

In response to the global coronavirus (COVID-19) pandemic, anyone arriving in Queensland from overseas must complete 14 days of mandatory quarantine. You will need to stay at government arranged accommodation unless you have received a quarantine exemption.

Mandatory quarantine is needed to stop the spread of COVID-19 in Queensland.

Your quarantine accommodation and daily meals will be managed by Queensland Government.

From 1 July 2020, you will need to contribute to the cost of quarantine.

When you arrive in Queensland you will be:

- issued a Quarantine Direction Notice and Notice to Pay
- required to undertake a health screening; and
- transported to your arranged accommodation to quarantine.

At the end of your 14 day quarantine period, you will receive an invoice for the quarantine fee. Full fee details appear on the attached Notice of Pay. You may be eligible to apply for all or part of the quarantine fee to be waived. Payment plans are also available.

Why are quarantine fees being charged?

The quarantine fee will reduce the financial burden of COVID-19 on Queensland taxpayers. The total fee will help repay the government for the cost of providing the quarantine to you.

How much will quarantine cost?

The quarantine fee includes your accommodation, meals and room cleaning for 14 days. The fees are \$2,800 for one adult, \$3,710 for two adults in the same room, and \$4,620 for two adults and two children in the same room. Please refer to the attached Notice of Pay for full details.

When is the quarantine fee payable?

At the end of your quarantine period, an invoice for the fee will be sent to your nominated email or postal address. Payment is required within 30 days of the invoice date.

Are there payment plans available?

Yes. If you cannot pay the full quarantine fee by the invoice due date, you can enter into a payment plan to repay over time. Details on how to arrange a payment plan will be on the invoice.

Can I apply to have the quarantine fee waived?

You may be eligible to apply for all or part of the quarantine fee to be waived after you get the invoice. Those eligible to apply include, but are not limited to:

- people who had a confirmed arrival date into Queensland before midnight on 17 June 2020, even if they arrive after 1 July 2020
- people who are experiencing financial hardship; and
- people who are vulnerable.

Once the quarantine fee invoice is issued you have 30 days to apply to have the amount waived. The full eligibility criteria and application form is available at www.health.qld.gov.au/covid-19-quarantine.

Can I apply for an exemption from quarantine?

Anyone arriving in Queensland from overseas must complete 14 days of mandatory quarantine. There are very few reasons why an exemption from quarantine will be granted. To apply for an exemption, complete the form at www.health.qld.gov.au/covid-19-quarantine.

Accommodation

Can I quarantine at a cheaper hotel, at home or with family and friends?

No. Quarantine for people arriving from overseas must be in government arranged accommodation. You cannot arrange to quarantine at home or other accommodation. This is due to the health risk that cannot be properly managed at other residences or accommodation providers.

How can I get essential items when I arrive, e.g. nappies and medication?

You will receive an information pack at your accommodation listing the local services available. You can order takeaway like UberEats, and supermarket deliveries or arrange for friends and family to drop off food and other items. Please check with the hotel concierge on the preferred drop off method.

As well as accommodation staff, Health Liaison Officers are available on-site for support. People in quarantine can also call the Community Recovery Hotline on **1800 173 349**.

Do I have to pay for the hotel food if I provide my own?

Yes. Daily meals are included in the quarantine fee and there is no option to exclude them. All accommodation providers cater for a wide variety of dietary requirements. Please tell hotel staff if you have dietary requirements when you arrive.

Health

What do I do if I am sick?

If you arrive in Queensland with any COVID-19 symptoms like a fever, cough, sore throat or shortness of breath, tell a health official immediately.

If you feel sick in quarantine tell the Health Liaison Officer or hotel staff immediately and stay isolated in your room.

Call emergency services on 000 if you are very unwell.

More information

For more information on quarantine including accommodation, fees and exemptions, visit www.health.qld.gov.au/covid-19-quarantine or call **134 COVID (134 26843)**.

For the latest COVID-19 health advice, information and resources, visit www.health.qld.gov.au/coronavirus or call **13 HEALTH (13 43 25 84)**.