

# Quarantine arrangements and cost recovery fees for international travellers arriving in South Australia

## Frequently Asked Questions

All international arrivals into Australia are required to stay within supervised accommodation for 14 days at their port of arrival back to Australia.

South Australia is part of a national repatriation plan for returning Australian citizens. From **Saturday 18 July**, quarantine fees will apply for Australian citizens and residents arriving in South Australia from overseas.

### Why is the cost recovery model being introduced?

The SA Government supported the costs for all quarantine accommodation and meals since the Australian Government closed international borders and introduced quarantine requirements.

Mandatory quarantine of international travellers is crucial to stop the spread of COVID-19 in SA.

The quarantine fee will reduce the financial burden of COVID-19 on SA taxpayers. The total fee will help repay the Government for the cost of providing the quarantine to you.

### How will the quarantine cost recovery system work?

From 12.01am, Saturday 18 July 2020 ACST, international arrivals will be required to pay the cost recovery fee for their hotel quarantine accommodation.

The SA Government will invoice travellers a fixed fee at the end of their stay, who will have 30 days to pay.

Travellers who purchased flights before 12:00pm 13 July 2020 ACST will be excluded from quarantine fees. Evidence will need to be supplied, these travellers will still be required to quarantine in government-arranged accommodation.

### What are the costs for hotel quarantine?

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

- Additional adults: \$1000 each
- Each additional child: \$500 each
- Children under 3: no additional cost.

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

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

At the end of quarantine, travellers will receive an invoice for the cost recovery, to be paid within 30 days.

People already in hotel quarantine prior to these announcements will not be charged. This charge is not retrospective.

## Can I choose my hotel or stay in a private residence?

No. The Government has worked with the hotel industry to ensure a range of suitable accommodation is available for quarantine purposes.

The hotel quarantine fee is a fixed cost which includes meals and hotel room costs.

## Is the charge a flat rate or will I be charged more if I must stay longer in quarantine?

The fees are fixed. You will not be charged more if you are required to stay in quarantine longer.

## What is the process?

People returning to Australia will be told that they will receive an invoice at the end of their stay with provisions for claiming financial hardship.

The SA Government will liaise with DFAT (SmartTraveller/consulates) and relevant airlines to circulate the information.

No additional application will be required. All international arrivals will continue to be placed in hotel quarantine when they enter SA.

When returning residents and citizens arrive at the designated quarantine hotel, they will be formally notified of the quarantine cost recovery fee. This will be part of their arrival and current check-in process.

At the end of the quarantine period, customers will receive an invoice.

Payment is required within 30 days of the invoice date.

## Do all international arrivals have to pay?

Fees apply to all international passengers including Australian citizens and Australian permanent residents in hotel quarantine.

The fee will not apply to travellers arriving prior to 12.01am, Saturday 18 July 2020 ACST or to those who purchased their flights before 12:00pm 13 July 2020 ACST. Evidence will need to be supplied. These travellers will still be required to quarantine in government-arranged accommodation.

## How do I make a payment?

Payment and support details will be noted on the invoices.

Payment must be made in Australian dollars.

A range of payment options are available to you to finalise your account:

- Online payment with a Visa or Mastercard
- Telephone payment with a Visa or Mastercard
- BPAY
- Cheque

You may also contact Shared Services SA to apply for a payment plan.

## Can I apply to have the quarantine fee waived / Who is eligible?

You can apply to have all or part of the quarantine fee waived after you get the invoice if you are experiencing financial hardship. Once the quarantine fee invoice is issued you have 30 days to apply to have the amount waived.

## Financial hardship

You may be eligible for a fee waiver under the grounds of financial hardship. You must be an Australian citizen or a Permanent resident to apply for this waiver.

Eligibility is assessed against criteria including, but not exclusive to:

- An individual being unable to meet current financial obligations (e.g. home loan, immediate living expenses), including due to the quarantine period itself
- Unemployment or on Jobkeeper/Jobseeker or another relevant Centrelink service or an Australian studying overseas
- Loss of a business entity, home or possessions due to COVID 19 or a natural disaster.

## What payment plans durations will be available?

Payment plans may range from 3 to 6 months however can be extended (on a case by case basis) up to 12 months.

The length of payment plans can be determined in conjunction with an application for hardship assistance to ensure affordability.

Weekly or fortnightly payment plans are available.

## Are all Australian states charging for quarantine?

Queensland, NSW and the Northern Territory have introduced fees for quarantine.

## What if I booked my flight before the announcement, do I still have to pay for the accommodation?

If, before 12:00pm 13 July 2020 ACST you have a confirmed international arrival date into SA, even if you arrive on or after 12.01am 18 July 2020 ACST you will not be required to pay the quarantine accommodation fee. Evidence will need to be supplied.

You will still be required to quarantine in the government-arranged accommodation for the duration.

## If I have applied for a quarantine exemption, do I automatically get the quarantine fee waived?

No. An exemption from quarantine is not the same as a waiver for the quarantine fee. You will need to quarantine while any exemption is being considered, and you will be required to pay for the quarantine for a period of up to 14 days.

## Will my travel insurance cover the quarantine fee?

Please contact your travel insurance company directly for more information.

## Can I choose my hotel?

No. All attempts have been made to source suitable accommodation for quarantine purposes. Best endeavours will be made to ensure the rooms meet the requirements of the individuals and families.

## Does GST apply to the fees?

GST does not apply to a fee or charge associated with the mandatory quarantine regime after entering South Australia.

## Can I pay to upgrade my hotel room?

No. All rooms are pre-allocated. All attempts have been made by the South Australian Government to source suitable accommodation for quarantine purposes. While every attempt will be made to ensure the rooms meet the requirements of individuals.

## I travelled to South Australia for work, can my employer be invoiced for my quarantine fee?

The quarantine fee invoice will be issued to the individual who was in quarantine. It cannot be re-issued in your employer's name. It is the responsibility of the individual and employer to determine who will pay the invoice

## Do I have to pay for the hotel food if I provide my own?

Yes. Daily meals are included in the quarantine fee and there is no option to exclude them. All accommodation providers cater for a wide variety of dietary requirements. Please tell hotel staff if you have dietary requirements when you arrive.

## Who do I contact for more information?

Phone: 1800 659 647 (between 9:00am to 5:00pm)

Email: [HealthDebtManagement@sa.gov.au](mailto:HealthDebtManagement@sa.gov.au)

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SA COVID-19 Information line 1800 253 787

[sahealth.sa.gov.au/COVID2019](https://sahealth.sa.gov.au/COVID2019)

[covid-19.sa.gov.au](https://covid-19.sa.gov.au)

Department for Health and Wellbeing

SA Health

Government of South Australia

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