



A guide to the final step in coming home

GETTING READY FOR QUARANTINE

Why do I need to prepare?

Quarantine involves staying in a room for 14 days with no visitors. It is an unfamiliar experience for most people. You might find it challenging, so it's important to have a plan. Use this guide to help prepare for your quarantine stay.

Each quarantine facility (e.g. hotel) will be a little different. You may not know which location you'll be quarantining in until you arrive, which means it's even more important to be prepared.

How will this document help?

This document provides general advice and guidance. It is intended for international travellers arriving in Australia. You should use it together with information from state and territory governments where you are quarantining and further information provided to you once in quarantine.

Key steps

This document is one of a two-part series which will guide you through preparing for quarantine. **This is part 1, which will be most useful to you before you depart.**



Part 1: Before you depart

This document:

1. Prepares you for what to expect

Get across the latest advice and what you can expect. Quarantine rules differ across Australian states and territories. Start by making sure you know the latest official advice (see the final page for state and territory contact information). Visit australia.gov.au for updates.

2. Includes a checklist for ideas of what to do and bring

Pack and plan for quarantine. You won't have the opportunity to shop between arriving at the airport and entering quarantine, so it's best to bring what you can in advance.

Part 2: When you're in quarantine

You can read part 2 on the [Department of Health website](#) 

Plan your time. Setting up a routine or a schedule will help make quarantine more manageable. We've put together some tips and a guide you can follow.

This document will help you to:

1. Manage your time
2. Manage your space
3. Stay healthy
4. Stay connected
5. Plan your days in quarantine

**Thank you for helping
keep Australia safe.**

Quarantine has helped Australia keep COVID-19 cases low. Thank you for your cooperation with this important process.

What to expect

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At the airport



When you land

When the plane lands, border officials will board the plane and give you instructions. You'll be guided through the airport¹ and won't have the opportunity to shop.



Going through customs

When you go through customs, you'll receive a health screen, including a temperature check, to see whether you have symptoms of COVID-19. You should tell an official if you're feeling unwell. They are there to look after you.



Transport to the hotel

Transport to the quarantine facility will be arranged for you. You may not know which facility you'll be quarantining in until you arrive there.²



Arriving at the hotel

It can help to bring snacks and water with you (check what's allowed by customs). You won't be able to buy food in the airport and it may be some time before your first meal at the hotel.

Quarantining in a hotel will be different to your normal experience of staying in a hotel.

There is not a reservation system. Room allocation will occur on arrival and will be based on availability and people's needs. The check-in process can take longer than normal.

In quarantine



Limited movement: You will need to stay in your allocated room for 14 days and you won't be able to have visitors. Officials are trying to make your stay as comfortable as possible. Unfortunately, access to a balcony or open window can't be guaranteed. There will be measures in place to keep you safe and prevent COVID-19 spreading.



Food: You will be given three meals per day.³ Food varies across different facilities. You should tell hotel staff if you have food allergies or other dietary requirements.



Health services: You may be tested for COVID-19 in the first 48 hours and then between days 10 to 12 of quarantine. If you test positive for COVID-19, you will be looked after for as long as necessary, possibly in a different facility such as a hospital.

Someone may contact you each day to check your health and wellbeing – but don't wait if you need help. You'll have access to various health services if you need them.



Hotel facilities: You can expect services and facilities that can be provided to your room without social interaction; for example, laundry services at your expense, and deliveries for things you order or have dropped off by family and friends. You can also expect basic Wi-Fi, a telephone and a television. Due to COVID-19 measures, staff will not be able to enter or clean your room for you. You will not be able to use other hotel facilities like the spa, gym or restaurant. You'll be able to contact hotel reception for more information about services and facilities, as well as support staff who are there for your health and wellbeing.



Alcohol and smoking: You might not be able to bring in or have alcohol delivered from elsewhere. There may be a limit on the amount of alcohol you can order from the hotel. You won't be able to smoke in your room. This may mean you won't be able to smoke for the duration of your quarantine stay.



Part of why quarantine can be challenging is because it's not possible to be certain what quarantine will be like for you until you get there.

In particular, some people find it more challenging at the start – as they are settling in – and around the 10-day mark. It's important to be prepared.

1 Travellers from New Zealand do not need to quarantine and will be taken through the airport via a separate area to other international travellers.

2 If travelling to Darwin, you will undertake quarantine at the Howard Springs facility.

3 In a small number of facilities there may be other arrangements.

Be informed



- **Check the relevant state/territory website.** Each state and territory is managing its own quarantine program. For information relevant to your circumstances, check the state/territory website for where you'll land in Australia – this is where you'll undertake quarantine.

Things to bring



- **Identification.** Besides your passport, other documentation such as Medicare details, driver licence, and bank cards and statements will help if you need to set up accounts and access Government services.
- **Medications and other essential items for your health.**
- **Food and water for the period between the flight and your first meal in quarantine,** for example, biscuits, healthy snacks and other allowable foods. See here for information on [what you can and can't bring into Australia](#). [↗](#)
- **Technology accessories.** Examples include chargers, adaptors and headphones, which are especially useful for people sharing a room. You could also consider a cable to connect your laptop to a television.
- **Entertainment.** It can be useful to bring physical books or to download movies ahead of time in case there are issues with the hotel Wi-Fi. If you have young children, ask them what they would like and bring these items with you.
- Items you would normally take on your travels, with a focus on **comfort.** Comfortable clothes and extra toiletries can be helpful.
- **Credit/debit card** to pay for additional deliveries and hotel services, as cash cannot be passed out of the room.

Things to do




- **Gather information and write down your medical history ahead of time.** Alert officials on arrival of any concerns or health needs that may be relevant during your stay in quarantine. This can be useful to inform the support you may require while in quarantine and can make sharing the information during check-in easier.
Note: there are exemptions available for people who cannot quarantine in a designated facility due to health or accessibility reasons. See the next page for contact details.
- **Arrange delivery of a Wi-Fi dongle** if you require a reliable internet connection. Quarantine facilities generally have basic Wi-Fi available, however, the quality may vary depending on location and demand. You may have to wait until you know the hotel address to make an order, or get help from a friend to deliver one to you.
- Consider if you'll need **someone outside** to do something for you while you're in quarantine. Contact a friend or relative about this ahead of time. For example, are there responsibilities you need to attend to in person – or do you need something delivered to you?

Important contacts and resources



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Keep up to date with the latest Coronavirus official news



- Go to www.australia.gov.au 
- National Coronavirus Helpline: **1800 020 080** (if you're overseas +61 1800 020 080)
- Visit your state or territory **department of health website** for more information

Department of Health contact information



Australian Capital Territory

- [ACT Department of Health](#) 
- [Quarantine exemptions](#) 



South Australia

- [SA Department of Health](#) 
- [Quarantine exemptions](#) 



New South Wales

- [NSW Department of Health](#) 
- [Quarantine exemptions](#) 



Tasmania

- [TAS Department of Health](#) 
- [Quarantine exemptions](#) 



Northern Territory

- [NT Department of Health](#) 
- [Quarantine exemptions](#) 



Victoria

- [VIC Department of Health](#) 
- [Quarantine exemptions](#) 

Queensland

- [QLD Department of Health](#) 
- [Quarantine exemptions](#) 

Western Australia


- [WA Department of Health](#) 
- [Quarantine exemptions](#) 

Health and wellbeing


Lifeline Australia Crisis support and suicide prevention services

- Call 13 11 14

Beyond Blue Coronavirus Mental Wellbeing Support Service

- Call 1800 512 348
- Visit coronavirus.beyondblue.org.au 

General health advice and telehealth services

- Call 1800 022 222
- Visit www.healthdirect.gov.au 

Online mental health resource

- www.headtohealth.gov.au 

Government

Sign up for a myGov account (if you don't already have one) to help you access Government services:

www.servicesaustralia.gov.au/individuals/online-help/create-mygov-account

Find out if you are eligible for Government payments or other support:

<https://www.servicesaustralia.gov.au/sites/default/files/15108-2010-factsheet.pdf>

Quarantine and amenities

Contact hotel reception for matters related to the facility you are in.

Emergencies

- Call 000

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