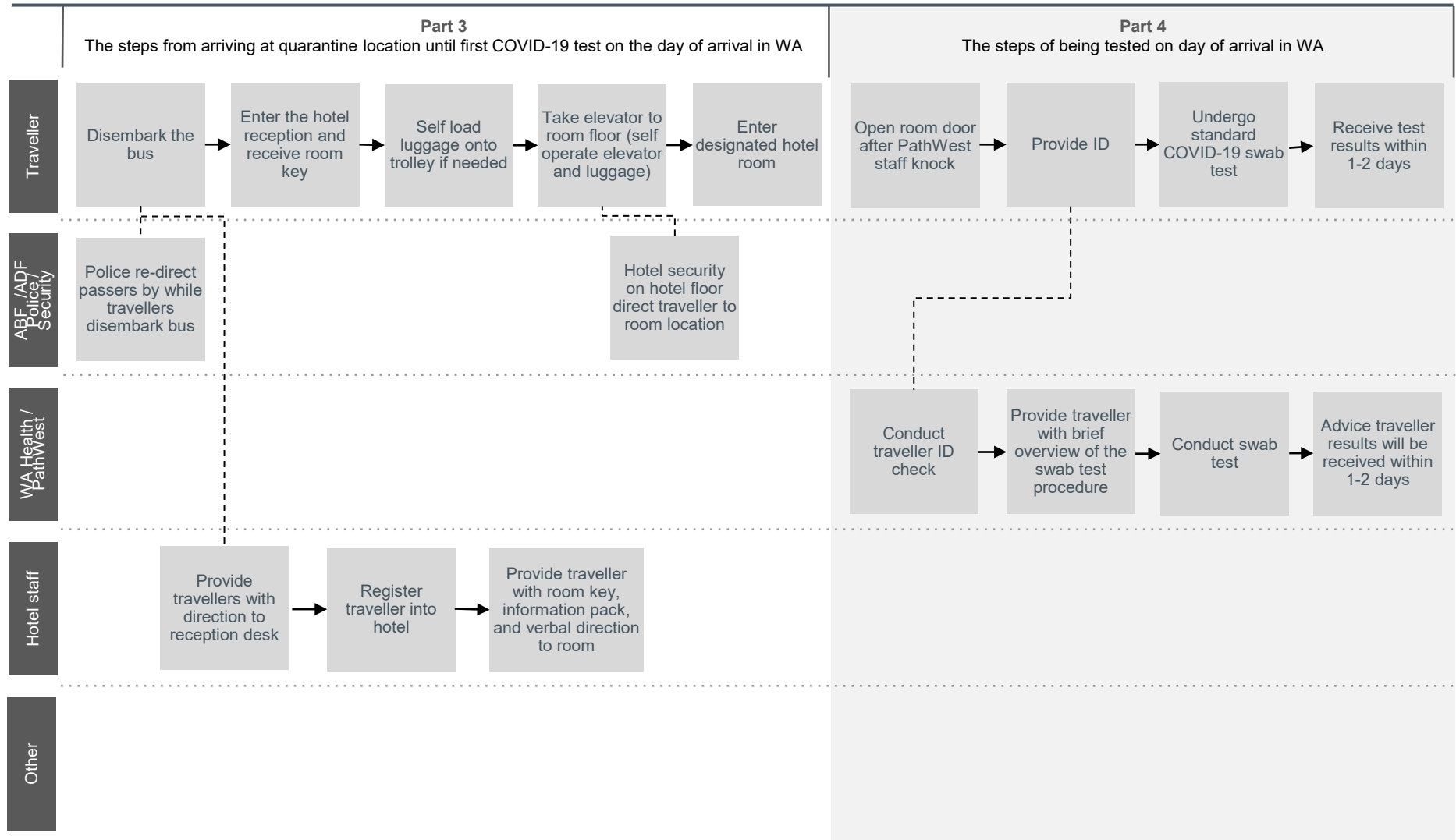
3.1 International Traveller Journey Map (1 of 4)

Routine traveller - Scenario: Entering Perth via the international airport and is given a hotel quarantine direction



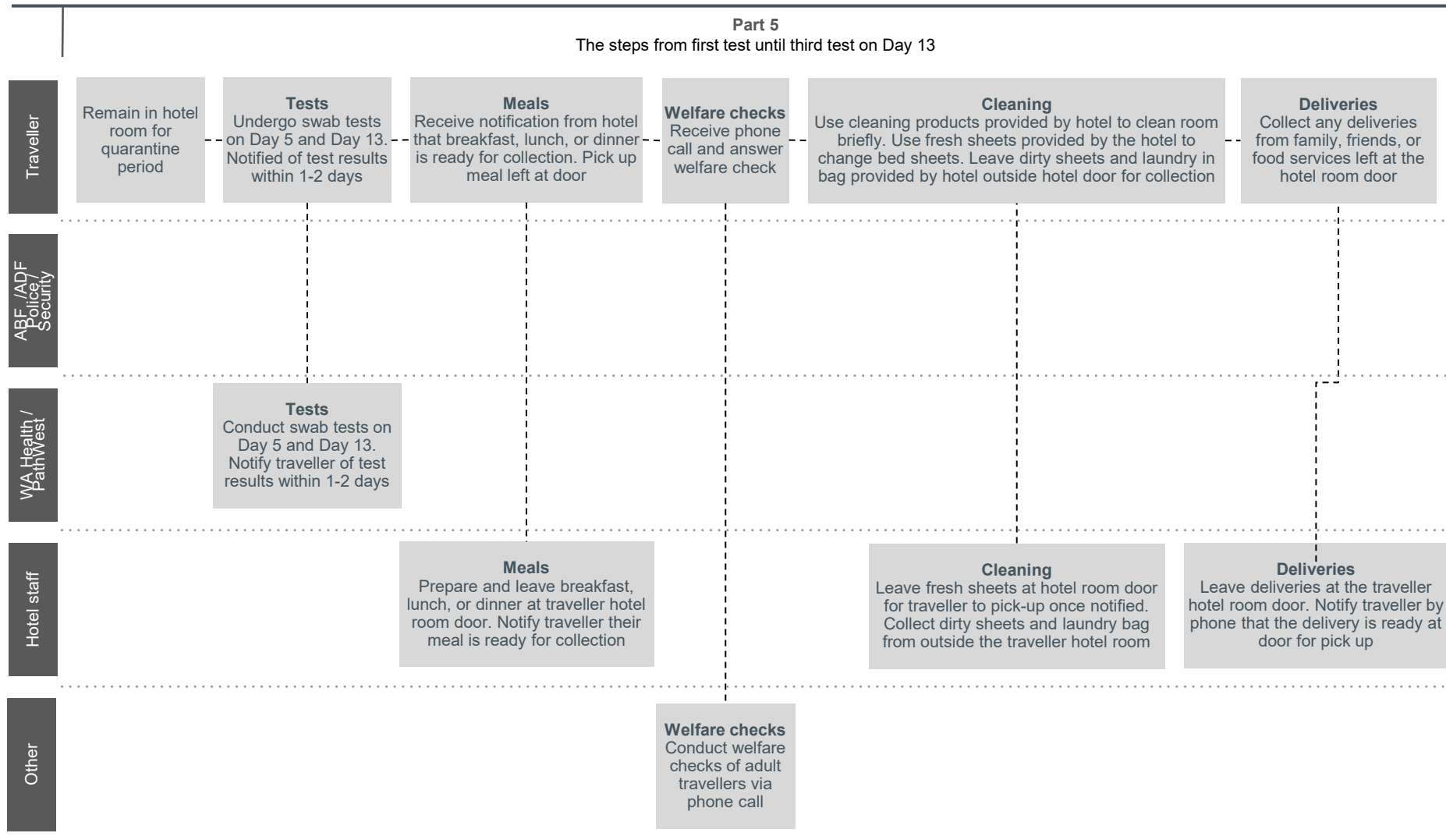
International Traveller Journey Map (2 of 4)

Routine traveller - Scenario: Entering Perth via the international airport and is given a hotel quarantine direction



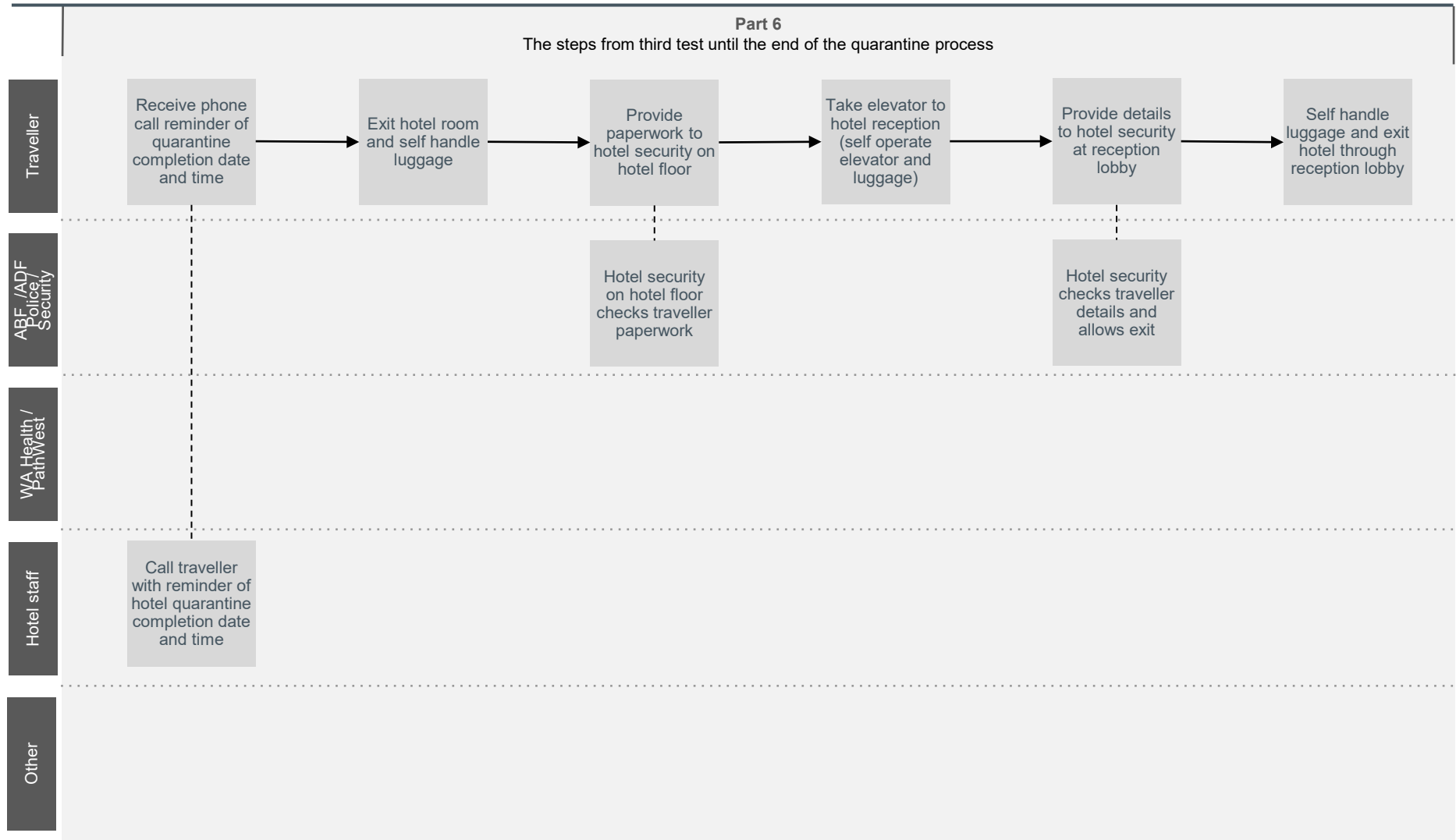
International Traveller Journey Map (3 of 4)

Routine traveller - Scenario: Entering Perth via the international airport and is given a hotel quarantine direction



International Traveller Journey Map (4 of 4)

Routine traveller - Scenario: Entering Perth via the international airport and is given a hotel quarantine direction

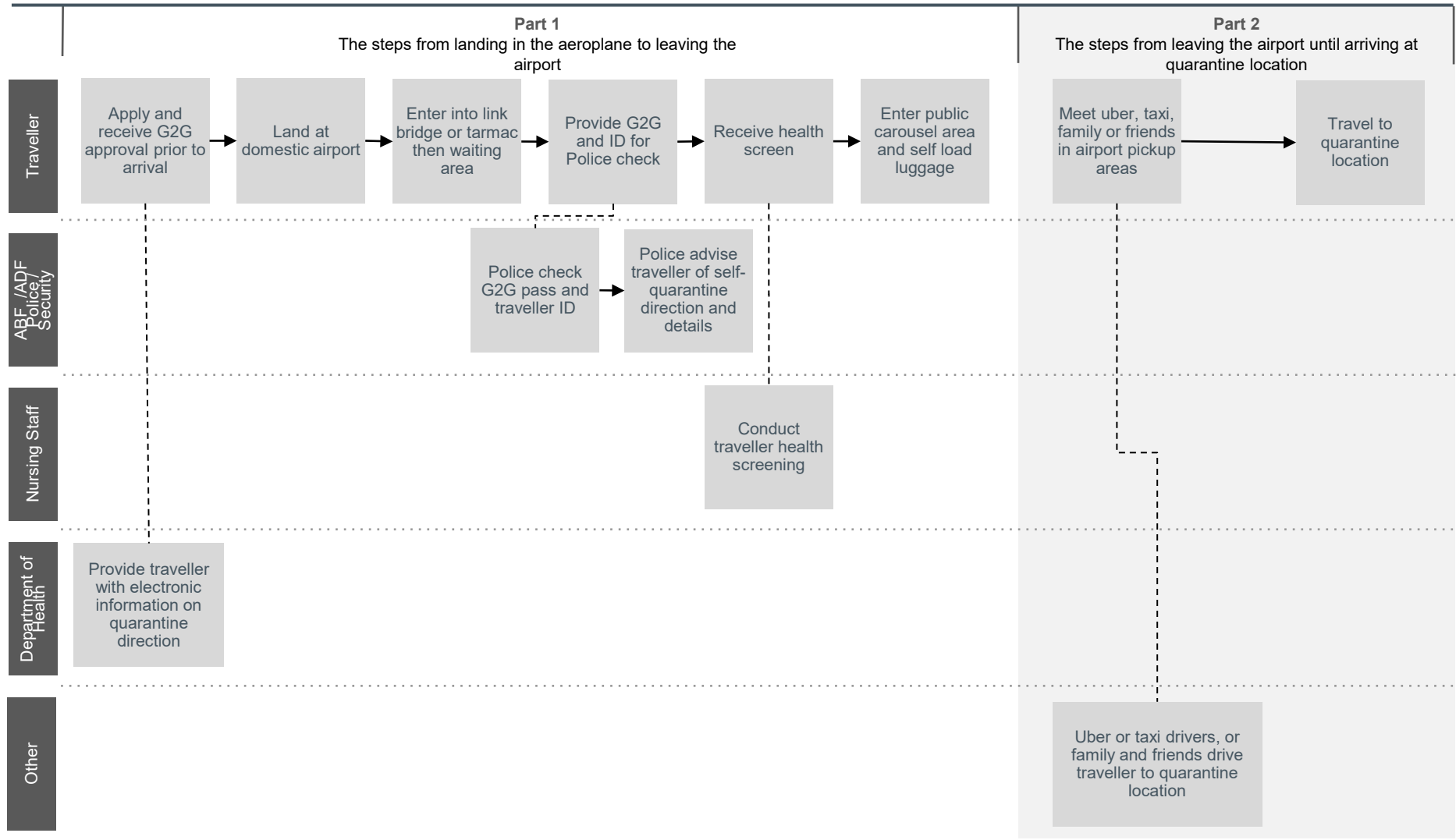


3.2

Domestic
Traveller
Journey Map

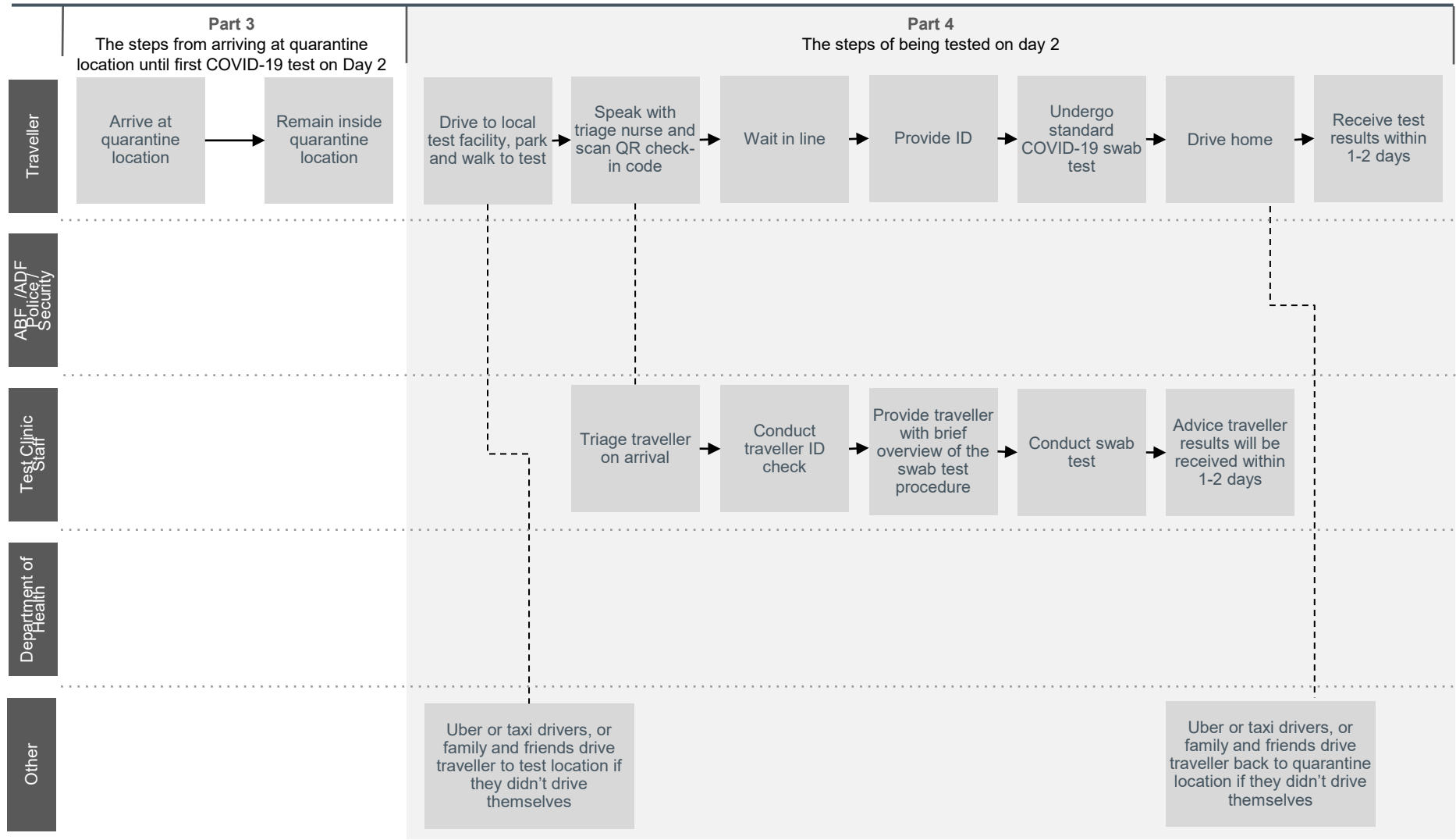
3.2 Domestic Traveller Journey Map (1 of 4)

Routine traveller - Scenario: Entering Perth via the domestic airport and is given a self-quarantine direction



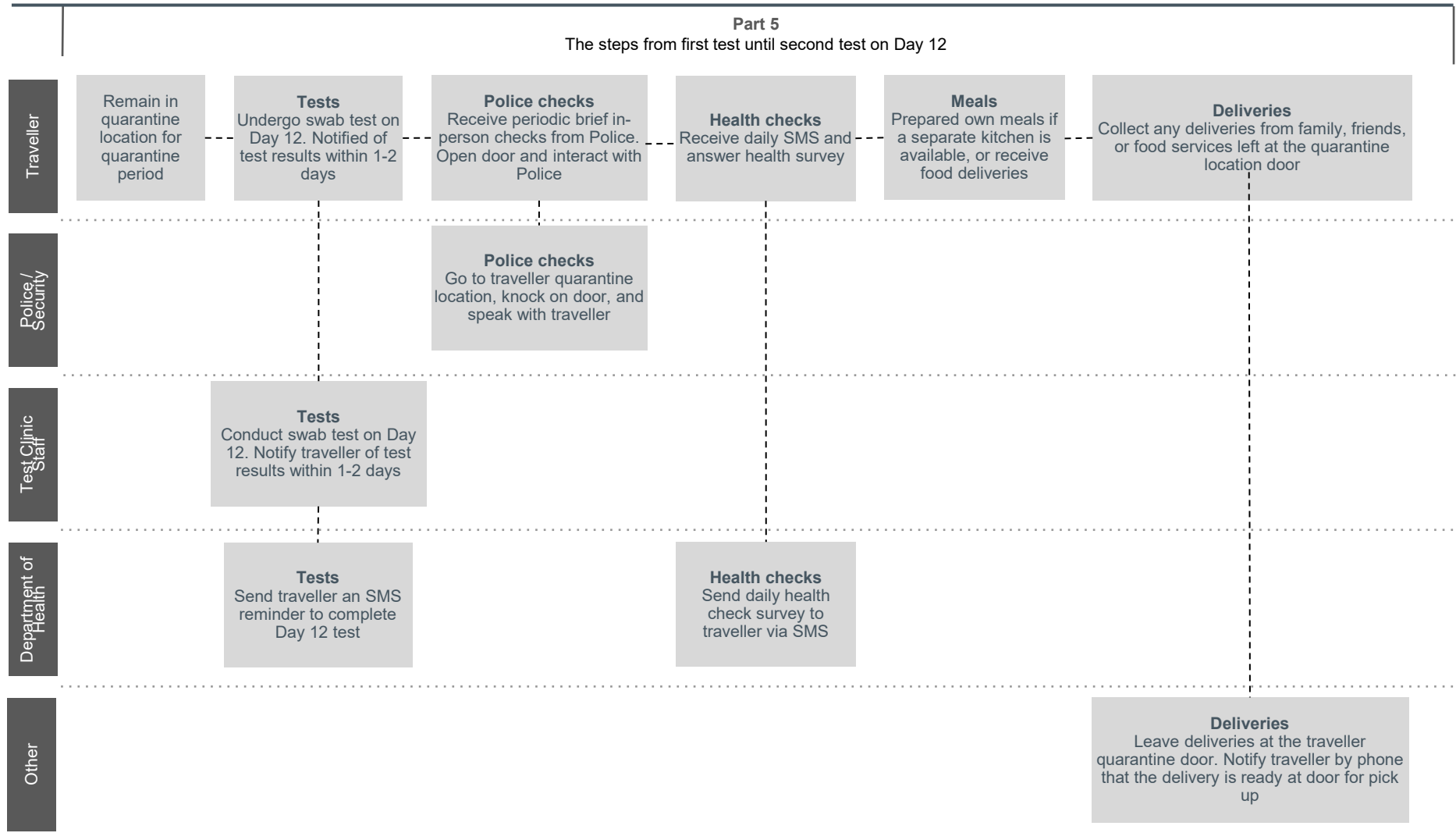
Domestic Traveller Journey Map (2 of 4)

Routine traveller - Scenario: Entering Perth via the domestic airport and is given a self-quarantine direction



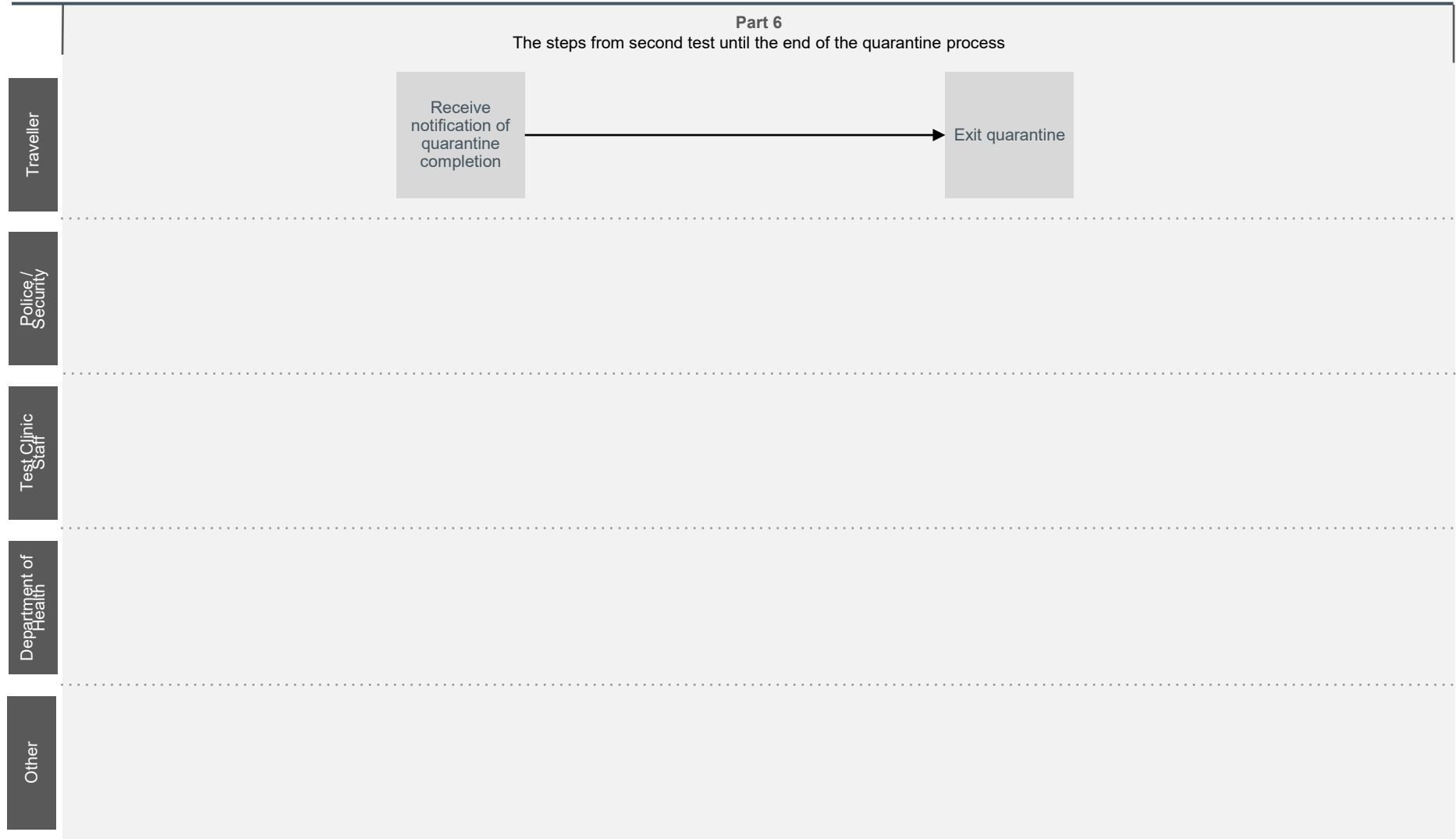
Domestic Traveller Journey Map (3 of 4)

Routine traveller - Scenario: Entering Perth via the domestic airport and is given a self-quarantine direction



Domestic Traveller Journey Map (4 of 4)

Routine traveller - Scenario: Entering Perth via the domestic airport and is given a self-quarantine direction



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