

Hotel quarantine support information



Thank you for doing your part to keep Tasmania safe from COVID-19.

Your accommodation provider and the Department of Communities will assist you with any issues you may have.

If you arrive outside business hours, then a Government Liaison Officer (GLO) will contact you the following morning to assist with any questions you may have. Otherwise you can contact hotel reception, or the Public Health Hotline between the hours of 8am and 7pm on weekdays, and 8am and 4pm on weekends. In emergencies always call **000** (Triple Zero).

When you arrive in the south you will be given a key to your room and a QR code tag. Please use the QR code tag to register your details with the hotel.

When you arrive in the north or north west, you will be escorted to your room. Once there, hotel reception will contact you to register your details.

Coping with quarantine: Quarantine can cause boredom and stress, so if you have any concerns, seek help early. Remember to:

- speak regularly with your family and friends
- stay active and exercise regularly
- maintain a daily routine.

Professional services available 24/7 include Lifeline, call **13 11 14** or Beyond Blue on **1300 224 636**.

More information on coping with quarantine can be found on Tasmania's coronavirus website, go to coronavirus.tas.gov.au/coping-with-quarantine.

Language support: If you need help with language and translation services call the Translating and Interpreting Service on **131 450**.

Health: For non-emergency health related issues including delivery of medical supplies and prescriptions, please contact a GLO who will refer you to appropriate support.

If you have any mobility or access issues please ensure hotel reception is made aware of this.

While you are in quarantine your GLO will make contact with you for a welfare check. You can seek out welfare support yourself at any time by contacting a professional service or reaching out to family and friends. Visit coronavirus.tas.gov.au/coping-with-quarantine.

Finance: If you are concerned that being in quarantine will significantly affect your financial situation, there may be assistance available to you. Please visit coronavirus.tas.gov.au/financial-services-and-support.

Food: Meals will be provided to you while in quarantine. If you want additional food or personal items, please contact the hotel's reception and they can assist you with any orders. Please note these purchases will be at your own expense, and are in addition to any quarantine fees. Please use your QR code, or contact hotel reception, if you have any food allergies or dietary requirements. Ensure you wear a face mask when retrieving your food.

Staying safe: In an emergency, always call **000** (Triple Zero). Facility security is co-ordinated by Tasmania Police and provided by contracted security companies or the Australian Defence Force. If you are concerned about your safety and security while in quarantine, or have a query about the security being provided, please contact your GLO.

Entertainment: Reading books and magazines, watching movies and television, doing crosswords or other puzzles, and chatting to friends are all good ways to stay entertained while in quarantine. Libraries Tasmania is a good free resource for eBooks, eMagazines and other items. To access these visit, libraries.tas.gov.au and go to the 'eLibrary tab.'

Staying informed: Tasmania's coronavirus website is the best source of information about COVID-19 for people in Tasmania. Visit coronavirus.tas.gov.au.

Other support: Find answers to your questions and support for issues not addressed here by visiting Tasmania's coronavirus website or by contacting the Public Health Hotline on **1800 671 738**.

Quarantine requirements

If you have spent time in a high-risk area (level 1) area or premises during the relevant time, directions¹ under Tasmanian legislation require that you:

- must quarantine at a government managed facility;
- must travel directly there, wearing a face mask;
- must not have any visitors;
- must remain in quarantine for 14 nights and can leave on the 15th day, unless you have been advised by an authorised officer that you may leave at an earlier time;
- must not leave unless:
 - you need to be tested for COVID-19
 - there is an emergency, such as a fire or flood
 - you require medical care that cannot be addressed remotely via telehealth
 - you have been approved to depart Tasmania and travel directly from your home to the airport or seaport
 - you have been directed to leave by an authorised officer.

If you would like to return to your home state please inform your GLO. They will provide you with a form to request approval from the Deputy State Controller to depart quarantine early. Once approved you can book your travel, and your GLO can then arrange transport for you to the relevant Tasmanian air or sea port.

If leaving your room you must wear a face mask.² If you leave for emergency or medical reasons, you must return to your room when safe to do so or after receiving care.

While in quarantine remember to:

- cover your mouth when coughing or sneezing;
- use disposable tissues and dispose of them after use;
- maintain clean and hygienic premises;
- wash your hands frequently and thoroughly with soap or hand sanitiser; and

- maintain, where practicable, physical distancing of at least 1.5m from other people.

Tasmania Police or another authorised officer may check that you are complying with quarantine requirements in person, or by contacting you on the mobile phone number you provided on entry to Tasmania.

Testing: If you're in quarantine after being in a high-risk area or premises you are required to have two COVID-19 tests:

- the first test before your third day in quarantine; and
- the second test after your 12th day in quarantine.

You will be contacted by the testing centre to organise a test appointment. If you are not, please let your GLO know. If you decline these tests, you will be required to complete a further 10 days of quarantine.

Symptoms: While you are in quarantine, you must monitor yourself for any symptoms of COVID-19.³ If you are displaying any of these symptoms, contact the Public Health Hotline on **1800 671 738** or your GLO.

FOOTNOTES

- 1 The Direction under which most people will be required to quarantine is Directions in Relation to Persons Arriving in Tasmania under Section 40 of the *Emergency Management Act 2006*. Current Directions can be viewed at coronavirus.tas.gov.au/resources.
- 2 Unless:
 - you are receiving medical care that cannot be provided if you wear a facemask;
 - you are travelling in a vehicle by yourself (or only with people who you live with);
 - you have a lawful reason to remove the facemask or have been required to remove it (e.g. to enable a person in authority to determine your identity);
 - you have a medical certificate provided by a doctor or other medical practitioner that certifies that you are exempted from wearing a facemask on medical grounds;
 - it is an emergency and it is not practicable for you to obtain or wear a facemask;
 - wearing the facemask would create a risk to your health or safety; or,
 - you have written approval of the Deputy State Controller to not wear a facemask.
- 3 Symptoms of COVID-19 are:
 - temperature of $\geq 37.5^{\circ}\text{C}$;
 - chills and/or night sweats;
 - cough, shortness of breath or sore throat;
 - loss of smell or taste; or
 - sudden and unexplained fatigue, runny nose, muscle pain or joint pain, nausea, vomiting or diarrhoea, or loss of appetite.