



Important update relating to all passengers arriving to Australia

Effective 2359 AEDST 28 March 2020

On 27 March 2020 the Prime Minister of Australia announced that from 2359 AEDST 28 March 2020, **all passengers arriving in Australia will be subject to the Australian Government's mandatory quarantine period of 14 days at their first Australian destination.** Travellers will be provided with suitable accommodation to stay in during this period and will not be permitted to travel domestically (including to their home residence) or continue on any domestic connections until the 14 day mandatory quarantine period has been completed.

If you are a New Zealand citizen or permanent resident (including your immediate family) or a citizen of a South Pacific Island travelling home through Australia, you may not be subject to these mandatory quarantine requirements. Please talk to airline staff about your arrangements.

The Australian Government's first priority is the health and safety of Australian citizens, residents and those visiting Australia.

When you arrive in Australia please follow all directions given to you by air crew and Government officials. If you have any questions or concerns, please talk to a member of staff.

What to expect upon arrival to Australia

- You will be required to complete a form confirming that you understand you are required to complete the mandatory quarantine period of 14 days.
- You will collect your luggage and go through the normal border clearance processes (customs, immigration and biosecurity).
- Following border clearance, government officials will direct you to buses that will take you to your accommodation.
- You may have to wait for a significant period of time until arrival at your accommodation. Government officials will endeavour to make these waiting periods as comfortable as possible. Your cooperation and patience is appreciated

Arrangements for your 14 day quarantine period

- Together with State and Territory Government, a number of hotels across Australia have agreed to provide appropriate facilities for all travellers that are required to complete this mandatory quarantine period.
- The accommodation will have all of the amenities and services you will need during your stay. Accommodation will include safe and hygienic accommodation, food and water and medical support. You will not incur costs as part of these quarantine arrangements.
- Should you have health needs, for example prescriptions for regular medications, arrangements will be made to facilitate these requirements.
- Under the *Biosecurity Act 2015* and applicable state legislation, you will be required to remain in the allocated accommodation until you are medically cleared to enter the Australian community.

Your safety is our top priority. Government officials at the hotel will be awaiting your arrival. They will be happy to answer any questions you may have following your arrival and to assist you during your period of quarantine.

These arrangements will be enforced by State and Territory Governments and supported by Commonwealth agencies.