

Information for people arriving in Queensland

In response to the global coronavirus (COVID-19) pandemic, anyone arriving in Queensland must quarantine if, in the last 14 days, they have been:

- overseas
- in a declared hotspot
- in contact with someone who has COVID-19; or has any symptoms themselves.

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

You will need to stay at a government arranged hotel for 14 days unless you have permission not to.

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

If you arrive in Queensland by air you will be transported to your arranged hotel. If you are crossing the border via road you need to drive yourself directly to your arranged hotel without stopping.

For your safety, you will get tested for COVID-19 during quarantine. If you refuse, you will need to stay for longer at your own expense.

At the end of your quarantine, you will have to pay the cost.

Quarantine fees and payment

The quarantine fee includes your accommodation and daily meals.

It costs \$2,800 for one adult, \$3,710 for two adults, and \$4,620 for two adults and two children. Please see the attached Notice of Pay for full details.

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

At the end of your quarantine, you will get an invoice to pay within 30 days.

Payment plans are available if you cannot pay by the due date. Details will be on the invoice.

You may also apply to have the fee waived after you get the invoice. Those eligible include, but are not limited to, people who are experiencing financial hardship and vulnerable people. The full criteria and application form is available at www.health.qld.gov.au/covid-19-quarantine or call 134 COVID (13 42 68).

Quarantine accommodation

You cannot quarantine at home or other accommodation it must be at a government arranged hotel. This is to help manage the health risk.

When you arrive, an information pack will be provided listing the local services available. You can order takeaway like Uber Eats, 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.

There will be no cooking facilities in your room. Daily meals are provided and there is no option to exclude them from the quarantine fee. All accommodation providers cater to a wide variety of dietary requirements. Please tell hotel staff if you have dietary requirements when you arrive.

You must remain in your allocated room at all times. You cannot use any shared hotel facilities such as the pool or gym.

There will be people at the hotel to support you. You can also call the Community Recovery Hotline on 1800 173 349 for help.

COVID-19

If you have any COVID-19 symptoms (fever, cough, sore throat, shortness of breath, runny nose or fatigue) tell a health official or hotel staff immediately. Call emergency services on 000 if you are very unwell. If possible, please let the hotel reception know an ambulance is coming.



If you have any existing medical conditions that require follow up, please inform the hotel who will arrange help.

More information

For more information on quarantine, fees and exemptions visit www.health.qld.gov.au/covid-19-quarantine or call 134 COVID (13 42 68).