

NAME: LILIANA RAYCLIFF DATE: 06/05/2020 FLIGHT No.: QR904

AUTHORISED OFFICER: [REDACTED]

SIGNATURE: [Signature] (Acknowledgment of Receipt)

SIGNATURE: [REDACTED] (Authorised Officer)

DIRECTION AND DETENTION NOTICE*Public Health and Wellbeing Act 2008 (Vic)*
Section 200**1 Reason for this Notice**

- (1) You have arrived in Victoria from overseas, on or after midnight on 13 April 2020
- (2) A state of emergency exists in Victoria under section 198 of the *Public Health and Wellbeing Act 2008 (Vic)* (the **Act**), because of the serious risk to public health posed by COVID-19.
- (3) In particular, there is a serious risk to public health as a result of people travelling to Victoria from overseas. People who have been overseas are at the highest risk of infection and are one of the biggest contributors to the spread of COVID-19 throughout Victoria.
- (4) You will be detained at the hotel specified in clause 2 below, in the room specified in clause 2 below, for a period of 14 days, because that is reasonably necessary for the purpose of eliminating or reducing a serious risk to public health, in accordance with section 200(1)(a) of the Act
- (5) Having regard to the medical advice, 14 days is the period reasonably required to ensure that you have not contracted COVID-19 as a result of your overseas travel.
- (6) You must comply with the directions in clause 3 below because they are reasonably necessary to protect public health, in accordance with section 200(1)(d) of the Act.
- (7) The Chief Health Officer will be notified that you have been detained. The Chief Health Officer must advise the Minister for Health of your detention.

*Note These steps are required by sections 200(7) and (9) of the Act***2 Place and time of detention**

- (1) You will be detained at:
 - Hotel STAMFORD PLAZA (to be completed at place of arrival)
 - Room No: 310 (to be completed on arrival at hotel)
- (2) You will be detained until MIDNIGHT on 20 of MAY 2020
(to be completed at place of arrival)

3 Directions — transport to hotel

- (1) You must **proceed immediately to the vehicle** that has been provided to take you to the hotel, in accordance with any instructions given to you.
- (2) Once you arrive at the hotel, **you must proceed immediately to the room** you have been allocated above in accordance with any instructions given to you.

4 Conditions of your detention

- (1) **You must not leave the room in any circumstances**, unless
- (a) you have been granted permission to do so
 - (i) for the purposes of attending a medical facility to receive medical care, or
 - (ii) where it is reasonably necessary for your physical or mental health, or
 - (iii) on compassionate grounds, or
 - (b) there is an emergency situation
- (2) **You must not permit any other person to enter your room**, unless the person is authorised to be there for a specific purpose (for example, providing food or for medical reasons).
- (3) Except for authorised people, the only other people allowed in your room are people who are being detained in the same room as you.
- (4) You are permitted to communicate with people who are not staying with you in your room, either by phone or other electronic means
- Note An authorised officer must facilitate any reasonable request for communication made by you, in accordance with section 200(5) of the Act*
- (5) If you are under 18 years of age your parent or guardian is permitted to stay with you, but only if they agree to submit to the same conditions of detention for the period that you are detained

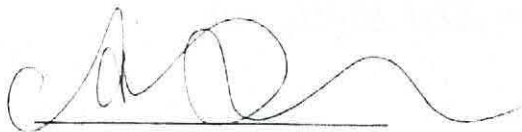
5 Review of your detention

Your detention will be reviewed at least once every 24 hours for the period that you are in detention, in order to determine whether your detention continues to be reasonably necessary to eliminate or reduce a serious risk to public health.

Note This review is required by section 200(6) of the Act

6 Offence and penalty

- (1) It is an offence under section 203 of the Act if you refuse or fail to comply with the directions and requirements set out in this Notice, unless you have a reasonable excuse for refusing or failing to comply.
- (2) The current penalty for an individual is \$19,826.40.



Name of Authorised Officer Dr Annaliese van Dieemen

As authorised to exercise emergency powers by the Chief Health Officer under section 199(2)(a) of the Act



Coronavirus (COVID-19) advice

Chief Health Officer

Mandatory quarantine

Welcome home.

We understand the decision to return and the subsequent journey has been a challenging one.

The Victorian Government is determined to slow the spread of coronavirus (COVID-19) and a mandatory 14-day quarantine period for all returning travellers is crucial to limiting the number of cases.

We want to ensure your quarantine period over the next fortnight is as comfortable as it possibly can be.

It will be an unusual and at times challenging two weeks, but please know: you are playing an enormous part in protecting the health of all Victorians.

Many forms of support are available to you throughout your time in quarantine. Details can be found in the enclosed information pack.

Please ask any questions you may have and reach out for support as you need it.

Yours sincerely,

Prof Brett Sutton

Victorian Chief Health Officer

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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Mandatory quarantine compliance

Coronavirus (COVID-19) mandatory quarantine

What is the situation?

All travellers returning from overseas to Victoria will be placed in mandatory quarantine for a self-isolation period of 14-days to slow the spread of coronavirus (COVID-19).

As soon as travellers arrive at Victorian airports and maritime ports, they will be taken to designated accommodation (a hotel) to start their self-isolation period.

How does the quarantine process work?

Passengers arriving at Victorian international airports will be met by government officials as they complete the normal arrivals procedure. All incoming international passengers will then be transported free of charge to designated accommodation where they must undertake a strict 14-day quarantine period.

Who will pay for my accommodation during the compulsory quarantine period?

The cost of accommodation will be met by the Victorian Government. While you are in quarantine you will also have access to a range of support provisions including meals, personal items such as toiletries and nappies, toys and craft items for children, and on-site medical care. Everyone in quarantine will receive three meals a day free of charge.

How will the quarantine be enforced?

While the majority of people understand the need for the 14-day quarantine period and comply, there will be security to ensure that a few don't underdo the efforts of the majority adhering to their quarantine. From the hotel concierge to the on-site nurse, we have people on site to assist you during your quarantine stay.

Can I leave the accommodation facility?

No, you must remain in strict quarantine for the entire 14-day period, unless there is an emergency situation, or you have been granted permission to leave because either: you need to attend a medical facility to receive medical care; or it is reasonably necessary for your physical and mental health; or there are compassionate grounds.

If your accommodation has a balcony or veranda, you may use that, provided you conform to physical distancing requirements.

Does this apply to all arriving passengers from overseas?

Yes. The restriction also applies to passengers arriving on chartered flights, private aircraft and passengers or crew disembarking in maritime ports from private or commercial vessels.

What if I am travelling as part of a group?

The entire group you are travelling with must go into compulsory quarantine.

Can I have visitors when I am quarantined?

No. You must not have physical contact with anyone else during the time of your quarantine. Friends and family are encouraged to stay in close contact by phone or online.

Can I communicate with people while I am quarantined?

Yes. You will be able to use your mobile phone, laptop, tablet or other device as you normally would.

Can I apply for an exemption to the quarantine?

You may apply for an exemption or an Alternative Direction to undertake quarantine in another location under exceptional circumstances, but each application will be reviewed to limit the risk of spreading coronavirus. There are no quarantine exceptions for different professions, including health professionals. All arriving passengers on all incoming flights or ships must undertake quarantine.

Does the compulsory quarantine apply if I am a resident of Victoria?

Yes. All incoming travellers must go into compulsory quarantine. Even if you live at a location within a convenient travel time of where you arrived, you must enter quarantine to slow the spread of coronavirus (COVID-19).

Do I have to go into quarantine if I have a disability?

Yes. If you have special requirements, speak to the quarantine coordinator on your arrival. If you are travelling with a carer, or are being met by a carer, that person must accompany you into quarantine and remain there with you under the same conditions for the 14-day period.

Can I leave Australia before the quarantine period is up if I don't want to stay the full 14 days?

Incoming passengers are required to complete the full 14-days quarantine before leaving Australia. Exemptions may be made, depending on your international destination. Otherwise, if passengers are well and display no symptoms by the end of the 14 days, they may book international flights.

Do I have to go into quarantine if I am just transiting through Victoria?

Yes. You are required to complete the 14-day quarantine in the location in which you arrive in Australia. When you have completed quarantine, you may continue your journey.

I have been already been quarantined in another country. Do I need to do quarantine again?

Yes, all incoming passengers must undertake compulsory quarantine for 14 days as soon as they arrive in Australia.

What are the penalties for not complying with the quarantine requirement?

A person who fails to comply with this direction will be liable for fines of up to approximately \$20,000.

Where can I get more information about coronavirus?

- For updates, go to: www.dhhs.vic.gov.au/coronavirus.
- Call the coronavirus hotline: **1800 675 398**
- If you require a translator to help you, call the translating and interpreting service on **131 450** and ask for the coronavirus hotline.



Support and services during quarantine

Coronavirus (COVID-19) mandatory quarantine

What is the situation?

All travellers returning from overseas to Victoria will be placed in mandatory quarantine for a self-isolation period of 14-days to slow the spread of coronavirus (COVID-19).

As soon as travellers arrive at Victorian airports and maritime ports, they will be taken to designated accommodation, such as hotels to start their self-isolation period.

What type of accommodation is being provided by the Victorian Government and where will it be?

Returned travellers will be housed in designated accommodation such as hotels or motels for their 14-day self-isolation period.

What about my pets? Is there any provision for them?

Please call the Government Support Service on **1800 960 944**. The service will help you make the necessary arrangements for your pets.

How do I get my car out of the carpark at Melbourne Airport?

Melbourne Airport has agreed to waive any overstay fees associated with travellers having to quarantine. At the end of your 14-day quarantine, the Victorian Government will meet the costs of a taxi fare back to the airport so you can collect your car.

Can I have things brought to me from home by family and friends?

Only authorised drivers can deliver to your accommodation. Family and friends cannot visit you or deliver items. You can arrange to have items picked up in Victoria and delivered to you at the hotel through the Government Support Service. If you live interstate you will need to arrange a Melbourne collection point for your care parcel. This service is provided at no charge to you and can be used twice during your 14-day quarantine.

First you need to ask a family member or friend to pack up the items you need into a plastic bag and clearly label them with the contents of the parcel, your name, the name of the hotel and your room number.

- You **CAN** include clothes, medications, toiletries, mobile devices or laptops, toys and books, non-perishable foods. No individual bag can weigh over 12 kg so we suggest you separate into two bags if there are some heavy items.
- You **CANNOT** include perishable or cooked food, alcohol, cigarettes or illicit drugs.

Once your items are ready, call the Government Support Service on **1800 960 944** to arrange collection. They will organise for authorised drivers to collect your items and deliver to the hotel. The parcels will be sanitised on receipt and delivered to your door.

What support will I get while I am in quarantine?

While you are in quarantine you will have access to a range of support provisions including meals, personal items such as toiletries and nappies, toys and craft items for children, and on-site medical care. Everyone in quarantine will receive three meals a day.

A Government Support Service is also available to help meet reasonable requirements. You can call this service on **1800 960 944**. With many people arriving this week we have this service staffed seven days a week - if you can't get through please leave a message with your contact details for a return call. You can also let them know if you have food allergies or special dietary needs.

On your arrival, you will be asked for your details, including dietary requirements.

I am running low on nappies / baby food other essential items. Can I go home to get them?

No, everyone must remain in strict quarantine for the entire 14-day period. As mentioned, we can arrange for essential goods to be collected for you.

You can order from Woolworths supermarkets through a priority delivery process which fast tracks your order at a time when there are long delays.

You must use this process if you wish to order from Woolworths – other delivery drivers will be turned away. Information about how to order is at the end of this Fact Sheet.

Can I order from food delivery services?

You can order from food delivery services such as Uber Eats, Deliveroo and Menulog between 12pm-3pm and 6pm-9pm every day. Meal delivery is at your own cost.

If you order food delivery and wish to cancel your hotel meal, please advise the concierge.

Food deliveries will be delivered to your room upon arrival at the hotel.

Can I use the gym or exercise outside?

You have access to supervised outdoor recreation breaks. Where possible, you can access the exercise area for a minimum of once per week. Children should have the opportunity to exercise at least twice per week with the strict supervision of a parent or guardian.

The use of gloves and surgical masks by people going out to exercise is recommended, particularly as you will be accompanied in lifts by security teams. Gloves and masks should be disposed of appropriately after use.

Can I smoke in my room?

Smoking in your room is not permitted. The hotel may impose a substantial cleaning charge on you if it is found that you have smoked in the room.

What will happen if a person in quarantine sets off the emergency alarms when there is no genuine emergency?

If no genuine emergency is occurring, you will be liable for the cost of emergency services responding.

How will I do my laundry?

Personal items can be laundered by the hotel. Single and twin rooms have an allowance of \$40 laundry per stay. Rooms with three or more people have an allowance of \$80 laundry per stay. You will need to meet any laundry costs beyond that amount. To request access to the laundry service, contact your hotel concierge.

What if I have more questions?

A Government Support Service is also available and will endeavour to seek answers to your questions. This service can be contacted on 1800 960 944. If you can't get through please leave your name, the name of your hotel, and your room number (or your mobile phone number if available) so the Service can call you back.

Information for families/friends of returning travellers

Why is the Victorian government taking this step?

We're doing everything we can to help slow the spread of coronavirus (COVID-19). As the Victorian Government has announced, all international travellers arriving in Victoria will be transferred directly and securely on supplied buses or coaches to designated hotels and placed in quarantine for 14 days. All returning travellers will be fully supported as they are transferred from flights to hotels. We understand that families of people returning home want to see their loved ones. However, we are asking that families do not go to the airport or to hotels. All passengers will be transferred to hotels directly and will be able to contact loved ones by phone or internet once they are in their hotels. Our advice to Victorians is clear: if you can stay home, you must stay home.

Can we go to the airport to see our family/friends before they go into quarantine?

No, you will not be able to meet with arriving travellers. They will be taken directly to their designated accommodation that is suitable for their 14-day quarantine period. You will also not be able to visit them while they are in quarantine.

Can we contact our family/friends in quarantine by phone or online?

Wherever possible, accommodation will have Wi-Fi and telephone access. Friends and family are encouraged to stay in contact through Skype, phone and other online methods.

How can I get personal belongings and care parcels to my relative or friend who is in quarantine?

People in quarantine can request items, including care parcels, to be collected by the Government Support Service and delivered to the hotel. Family and friends cannot deliver parcels to the Government Support Service and will not be able to enter the accommodation. Parcels are sanitised on receipt and perishable food, alcohol and cigarettes will not be accepted. Illicit drugs will be handed to Victoria Police. Conditions for parcel delivery can be found below.

Can my relative or friend isolate at my home instead?

No. All travellers arriving from overseas are required to quarantine at accommodation provided by the Victorian Government. The government will cover the cost of accommodation, food and other essentials during this period. The Australian and Victorian Governments have taken this necessary step to stop the spread of coronavirus (COVID-19) in the community. In exceptional circumstances, a direction to an alternative location can be made.

ORDERING FROM WOOLWORTHS FOR DELIVERY TO YOU IN QUARANTINE

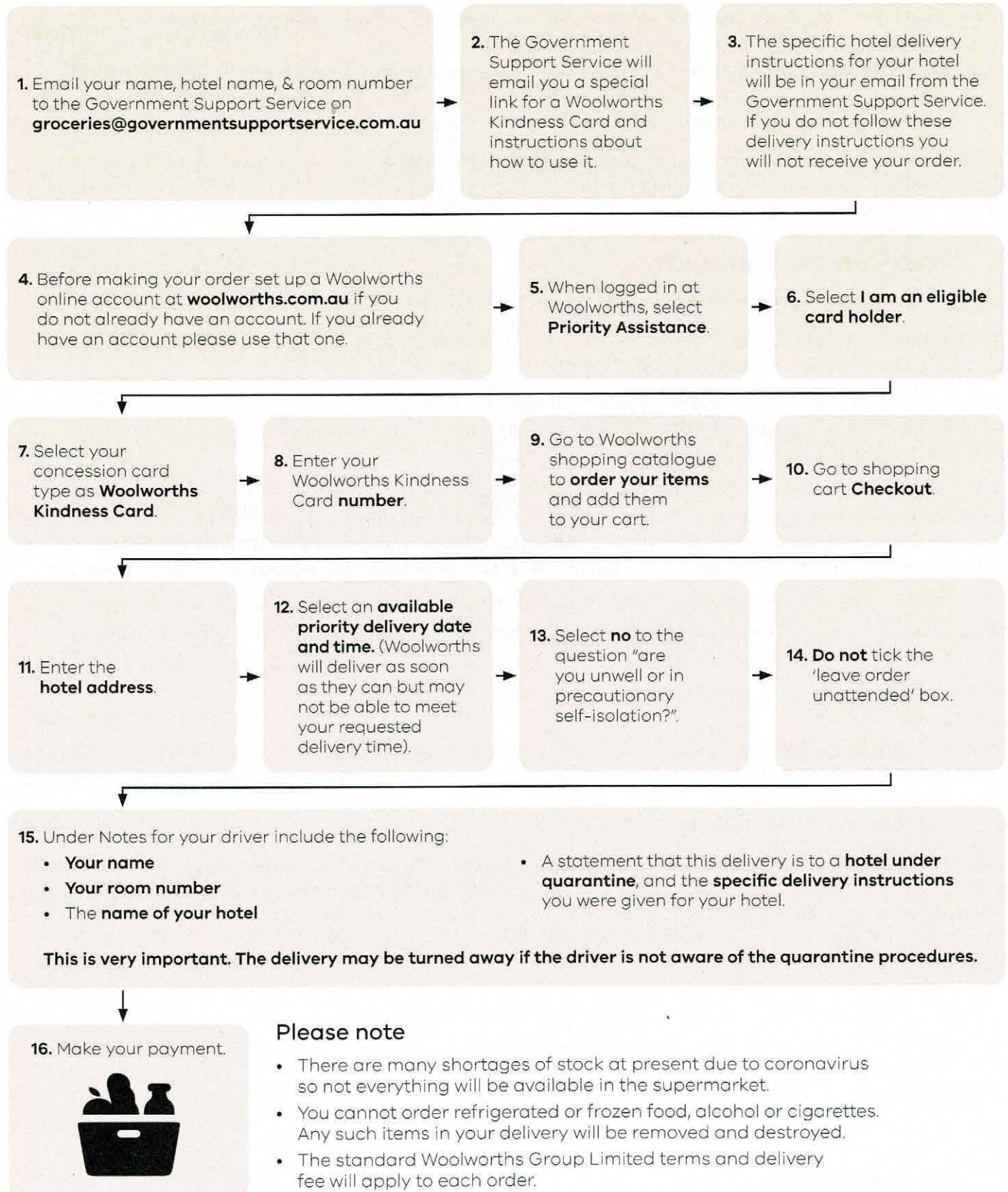
You can now order items from Woolworths through a priority delivery process. This will fast-track your orders at a time when there are long delays.

You **must** use this process if you wish to order from Woolworths.

All other deliveries will be turned away.

If you do not have access to your email and the internet, please contact the Government Support Service on **1800 960 944** for phone support.

STEP BY STEP GUIDE TO ONLINE ORDERING



Please note

- There are many shortages of stock at present due to coronavirus so not everything will be available in the supermarket.
- You cannot order refrigerated or frozen food, alcohol or cigarettes. Any such items in your delivery will be removed and destroyed.
- The standard Woolworths Group Limited terms and delivery fee will apply to each order.

Conditions for delivery of Parcels

By requesting delivery of parcels supplied via Woolworths online using vouchers or items of your personal property collected via courier ("Parcels") you acknowledge and accept that the following terms and conditions will apply between you and the State of Victoria as represented by the Department of Jobs, Precincts and Regions (referred to as "Us", "Our" and "We"):

1. Delivery of Parcels ordered via Woolworths online using vouchers

You warrant that the Parcel does not contain perishable goods and you acknowledge that the terms of Woolworths Group Limited apply (in addition to these terms and conditions) <https://www.woolworths.com.au/Shop/Discover/about-us/terms-and-conditions>.

2. Delivery of Parcels containing items of your personal property via courier

You warrant that the item(s) of personal property meets the criteria described in the Process Outlined for Deliverers From Home, is in good, clean, safe condition and that you own the item or have the owner's permission to arrange for pick-up and delivery of the Parcel to you.

3. Delivery of Parcels generally

You acknowledge and agree:

- (a) Delivery of Parcels to your quarantined location is at Our absolute discretion. Parcels may be inspected by Us and reasonable steps will be taken to sanitise the Parcel prior to the delivery to you.
- (b) To minimise the risk of contracting or spreading coronavirus, delivery of Parcels will not require your signature, instead Parcels will be delivered to your quarantine locations drop off point. Parcels will be left at your room door by Us or Our contractors will record your name and acknowledge delivery.

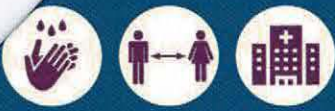
Pick-up of Parcels containing your personal property is at Our absolute discretion and will be arranged via a third-party taxi or courier service provider nominated by Us. You acknowledge that the taxi or courier service provider's terms of services will apply (in addition to these terms and conditions). Your personal information (name and address) will be collected and shared with the taxi or courier service provider for the purpose of arranging pick-up and delivery

All personal information will be handled in adherence to the department's privacy policy. The department's privacy policy is available from the Privacy Officer at:

Privacy Officer Department of Jobs, Precincts and Regions
GPO Box 4509
Melbourne, VIC, 3001, AUS
Email: privacy@ecodev.vic.gov.au

4. Exclusions and limitations of liability

To the extent permitted by law, We and each of Our officers, employees, agents, contractors and sub-contractors, shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Us in relation to the pick-up or delivery of Parcels (including without limitation loss or damage to Parcels), or any other matter or thing relating to this Agreement.



Health and wellbeing

Coronavirus (COVID-19) mandatory quarantine

What is the situation?

As a returned traveller from overseas to Victoria you have been placed in mandatory quarantine for a self-isolation period of 14-days to slow the spread of coronavirus (COVID-19).

Looking after your wellbeing while in quarantine

While you're helping to slow the spread of coronavirus, there are times when being in your room can be tough. Here are some ways to support your physical and mental health during this period.

- It may sound obvious, but the most important thing overall is to be kind to yourself. This quarantine situation is only temporary.
- Remind yourself that this period of isolation is helping to slow the spread of coronavirus and protecting vulnerable people in the community. We know it can be tough and we thank you for playing your part in helping to protect the Victorian community.
- Routines sound dull, but they're good for our mental health. Try to go to sleep and wake up at the same time, eat at regular times, shower, maintain a level of physical activity in your room, and change your clothes. This will help you to manage your days and adjust when life starts to go back to normal.
- Manage your stress levels, and if needed, increase your coping strategies (for example, listening to music, watching your favourite shows, meditation or exercise).
- Keep taking your medication. Phone or email your GP or pharmacist to find out how to get any new prescriptions you may need or talk to the on-site nurse.
- For those already managing mental health issues, continue to take any prescribed medication, continue with your treatment plan and monitor for any new symptoms.
- Seek professional support early if you're having difficulties.

Stay connected

Keep in touch with friends and family on the phone, video or by online chats. This is really important in helping you – and the people you love – stay connected.

Keep Active

There's no better way to stimulate the body and mind than through positive physical and mental activity. Getting the blood pumping through a little bit of physical exertion in your room is a great way to release energy.

Another tip is to exercise your mind. Playing games, listening to your favourite music, completing a Sudoku or reading a book helps pass the time. Activities like these are also a great way to connect online with friends and family.

Where to turn for help?

We want to emphasise you are not alone. From the hotel concierge to the on-site nurse, we have people on site to assist you during your quarantine stay. But if you feel you need more support, Beyond Blue and Lifeline have online and telephone support services.

Beyond Blue also offers practical advice and resources at beyondblue.org.au. The Beyond Blue Support Service offers short term counselling and referrals by phone and webchat on **1300 22 4636**.

Lifeline offers tips, resources and advice, as well as crisis and suicide support.

- Call **13 11 14** (24 hours/7 days);
- SMS **0477 13 11 14** (6pm– midnight, 7 nights)
- Chat online at: www.lifeline.org.au/crisis-chat (7pm- midnight, 7 nights).

Call the hotel concierge for any issues you're having around meals, rubbish collection or laundry services.

The Government Support Service is available for you to call on **1800 960 944** seven days a week. As well as answering your general questions and queries the service can help you:

- talk to one of the on-site nurses
- access essential goods such as nappies, baby formula and sanitary/personal items
- book the collection of a care package from family and friends and
- complete an online Woolworths supermarket order using a Kindness Card which will fast track your order.

Financial support

Centrelink 136 240 www.servicesaustralia.gov.au/individuals/centrelink

Financial counselling is available via the National Debt Helpline 1800 007 007 <https://ndh.org.au/>

Community support services

You may be returning to Australia after a long period overseas and require support to re-settle yourself and your family. The following services are available if require help for example support with the care of your children related to their safety and wellbeing, services for older people or those with a disability and the local emergency services number if you require police, fire or ambulance.

Maternal Child Health Line	13 22 29
Kids Helpline	1800 55 1800
'Ask Izzy'	https://askizzy.org.au
My Aged Care	1800 200 422
National Disability Insurance Scheme	1800 800 110

In the event of an emergency you should call **000**.



Testing during quarantine

Coronavirus (COVID-19) mandatory quarantine

Summary

All returned travellers are being asked to complete voluntary testing for coronavirus (COVID-19) on approximately day 11 or 12 of their mandatory quarantine. Earlier testing will be offered on day 3 or throughout your 14 days if you develop symptoms.

Why am I being asked to get a test if I don't have coronavirus (COVID-19) symptoms?

The Department of Health and Human Services is rolling out an enhanced testing program to better understand how coronavirus (COVID-19) might be spreading in the community.

Up to 100,000 Victorians will be tested for coronavirus (COVID-19) over a two-week period as part of a major testing blitz across the state. This is to better understand the prevalence of the coronavirus (COVID-19) in our community.

Because returned travellers are still one of the higher risk groups for coronavirus (COVID-19) infection, those in mandatory quarantine are being encouraged to be tested prior to their discharge.

There is a small chance that you could have coronavirus (COVID-19) even though you feel well and may not have any symptoms. This is known as an asymptomatic case of coronavirus (COVID-19). It is possible that people without symptoms could pass on coronavirus (COVID-19) to other people without knowing it.

It's also important to get tested at this point in your quarantine period so you and your family can take steps to protect yourself as you get ready to exit mandatory quarantine.

The results of this enhanced testing, including testing those about to come out of mandatory quarantine will help us respond to any spread of coronavirus (COVID-19).

Who is being asked to get a test?

Everyone in mandatory quarantine (who has not already been diagnosed with coronavirus (COVID-19)) is being asked to get a test towards the end of the quarantine period. On day 3 and day 11 or 12 of quarantine. This is voluntary.

What do I need to do?

You will be asked to answer some brief questions, including checking whether you have any specific symptoms of coronavirus (COVID-19), no matter how mild, such as fever, chills, cough, sore throat, shortness of breath, runny nose or loss of sense of smell. Even if you do not have any symptoms you will still be offered testing.

You will be asked to give your verbal consent to be tested for coronavirus (COVID-19).

What should I expect from the test?

Our nurses will visit you in your room and will take a temperature and ask if you have any symptoms. Nurses will be wearing full personal protective equipment and will perform the test on you at the door. The test is a swab of the back of your nose and/or throat and takes about one minute.

What should I do while I am waiting for the test results?

You will remain in mandatory quarantine until day 14 of your quarantine period.

If you are waiting on a coronavirus (COVID-19) test result you will still be released from mandatory quarantine on day 14. You still must follow the requirements of the Stay at Home direction (No 4) set by Victoria's Chief Health Officer.

As at any time, if you are experiencing symptoms while in quarantine, please notify the hotel Nurse on the number provided to you.

If you are experiencing symptoms and have not yet received your swab results by the time your mandatory quarantine ends you may be asked to stay in Victoria until the results become available.

How will information be provided to me?

If you have a positive test result, you will be informed of this result by a doctor. You will then be contacted by a Case and Contact Officer (CCO) from the Department of Health and Human Services (DHHS), who will check in with you every day until you are ready to be cleared from follow-up.

If you have a negative test result, this will either be provided to you on paper, by text message or by phone call.

What happens if my test is positive?

Positive diagnosis during quarantine

If you return a positive result for coronavirus (COVID-19) during your 14-day quarantine period, you will be required to stay in mandatory quarantine for the remainder of the quarantine period, but may be moved to a specified hotel for this time.

When the mandatory quarantine period is complete, if you are still within the infectious period you will remain subject to the Isolation (Diagnosis) Direction (No 2) and will be required to self-isolate until you meet the department's release from isolation criteria. If you live in Victoria, and you have finished your 14 days quarantine, you will be able to finish your isolation period at home or in alternative accommodation, if you can do so **safely and appropriately**.

If you require support to self-isolate past the 14-day mandatory quarantine period, DHHS will assist you to arrange appropriate accommodation until you are ready to be released from isolation.

You cannot get on a flight or travel interstate.

Roommates of those with a positive diagnosis

If you return a positive result for coronavirus (COVID-19) during your 14-day quarantine period, and you are sharing a room with others, your roommates will be considered 'close contacts of a confirmed case'. Your roommates will be required to restart their 14-day self-isolation period from the day of last contact with you (the confirmed case). They will be advised to separate from you and to self-isolate in a separate room in the hotel.

If the new 14-day self-isolation period overlaps with the planned release date from their travel quarantine period, your roommates' may be transferred **directly** to their premises or other suitable accommodation to complete the 14-day period of self-isolation – if they can do so safely and appropriately.

Positive diagnosis after detention period has concluded

If you return a positive result for coronavirus (COVID-19) after you have completed the 14-day mandatory quarantine period, you will be contacted directly by the Case and Contact Management team in DHHS. You will be directed to self-isolate according to the Isolation (Diagnosis) direction (No 2). You must observe isolation directions until you meet the department's criteria for release from isolation.

For more detailed information, please refer to the coronavirus (COVID-19) mandatory quarantine - positive diagnosis guidance.

What if I am a 'close contact' but have completed my 14 days?

If you share a room and someone in your room tests positive for coronavirus (COVID-19), you will be considered a 'close contact' of a confirmed case. You will be required to quarantine for 14 days from the time of last contact with the case. This means that you may need to continue self-isolating at home (or in a hotel) for further time following your mandatory quarantine.

If you live in Victoria you will be able to finish your self-isolation period at home, if you can isolate safely and appropriately at your home. If you cannot isolate at home, we will assist you to arrange appropriate accommodation until you have completed the 14-day quarantine period. You cannot get on a flight or travel interstate.

What if someone in my room tests positive but we don't want to be separated?

If you are sharing a room with someone who tests positive for coronavirus (COVID-19), you will be recommended to isolate in separate rooms. This is because you are still at risk of becoming infected while your roommate is infectious. Besides the risk of infection, it will also prolong the length of time you are required to quarantine.

If you isolate in separate rooms following the diagnosis, your 14-day quarantine period will start from this time. If you choose to continue to share a room, your 14-day quarantine period will start from the time the person who is a confirmed case meets the clinical criteria for release from isolation, as per the department's guidelines.

Can I book a flight if I am a close contact or confirmed case?

If you are a close contact who is still within their 14-day quarantine period, or a confirmed case who has not yet met the department's criteria for release from isolation, you cannot catch a flight to travel either domestically or internationally.

If you require support to safely self-isolate past the 14-day mandatory quarantine period, DHHS will assist you to arrange appropriate accommodation until you are ready to be released from isolation.

What if I live interstate?

If you live in another state or territory and are travelling home after your 14-day mandatory quarantine period, we may be required to share information about your COVID-19 testing status with your home state authorities to support the prevention of spread of COVID-19.

Where can I find out more information?

Call the 24-hour coronavirus hotline on **1800 675 398** for further advice. If you need a translator, first call 131 450, then request the hotline on **1800 675 398**.

A Government Support Service is also available to help respond to quarantine questions on **1800 960 944**.

For Victorian coronavirus (COVID-19) updates, visit: <https://www.dhhs.vic.gov.au/coronavirus>

For national updates: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

To receive this publication in an accessible format phone 1300 651 160, using the National Relay Service 131 450 if required, or email Public Health branch public.health@dhhs.vic.gov.au.

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Exiting mandatory quarantine

Coronavirus (COVID-19) mandatory quarantine

Summary

This information is for returned travellers nearing the end of their 14-day mandatory quarantine.

Read this document carefully to ensure you understand the release process.

Timing

When will I be able to leave?

The date you will be able to leave is included on your detention notice. Mandatory quarantine is 14 days from midnight on the day you arrive.

What time is checkout?

Checkout begins from 12pm on the day your detention notice expires (i.e. if your detention notice expires midnight 19 May, checkout would begin from 12pm midday on 19 May). You must not leave your room on this day until you are asked to do so by staff. Staff will advise your estimated time of checkout closer to the date.

Will everyone leave at the same time?

Exit from mandatory quarantine will be staged. Many people may depart on the same day so we must plan for transport needs, extra travel requirements and physical distancing as you check out.

Can I request my check out time?

The Government Support Service will call you before your release day to discuss your check out arrangements. You can submit a preferred release time. Preferences will be accommodated where possible and according to need (e.g. if you need to catch an onward flight). It is your responsibility to update the Government Support Service with your onward flight details to ensure you are allocated a check out time that suits your departure.

What is the latest time I can leave?

You will not be kept in mandatory quarantine past midnight on the day the detention notice expires.

However, if you have tested positive for COVID-19 or are a close contact or have symptoms, specific arrangements will be required as set out below in the section on coronavirus infection.

Checkout process

What is a release notice?

The release notice allows you to exit the hotel and is evidence that you have been released from mandatory quarantine. You will be provided with a release notice from the Department of Health and Human Services within the 24 hours before you are due to check out. Upon checkout, you will have to show your release notice to a

Department of Health and Human Services Authorised Officer to confirm the period of detention and they will endorse the notice and ask you to sign a discharge list before you leave. You will also need to show identification.

What else should I expect from the checkout process?

You will need to settle any monies owing to the hotel for additional meals, drinks and outgoing phone calls. Physical distancing must be maintained throughout this process.

Will I be given proof that I completed mandatory quarantine?

The endorsed release notice from the Department of Health and Human Services is proof that you have completed the required quarantine period in Victoria, and the time period in which you completed it. This is an important document that you must keep, especially if you plan to travel interstate.

Health check

Will there be a health check before leaving?

Around Day 11 —12 of your quarantine, you will be asked to undertake a COVID-19 swab test. You can also request a temperature and symptom check by a nurse approximately 24 hours before release. This check is voluntary.

What if I have a temperature or symptoms at my health check or before leaving?

If you have a temperature or other symptoms consistent with coronavirus (COVID-19) at your health check or before leaving, this will not affect the completion of your mandatory quarantine. You will not be mandatorily detained for longer than the 14-day quarantine period.

However, if you have tested positive for COVID-19 or are a close contact or have symptoms, specific arrangements will be required as set out below in the section on coronavirus infection.

What if I need to get a prescription before I am released?

If you need an urgent prescription filled before you are released from quarantine, ask for assistance during your welfare check. If it is not urgent, you will be asked to fill the prescription yourself after you have been released from quarantine.

What if I need medical care after I am released?

After your release, your medical care should be managed by your usual healthcare provider. If requested, the details of any medical treatment you received while in quarantine can be provided to your regular doctor.

Start planning now

Transport for Victorians

The Government Support Service will call you about your departure plans.

Family and friends are not permitted to meet you at the hotel for health and safety reasons.

If you live in metropolitan Melbourne, we will have drivers available to take you to your destination at no cost to you.

If you live outside metropolitan Melbourne, the driver will be available to take you to an appropriate public transport connection, to the airport to collect your car or to an arranged meeting point within the Melbourne metropolitan area to meet a family member or friend to take you home.

Let the Government Support Service know about any accessibility needs when they call about your departure plans and they will arrange with the transport service.

Transport onwards or interstate

Please be aware that states and territories have their own quarantine arrangements in place, and some states may require a second 14-day quarantine period for travellers coming from Victoria. Completing 14 days of quarantine in Victoria does not always mean you will be exempt from quarantine in other states.

We recommend you call the Commonwealth Government's National Coronavirus Helpline on **1800 020 080** to find out what travel requirements and restrictions are in place at your destination.

If you live interstate, you should make your onward travel arrangements now. We recommended that your travel plans are made as soon as possible to ensure you are able to travel home as directly as possible. Interstate flights and other transport are at your own expense.

If you have difficulty booking a flight, **Corporate Travel Management** can assist with travel bookings. Call **1300 015 123** from 8am – 6pm, or **1800 836 000** from 6pm – 8am.

If I am going to the airport to fly out the next day, where can I stay?

If you are unable to arrange your own hotel accommodation and need somewhere to stay before catching a flight, Corporate Travel Management's booking service can assist you to find accommodation. The cost of onward travel is your responsibility, including the cost of any accommodation after you leave quarantine and before you depart Melbourne.

Call **1300 015 123** from 8am – 6pm, or **1800 836 000** from 6pm – 8am.

How do I get from the hotel to the airport at the end of the quarantine period?

The Victorian Government will meet the costs of a taxi fare from the hotel to your home or a meeting point in metropolitan Melbourne, to a Melbourne train station, or to the airport.

My car has been at the airport for 14 days longer than expected – will there be a late fee?

If you parked in a Melbourne Airport operated carpark, the airport has agreed to waive any overstay parking fees associated with travellers who have been in mandatory quarantine.

If your car is parked with a different operator you will need to contact them directly to discuss your parking fees.

How do I get my luggage?

Any luggage which is not in your room will be given to you when you complete your check out.

I've been given some toys/games/chocolates - can I take them with me?

You can take any items that have been given to you during your stay. That doesn't include items belonging to the room such as linen, pillows and appliances.

Lost property – who do I contact if I leave something behind?

If you have left something behind, please contact the Government Support Service on **1800 960 944** for assistance in locating your property.

Restrictions

What measures should I take when I leave?

Once you are released from quarantine, you must still take the same precautions as everyone else in Victoria or in the state you are travelling to.

Physical distancing and strict hygiene measures are still required, as you can still become infected with coronavirus (COVID-19) after release.

A summary has been provided with this fact sheet, but these restrictions change over time, so you should visit the department's physical distancing webpage regularly: <https://www.dhhs.vic.gov.au/coronavirus>

Do the current restrictions apply to me?

The 'Stay at Home' Directions apply to everyone in Victoria, even if you have completed a 14-day quarantine. If you can stay home, you must stay home. There are only four reasons to be out:

- shopping for what you need - food and essential supplies
- medical, care or compassionate needs
- exercise in compliance with the public gathering requirements
- work and study if you can't work or learn remotely

You can be fined for breaching these directions.

Coronavirus infection

Am I still at risk of coronavirus (COVID-19) infection?

Completing quarantine does not mean you have a reduced risk of contracting coronavirus (COVID-19) in the community. You must practise hand hygiene and physical distancing and, if you can stay home, you must stay home.

For more information, visit the department's physical distancing webpage:

<https://www.dhhs.vic.gov.au/coronavirus-covid-19-transmission-reduction-measures>

Am I still considered at high risk of coronavirus (COVID-19) infection?

Existing evidence tells us that the longest incubation period for coronavirus (COVID-19) is 14 days.

Your travel history is no longer considered a risk factor for coronavirus (COVID-19) infection, as you have completed the required 14 days of quarantine.

You now face the same infection risks as others in the community and you are required to comply with the 'Stay at Home' Directions for all Victorians.

What if I have been diagnosed with coronavirus (COVID-19) while in quarantine?

If you are diagnosed with coronavirus (COVID-19) during the quarantine period, you will remain in mandatory quarantine but may be asked to move to another hotel where your needs can be better met.

Companion/s are considered close contacts of a confirmed case. The department will work with you to assess your health needs and may issue you an Isolation (Diagnosis) Direction (No 2).

If you are subsequently cleared of COVID-19 by DHHS during the mandatory quarantine period, you will be released from mandatory quarantine by an Authorised Officer who will provide you both a clearance letter and a release notice. Companions will not be released with you.

What if I am coronavirus (COVID-19) positive when exiting?

If you are coronavirus (COVID-19) positive when exiting mandatory quarantine, you will need to comply with the Isolation (Diagnosis) Direction (No 2) set by Victoria's Chief Health Officer.

You must travel directly to suitable accommodation, and reside there, observing isolation directions until cleared by the department.

If you do not have access to accommodation where you are able to safely reside whilst observing the Isolation (Diagnosis) Direction, you will be provided with accommodation.

What if I am coronavirus (COVID-19) negative when exiting?

If you are coronavirus (COVID-19) negative when exiting, you must still take the same precautions as everyone else in Victoria or in the state you are travelling to.

What if I am waiting on a coronavirus (COVID-19) test result?

If you are waiting on a coronavirus (COVID-19) test result you will still be released from mandatory quarantine. You will be asked to follow the requirements of the Stay at Home direction (No 4) set by Victoria's Chief Health Officer.

If you need help arranging accommodation to self-isolate, call the Government Support Service on **1800 960 944**.

If I am a suspected or confirmed case and I can travel home to self-isolate, what precautions do I need to take?

Arrangements will be made for suspected or confirmed cases to check out separately from others.

- You will be given a face mask to wear when you leave your room.
- You must take appropriate physical distancing and infection control precautions at checkout, when leaving the accommodation and when travelling home.
- You should travel by private car where possible, sit in the rear seat and wear a face mask.
- You must self-isolate until you are discharged from isolation by the department and your treating doctor.
- If you are a suspected case, you must self-isolate until you receive your test results.

If you are from interstate and need to self-isolate after your release, DHHS will be able to advise and assist you in arranging accommodation and transport.

What should I do if I develop symptoms after release?

If you develop fever or acute respiratory symptoms after you are released from quarantine, you should stay at home and call your GP or the coronavirus (COVID-19) hotline on **1800 675 398** for advice.

If you are very unwell you must seek urgent medical attention.

Mental health support services

How can I access support if I am feeling anxious?

There are a range of support services available that you can access:

- If you need support from the **on-site nurse** please contact the Government Support Service on 1800 960 944 and they will arrange for the nurse to contact you
- **Beyond Blue** offers practical advice and resources at beyondblue.org.au. The [Beyond Blue Support Service](https://beyondblue.org.au) offers short term counselling and referrals by phone and webchat on **1300 22 4636**.

- **Lifeline** offers tips, resources and advice, as well as crisis and suicide support. **Phone: 13 11 14 (24 hours/7 days). Text: 0477 13 11 14 (6pm – midnight AEDT, 7 nights). Chat online: www.lifeline.org.au/crisis-chat (7pm - midnight, 7 nights)**
- **Phoenix Australia, the Centre for Post-Traumatic Mental Health**, offers advice, tips and resources at phoenixaustralia.org

Coronavirus (COVID-19) updates

- Visit www.coronavirus.vic.gov.au for the most up to date information and advice. Alternatively, call Victoria's dedicated coronavirus hotline on 1800 675 398.
- For information in languages other than English, call **131 450**, or visit www.coronavirus.vic.gov.au/translations
- If you live interstate, you may wish to call the Australian Government's National Coronavirus hotline: **1800 020 080** to find out more about restrictions and arrangements when you return home.

We appreciate that this has been a challenging period for you. Thank you for doing your part to protect Australia from coronavirus.

Physical distancing requirements in Victoria – as at 9 April 2020

Please refer to the website regularly for updates: <https://www.dhhs.vic.gov.au/coronavirus-covid-19-transmission-reduction-measures>

Personal actions to reduce your exposure

- Stay at home. Don't visit friends, and don't visit family at this time.
- You should only be outside for one of the following four reasons:
 - shopping for what you need - food and essential supplies
 - medical, care or compassionate needs
 - exercise in compliance with the public gathering requirements
 - work and study if you can't work or learn remotely
- Do not travel overseas, interstate, take a cruise or travel domestically in Victoria unless absolutely necessary.
- Stay healthy with good nutrition, regular exercise, sensible drinking, sleeping well, and for smokers, quitting.
- Do not participate in community gatherings including community sport. Gatherings of more than two people are not allowed except for members of your immediate household and for work or education purposes.

Take the following hygiene actions:

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or using the toilet. If soap and water are not readily available, use a hand sanitiser that contains at least 60 percent alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Do not share drink bottles, crockery or cutlery.
- Stop shaking hands, hugging or kissing as a greeting.

- Ensure a distance of at least 1.5 metres is kept between yourself and others.
- Get vaccinated for flu (influenza). This will help reduce the strain on the healthcare system as it deals with coronavirus. Vaccines are now available from your GP and pharmacy.
- Clean and disinfect high touch surfaces regularly e.g. phones, keyboards, door handles, light switches, bench tops.

Prepare for quarantine or self-isolation

- Shop for what you need, and only what you need.
- Ensure you have enough non-perishable food for you and your family for 14 days.
- Ensure you have enough medication for you and your family for 14 days.
- Plan with friends and family how you would manage if you need to self-isolate for 14 days.

Take personal action to protect your community

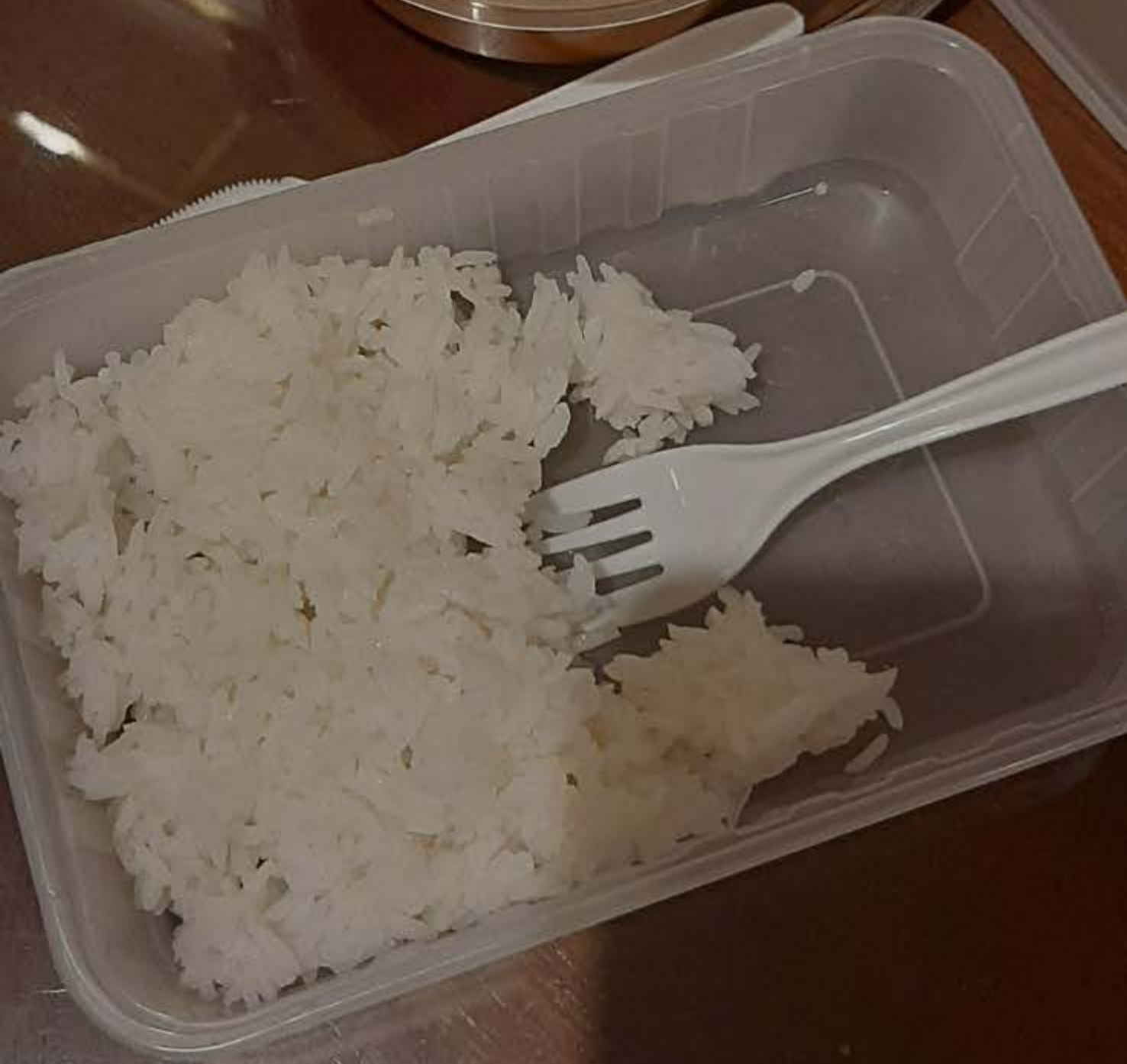
- If you have had close contact with a person with coronavirus (COVID-19), you must quarantine for 14 days. You will be notified by the Department of Health and Human Services and advised of what you must do.
- If you're in quarantine or isolation, you can't:
 - leave that place except in an emergency.
 - allow other people into the home if they don't live there.
 - be closer than 1.5 metres to others in the home.
- Stay at home and avoid all gatherings of more than two people including yourself. This minimises the chances of transmission, protects the health system and saves lives.
- You should only be outside for one of the following four reasons:
 - shopping for what you need - food and essential supplies
 - medical, care or compassionate needs
 - exercise in compliance with the public gathering requirements
 - work and study if you can't work or learn remotely
- If you are with other people e.g. in a supermarket, you must observe the rule of 1 person for every 4 square metres to ensure a safe physical distance. Keep 1.5 metres away from others.
- The Victorian Government has already ordered the closure of a range of facilities including hotels, pubs and clubs (excluding bottle shops within those venues), casinos, cinemas, nightclubs, entertainment venues, gyms and indoor sporting centres. See: [Directions from Chief Health Officer](#).
- There are now further closures of non-essential businesses, limitations on certain activities, and closure of a range of venues, attractions and facilities where large numbers of people would otherwise be in close proximity.
- If you need to leave your home, keep the time short.
- Do not attend places of worship unless you are attending a funeral or wedding.
- Weddings may be held in places of worship (or other venues), but only with the couple, celebrant and two witnesses in attendance.
- Funerals may be held in places of worship, funeral parlours or other venues, with a maximum of ten mourners in attendance.
- Do not take part in community sports, including golf.

- Do not go camping or hiking. Many sites have been closed including high visitation sites, historic sites and camp sites. For more information check the Parks Victoria website.
- Where possible, use debit and credit cards instead of cash and make use of online and self-serve transactions (for example, Myki top ups).
- If using a change room do not share items like towels and soap bars, and wash your hands after changing.
- Only travel when necessary and use public transport in less busy periods if you can. Walk or cycle if possible.
- If you are elderly or vulnerable avoid public transport.
- Ride in the back of taxis, uber and ride shares.
- Any gathering of more than 2 people except for members of your immediate household and for work or education purposes, is a risk for transmitting coronavirus and is not allowed.













Australian Government
Department of Health

Novel coronavirus (COVID-19)

Information for international travellers

There is currently a global outbreak of novel coronavirus (COVID-19).

Go to www.health.gov.au for further information.

What is happening when I arrive in Australia?

You will be transported from the air or sea port to designated accommodation in your city of arrival, where you will be required to isolate for 14 days. The designated accommodation for isolation will be free of charge for travellers. After this precautionary isolation period you can transit domestically and travel home.

You may be required to undergo enhanced health screening on arrival in Australia.

Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, cough, sore throat, tiredness or shortness of breath. Other symptoms include chills, body aches, runny nose and muscle pain.

What do I do if I am sick right now?

If you are experiencing symptoms of COVID-19, let a member of the airline or ship crew know now. If you are in the airport or seaport tell a biosecurity officer or a health official now.

What do I do if I get sick while in isolation in Australia?

If you become unwell, you must:

- Tell a state or territory health official.
- Stay in your accommodation.
- Isolate yourself from others and use a separate bathroom if available.
- Put on a surgical mask if you are near other people. If you don't have one, cover your cough and sneeze.
- Wash your hands frequently with soap and water and use alcohol-based hand rub.

If you have serious symptoms such as difficulty breathing, call 000, ask for an ambulance and notify the ambulance officers of your recent travel history.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses:

- Wash your hands frequently with soap and water, including before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help 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 each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor.



COVID-19 mandatory quarantine

Advice notice

Advice for all arrivals in Melbourne

A 14-day quarantine period is compulsory

Passengers arriving from overseas are required by law to enter compulsory quarantine for 14 days to prevent the spread of coronavirus (COVID-19).

Once you have collected your baggage and cleared passport and custom control, you will be transported to accommodation provided by the government, where you will be required to spend 14-days in quarantine.

The government will cover the cost of accommodation and essentials during this period.

This requirement applies to passengers arriving from all countries. This includes Victorians returning home and transiting passengers.

An officer from the Department of Health and Human Services (DHHS) will assist you in the arrivals area and arrange transport to your accommodation.

You will be transported directly from the airport to your allocated accommodation where you must remain quarantined for 14 days.

You must not leave the accommodation, unless there is an emergency situation, or you have been granted permission to leave because:

- you need to attend a medical facility to receive medical care
- it is reasonably necessary for your physical and mental health
- there are compassionate grounds.

All returned travellers are being asked to complete voluntary testing for coronavirus (COVID-19) on approximately day 11—12 of mandatory quarantine.

You must not let another person enter the premises, unless they are authorised to be there for a specific purpose such as providing food, medical care or a welfare check.

If you have a disability, please advise the DHHS officer of any special needs you may have. If you are travelling with, or being met by a carer, that carer must remain with you in quarantine for the 14-day period.

If you wish to book a flight out of Australia, you will still be required to enter quarantine until your departure.

For unaccompanied minors only:

- if your home is in another state (not Victoria or Queensland) and you are booked on a connecting flight, you may board your connecting flight to your home state. Once there, you will be quarantined under that state's direction.
- if your home state is Victoria, your parent or guardian can accompany you into quarantine, provided they agree to stay there with you under the same conditions for the 14-day period.

A person who fails to comply with this requirement will be liable to fines of up to approximately A\$20,000.



Coronavirus (COVID-19) testing during mandatory quarantine

This information is for returned international travellers undertaking 14-day mandatory quarantine. All returned travellers are being asked to complete voluntary testing for coronavirus (COVID-19) on approximately day 3 and day 11 of mandatory quarantine.

Why am I being asked to get a test if I don't have coronavirus (COVID-19) symptoms?

The Department of Health and Human Services has rolled out an enhanced testing program to better understand how coronavirus (COVID-19) might be spreading in the community.

Because returned travellers are still one of the higher risk groups for coronavirus (COVID-19) infection, those in mandatory quarantine are encouraged to get tested before the 14-day period concludes. Testing will be available on day 3 and day 11 of quarantine.

There is a small chance that you could have coronavirus (COVID-19) even though you feel well and may not have any symptoms.

The results of this enhanced testing, including testing those about to come out of mandatory quarantine, will help us respond to any spread of coronavirus (COVID-19).

Why is expanded testing important?

The more testing we do, the more data we have about the prevalence of coronavirus (COVID-19) in our community. Because returned travellers are still one of the higher risk groups for coronavirus (COVID-19) infection, those in mandatory quarantine are encouraged to get tested prior to their discharge.

Who is being asked to get a test?

Everyone in mandatory quarantine (who has not already been diagnosed with coronavirus (COVID-19)) is being asked to get tested during the quarantine period. This is voluntary.

What do I need to do?

You will be asked to answer some brief questions, including checking whether you have any specific symptoms of coronavirus (COVID-19), no matter how mild, such as fever, chills, cough, sore throat, shortness of breath, runny nose or loss of sense of smell. Even if you do not have any symptoms you will still be offered testing.

You will be asked to give your verbal consent to be tested for coronavirus (COVID-19).

What should I expect from the test?

Teams of nurses will be going from room to room performing the tests. They will take your temperature and ask about symptoms. Nurses will be wearing full personal protective equipment and will perform the test on you at the door. The test is a swab of the back of your nose and throat and takes about one minute.

What should I do while I am waiting for the test results?

You will remain in mandatory quarantine until day 14 of your quarantine period.

If you are waiting on a coronavirus (COVID-19) test result you will still be released from mandatory quarantine on time. You still must follow Victorian Chief Health Officer's current directions. You can find the latest directions here: <https://www.dhhs.vic.gov.au/state-emergency>.

As at any time, if you require urgent emergency assistance dial triple zero (000) for emergency services. For all non-urgent assistance please contact the Government Support Service on 1800 960 944 to speak with one of the onsite nurses.

How will information be provided to me?

A medical practitioner and/or registered nurse will notify you if you test positive for coronavirus (COVID-19) during your 14-day mandatory quarantine period. You will then be contacted by the Department of Health and Human Services, who will check in with you every day until you are ready to be cleared from follow-up.

If you have a negative test result, this will be provided to you on paper, by text message or by phone call.

What happens if my test is positive?

For more detailed information, please refer to the 'Coronavirus (COVID-19) mandatory quarantine – positive diagnosis guidance' factsheet.

Positive diagnosis during quarantine

If you test positive coronavirus (COVID-19) during your 14-day quarantine period, you will be required to stay in mandatory quarantine for the remainder of your quarantine period but will be moved to another hotel.

At the end of your 14-day mandatory quarantine period, the Department of Health and Human Services (the department) will tell you if you are still within the infectious period. If you are, you must self-isolate until you meet the department's release from isolation criteria. If you live in Victoria, you will be able to finish your isolation period at home or in, if you can do so **safely and appropriately**.

If you cannot self-isolate at home, we will assist you to arrange appropriate accommodation until you are ready to be released from isolation.

You cannot get on a flight or travel interstate until you have been cleared by the department.

Roommates of those with a positive diagnosis

If you return a positive result for coronavirus (COVID-19) during your 14-day quarantine period, and you are sharing a room with others, your roommates will be considered 'close contacts of a confirmed case'. Your roommates will be required to restart their 14-day self-isolation period from the day of last contact with you (the confirmed case). They will be advised to separate from you and to self-isolate in a separate room in the hotel.

If the new 14-day self-isolation period overlaps with the planned release date from their travel quarantine period, at the end of their 14 day mandatory quarantine period, your roommates may be transferred **directly** to their premises or other suitable accommodation to complete the 14-day period of self-isolation – if they can do so safely and appropriately.

Positive diagnosis after detention period has concluded

If you test positive for coronavirus (COVID-19) after you have completed your 14-day mandatory quarantine period, you will be contacted directly by the Department of Health and Human Services. You will be directed to self-isolate according to the *Diagnosed Persons and Close Contact Directions*. You must isolate at a premises that is safe and suitable until cleared by the department.

What if I am a 'close contact' but have completed my 14 days?

If you share a room with someone who tests positive for coronavirus (COVID-19), you will be considered a 'close contact' of a confirmed case. You will be required to isolate for 14 days from the time of last contact with the case. This means that you may need to continue self-isolating at home (or in a hotel) after your mandatory quarantine period ends.

If you live in Victoria you will be able to finish your self-isolation period at home, if you can isolate safely and appropriately at your home. If you cannot isolate at home, we will assist you to arrange appropriate accommodation until you have completed the 14-day isolation period.

You cannot catch a flight or travel interstate until you have been cleared by the Department of Health and Human Services.

What if someone in my room tests positive but we don't want to be separated?

If you are sharing a room with someone who tests positive for coronavirus (COVID-19), you will be recommended to isolate in separate rooms. This is because you are still at risk of becoming infected while your roommate is infectious. Besides the risk of infection, it will also prolong the length of time you are required to quarantine.

If you isolate in separate rooms following the diagnosis, your 14-day quarantine period will start from the last time of contact with the confirmed case. If you choose to continue to share a room, your 14-day quarantine period will start from the time the person who is a confirmed case meets the clinical criteria for release from isolation, as per the department's guidelines.

Can I take a flight if I am a close contact or confirmed case?

If you are a close contact who is still within their 14-day quarantine period, or a confirmed case who has not yet met the department's criteria for release from isolation, you cannot catch a flight to travel either domestically or internationally.

Where can I find out more information?

Call the 24-hour coronavirus hotline on **1800 675 398** for further advice. If you need a translator, first call 131 450, then request the hotline on **1800 675 398**.

For Victorian coronavirus (COVID-19) updates, visit: <https://www.dhhs.vic.gov.au/coronavirus>

For national updates: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

To receive this publication in an accessible format phone 1300 651 160, using the National Relay Service 131 450 if required, or email [Public Health branch](mailto:public.health@dhhs.vic.gov.au) <public.health@dhhs.vic.gov.au>.

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Coronavirus (COVID-19) mandatory quarantine

Keeping you updated, 15 May 2020

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As an international passenger returning to Victoria, this weekly update helps keep you informed during your 14-day quarantine.

All international passengers who arrive at a Victorian airport or disembark at maritime ports must go into mandatory quarantine in Victoria upon arrival, regardless of your home state. We understand these measures to slow the spread of coronavirus (COVID-19) in Australia are difficult. They are in place because overseas travellers are at a high risk of contracting coronavirus (COVID-19) and passing it on to others.

Together, our actions have made a real difference. We are flattening the curve and slowing the spread of coronavirus (COVID-19) in our state. Thank you for your patience and understanding.

Taking fresh air breaks

While in mandatory quarantine you are able to schedule weekly outdoor fresh air breaks. A suitable outdoor space has been arranged on the hotel premises for scheduled and supervised breaks. Children must be supervised by a parent or guardian while outdoors.

To arrange a fresh air break, please call the Government Support Service on **1800 960 944**.

Please note, although every effort will be made to accommodate your preferred time, it will be subject to staff availability and the scheduling of breaks for your fellow travellers.

New restrictions announced for Victoria

Some restrictions have been cautiously eased to allow people to look after their own, and others' health, wellbeing and social connection. The message to all Victorians remains the same - if you can stay at home, you must stay at home.

Once you have completed your mandatory quarantine and returned home, there are five reasons that you can leave home:

- shop for food and other necessary goods and services
- access medical services or provide caregiving – for example, this includes shared parenting obligations or providing care and support to an unwell, disabled, elderly or pregnant friend or relative
- attend work or education where you can't do those things from home
- exercise and participate in some recreational activities adhering to the rules
- visit friends, family and loved ones while adhering to the rules

Victorians are able to visit friends and family – with a maximum gathering of up to ten outdoors and up to five visitors in your home. Victorians are asked to limit their circle to just family and friends. That means that when we do have outbreaks of coronavirus (COVID-19) and positive cases we can test and trace and effectively contain the spread.

School students to begin a phased return to classrooms

From Tuesday 26 May, all Prep, Grade 1 and Grade 2 students, specialist school students, as well as VCE and VCAL students will return to on-site learning at government schools. Students in the broader year 3 to

10 cohort will continue to learn remotely until Tuesday 9 June, to give the Government and the Chief Health Officer time to monitor and evaluate the effects that the return to school by other year levels has on the increased movement of people and transmission within the community.

For further information about the State of Emergency and restricted activities please visit www.dhhs.vic.gov.au/coronavirus

Information and support services

Coronavirus (COVID-19) updates

Visit www.coronavirus.vic.gov.au for the most up to date information and advice. Alternatively, call Victoria's dedicated coronavirus hotline on 1800 675 398.

For information in languages other than English, call 131 450, or visit www.coronavirus.vic.gov.au/translations

If you live interstate, you may wish to call the Australian Government's National Coronavirus hotline: **1800 020 080** to find out more about restrictions and arrangements when you return home.

Government Support Service

A Government Support Service is available to you seven days a week to help make your time in quarantine more comfortable. As well as answering your general questions the service can also connect you to an on-site nurse, help you access essential goods, book the collection of a care parcel or support you in getting a fast-tracked online Woolworths supermarket order.

This service can be contacted on **1800 960 944**. If you can't get through please leave your name, the name of your hotel, and your room number (or your mobile phone number if available) so a member of the Service team can return your call.

Mental health support

We want to emphasise you are not alone. From the hotel concierge to the on-site nurse, we have people on site to assist you during your quarantine stay. If you feel you need more support:

- Beyond Blue offers practical advice and resources at beyondblue.org.au. The Beyond Blue Support Service offers short term counselling and referrals by phone and webchat on 1300 224 636.

Lifeline offers tips, resources and advice, as well as crisis and suicide support.
Phone 13 11 14 SMS 0477 13 11 14
Chat online www.lifeline.org.au/crisis-chat

Financial support

Centrelink 136 240 www.servicesaustralia.gov.au/individuals/centrelink

Financial counselling is available via the National Debt Helpline 1800 007 007 <https://ndh.org.au/>

Community support services

You may also be returning to Australia after a long period overseas and require support to re-settle yourself and your family. The following services are available for support with the care of your children, services for older people or those with a disability and the local emergency services number if you require police, fire or ambulance.

Maternal Child Health Line	13 22 29
Kids Helpline	1800 55 1800
'Ask Izzy'	https://askizzy.org.au
My Aged Care	1800 200 422
National Disability Insurance Scheme	1800 800 110
In the event of an emergency you should call 000 .	



COVID-19 mandatory quarantine

Privacy notice

The Department of Health and Human Services ('the department') has received information that you have been affected by COVID-19 in a way that means you must stay in detention until it is safe for you to leave.

The department receives this information from various sources, including health and pathology services, and doctors who are required by law to report it.

We collect this information to lessen or prevent a serious threat to public health and safety from the COVID-19 virus pandemic.

The information you provide, and that we collect about you, will be used to monitor your compliance with directions by the Chief Health Officer under the *Public Health and Wellbeing Act 2008*, and may be used and disclosed for investigation, enforcement, public health research, and as authorised or permitted by law.

The department may share your information with Victoria Police, law enforcement bodies, healthcare services and researchers for these purposes.

Your information may continue to be used and disclosed for these purposes after you leave detention or are subject to a direction by the Chief Health Officer.

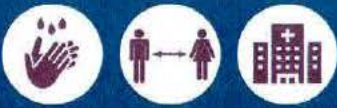
You can apply for access to information the department holds about you. The department's Freedom of Information Unit may be contacted on:

Tel: (03) 9096 8449 or 1300 650 172

Email: foi@dhhs.vic.gov.au

For information on the department's [Privacy policy \(www.dhhs.vic.gov.au/publications/privacy-policy\)](http://www.dhhs.vic.gov.au/publications/privacy-policy) or on how the department manages privacy, please contact the Privacy Unit:

- Postal address: GPO BOX 4057, Melbourne VIC 2001
- Street address: 50 Lonsdale Street, Melbourne VIC 3000
- Ph: 1300 884 706
- Email: privacy@dhhs.vic.gov.au



Coronavirus (COVID-19) mandatory quarantine

Questions and answers – testing during quarantine

Summary

This information is for returned international travellers undertaking 14-day mandatory quarantine. All returned travellers are being asked to complete voluntary testing for coronavirus (COVID-19) on approximately day 3 and day 11 of mandatory quarantine.

Why am I being asked to get a test if I don't have coronavirus (COVID-19) symptoms?

The Department of Health and Human Services is rolling out an enhanced testing program to better understand how coronavirus (COVID-19) might be spreading in the community.

Up to 100,000 Victorians will be tested for coronavirus (COVID-19) over a two-week period as part of a major testing blitz across the state. This is to better understand the prevalence of the coronavirus (COVID-19) in our community.

Because returned travellers are still one of the higher risk groups for coronavirus (COVID-19) infection, those in mandatory quarantine are being encouraged to be tested on day 3 after you arrive in Victoria. Testing is also being made available on day 11 before the 14-day period concludes and you are released from quarantine.

There is a small chance that you could have coronavirus (COVID-19) even though you feel well and may not have any symptoms.

The results of this enhanced testing will provide you with a better understanding of your health and will help us respond to any spread of coronavirus (COVID-19).

Why is expanded testing important?

The more testing we do, the more individuals and the community understand about coronavirus. Because returned travellers are still one of the higher risk groups for coronavirus (COVID-19) infection, those in mandatory quarantine are being encouraged to be tested after arrival and prior to their discharge.

Who is being asked to get a test?

Everyone in mandatory quarantine (who has not already been diagnosed with coronavirus (COVID-19)) is being asked to get tested during the quarantine period. This is voluntary.

What do I need to do?

You will be asked to answer some brief questions, including checking whether you have any specific symptoms of coronavirus (COVID-19), no matter how mild, such as fever, chills, cough, sore throat, shortness of breath, runny nose or loss of sense of smell. Even if you do not have any symptoms you will still be offered testing.

You will be asked to give your verbal consent to be tested for coronavirus (COVID-19).

What should I expect from the test?

Teams of nurses will be going from room to room performing the tests. They will take your temperature and ask about symptoms. Nurses will be wearing full personal protective equipment and will perform the test on you at the door. The test is a swab of the back of your nose and/or throat and takes about one minute.

What should I do while I am waiting for the test results?

You will remain in mandatory quarantine until day 14 of your quarantine period.

If you are waiting on a coronavirus (COVID-19) test result you will still be released from mandatory quarantine on time. You still must follow the requirements of the Stay at Home direction (No 4) set by Victoria's Chief Health Officer.

As at any time, if you require urgent emergency assistance dial triple zero for emergency services. For all non-urgent assistance please contact the Government Support Service on **1800 960 944** to speak with one of the onsite nurses.

How will information be provided to me?

If you have a positive test result, you will be informed of this result by a doctor. You will then be contacted by a Case and Contact Officer (CCO) from the Department of Health and Human Services (DHHS), who will check in with you every day until you are ready to be cleared from follow-up.

If you have a negative test result, this will either be provided to you on paper, by text message or by phone call.

What happens if my test is positive?

Positive diagnosis during quarantine

If you return a positive result for coronavirus (COVID-19) during your 14-day quarantine period, you will be required to stay in mandatory quarantine for the remainder of the quarantine period but will be moved to a specified hotel for this time.

When the mandatory quarantine period is complete, if you are still within the infectious period you will remain subject to the Isolation (Diagnosis) Direction (No 2) and will be required to self-isolate until you meet the department's release from isolation criteria. If you live in Victoria, and you have finished your 14 days quarantine, you will be able to finish your isolation period at home or in alternative accommodation, if you can do so **safely and appropriately**.

If you cannot self-isolate at home, we will assist you to arrange appropriate accommodation until you are ready to be released from isolation.

You cannot get on a flight or travel interstate.

Roommates of those with a positive diagnosis

If you return a positive result for coronavirus (COVID-19) during your 14-day quarantine period, and you are sharing a room with others, your roommates will be considered 'close contacts of a confirmed case'. Your roommates will be required to restart their 14-day self-isolation period from the day of last contact with you (the confirmed case). They will be advised to separate from you and to self-isolate in a separate room in the hotel.

If the new 14-day self-isolation period overlaps with the planned release date from their travel quarantine period, at the end of their 14 day mandatory quarantine period, your roommates may be transferred **directly** to their premises or other suitable accommodation to complete the 14-day period of self-isolation – if they can do so safely and appropriately.

Positive diagnosis after detention period has concluded

If you return a positive result for coronavirus (COVID-19) after you have completed the 14-day mandatory quarantine period, you will be contacted directly by the Case and Contact Management team in DHHS. You will be directed to self-isolate according to the Isolation (Diagnosis) direction (No 2). You must observe isolation directions until you meet the department's criteria for release from isolation.

For more detailed information, please refer to the coronavirus (COVID-19) mandatory quarantine - positive diagnosis guidance.

What if I am a 'close contact' but have completed my 14 days?

If you share a room and someone in your room tests positive for coronavirus (COVID-19), you will be considered a 'close contact' of a confirmed case. You will be required to quarantine for 14 days from the time of last contact with the case. This means that you may need to continue self-isolating at home (or in a hotel) for further time following your mandatory quarantine.

If you live in Victoria you will be able to finish your self-isolation period at home, if you can isolate safely and appropriately at your home. If you cannot isolate at home, we will assist you to arrange appropriate accommodation until you have completed the 14-day quarantine period.

You cannot catch a flight or travel interstate.

What if someone in my room tests positive but we don't want to be separated?

If you are sharing a room with someone who tests positive for coronavirus (COVID-19), you will be recommended to isolate in separate rooms. This is because you are still at risk of becoming infected while your roommate is infectious. Besides the risk of infection, it will also prolong the length of time you are required to quarantine.

If you isolate in separate rooms following the diagnosis, your 14-day quarantine period will start from this time. If you choose to continue to share a room, your 14-day quarantine period will start from the time the person who is a confirmed case meets the clinical criteria for release from isolation, as per the department's guidelines.

Can I book a flight if I am a close contact or confirmed case?

If you are a close contact who is still within their 14-day quarantine period, or a confirmed case who has not yet met the department's criteria for release from isolation, you cannot catch a flight to travel either domestically or internationally.

Where can I find out more information?

Call the 24-hour coronavirus hotline on **1800 675 398** for further advice. If you need a translator, first call 131 450, then request the hotline on **1800 675 398**.

For Victorian coronavirus (COVID-19) updates, visit: <https://www.dhhs.vic.gov.au/coronavirus>

For national updates: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

To receive this publication in an accessible format phone 1300 651 160, using the National Relay Service 131 450 if required, or email [Public Health branch](mailto:public.health@dhhs.vic.gov.au) <public.health@dhhs.vic.gov.au>. Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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KEEPING YOU UPDATED



Important news

Some returned travellers who have previously arrived in Victoria, have been moved to an isolated floor in each hotel as they have tested positive for coronavirus (COVID-19). As they are in quarantine, they pose no risk to other people and have been provided with onsite medical care and health and wellbeing support.

It is, however, a reminder of the importance of compulsory quarantine for international travellers. We hope you take some consolation from the contribution you are making to helping keep our state safe.

The health and safety of returned travellers, staff and patrons of the hotel is of utmost importance. Protocols are in place to manage physical distancing and provide a safe environment for everyone in quarantine, with further precautions in place for people who test positive for coronavirus during their stay.

Arrangements for departing quarantine

We wanted to share the process for leaving quarantine and let you know we will be here to support you through this process. Towards the end of your stay in quarantine you will be contacted by the Government Support Service to understand your individual needs, including where you will be going once your quarantine period is complete. We will help you make the necessary plans to leave such as rebooking flights or arranging a taxi.

If you live interstate, there are some additional considerations

There are border restrictions in many states and territories that are likely to affect your onward travel. A further period of self-isolation may be required when you reach your destination. The situation is changing rapidly. We recommend you call the Commonwealth Government's National Coronavirus Helpline on **1800 020 080** to find out travel requirements and restrictions that may be in place at your destination.

Looking after your wellbeing while in quarantine

While you're helping to slow the spread of coronavirus, there are times when being in your room can be tough. Here are some ways to support your physical and mental health during this period.

- It may sound obvious, but the most important thing overall is to be kind to yourself. This quarantine situation is only temporary.
- Remind yourself that this period of isolation is helping to slow the spread of coronavirus and protecting vulnerable people in the community.
- Routines sound dull, but they're good for our mental health. Try to go to sleep and wake up at the same time, eat at regular times, shower, maintain a level of physical activity in your room, and change your clothes. This will help you to manage your days and adjust when life starts to go back to normal.
- Manage your stress levels, and if needed, increase your coping strategies (for example, listening to music, watching your favourite shows, meditation or exercise).

- Keep taking your medication. Phone or email your GP or pharmacist to find out how to get any new prescriptions you may need or talk to the on-site nurse.
- For those already managing mental health issues, continue to take any prescribed medication, continue with your treatment plan and monitor for any new symptoms.
- Seek professional support early if you're having difficulties.

Stay connected

Keep in touch with friends and family on the phone, video or by online chats. This is really important in helping you – and the people you love – stay connected.

Keep Active

There's no better way to stimulate the body and mind than through positive physical and mental activity. Getting the blood pumping through a little bit of physical exertion in your room is a great way to release energy.

Another tip is to exercise your mind. Playing games, listening to your favourite music, completing a Sudoku or reading a book helps pass the time. Activities like these are also a great way to connect online with friends and family.

Where to turn for help?

We want to emphasise you are not alone. From the hotel concierge to the on-site nurse, we have people on site to assist you during your quarantine stay. But if you feel you need more support, Beyond Blue and Lifeline have online and telephone support services.

Beyond Blue also offers practical advice and resources at beyondblue.org.au. The Beyond Blue Support Service offers short term counselling and referrals by phone and webchat on **1300 22 4636**.

Lifeline offers tips, resources and advice, as well as crisis and suicide support. Call **13 11 14** (24 hours/7 days); SMS **0477 13 11 14** (6pm – midnight, 7 nights) or chat online at: www.lifeline.org.au/crisis-chat (7pm - midnight, 7 nights).

Call the hotel concierge for any issues you're having around meals, rubbish collection or laundry services.

And of course, the Government Support Service is available for you to call on **1800 960 944** seven days a week. As well as answering your general questions and queries the service can help you:

- talk to one of the on-site nurses;
- access essential goods such as nappies, baby formula and sanitary/personal items;
- book the collection of a care package from family and friends; and
- complete an online Woolworths supermarket order using a Kindness Card which will fast track your order.

In the event of an emergency you should call **000**.

Available for orders between 8.00 AM – 9.00 PM

BEVERAGES

Soft Drink

Coke, 330 ml	5.0
Coke Zero, 330ml	5.0
Sprite, 330ml	5.0

Water

Mount Franklin Still, 1000ml	5.0
San Pellegrino Mineral Water, 250 ml	3.5

Bottled Beer

Crown Lager, Corona, Stella	6.0
Cascade Premium Light	5.0
6 pack of bottle beer	30.0

Sparkling Wine

Craigmore Cuvee Rose Blanc, South Eastern Australia	25.0
Omnium Spumante Brut, Mendoza, Argentina	35.0

White Wine

Jacobs Creek Chardonnay Reserve, Adelaide Hills, SA (Limited Stock)	25.0
Barefoot Pinot Grigio (Australia)	25.0
Terra Torrontes, Mendoza, Argentina	30.0

Red Wine

Beach Hut Shiraz, Mudgee NSW	25.0
Argento Classic Malbec, Mendoza, Argentina	30.0
Rymil Darkhorse Cabernet Sauvignon	30.0

Please advise if you have any additional dietary requests when placing your order. To place your order please dial 27



Stamford Plaza Melbourne has crafted an In-Suite Dining Menu for your convenience. For your enjoyment we have also included a selection of snacks and beverages.

Available for orders between 8.00 AM – 9.00 PM

SNACKS

Chocolate Bar

Cadbury Dairy Milk Chocolate Bar 50g 2.5

Chips

Potato Chips 50g (Assorted Flavours) 3.5

Nuts and Crackers

Nobby Salted Peanuts 50g 3.5

House made dip (Hommmus or avocado) & crackers 10.0

IN-SUITE DINING MENU

Prawn & Vegetable Wonton Soup 20.0

Vegetarian Spring Roll with Sweet Chilli 14.5

Beer Battered Fish & Chips with Tartare 29.5

Butter Chicken Pie with Chips 20.0

Black Angus Gourmet Beef Pie with Chips 20.0

Rustic Chips with Aioli 10.0

Sweet

Dark Chocolate Brownie with Ice Cream Cup 12.0

Please advise if you have any additional dietary requests when placing your order. To place your order please dial

27





Dear Valued Guest,

Special Laundry Service

Please be advised that there are below guidelines to follow if you will be utilising this service:

- Laundry is collected every Tuesday and Thursday at 8:00am
We suggest avoiding missing this collection time that you leave your prepared laundry bag outside of your room ready for collection the night before.
- To arrange this service, simply dial reception on #20 to request a red dissolvo laundry bag with docket.
- Reception will ask you how many items of each you have (e.g. 4 trousers, 1 shirt) to then be able to issue the correct amount of pink numbered docket for you to safety pin onto EACH item of clothing yourself (e.g. two socks = 1 docket). Reception will fill out the laundry form for you.
- The bag, along with a pink numbered docket and required number of safety pins (no more than eight) will then be left outside your room.
- Please call reception when the laundry is ready for collection, we will attach the form we have filled out for you to your bag and then provide you with a photocopy for your references.

Please note your clothes will undergo a heat treatment and the hotel does not accept any liability for damaged or discoloured items.

Kind regards,



Assistant Front Office Manager
Stamford Plaza Melbourne



STAMFORD
Plaza
Melbourne

Dear Valued Guest,

Welcome to the Stamford Plaza Melbourne - your home away from home.

Please note that due to Government restrictions and instructions, limited hotel services will be available to you during your stay.

How to connect to our Stamford FREE Wi-Fi:

Our network name is, Wireless@Stamford.

Once the Interface is loaded, please enter your Room Number and Last Name in the dedicated space and click Connect to the Internet button to activate your subscription.

Television

The hotel has a wide selection of free to air and Foxtel channels and there is no charge to watch any of these channels.

Telephone

To contact our team, please dial 20 for any requirements.

Please note that all external phone calls will attract a charge. This charge will be billed against your credit card on file.

The Government Department will not settle the telephone charges for you.

Airconditioning

The air conditioning controls are next to the entrance door. Lift the openable panel that hides the controls underneath.

- MODE Button - Tap MODE button to ON and OFF the aircon
- UP Button – Use this button to increase the desired temperature for the heating or cooling modes
- DOWN Button – Use this button to decrease the desired temperature for the heating or cooling modes
- FAN button – Use this button to select the fan speed, low speed, medium speed, High speed and auto fan speed

Please note that the aircon units are designed to change temperature gradually and the fan speed may not be audible.

Bath

Your suite is fitted with a bath. Please take care not to overflow the bath as this will cause damage to your suite and the suite below.

Kitchen & Waste

The kitchen is equipped with a microwave, dishwasher and fridge. All other cooking equipment is unavailable during your stay.

Please do not place any plates or cutlery outside of your room - Dishwasher powder and dishwashing liquid are provided for your use. There should be enough cleaning supply in your suite for the period of your stay, however please advise if further cleaning supplies are needed.

Waste will be collected at 3.00PM daily and must be placed in the bag provided. The bag must be tied close for safe collection. No loose items will be collected.

Housekeeping

Our housekeeping team is unable to enter your room. We have placed spare towels in your room already along with extra bathroom amenities.

Wednesday 13th

A linen change is scheduled for ~~Saturday 9th~~ May where our team will drop off fresh linen outside your room.

Laundry

A special laundry service is available during your stay.

Please note that no dry cleaning services are available and all items delivered to the laundry will undergo a heat treatment. The hotel or laundry does not accept any liability for damaged or discoloured items.

Maximum of 8 items per laundry bag. The cost per laundry bag is \$75.00.

Pick up and drop off days for laundry are Tuesday and Thursday only.

Please dial #20 if you require a laundry bag.

Government Allowance for laundry

Single and twin rooms have an allowance of \$40 laundry per stay. Rooms with three or more people have an allowance of \$80 per stay. You will need to meet any laundry costs beyond that amount

Meals

The Government agency has arranged 3 meals per day for you.

Please note that there is no choice of meals available unless you advised us of dietary requirements at check-in.

Your meals will be delivered at the below time slots.

8.00am – 10.00am for Breakfast

12.00noon – 1.30pm for Lunch

6.30pm – 8.00pm for Dinner


Our F&B team will place your meal outside your door and ring the door bell once it is ready for collection.

Alcoholic beverages and snack items are available for purchase from the menu placed in your room. All purchases are charged against your credit card at the time of purchase. A weekly statement will be provided to your suite.

Please do let us know if there is anything that we can do to make your stay more comfortable and we'll do our best to be of service during this challenging situation.

Please contact our friendly reception team on extension #20

Kind regards,


Assistant Front Office Manager

Stamford Plaza Melbourne

**PLEASE BRING THIS NOTICE WITH YOU.
THIS NOTICE IS NEEDED TO EXIT THE HOTEL**

END OF DETENTION NOTICE

Public Health and Wellbeing Act 2008 (Vic)

Section 200

Subject to the conditions below, this Notice is evidence that this detainee has completed their period of detention under a *Direction and Detention Notice* issued to reduce or eliminate the serious public health risk posed by COVID-19.

1 Detention Notice

- (1) You have arrived in Victoria from overseas, on or after midnight on 28 March 2020 and have been placed in detention, pursuant to a Direction and Detention Notice that you were provided on your arrival in Victoria (**Notice**).

2 Details of Detention Notice

- (1) **Name of Detainee:** Liliana Ratcliff
- (2) **Date of Detainment and Detention Notice:** 6/05/2020
- (3) **Place of Detention:** Stamford Plaza 310-311

3 End of Detention Notice

- (1) In accordance with section 200(6) of the *Public Health and Wellbeing Act 2008*, I have reviewed your continued detention.
- (2) On review of the Notice, I have made the following findings:
- (a) you will have served the required detention period by 20/05/2020; and
- (b) you have not started exhibiting any symptoms of COVID-19.
- (3) In consideration of the above circumstances, I have decided that your continued detention is not reasonably necessary to eliminate or reduce a serious risk to public health.
- (4) I advise that your detention pursuant to section 200(1)(a) of the *Public Health and Wellbeing Act 2008* (Vic) and the Notice will end on 20/05/2020 at 11.05 am after you have been discharged by an Authorised Officer and have commenced transportation to your ordinary residence.
- (5) Although you are no longer to be detained pursuant to the Notice, you are required to comply with all directions currently in force in Victoria. This includes the Stay at Home Directions (No 3) (**Direction**), as amended from time to time. Pursuant to the Direction, if you live in Victoria you are required to travel directly to the premises where you ordinarily reside, and remain there unless you are leaving for one of the reasons listed in the Direction.
- (6) If you are a resident of another state arrangements will be made for you to return home. While you remain in the State of Victoria, you are required to comply with all Directions in operation in Victoria. Once you have returned home, you are required to comply with the Directions and/or Orders in place in your home

jurisdiction, including any directions that may require you to isolate for a further 14 day period.

- (7) In the event that you start to experience symptoms of COVID-19, it is important that you self-isolate and, if necessary, contact your General Practitioner or local Public Health Unit.

4 End of Detention Instructions

- (1) **You must not leave your hotel room until you have been collected by Security** at which time you are permitted to travel to the hotel lobby to meet an Authorised Officer who will **sight your identification** and discharge you from detention. **Security will give you approximately an hour notice of when they will collect you.**
- (2) Your detention **does not end** until the time stated in paragraph 3(4) of this notice which will be filled in by an authorised officer when you are discharged from detention. Until that time you must continue to abide by the requirements of your detention, as contained in the Notice.
- (3) When leaving detention you **must** adhere to the following safeguards:
- if provided to you, you **must** wear personal protective equipment;
 - you **must** refrain, as far as possible, from touching communal surfaces, such as handrails, elevator buttons and door handles;
 - you **must** where possible, engage in social distancing, maintaining a distance of 1.5 metres from other people; and
 - upon leaving your hotel room, you **must** go straight to the foyer for discharge and then immediately after travel to your transportation and travel directly to your ordinary residence.

These steps are to ensure your protection, and reduce the risk of you becoming infected with COVID-19 by any persons detained in the hotel, or in the community, who may have COVID-19.

- (4) Until your detention has concluded, you must follow instructions from Authorised Officer/s and any other conditions set out.

5 Offence and penalty

- (1) It is an offence under section 203 of the Act if you refuse or fail to comply with the directions set out in this notice, unless you have a reasonable excuse for refusing or failing to comply.
- (2) The current penalty for an individual is \$19,826.40.


Signature of Authorised Officer

Name of Authorised Officer: 

As authorised to exercise emergency powers by the Chief Health Officer under section 199(2)(a) of the Act.