



Government of **Western Australia**
Department of **Health**

Dear Guest,

The protection of the Western Australian community is paramount to the WA health system's response to COVID-19.

On behalf of the Department of Health, I would like to say *Thank you!* for your understanding and cooperation as we work through this complex, prolonged, and difficult situation together.

The quarantine process is designed to reduce the risk of spreading COVID-19 to your family, friends and the larger community. It has been proven to save lives. The quarantine also works for your protection, by reducing the risk of COVID-19 infection to you.

Quarantine is not a new concept. It has been used since the 15th century by the authorities in Venice (Italy) to keep any person to disembark commercial vessels before having spent 40 days ('quaranta' means forty in Italian) on board the vessel, in the harbour. In this way, the authorities were managing the risk of importing infectious diseases in the City.

More than 50,000 travellers like you have passed through the WA quarantine system, and based on their, and our, experiences and feed-back, we have put together a list of frequently asked questions that may assist you during your stay.

Thank you once again.

Dr Tudor Codreanu
State Health Incident Controller
Department of Health, WA

Frequently asked questions

This document has been developed for travellers returning to Australia who are now completing their quarantine period within assigned accommodation in Perth.

All individuals travelling to Western Australia who are issued a Centre Direction under the Emergency Management Act 2005 will need to quarantine in a hotel for 14 days following arrival. The duration of the quarantine can be longer, based on your individual circumstances.

Quarantine means you must stay in your designated hotel room even if you are feeling well. When you are in quarantine, you are not permitted to have any visitors, even if they are another traveller also in quarantine.

We want to remind you that the COVID-19 pandemic remains a rapidly evolving situation, and all FAQs covered in this information sheet remain subject to change. Travellers will be informed of any changes as quickly as possible.

MEDICAL ASSISTANCE

In case of an emergency or if you require URGENT medical assistance, call 000 immediately.

The operator will ask you;

- Do you want Police, Fire or Ambulance?
- What is your exact address or location? (Try to provide the hotel name and your room number)
- What is your phone number?

It is important for the operator to know that you are a guest in quarantine in a hotel.

Who do I call if I need medical assistance, which is not an emergency?

There are medical staff in the hotel who are available 24/7 and can assist you if required. Should you require any medical assistance during your quarantine, you need to call the On-Duty Triage Nurse on 1300 660 321.

The On-Duty Triage Nurse can also assist you with:

- Alcohol or tobacco withdrawal issues
- Mental health support services
- Obtaining prescription medications.

What information should I need to provide to the medical team when they call me? Is there anything I need to declare?

If you use a nebuliser or a machine for your sleep apnoea, you **MUST** immediately inform the onsite health team after check-in. Please call the On-Duty Triage Nurse on 1300 660 321.

In the first couple of days of your stay, the onsite health team will call to ask you some questions.

It is important that you inform the health team of any medical conditions, medications and medical equipment that you use to manage your health.

Please note that **nebulisers are specifically prohibited under the Directions and must not be used** in hotel quarantine as they may produce aerosols that may potentially transmit infections. If you have any concerns, contact the health team, who will be able to provide advice on the most appropriate management of your medical condition during your hotel stay. The use of a nebuliser during quarantine may result in a fine of 20,000AUD or even imprisonment.

If you use a sleep machine, please ensure that you discuss with the onsite health team before using the machine. There are a number of rules for the use of the machine in the room.

You will be required to utilise a HEPA Air Filter in your room for your remaining stay, which will be supplied by the Health Department. Please ensure you do not open your door or have any face-to-face contact with any hotel or medical staff within 60 minutes of switching your machine off.

Who do I call if I need non-medical assistance, such as personal items or support services?

For all non-medical issues, including welfare or help to book onward travel, please call the 13 COVID (132 6843) phone line (option 5) for assistance.

If you need assistance and advice to better manage the 14-day quarantine period, please request a referral to the Health and Wellbeing team by calling the onsite health team.

QUARANTINE REQUIREMENTS

Why is the quarantine period 14 days?

For COVID-19, the incubation period generally ranges from 1 to 14 days, which is the period of time between being exposed to the virus and the onset of symptoms. So long as you have not developed symptoms of COVID-19 within your quarantine period, your period of quarantine will end after 14 days.

How will I know when my 14 days of quarantine ends?

If all goes well, your quarantine period ends 14 days from the date of your arrival in Western Australia, once all test results have been confirmed to be negative.

If your flight arrived after 2.30pm, your quarantine will end at the same time your flight

arrived. For example, if your plane arrived at Perth Airport on 1 May at 9.00pm, your quarantine would end on 15 May at 9.00pm.

If your flight arrived between midnight and 2.30pm, your quarantine will end at 2.30pm, 14 days after arriving.

For example, if you arrived at 7.00 AM on the 1st of May, then your quarantine will end at 2.30pm on the 15th of May.

Your quarantine end date may change if you develop COVID-19 symptoms, if you test positive after a COVID-19 test, if you are considered a close contact to someone who has tested positive to COVID-19, or if you fail your health screen.

Each traveller will be cleared by a Public Health Physician based on each individual's personal circumstances.

Can I have visitors at my hotel?

No. Quarantine means you must stay in isolation and have no visitors, even if you are perfectly well with no symptoms. One of our highest priority is your personal, your family's and your friends' wellbeing.

Can I leave my hotel at any time during my quarantine?

No. Quarantine means you must always stay in your hotel room even if you are perfectly well with no symptoms. You cannot visit hotel amenities or attend any other public places. One of our highest priority is your, the hotel staff's and the wider community's safety.

Can I open my hotel door at any time during my quarantine?

No. The door to your allocated room must always be kept closed, except:

- to allow for an approved person (e.g. onsite health team or hotel staff) to

enter the room under extenuating circumstances;

- for receiving deliveries including meals, packages or medical treatment; or
- for the disposal of rubbish and the collection of linen.

Your help and understanding to limit the spread of COVID-19 means that you are required to keep the number of times that you open your room door to an absolute minimum. For example, use the same door opening occasion to remove any rubbish or linen AND to collect your meals or other deliveries.

Before opening the door, you MUST put a mask on, wait 2 minutes, and only then open the door. A supply of face masks has been issued to you for this purpose. This is to protect you, and to protect us.

If the matter is urgent, the caller (usually the hotel manager, onsite medical team or PathWest) CAN verbally ask you to open the door immediately.

To assist with ventilation and air exchanges in your room, please keep the bathroom door open while the bathroom is unoccupied. If you think that the noise is too troublesome, ear plugs may help.

Will I remain in the same hotel for the entire duration of my quarantine?

You will likely remain in the same hotel for the entire duration of your quarantine, but, in some special operational circumstances, we may ask you to change the hotel.

If this were the case, we will let you know in advance. Hotel transfers will be organised for you.

COVID-19 TEST AND HEALTH SCREEN

What are the symptoms of COVID-19, and should I tell anyone if I have any of these?

It is important that you report symptoms of COVID-19 to the onsite medical team as soon as possible, even if you believe you do not have COVID-19.

The symptoms of COVID-19 can be any of the following:

- Sore throat
- Fever
- Runny nose (or any upper respiratory tract infection symptoms)
- Fatigue
- Loss of smell or taste.

In some cases, COVID-19 may manifest with different symptoms and signs than those listed above. This is why it is very important that you report ANY new symptoms and signs to the medical team. Together we will then decide what is the best course of action.

When will I be tested for COVID-19?

During the quarantine period we have a program of routine swabbing to detect as early as possible any COVID-19 infection. In line with best evidence, currently we are performing a swab test on:

- the day following your arrival in WA
- day 5 of quarantine
- day 13 of quarantine

You may also be swabbed if, at any time during your stay, you start to show signs and symptoms of COVID-19. You can contact the On-Duty Nurse on 1300 660 321, and they will arrange for an ad-hoc test.

In addition to the routine and ad-hoc swabs, the Post-Quarantine Presentation Direction requires that two more tests on

- day 17 following your arrival in WA, and
- day 21 following your arrival in WA.

are done (after you leave quarantine), UNLESS an authorised officer informs you otherwise. You will receive a letter before check-out if you do not need to be tested.

How is a swab sample taken?

A PathWest staff member will knock on your door. Open the door AFTER all those in the room have put a mask on. The staff will introduce themselves to you. Please have the passports or Medicare cards of everyone in the room ready for the health staff to view. This is to check that the details on the request form are correct, otherwise the test results may be delayed. DO NOT hand the documents over.

A swab sample will be collected from your nose and throat and sent to the PathWest laboratory for testing.

You need to remain in quarantine inside your room until test results are received.

How long will it take to receive my results?

Test results are usually available within 24-hours; however, they can take up to 48 hours. We understand waiting for your result will be stressful, and we will endeavour to get your results to you as soon as possible.

What if my swab sample returns a positive result?

If your result is positive, you will be contacted by a member of the public health team. The public health team will provide you with specific information and support regarding your personal situation.

To reduce the amount of viruses in the room, we will provide you with a HEPA (High Efficiency Particulate Air) Filter. You need to use it in your room for your remaining stay.

You will be required to remain in isolation until cleared and public health has given you a 'Release from Isolation' Letter. The clearance process follows National Guidelines and takes into account your personal circumstances. This is why your stay in quarantine may be longer than the 14 days since arrival in WA.

What happens if I am sharing a room with other people and I receive a positive result for COVID-19?

The other people in your room will be considered as *close contacts* and will need to remain in isolation for 14 days after the date of last contact with you. They will be moved to a separate room to reduce their risk of becoming infected.

If a *close contact* remains well throughout the 14 days, they may return to their normal activities on day 15. The public health team will provide individualized information and support and will issue a letter at the end of their quarantine.

Will I be tested for COVID-19 before I leave?

Yes. Towards the end of your 14-day quarantine period, you will be tested for COVID-19, unless during your stay you develop COVID-19 symptoms or test positive for COVID-19. In that case, your clearance process will be conducted in line with National Guidelines and considering your personal circumstances.

WHAT TO EXPECT DURING YOUR STAY

What do I need to do when I check-in to the hotel?

On arrival and check-in at the hotel, you should wear a mask and maintain a clear area of four-square metres between you and all other people including other guests and hotel staff. This means you should have at least 1.2m distance between you and all other

people around you. As a guide, the distance from the middle fingertip of the left hand to that of the right hand when both arms are stretched horizontally is about the same as your height.

If you are able, please collect your own luggage and take it with you to your room. If you require assistance, please let a staff member know.

AVOID touching anything which does not belong to you. The hotel security and staff will assist you where possible, including calling the lift and setting the floor destination.

Do I have to pay for my hotel quarantine?

Yes. The WA Government announced on 10 July 2020 that anyone arriving into WA and directed to enter hotel quarantine on or after the 17 July 2020 would be required to pay for their quarantine period.

For more details, please read the '*Paying for hotel quarantine in WA - Frequently Asked Questions*' document.

Who should I tell if anyone in my party has food allergies?

If you or anyone in your room has any food allergies, please inform a hotel staff member and the onsite medical team.

What are the arrangements for meals and other deliveries?

Meals and other goods will be delivered to you and left outside your room door to be collected after the hotel staff member has left the area. Put on a face mask and allow 2 minutes before collecting your meals and other goods.

To minimise the number of times you open the door, please dispose of any waste at the same time. Your hotel will advise you of the best time to put out your waste (i.e. when collecting breakfast, lunch or dinner).

Care packages and food deliveries such as 'UberEATS' can be delivered to the hotel for distribution to the guests. These will be delivered to the rooms when the hotel schedule permits. Usually you will be notified of the delivery by phone.

Use the peep hole in your door to check that no other doors are open if you must open your door. This is to minimise the disruption to the airflow in the room and corridor. One of our highest priority is your personal, your family's and your friends safety and wellbeing.

What are the arrangements for routine room cleaning and waste disposal?

Routine cleaning and turn-down services for your hotel room will be suspended. You may request cleaning materials to be provided so you can clean your room if needed. Fresh linen and towels may be delivered to you as required and will be left outside your hotel room door to be collected after the staff member has left the area. You **MUST** wear a mask when you open the door to collect the linen.

Personal laundry services are available through the hotel upon request; however, the cost of this service is your responsibility. Separate bags will be provided to you for your used linen and personal laundry. Please call the hotel staff when you want them to collect the bag and leave it outside the door to be collected. You **MUST** wear a mask when you open the door.

Waste will be collected in the plastic bin bags provided for you. Please place your waste outside the door when collecting your meal or other deliveries. You **MUST** wear a mask when you open the door.

Your hotel will advise you of the best time to put out your waste (i.e. when collecting breakfast, lunch or dinner).

Can I drink alcohol whilst I am in quarantine?

Alcohol can be ordered from the hotel at your own expense.

No alcohol is permitted to be brought in or delivered from outside the hotel.

All hotels comply with the requirements of the Responsible Service of Alcohol requirement under the *Liquor Control Act 1988*.

To reduce the risk of harm from alcohol-related disease or injury, it is recommended that healthy men and women drink no more than 10 standard drinks per week and no more than 4 standard drinks on any one day.

Refer to the Healthy WA website for further information on alcohol and your health.

https://healthywa.wa.gov.au/Articles/A_E/Alcohol-and-your-health

Can I drink water from the taps in the hotel?

Yes, the water supply from the taps in Perth hotels is safe to drink. Perth's water supply is of a high quality and consistently meets the water quality standards set by the Department of Health.

Can I smoke in my room?

Smoking is not permitted in this hotel. If you require smoking cessation support, you can contact the On-Duty Triage Nurse on 1300 660 321.

No smoking or smoking-related items can be delivered to the hotel room. All smoke alarm activations are investigated, and heavy fines can be applied. In addition, the 14-day quarantine clock may be restarted if any infection control measures had to be breached in order to respond to the fire alarm.

Will I be contacted by anyone during my stay?

In addition to some *routine* contact from the hotel and onsite health team, you can expect to

be contacted as follows:

- The Department of Health has a range of professionals who are here to provide you with support during this challenging time.
- Both the onsite health team, and the Health and Wellbeing team will call your room within the first few days of your quarantine.
- The Department of Health will also manage your end of quarantine process and may be in contact with you if required.

Can I have exercise equipment in my room?

If you want *exercise equipment* delivered to your room, please liaise with the hotel management in the first instance to find what hotel restrictions are in place. For example, trampoline and treadmills will not be permitted due to possible damage to floors, the room itself, and noise. Due to the limitations of the room's physical space and the requirement to have safe access in emergencies, there are also limitations on the size and weight of the equipment. You will need to be able to move the equipment into your room and set it up without external assistance.

QUARANTINE END

Towards the end of your stay, you will receive further information about the end of quarantine process.

What happens on the last day of quarantine – day 14?

On the day that you are due to finish your quarantine (day 14 of quarantine), you will be called by a nurse for a *medical screening assessment*. You will be asked questions regarding your health. You **MUST** answer these questions truthfully, as your responses are recorded and form part of a medico-legal document. When you pass the screening, you will be provided with a 'Further Quarantine Direction' letter prior to your departure.

The Further Quarantine Direction letter will state the exact time from when you are able to

leave your hotel room. You are required to remain in your room until then.

If you are exempt from the Post-Quarantine Presentation requirement (day 17 and day 21 post-quarantine COVID-19 test), we will provide you with a separate letter to confirm the exemption.

If during your health check it is identified that we require further precautionary tests, you may be asked to stay in your hotel room until the test has been conducted and the results are known. The test results are usually available within 24 hours but may take up to 48 hours. This is why it is important that you do not make any formal travel arrangements before you receive the 'Further Quarantine Letter'.

At what time is my health screening test?

We endeavour to conduct health screenings in the morning or before your scheduled quarantine end time. However, there is no specific time for when a nurse will call you. This is why it is very important that you keep your phone functional during the day.

What is the check-out procedure?

Each hotel has a different check-out procedure. Once you have received your Further Quarantine letter and you have reached your end of quarantine date and time, please wait to be contacted by hotel staff before you proceed to the hotel lobby for the checking-out. Note that:

- Any expenses incurred during your stay, such as alcohol purchases, phone calls and laundry services, will be added to your final bill.
- You are liable for any damages caused to hotel property during your stay.
- You need to settle any outstanding accounts prior to departure.

- You may be asked to show the Security staff your *Further Quarantine letter* or *public health clearance letter*.

Can I extend my stay in the hotel?

No. You will need to exit the hotel on the date and time noted in your Further Quarantine letter.

RETURNING HOME

How will I get home after I complete my 14 days quarantine?

Intrastate travellers *driving* home

Please ensure that you check www.wa.gov.au for any restrictions on intrastate movement in Western Australia. Note that restrictions can be imposed quickly and may affect your plans. You cannot extend your stay in the hotel if restrictions affect your travel plans.

Intrastate or Interstate travellers *flying* home

You are responsible for your onward travel arrangements, including flight ticket and hotel to airport transfer costs. Note that interstate border restrictions may be imposed at very short notice and may affect your plans. You cannot extend your stay in the hotel if restrictions affect your travel plans.

If I've completed my quarantine but need accommodation until travel arrangements are made, what am I allowed to do?

Guests who receive a Further Quarantine letter will be required to find alternative accommodation as quarantine rooms are required for incoming travellers.

Who arranges for hotel-to-airport / hotel-to-train station transfers?

You are responsible to arrange and pay for all your onward travel arrangements.

Can I go straight home after I arrive in my home State?

Once you leave WA, you are subject to the destination's State and Territories own restrictions. Your home State may require you to undertake a further 14-day quarantine.

Up-to-date information is available here:

Western Australia	www.wa.gov.au/government/covid-19-coronavirus
Australian Capital Territory	www.covid19.act.gov.au
New South Wales	www.nsw.gov.au/covid-19
Northern Territory	coronavirus.nt.gov.au
Queensland	www.covid19.qld.gov.au
South Australia	www.covid-19.sa.gov.au
Tasmania	coronavirus.tas.gov.au
Victoria	www.vic.gov.au/coronavirus

WHERE CAN I FIND MORE INFORMATION?

- Community Information Line - 13COVID (132 68 43 – operating hours 8am-6pm)
- Department of Health, Western Australia www.healthywa.wa.gov.au
- Department of Premier and Cabinet www.wa.gov.au
- Mental Health and COVID-19
 - thinkmentalhealthwa.com.au
 - coronavirus.beyondblue.org.au

SafeWA App

We strongly recommended that you download and utilise the SafeWA App before you leave the hotel.

The SafeWA app supports efficient COVID-19 contact tracing, should it be necessary, by providing a digital register of contact details for patrons attending venues, in turn helping keep WA COVID safe.

For example, the data entered in the SafeWA app allowed Public Health staff to contact more than 2,500 people in the first few hours of the last COVID-19 outbreak in WA and allowed us to keep the lockdown duration and areas to a minimum.

The data that you enter is ONLY used for contact tracing if required and is deleted after 28 days of its entry.

The SafeWA app can be downloaded from the App Store, or the Google Play Store. Further information can be found at <https://safewa.health.wa.gov.au/>

Please show courtesy to staff

We want to THANK YOU for your patience, compliance and courtesy during these challenging circumstances. We know quarantine is challenging and can be very difficult.

Hotel quarantine is necessary to keep Western Australia safe. It also keeps all other States and Territories safe if you are travelling there at the end of your quarantine. It keeps you, your family, and your own community safe. It keeps Australia safe.

It is normal to feel frustrated by restrictions - any person would feel the same. We are here to listen to you and to help you within the strict rules of the Quarantine process. However, please note that there is a 'Zero tolerance' approach to aggressive and argumentative behaviour towards ANY staff which may contact you, in person or by phone. We are doing our best to assist you and cannot do so if you are not helping us to help you. Unacceptable behaviour will not change the circumstances or outcome of your quarantine conditions. We are operating under a State of Emergency Law in a pandemic situation which the world has not seen for more than 100 years, and the safety of all is paramount. This means you, your family, your friends, the wider Western Australian community and all Australia.

We ask that you consider this in all your communications with staff. We will always be friendly and courteous towards you and we ask that you extend the same friendliness and courtesy to us. Thank you!