

Quarantine Fees and Hardship – States/Territory Breakdown

Please Note: In instances where a repayment plan or fee waiver is rejected, the relevant state/territory will advise of options to dispute this internally or via a third party, either over the phone, via email, or post.

Please Note: Contact numbers noted as “back-end” or “internal” have been provided to FCA at the discretion of the relevant state/territory agency. Do not provide these numbers to the clients or the general public unless a representative of these agencies has provided you with consent to do so.

Charges	Payment	Hardship	Helpful Numbers
ACT - https://www.covid19.act.gov.au/stay-safe-and-healthy/quarantine-and-isolation/quarantine-fees			
<p>Two-week quarantine</p> <ul style="list-style-type: none"> one adult: \$3000 additional adults: \$1,000 each children (under 18): \$500 each child (under three): no additional cost. 	<p>Payment is to be made within 30 days of the invoice being issued. If individuals/families think they may struggle to pay, payment extensions and repayment plans can be organised by calling the Shared Services team on 02 6207 9990.</p> <p>These are established on a case-by-case basis, are flexible and determined by the individual's circumstances.</p>	<p>If extensions/repayment plans are not affordable, the Shared Services Team (see number above) can be contacted, and the individuals will be assessed to determine their capacity to pay and find a solution to the debt.</p> <p><u>Fee waivers can be requested</u>, but only if individuals/families apply under grounds of Financial Hardship, which is determined by (among other factors):</p> <ul style="list-style-type: none"> an inability to meet current financial obligations (e.g. home loan, immediate living expenses); and lack of accessible savings; and low income due to, for example, unemployment or loss of a business. <p>Applicants will need to provide evidence of financial hardship and a statement of reasons for the request.</p>	<p>ssfdm@act.gov.au - email contact for back-end team that handles quarantine debts</p>

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New South Wales - https://www.revenue.nsw.gov.au/news-media-releases/covid-19-tax-relief-measures/quarantine-fees			
<p>Two-week quarantine</p> <ul style="list-style-type: none"> one adult: \$3000 additional adults: \$1,000 each children (under 18): \$500 each child (under three): no additional cost. 	<p>Invoices issued after exit from quarantine. Once issued individuals/families have 30 days to pay the fee. Individuals/families can apply to enter a repayment plan and can be granted a 2 week extension to pay.</p> <p>If payment is not made within 30 days, and no contact is made to enter a payment arrangement, penalties may be applied.</p>	<p>If a two-week extension or payment plan is still not affordable, individuals and families can contact the quarantine fee team on 1300 433 476.</p> <p>The quarantine fee team can also be reached by email: quarantinefee@revenue.nsw.gov.au</p> <p>The website states that representatives will work with individuals & families to “determine their capacity” to pay the fees. At this point, only those that meet the criteria (i.e. purchased tickets to travel before a certain date) are eligible to apply for a debt waiver, however, reps from <u>revenue NSW</u> have advised that <u>debt waivers will be considered if there are extenuating circumstances</u>.</p> <p>All those being assessed will need to answer questions and provide documentation that demonstrates their inability to pay.</p>	<p>Covid-19 Hardship Line (General): 1300 138 118</p> <p>Fines & Fees: 02 7808 6934</p>
<p>Northern Territory</p> <p>https://coronavirus.nt.gov.au/travel/quarantine/quarantine-fee</p> <p>https://coronavirus.nt.gov.au/travel/quarantine/mandatory-supervised-quarantine-for-repatriated-australians</p>			
<p>Two-week quarantine</p> <ul style="list-style-type: none"> \$2,500 per individual or \$5,000 per family of two or more people sharing accommodation <p>Australian residents on a low income may be eligible for a</p>	<p>Payment is to be made within 30 days of the invoice being issues.</p> <p>Payment plans can be arranged by calling 1800 490 484.</p> <p>These payment plans are assessed on a case-by-case basis, with terms</p>	<p>There is no mention of options for individuals/families experiencing financial hardship, and no mention of process to request waivers of fees.</p> <p>At the time of writing, FCA is awaiting a response from the NT Govt as to whether debt waivers are an option for those experiencing financial hardship.</p>	

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<p>reduced quarantine fee. The low-income threshold requirements are:</p> <ul style="list-style-type: none"> • individuals - \$52,706 per annum • families - \$68,894 combined per annum <p>If you qualify in this category quarantine fees are:</p> <ul style="list-style-type: none"> • \$1,250 per individual or • \$2,500 per family of two or more/people sharing accommodation <p>Low-income earners will be required to provide their most recent tax assessment notice or a statement from Centrelink. Where these are not available, other evidence may be requested.</p>	<p>determined by the circumstances of the individual.</p> <p>People on low incomes seeking a rate reduction can do so by contacting the above number or via email at debtmanagement.dccd@nt.gov.au</p>	<p>In addition to the number for payment plans, assistance can be sought via email at quarantineassistance@health.gov.au or via contacting the Accounts Receivable team at debtmanagement.dccd@nt.gov.au</p>	
<p>Queensland - https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/quarantine/fees-payment</p>			
<p>Charges per day</p> <ul style="list-style-type: none"> • Hotel Room: \$135 per night • Meals: \$65 per adult per day/\$32.50 per minor per day <p>A minor/child is defined as between 3 years of age and eighteen years of age.</p>	<p>Once the invoice issued individuals/families have up to 30 days to pay the fees. If individuals/families cannot afford to pay this invoice within this period, they can request a repayment plan.</p> <p>The instruction on how to request a repayment plan are included with the invoice.</p>	<p>Individuals and families can apply for fee waivers, and these can be granted under grounds of financial hardship. The primary ground the Qld Govt uses to determine hardship are:</p> <ul style="list-style-type: none"> • Unemployment • Significantly impacted financially by Covid-19 pandemic <p>Documentation will be required to support this.</p> <p>Other vulnerable people can also request a fee waiver, for example refugees, those with serious</p>	

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<p>An infant aged up to 3 years of age will not be charged.</p>	<p>Repayment plans can be for 6, 12, or 18 months depending on the balance of the invoice:</p> <p>\$3710 or less = 6 mths \$3710 to \$4620 = 12 mths \$4620 or more = 18 mths</p> <p>For standard repayment plans as above there is no eligibility criteria, however, if a repayment plan outside of this structure is requested, further information will be required to support the request.</p>	<p>or terminal illnesses, and those escaping family and domestic violence.</p> <p>All those wanting to apply for a fee waiver will need to do so via the Health Service Portal HERE (see website for instructions) and will need to complete a Financial Hardship Application Form.</p> <p>There is no direct number to contact to discuss financial hardship, however the <u>general number for fee queries and complaints is 13 42 68</u>.</p> <p>Questions about fee waivers can be answered at feewaiver@health.qld.gov.au</p>	
<p>South Australia - https://www.covid-19.sa.gov.au/restrictions-and-responsibilities/international-arrivals</p>			
<p>Two-week quarantine</p> <ul style="list-style-type: none"> • One adult – \$3,000 • Additional adults – \$1,000 • Additional children – \$500 • Children under 3 – no additional cost 	<p>Invoices issued after exit from quarantine. Once the invoice for quarantine is issued, recipients have 30 days to pay.</p> <p>Payment plans can be arranged for periods of 3 to 6 months, with weekly, fortnightly, or monthly repayments.</p> <p>Payment plans are only available to Australian Citizens and Residents.</p>	<p>If individuals/families cannot afford to pay their quarantine debt, they can apply to have some or all of the debt waived.</p> <p>Evidence of financial hardship, such as payslips, bank statements, income statements (for Govt Benefits/Pensions), rental/mortgage agreements, bills for utilities, council rates, etc., will need to be provided to justify any waivers.</p> <p>Website/Info sheet does not provide a direct contact number for hardship specifically, but individuals/families can apply for a debt waiver via this link and further information about financial hardship and the process to apply for a debt waiver or repayment plan can be found on the invoice for the fee.</p>	<p>SA Covid-19 Information Line: 1800 253 787 Covid-19 Relief Call Centre: 1300 705 336</p>

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Tasmania - https://coronavirus.tas.gov.au/travellers-and-visitors/quarantine			
<p>Two-week quarantine</p> <ul style="list-style-type: none"> • Single person: \$2,800 • Additional adult: \$1,000 • Child: \$500 <p>There is no charge for children under 3 years of age, and accommodation charges are capped at \$4,800.</p>	<p>Once the invoice is issued individuals/families have up to 30 days to pay the invoice.</p> <p>There is no mention of repayment plans as an option.</p>	<p>If individuals/families are unable to pay the fees, or if there are relevant circumstances they think should be considered, they can apply to have the fees waived or reduced.</p> <p>Financial Hardship is grounds for such a request, as are medical reasons, compassionate grounds, and other exceptional circumstances (see website for details).</p> <p>All applicants will need to provide evidence to support their requests. To apply they will need to fill out an ONLINE FORM, or <u>if they do not have access to the internet they can call 1800 671 738</u>.</p>	<p>mydas@dpiw.tas.gov.au - email contact for back-end team that deals with mandatory hotel quarantine fees</p> <p>Department of Communities - 1300 135 513</p> <p>Dept of Communities are handling the invoicing of Mandatory Hotel Quarantine Fees and may be able to assist with some aspects of the debt.</p>
Victoria - https://www.coronavirus.vic.gov.au/mandatory-quarantine-contribution-fee			
<p>Two-week quarantine</p> <ul style="list-style-type: none"> • A\$3000 for one adult • A\$1000 for each additional adult in the same room or apartment • A\$500 for each child aged between three and 18 years • No fee is charged for children aged under three years 	<p>Invoices are issued after exit from quarantine.</p> <p>Payments plans are available to Australian Citizens & Residents, as well as non-citizens/residents. However, unlike citizens/residents, who can apply for a payment plan for any reason, non-residents need to be able to demonstrate that they are experiencing financial hardship to be able to apply.</p> <p>Terms if the repayment plans are assessed on a case-by-case basis, and</p>	<p>Individuals and families experiencing financial hardship can apply for a partial or full debt waiver, however, evidence of hardship needs to be provided.</p> <p>The instruction of how to apply for a debt waiver are listed on the invoice.</p> <p>Applications for waivers are reviewed by Covid-19 Quarantine Victoria (CQV), and a further hotline number will be added to the CQV website shortly.</p>	<p><u>Enquiries about fees and payments, including repayment plans and waivers, can be made by calling 1800 551 234</u></p> <p>Helpful Numbers: 24/7 Coronavirus Hotline: 1800 675 398</p>

Charges	Payment	Hardship	Helpful Numbers
	instruction of how to apply are on the invoice.		
Western Australia - https://www.wa.gov.au/government/publications/paying-hotel-quarantine-wa-frequently-asked-questions			
<p>Cost Per Day (inc. Meals)</p> <ul style="list-style-type: none"> Room cost per single person, per day: \$180 Room cost per additional person, per day: \$60 <p>Children under 6 years old are not charged the additional cost component of the fee.</p>	<p>Once the invoice is issued, individuals/families have up to 30 days to pay the fee.</p> <p>Repayment plans with a maximum term of six months are available. There is the possibility that this term can be extended out, however, this is decided on a case-by-case basis.</p> <p>Details of how to request this are provided on check in at the medi-hotel.</p>	<p>Full or partial waivers of quarantine fees can be requested under grounds of financial hardship.</p> <p>Like repayment plans, details on how to do this are provided on check in to the medi-hotel.</p> <p>Only Australian Citizens and Residents can request a fee waiver.</p> <p>Eligibility criteria are used to assess claims, and applicants are expected to provide evidence to support their claim of hardship. The WA Govt defines financial hardship as:</p> <ul style="list-style-type: none"> Being unable to meet current financial obligations (e.g. paying rent, buying food, etc) Being unemployed or on JobSeeker/JobKeeper Being impacted financially as a result of Covid-19 <p>Applications can be made via the online portal.</p> <p>Queries about applications and other matters can be made by either contacting the General Covid-19 Hotline (see next column) or via any of the department specific numbers provided (see next column also).</p>	<p>08 6145 0501 – Housing Direct: Team that Deals with Hardship Assessment Process</p> <p>08 9222 4222 - Dept of Health Gen. Enquiry Line: DOH are tasked with actioning waivers/repayment plans for the debts themselves (after Housing Direct has conducted the assessment)</p> <p>doh.ar@health.wa.gov.au</p> <p>1800 032 965 – Internal Covid Hotline (Dept of Communities)</p> <p>Covid-19 Hotline (General) - 1800 595 206.</p>