



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

Dear traveller,

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 cooperation as we work through this complex and difficult situation together.

Your contribution helps us save lives and reduce the risk of spreading COVID-19.

Attached is a list of frequently asked questions that may assist you during your stay.

Thank you once again.

Dr Robyn Lawrence
State Health Incident Controller
Deputy Chief Health Officer, Clinical
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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. 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.

Travellers are reminded 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?

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, please call the On-Duty Triage Nurse on 1800 314 440.

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

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

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

Should you require assistance during your quarantine for non-medical issues including welfare or help to book onward travel, please call the 13 COVID (132 6843) phone line (option 2) for assistance.

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?

Your quarantine period ends 14 days from the **date and time** of your arrival in Western Australia. 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.

Your quarantine end date may change if you develop COVID-19 symptoms, if you test positive in 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.

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. The wellbeing of you, your family and friends is our highest priority.

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

No. Quarantine means you must stay in your hotel room at all times even if you are perfectly well with no symptoms. You cannot visit hotel amenities or attend other public places. The wellbeing of you, hotel staff and the wider community is our highest priority.

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

It is likely that you will remain in the same hotel for the duration of your quarantine, but there are circumstances where guests in quarantine may need to change hotel. You will be advised in advance if this is to occur, and 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 any 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 are any of the following:

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

When will I be tested for COVID-19?

You will be swabbed at the following points during the quarantine period:

- Within the first 48 hours of arrival
- On day 12 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 1800 314 440 and they will arrange for a test.

How is a swab sample taken?

If you are scheduled or due for a test, a PathWest staff member will knock on your door and introduce themselves to you. Please have the passports or Medicare cards of everyone in the room ready for the health staff to view.

A swab sample will be collected from your nose and throat and sent to the PathWest laboratory for testing. Guests who are awaiting test results are required to remain in quarantine until test results are received.

When a swab sample is taken, 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 results are 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. You will be required to remain in isolation until you have been cleared and public health have given you a "Release from Isolation" Letter.

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. A public health team member will provide information and support to the close contact and will issue a letter at the end of their quarantine.

WHAT TO EXPECT DURING YOUR STAY

What happens when I check in to the hotel?

On arrival and check-in at the hotel, you should maintain a distance of four-square metres between you and all other people including other guests and hotel staff.

Please collect your own luggage and take it with you to your room if you are able to do so. Should you require assistance, please let a staff member know. At all times please try not to touch anything unnecessarily, the hotel security and staff will assist you where possible.

Do I have to pay for my hotel quarantine?

Yes. The WA Government announced on 10 July 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.

Please refer to the separate '*Paying for hotel quarantine in WA Frequently Asked Questions*' document.

My family/I have food allergies, who should I tell?

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. Any used dishes or cutlery for collection are to be left outside the door to be collected by the accommodation staff at a mutually agreeable time.

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.

In order to create a safe environment for all guests within the hotel, no alcohol is permitted to be delivered from outside the hotel. Alcohol may be purchased at your expense from the hotel.

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. Personal laundry services are available through the hotel upon request, however the cost of this service is the responsibility of the guests. 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. Plastic bin bags will be provided to you for waste and are to be left outside the door for immediate collection by hotel staff.

Can I drink alcohol whilst I am in quarantine?

Alcohol can be ordered from the hotel at your own expense. Please note that this facility complies with the requirements of the Responsible Service of Alcohol requirement under the *Liquor Control Act 1988*.

In order to create a safe environment for all guests within the hotel, no alcohol is permitted to be delivered from outside the hotel.

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 1800 314 440.

Will I be contacted by anyone during my stay?

In addition to some contact from the hotel, you can expect to be contacted as follows:

health.wa.gov.au

- In the first couple of days of your stay the onsite medical team will call to ask you some questions. This is so that if you have any medical concerns the team is aware and can check in on you as required.
- The Department of Health has a range of professionals who are here to provide you with support during this difficult time. If you feel that you need to speak to someone you can ask the onsite medical team at any stage of your stay to refer you to the Health and Wellbeing Team. Otherwise, the Team will call you in the first week of your stay.
- The Department of Health will also manage your end of quarantine process and may be in contact with you if required.
- You may be called regarding any welfare requirements during and after your quarantine.

What can I do to help me keep active during my stay?

It is important that you keep active as much as possible to maintain your fitness so that you are better equipped to return to your normal activities. Keeping active also helps to keep your mood up.

Think about the activities you would normally do on a typical day. The number of steps you would have taken, the number of times you would have stood up from a seat or the number of stairs you would have climbed. Think of activities that you can do in your hotel room, in a safe manner, that you can carry out to match your usual physical activity.

NOTE: Stop any exercise if you feel any pain, discomfort or shortness of breath and call the On-Duty Triage Nurse on **1800 314 440**. **Call 000 for help if your situation is more urgent.**

Ideas for physical activity in hotel rooms

Carry out 4-5 different exercises every 2 waking hours. Repeat 10 times for each exercise. If you feel you are losing your balance with the standing exercises, hold onto a firm, stable support.

| Standing | Seated |
|---|---|
| <ul style="list-style-type: none">• Walking around the room• Marching on the spot• Sit and stand• Heel raises• Walking backwards• Bend your knees to bring heels to bottom• Kick gently out to the side | <ul style="list-style-type: none">• Straighten your knees one at a time• Punching forwards, upwards and to the side• Look up, down and turn to each side• Pausing at the end of each movement.• Reach for your ankles• Point your toes up and down |

There are also many home exercise videos online that you can follow if you have the means to access them. See below for suggested links. Select the programs that are within your exercise limits.

Suggested links

NSW Government Office of Sport (2020) Staying active during COVID-19. Available from <https://sport.nsw.gov.au/stayingactive>

Queensland Government (2020) Stay healthy at home. Available from <https://www.healthier.qld.gov.au/healthy-at-home/>

World Health Organisation (2020) How to stay physically active during COVID-19 self-quarantine. Available from www.euro.who.int/en/health-topics/health-emergencies/coronavirus-covid-19/technical-guidance/stay-physically-active-during-self-quarantine

ENDING QUARANTINE

Closer to the end of your stay you will receive further information about the end of quarantine process.

health.wa.gov.au

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

Yes, near to the end of your quarantine period, everyone who is in quarantine at a hotel will be tested for COVID-19, unless during your stay you develop COVID-19 symptoms or test positive for COVID-19.

What happens on the last day of quarantine?

On the day that you are due to finish your quarantine (day 14 of quarantine) you will be visited by a nurse for a screening assessment. At this screen, if there is nothing for the nurses to be concerned about, you will be provided with your "Completion of Quarantine" letter. The Completion of Quarantine letter will state the exact time that you are able to leave your hotel room.

You are required to remain in your room until then.

If during your health check it is identified that further precautionary tests are required, you may be asked to stay in your hotel room until the test results have been returned.

What time will the nurse visit to undertake the health screen?

Nurses will endeavour to conduct health screenings in the morning or before your scheduled quarantine end time, however there is no specific timeframe for when a nurse will visit a guest.

How should I check out of the hotel?

Each hotel has different check out procedures. Once you have received your Completion of Quarantine letter and you have reached your end of quarantine date and time, you may proceed to the hotel lobby to check out.

Any expenses incurred during your stay, such as alcohol purchases, phone calls and laundry services will be added to your final bill.

Guests are also liable for any damages caused to hotel property during their stay.

Please ensure that you settle any outstanding accounts prior to departure.

You may be asked to show security your Completion of Quarantine letter or public health clearance letter.

RETURNING HOME

When I complete my 14 days quarantine, how will I get home?

Intrastate travellers driving home

WA residents who live outside the Perth metropolitan area will be allowed to drive across regional boundaries to return home. Evidence of your home address (such as a WA Driver's Licence) will be required to allow you to pass through boundary checkpoints. If you require someone to pick you up from a regional area and return you home, they will need to provide evidence of their travel arrangements, such as a copy of your Completion of Quarantine letter.

For more information visit www.wa.gov.au

Intrastate or Interstate travellers flying home

You should consider contacting a travel agent to discuss onward travel arrangements. Cost of flights will be the responsibility of the individual.

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

Guests who receive a Completion of Quarantine letter will be required to find alternative accommodation as quarantine rooms are required for incoming interstate and international travellers.

When leaving the hotel you will still need to comply with the WA Government restrictions on social distancing, gatherings and permitted activities. It is also important to practice good hand and cough/sneeze hygiene. You should:

- wash your hands frequently with soap and water for 20 seconds, before and after eating, health.wa.gov.au

and after going to the toilet

- cover your cough and sneeze, dispose of tissues and wash your hands
- avoid contact with others (stay more than 1.5 metres from people)
- exercise personal responsibility for social distancing measures.

Do I need to be responsible for getting to the airport prior to my flight?

Yes. All onward travel including transfers is the responsibility of the individual.

When I return to my home State, can I go straight home?

States and Territories may apply their own restrictions, including closing their State borders. Your home State may require you to undertake a further 14-day quarantine.

It is important that you find out more about restrictions in your State or Territory through the relevant government department before you leave quarantine in WA.

| | |
|------------------------------|--|
| 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 GO FOR 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

COVIDSafe app

The COVIDSafe app helps find close contacts of COVID-19 cases and is voluntary. The app helps state and territory health officials to quickly contact people who may have been exposed to COVID-19.

The COVIDSafe app speeds up the current manual process of finding people who have been in close contact with someone with COVID-19. This means you'll be contacted more quickly if you are at risk. This reduces the chances of you passing on the virus to your family, friends and other people in the community. You must have an Australian mobile number for the app to work.

The app is available from the Apple store and Google Play. For more information go to www.health.gov.au

MyAus COVID-19

The Migration Council Australia (MCA) has developed a multilingual resource for Australia's culturally and linguistically diverse communities about COVID-19, its impact and available support.

The MyAus COVID-19 app is available from the App Store and Google Play. For more information visit www.myauscovid-19.org.au

Please show courtesy to staff

Hotel quarantine is necessary to keep Western Australia safe – and we thank you for your patience and courtesy during these challenging circumstances.

If you are feeling frustrated, please remember that being aggressive and argumentative towards staff, at the hotel or those that contact you via telephone, will not be tolerated. We are doing our best to assist you and cannot do so if you are being difficult. Bad behaviour will not change the circumstances or outcome of your quarantine conditions. We are in a pandemic situation, and the safety of Western Australians is paramount.

We ask that you consider this in all your communications with staff and remain friendly and courteous. Thank you.

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