

**All passengers arriving by air into New South Wales  
from 08 July 2020 to 23 September 2020**



Dear Returning Traveler,

**Public Health (COVID-19 Air Transportation Quarantine) Order (No 2) 2020**

The NSW Minister for Health, Brad Hazzard MP has issued the *Public Health (COVID-19 Air Transportation Quarantine) Order (No 2) 2020* (the **Order**) under section 7 of the *Public Health Act 2010*.

The Order directs that on and from 25 June 2020 until midnight 23 September 2020, a person arriving by aircraft into NSW who has, within 14 days immediately before arrival, been in a country other than Australia must go directly to a quarantine facility specified by the Commissioner of Police (or his delegate) or, if you are unwell, a medical facility or hospital. Unaccompanied minors are exempt from the Order.

You will be quarantined for a period of **14 days x 24 hour period**.

The Order directs that persons on the **10<sup>th</sup> X 24 hour period** of Quarantine are subject to swabbing. If the guest refuses the swabbing then the Order states that the person must remain in Quarantine for a further 10 days, resulting in the Quarantine period lasting 24 days.

Medical staff are on hand at Sydney Airport to consider whether you should be taken directly to a hospital or other medical facility for treatment where you will be quarantined for a period of 14 days X 24 hour period.

This letter constitutes notice to you of the Order. The full text of the Order is available at [https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette\\_2020\\_2020-131.pdf](https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette_2020_2020-131.pdf)

**Why must I quarantine?**

In NSW, most people with COVID-19 are returned overseas travellers. Considering the contagiousness of COVID-19, the NSW Health Minister has determined that quarantining returning overseas travellers is an effective way to protect the community from the wider spread of COVID-19. This protects the most vulnerable members of the community, who if they become infected with COVID-19 may become extremely sick and may die from their infections. This will also reduce the impact of the pandemic on other essential, life-saving health services.

**Where will I be quarantined? How will I get there? What are the arrangements?**

The quarantine facility at which you will be quarantined is a hotel unless you are sick and need to go to a hospital or medical facility. You will be quarantined with the family members with whom you have travelled to Australia. The NSW Police Force will organise your travel to your quarantine location (with assistance from Australian Border Force, Australian Federal Police and the Australian Army).

At the hotel, you will have access to your luggage in your room. You will be provided with meals and Wi-Fi.

Revenue NSW will be charging a mandatory quarantine fee whilst you are staying in this temporary accommodation. For further information about the fee, please see the accompanying Revenue NSW document "Information about fees payable -COVID-19 Quarantine Fee".

**What are my obligations?**

You must comply with the NSW Health Minister's direction to remain at the hotel or medical facility to which you are transported for the quarantine period except if there is an emergency (eg a fire) or if the Commissioner of Police directs otherwise.

You must comply with any directions given by the Commissioner of Police (noting that this power to issue directions has been delegated to each NSW Police Force officer). The Commissioner of Police directs that you must remain in the room that is allocated to you on arrival at your hotel until such time as a police officer directs otherwise.

**What happens if I don't comply?**

Under the *Public Health Act 2010* the NSW Police Force has powers to enforce this Order. It is an offence for a person to fail to comply with the Order (\$11,000 and/or 6 months imprisonment). Police officers can also issue on the spot fines of \$1,000 for a breach of the Order (including if you fail to comply with a police officer's direction issued pursuant to this Order). Police have other powers under the *Public Health Act 2010* and the *State Emergency and Rescue Management Act 1989* to ensure that you remain quarantined for 14 days including using such force as is reasonably necessary in the circumstances.

**What if I get sick while I am in quarantine?**

At the hotel where you will be in quarantine, you will be provided with information explaining COVID-19 symptoms and information about how you can get access to medical assistance for any other medical conditions.

**Can I see family or friends while in quarantine?**

Your family and friends are prohibited from visiting you, but we hope that you will stay in touch with them by phone and internet. Do not ask hotel or medical facility staff to let friends or family into your room – they are not allowed to do so under the Order.

**What if I have questions?**

At your hotel you will be provided with additional information to answer your questions. The NSW Health website [www.nsw.gov.au](http://www.nsw.gov.au) is also a wealth of information about COVID-19.

I also recommend that you download the Coronavirus Australia app published by the Australian Government (available on Apple App Store and Google Play) as well as the Australian Government's COVID-19 WhatsApp channel. In WhatsApp, add as a contact and send a message to +61 400 253 787 and you'll become connected. Both these services are available for free. They contain useful information including about symptoms.

In an emergency, you can continue to call 000.

We understand that this is a difficult time for you and your family. Thank you for your support and community cooperation in these unprecedented times.

Yours sincerely



**Michael J Fuller APM**  
**Commissioner of Police**



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# New South Wales State Emergency Operations Centre

## Returning Travellers – Update (NSW)

### □ ■ □ **KEY FACTS** □ ■ □

#### What is available?

The COVID-19 pandemic requires an extraordinary response. The returning traveller quarantine orders are necessary for the health and safety of all New South Wales residents including your own family, friends and local community. The inconvenience is, of course, understandable and NSW Health, NSW Police Force and all NSW Government agencies are committed to ensuring your stay is as comfortable as possible; your cooperation is greatly and sincerely appreciated.

I am pleased to inform you the NSW Government are increasing services to assist returning travellers in the quarantine facilities.

- A dedicated “health and well-being” number has been established. Travellers can call **1300 290 994** to source health (both physical or mental health) and wellbeing support.
- From today travellers will receive a phone call from an experienced nurse with expertise in mental health. This call is to check on your welfare and provide information about what is in the hotel to support you.
- Chaplaincy services are available through referral from Red Cross.
- **Red Cross Support** - If you would like to have a chat with someone whilst you are in quarantine, please send your contact details to Red Cross and someone will give you a call back as soon as possible:

Text your contact details to: **0407 284 738**

Or email: [nswemergencyservices@redcross.org.au](mailto:nswemergencyservices@redcross.org.au)

Or call and leave a message: **1800 077 284**

N.B – **Beware of scammers.** Red Cross and other support agencies will never contact you directly and request personal details including bank account details and addresses.

#### At your hotel

Each hotel is being staffed with experienced doctors, nurses and mental health professionals.

Each day travellers will have access to

- Registered Nurses
- Assistant Nurses
- A General Practitioner (Doctor) who will do a daily round of the hotel
- Each day, each hotel has a dedicated Mental Health Practitioner
  - 10AM-8PM – with 24/7 on-call
- Medical practitioners are on-call 24/7 with the same doctor for continuity

#### Other services

- New South Wales Government can provide a supply of nappies and other required specialty items targeted at children
- If people cannot source special items (not medication) themselves (check hotel concierge first) call Service NSW (13 77 88) and Welfare Functional Area will attempt to source for you.

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### Ordering in meals

- Travellers can order in take-away meals sourced from outside of the hotel accommodation once per day.

### NSW Ombudsman

The NSW Ombudsman handles complaints about most NSW public agencies, such as NSW Health and the Department of Communities and Justice, as well as NSW Government-funded community service providers. To make a complaint, you can use the use online complaint form found at [www.ombo.nsw.gov.au/complaints/making-a-complaint](http://www.ombo.nsw.gov.au/complaints/making-a-complaint) or email us at [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

If you are unable to put your complaint in writing, or you believe your complaint is urgent, you can call the NSW Ombudsman on 9286 1000 or 1800 451 524. You may need to leave a voicemail.

The NSW Ombudsman cannot handle complaints about officers of the NSW Police Force. You can contact the Law Enforcement Conduct Commission at [www.lecc.nsw.gov.au/reporting-serious-misconduct/how-to-report/forms/make-a-complaint](http://www.lecc.nsw.gov.au/reporting-serious-misconduct/how-to-report/forms/make-a-complaint) if you wish to complain about a police officer's conduct.

For complaints about a Commonwealth Government agency you can contact the Commonwealth Ombudsman at [www.ombudsman.gov.au/contact](http://www.ombudsman.gov.au/contact)

Once again, your health and welfare is of paramount concern to myself and the NSW Government. Please avail yourselves to all the services at your disposal and thank you for playing your part in stopping the spread of COVID-19.



M J FULLER APM  
NSW POLICE FORCE COMMISSIONER



## Information about fees payable COVID-19 Quarantine Fee

Under Public Health Orders issued by the NSW Minister for Health and Medical Research, you are required to enter into quarantine for at least 14 days and up to 24 days following arrival in NSW.

You will be required to spend your quarantine period in a designated quarantine facility regardless of when you arrive.

This is to reduce the spread of COVID-19, not only in NSW but across Australia.

The NSW Government is now charging fees for quarantine accommodation. These fees will apply to all international arrivals who arrive in NSW after 12.01am on 18 July 2020 AEST.

This notice sets out important information about the applicable fees. Please read it carefully.

### How much will I be charged?

The quarantine fee is a fixed cost for your accommodation which includes meals. If you should choose to use additional food services this cost will be incurred by you.

The NSW Government will continue to fund security, transport and logistics.

The NSW Government will also meet the costs of health care services it provides to you while you are in a quarantine facility, if you are a Medicare eligible person.

Travellers will be charged \$3000 for one adult. Additional occupants can be added as follows:

- additional adults: \$1000 each
- additional children: \$500 each
- child under 3: no additional cost.

For example: a family of 2 adults and 2 children over the age of 3 in one room would pay \$5000.

For example: a family of 2 adults and 4 children over the age of 3 would pay \$6000.

### How will I be invoiced?

At the end of your stay in quarantine, you will receive an invoice to pay the NSW Government.

This will be sent to you by either email or post.

### When do I have to pay by?

You have thirty days to pay the invoice, from the date of the invoice. GIPA 2020-1245

The invoice will show the due date for payment.

It will set out the different payment methods, such as BPAY and online payment with a Visa Card or Mastercard.

You may be subject to additional penalties if you do not pay your fees on time.

### What if I am finding it difficult to pay the fee?

If you are unable to pay the full amount by the due date, you may be eligible to pay the fee by instalments under a payment plan.

In cases of significant hardship, Revenue NSW may consider a reduction of the fee payable. Further information on what your options are if you are experiencing hardship are explained on your invoice and at [www.revenue.nsw.gov.au/qfee](http://www.revenue.nsw.gov.au/qfee).

Once you have received your invoice, please contact Revenue NSW as soon as possible if you think you will have difficulty paying the fee by the due date.

If you have questions about the quarantine fee, you may also contact Revenue NSW on 1300 433 476, 8am to 5pm Monday to Friday.

### What if I booked my flight prior to the announcement date?

If you purchased your flights to Sydney before 11.59pm on 12 July 2020 AEST, you are not liable to pay the fees. You will still be required to quarantine in government arranged accommodation.

You will need to provide Revenue NSW with evidence of the date you purchased your flight after arrival at the quarantine facility.

Information on how to do this can be found at [www.revenue.nsw.gov.au/qfee](http://www.revenue.nsw.gov.au/qfee).

If you do not provide evidence prior to exiting the quarantine facility, then you will receive an invoice for fees.

### Where can I get further information?

You can find further information about the quarantine fee on the NSW Government's website at <https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules/quarantine>

If you have further questions about the quarantine fee, please contact Revenue NSW on 1300 433 476 (8.30am to 5:00pm, Monday to Friday).

You can also Call Service NSW on **13 77 88** (available 24/7).

For translation and interpreter services, please call **13 14 50** and ask the interpreter to phone **13 77 88**.

17 July 2020

Dear Sir / Madam,

Firstly, we would like to acknowledge and thank you for your patience and understanding during your 14-day quarantine period. You have been part of the solution in helping make Australia safer during these unprecedented times of COVID-19.

### **NSW Government offer of up to two nights accommodation for inter-state travellers awaiting connecting flights**

- The NSW Government acknowledges the significant reduction in domestic flights announced by airlines in recent days. We recognise that for some quarantined passengers travelling inter-state to their final destination this may cause delays in your connecting domestic flight.
- The NSW Government is therefore offering free accommodation in specified hotels for up to a maximum of 2 nights (room cost only, excludes meals) for guests who are unable to immediately catch a connecting flight to their home state.
- Please note that, due to continuing police operations at hotels used for quarantined passengers, the additional accommodation night(s) will be at different hotels to those used for mandatory quarantine stays.

### **What do I need to do to take up this offer?**

- If you wish to take up this offer, please contact NSW Government's travel services provider, FCM (✉ [nswg.ccentre@fcmtravel.com.au](mailto:nswg.ccentre@fcmtravel.com.au) ☎ 1300 451 214). FCM will arrange your hotel booking.
- Note: the NSW Government offer **only** applies if booked through FCM as above. The offer does not apply to passengers who elect to book their own accommodation arrangements.
- You will need to provide to FCM your name, address, date of birth, contact details and credit card number (as security for expenses you may incur beyond the hotel room cost).

### **What costs are covered?**

- The NSW Government will cover the cost of accommodation (room cost only) in specified hotels for up to a maximum of 2 nights.
- Additional expenses such as meals, laundry, or further room nights will be to your account and should be settled with the hotel directly.

Yours sincerely,

NSW Treasury, on behalf of NSW Government



**NSW Police Force**

### Repatriation information

Dear Traveller,

We want to make sure when you leave the hotel after your 14 days x 24 hour period of quarantine the process is quick, simple and seamless. To do that, we have provided some important information for you.

*If you need assistance arranging flights, FCM Travel Solutions consultants can help you. FCM Travel Solutions may be called on 1300 451 214 (Flights are at your own expense).*

### **Departure information**

**Check-out time from your hotel is based on your arrival time into Australia.  
What day can I leave my hotel room?**

### **Answer**

**The application of the Public Health (COVID-19 Air Transportation Quarantine) Order (No2) 2020 requires the following:**

**You need to complete 14 full days in quarantine. The day you arrive into NSW will count toward your first 24 hour period. You will need to stay in your hotel room for 14 nights.**

If you arrived into Australia between 00:01am and 11:59am- you can check out between 04:00am and 10:00am on your date of departure.

If you arrived into Australia between 12:01pm and 11:59pm – you can check out between 4:00pm and 6:00pm on your date of departure.

The below table calculates the arrival and departure dates for all quarantined returning travellers.

### **Key dates**

ARRIVAL DATE	PRE-DEPARTURE SCREENING	DEPARTURE
08-July-2020	21-July-2020	22-July-2020
09-July-2020	22-July-2020	23-July-2020
10-July-2020	23-July-2020	24-July-2020
11-July-2020	24-July-2020	25-July-2020
12-July-2020	25-July-2020	26-July-2020
13-July-2020	26-July-2020	27-July-2020
14-July-2020	27-July-2020	28-July-2020
15-July-2020	28-July-2020	29-July-2020
16-July-2020	29-July-2020	30-July-2020
17-July-2020	30-July-2020	31-July-2020
18-July-2020	31-July-2020	01-August-2020
19-July-2020	01-August-2020	02-August-2020
20-July-2020	02-August-2020	03-August-2020
21-July-2020	03-August-2020	04-August-2020
22-July-2020	04-August-2020	05-August-2020
23-July-2020	05-August-2020	06-August-2020
24-July-2020	06-August-2020	07-August-2020
25-July-2020	07-August-2020	08-August-2020
26-July-2020	08-August-2020	09-August-2020

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27-July-2020	09-August-2020	10-August-2020
28-July-2020	10-August-2020	11-August-2020
29-July-2020	11-August-2020	12-August-2020
30-July-2020	12-August-2020	13-August-2020
31-July-2020	13-August-2020	14-August-2020
01-August-2020	14-August-2020	15-August-2020
02-August-2020	15-August-2020	16-August-2020
03-August-2020	16-August-2020	17-August-2020
04-August-2020	17-August-2020	18-August-2020
05-August-2020	18-August-2020	19-August-2020
06-August-2020	19-August-2020	20-August-2020
07-August-2020	20-August-2020	21-August-2020
08-August-2020	21-August-2020	22-August-2020
09-August-2020	22-August-2020	23-August-2020
10-August-2020	23-August-2020	24-August-2020
11-August-2020	24-August-2020	25-August-2020
12-August-2020	25-August-2020	26-August-2020
13-August-2020	26-August-2020	27-August-2020
14-August-2020	27-August-2020	28-August-2020
15-August-2020	28-August-2020	29-August-2020
16-August-2020	29-August-2020	30-August-2020
17-August-2020	30-August-2020	31-August-2020
18-August-2020	31-August 2020	01-September-2020
19-August-2020	01-September-2020	02-September-2020
20-August-2020	02-September-2020	03-September-2020
21-August-2020	03-September-2020	04-September-2020
22-August-2020	04-September-2020	05-September-2020
23-August-2020	05-September-2020	06-September-2020
24-August-2020	06-September-2020	07-September-2020
25-August-2020	07-September-2020	08-September-2020
26-August-2020	08-September-2020	09-September-2020
27-August-2020	09-September-2020	10-September-2020
28-August-2020	10-September-2020	11-September-2020
29-August-2020	11-September-2020	12-September-2020
30-August-2020	12-September-2020	13-September-2020
31-August-2020	13-September-2020	14-September-2020