



# Coronavirus (COVID-19) Fact Sheet for the Point to Point Transport Industry

This factsheet provides general advice in line with Health Department guidelines, for key updates visit NSW Health [www.health.nsw.gov.au](http://www.health.nsw.gov.au) for industry specific updates visit Australian Department of Health [www.health.gov.au](http://www.health.gov.au)

## Q: What is coronavirus?

A: Coronavirus (COVID-19) is a respiratory illness caused by a new virus. Coronaviruses are a large family of viruses that can make humans and animals sick. They cause illnesses that can range from the common cold to more severe diseases. Coronavirus (COVID-19) was first reported in December 2019 in Wuhan City in China.

## Q: What are the symptoms of coronavirus?

A: Coronavirus symptoms can range from mild illness to pneumonia. People with coronavirus may experience symptoms such as fever, flu-like symptoms (coughing, sore throat and fatigue) and shortness of breath.

## Q: What happens if a driver has an unwell passenger in their vehicle?

A: Drivers of point to point vehicles should carry out good hygiene practices to protect themselves and passengers from the spread of illness.

In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting) it is practical for drivers to ask them to use tissues to cover their mouth and reduce the spread of illness.

At the end of the trip the driver should follow health and safety precautions and wipe down surfaces with disinfectant.

It is now a notifiable occurrence and drivers and services providers that tested for COVID-19 (regardless of the test results) are required to report these incidences as Notifiable Occurrences via the [Industry Portal](#).

## Q: What precautions should point to point drivers take?

A: Drivers should follow safe hygiene practices to protect themselves and passengers.

- [Wash hands](#) often with soap and water;
- The use of alcohol-based [hand sanitiser](#) is advised between hand washes and after opening and closing doors, moving luggage, exchanging payment and after personal contact;
- Drivers should employ standard cleaning practices at the end of each shift, as part of good hygiene practice by wiping down surfaces with disinfectant.

- In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting), clean surfaces with appropriate disinfectant wipes so that the potential spread of infection can be minimised;
- Customers are encouraged to use contactless payments where possible, to further reduce chances of community spread;
- For those services that do not offer contactless payment, we are advising people to wash their hands or use hand sanitiser to limit the spread of viruses;
- Safe hygiene practices and a list of disinfection principals for COVID-19 can be found at [health.gov.au](https://www.health.gov.au).

**Q: What should point to point drivers do when information is received about a driver or passenger who may have been in contact with the virus?**

A: Drivers are reminded to follow good hygiene practices at all times. People who think they may have been in close contact with a confirmed case of coronavirus, should monitor their health and seek medical attention.

**Q: Steps for passengers travelling to isolation locations using point to point vehicles.**

A: Individuals arriving from overseas countries are screened at the airport by health professionals. Anyone who is exhibiting symptoms is referred for testing. Only individuals who are well are permitted to continue their journey home.

Wherever possible, if passengers need to travel to a location for isolation (for example, travelling from the airport, doctors or hospital), they are advised to use a personal mode of transport, such as a car, to minimise exposure to others. However, they are allowed to use point to point transport (e.g. taxis and rideshare services), public transport (e.g. trains, buses and trams).

Passengers should be advised to follow precautions when in the vehicle such as:

- Practice good hygiene - cover their cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser

**More information**

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week.

If you require translating or interpreting services, call 131 450. The phone number of your state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](https://www.health.gov.au/state-territory-contacts).

If you have concerns about your health, call healthdirect on 1800 022 222.