

# COVID-19 – Hotel isolation:

## Meal order information for people with food allergies

Thank you for completing the Food Safety questionnaire form and advising the department of your food allergy.

The hotel and government cannot guarantee that your dietary needs can be met by the hotel. Those with food allergies will need to purchase food consistent with their dietary needs using the UberEats online service, as suitable hotel catering will not be available.

This information sheet will provide you with information about how to order meals through UberEats, the amounts reimbursable for meals and the process for reimbursement. **Please note that you will be responsible for purchasing meals that meet your dietary requirement and the hotel and government accept no liability if the meals do not meet those requirements.**

The DHHS Team Leader will advise the hotel Duty Manager regarding this arrangement so they and the hotel kitchen are aware you will be sourcing your own meals.

To make an order through UberEats, download the application on the Apple store (for iPhone) or Google Play store (for Android). Create your account and place your order as appropriate. Issues with the app can be supported through UberEats customer support line - 1300 091 272.

Guests are permitted to purchase meals up to the value of:

- \$20 per meal for breakfast
- \$25 per meal for lunch
- \$40 per meal for dinner.

Guests who will be purchasing meals through Uber Eats must purchase meals using their own funds but **retain receipts** for all purchases to enable reimbursement by the Victorian Government.

A reimbursement form is attached at Attachment A. You should return this form and all original receipts to the Department of Health and Human Services within 60 days of the end of your isolation period at the hotel. **Please note only those individuals who have declared a food allergy at the beginning of their stay and have been approved to use this process will be permitted to purchase food through UberEats and have it reimbursed by the department.**

The Department of Jobs, Precincts and Regions has put in place arrangements across all hotels to permit UberEats drivers to deliver food to the hotel. Security staff will receive meals from UberEats drivers and deliver directly to your room.

Thank you for your understanding. If you have any questions about this process, please direct to the DHHS Team Leader located at your hotel.

**ATTACHMENT A****COVID-19 – Victorian Hotel Isolation****Reimbursement Form for meal purchases**

Name:	[REDACTED] + Kaan ofli
Hotel:	Pan Pacific South Wharf
Room Number:	[REDACTED]
Date Checked-in:	9 April 2020
Date Checked-out:	23 April
<b>Breakfast</b>	
Total number of breakfasts to reimburse	10
Total value of breakfasts to reimburse	\$ refer to receipts attached
<b>Lunch</b>	
Total number of lunches to reimburse	9
Total value of lunches to reimburse	\$ refer to receipts attached
<b>Dinner</b>	
Total number of dinners to reimburse	9
Total value of dinners to reimburse	\$ refer to receipts attached
<b>TOTAL</b>	
Total Claim Amount	\$ \$ 777.54

**Bank Account details (for reimbursement purposes):**

BSB Number: [REDACTED]

Account Number: [REDACTED]

Banking Institution: [REDACTED]

Account Name: [REDACTED]

Please ensure you attach original receipts for all purchases included on this form as reimbursement cannot be provided without receipts. The completed form with attached receipts must be sent to the following address within 60 days of the conclusion of your stay in the hotel:

Emergency Management Branch  
 Department of Health and Human Services  
 Level 16, 50 Lonsdale Street  
 Melbourne, 3000



Health  
and Human  
Services

Individuals are permitted to purchase meals up to the value of:

- o \$20 per meal for breakfast
- o \$25 per meal for lunch
- o \$40 per meal for dinner.

Guests who are advised to purchase meals through Uber Eats must be advised to purchase meals using their own funds but retain receipts for all purchases to enable reimbursement by the Victorian Government. They should be provided with the reimbursement form (example in Attachment A) and advised to return this form to the Department of Health and Human Services within 60 days of the end of their isolation period at the hotel. Only people who answer 'Yes' to Question 1 or 4 on the Food Safety questionnaire are permitted to purchase food in this way, and have it paid for by the department.

Under individual arrangements at hotels, other individuals may be permitted to purchase meals through an outside service if the hotel kitchen is unable to fulfil their specific dietary needs. In these cases however, the guest will not be reimbursed for the cost of the meal.

The Department of Jobs, Precincts and Regions has put in place arrangements across all hotels to permit UberEats drivers to deliver food to the hotel and for security staff to assist in the delivery of meals to rooms.

Reconciliation of reimbursement forms will be made against the Food Safety questionnaire when receipts are received to ensure only those eligible for reimbursement will be reimbursed.

## Questions

### **Why not pay direct to a DHHS set-up account?**

- There is a risk that the account details will be released beyond those authorised to use it and significant purchases will be made using the department's account. There is no way to control purchases once this account number gets out and if the purchasing becomes excessive the only control would be to shut the account down.

### **Why not have the Concierge Team Leader make the purchases on behalf of people?**

- There is no way of knowing the volume of people who may need to book through Uber Eats and therefore the logistical demands on Team Leaders may simply be too large to effectively manage.
- Concierge Team Leaders may be held unfairly responsible for any errors that may be made in purchases. Responsibility for correct purchasing should remain with the individual consumer.