**ACT Government**

**COVID-19 Factsheet**

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| English | Simplified Chinese |
| **Quarantine fees**  **International travellers entering the ACT** | **检疫隔离收费**  **入境首都领地的国际旅客** |
| **International travellers entering the ACT** | **入境首都领地的国际旅客** |
| All international travellers flying into Canberra Airport from overseas must undergo mandatory hotel quarantine in Canberra on arrival for 14 days. You can find more information on the Information for Overseas Travellers in hotel quarantine factsheet. | 所有从海外飞到堪培拉机场入境的国际旅客都必须在抵达堪培拉后接受为期14天的强制酒店检疫隔离。您可以阅读《给在酒店检疫隔离的海外旅客的信息（Information for Overseas Travellers in hotel quarantine》资料页了解更多信息。 |
| **Information about quarantine fees** | **检疫隔离收费信息** |
| The ACT Government will be charging all returning international travellers for their hotel quarantine from Wednesday, 5 August 2020.  Mandatory quarantine is needed to stop the spread of COVID-19 in ACT.  The quarantine fee will reduce the financial burden of COVID-19 on ACT taxpayers. The total fee will help repay the government for the cost of providing the quarantine to you. This includes accommodation, transport, wellbeing support, PPE, screening, and testing. A budget for groceries and meals is also included in the quarantine fee (see further information below). | 首都领地政府将从2020年8月5日星期三开始，向所有返回的国际旅客收取酒店检疫隔离的费用。  对旅客进行强制检疫隔离是为了阻断COVID-19在首都领地传播。  收取检疫隔离费将减轻COVID-19给首都领地纳税人带来的经济负担。所有收费将帮助偿还政府给您提供检疫隔离的支出。这包括住宿、交通、身心支持、个人防护设备、筛查和检测的费用。购买食品杂物和伙食的预算也包含在检疫隔离的收费里（请查看以下详细信息）。 |
| **Does the quarantine fee apply to me?** | **我要交检疫隔离费吗？** |
| The quarantine fee applies to all international travellers flying into the ACT from overseas after Wednesday, 5 August 2020. | 检疫隔离费适用于所有2020年8月5日星期三以后乘飞机抵达以后入境首都领地的国际旅客。 |
| **How much will I be charged?** | **收费多少？** |
| The quarantine accommodation fee is a fixed cost which includes a meal budget, room costs and other associated costs.  The following fees (***quarantine fees***) are payable in relation to a person required to quarantine for the standard quarantine period:  for an adult (a person aged 18 years and over) not in a family group—$3,000;  for a family group—  $3,000 for the first adult; and  $1,000 for each additional adult; and  $500 for each child aged three years or older.  For example   * a family of two adults and two children, over the age of three, in one room would pay $5,000. * a family of two adults and four children over the age of three would pay $6,000.   All charges are in Australian dollars.  Fees apply to all international passengers including Australian Citizens and Australian permanent residents in quarantine accommodation. | 检疫隔离的住宿费是固定的，包括伙食预算、房费和其他相关开支。   1. 人员在标准检疫隔离期的隔离费用（***检疫隔离费***）如下： 2. 不隶属某个家庭团体的成人（年满或超过18岁）单人每人 — 3000澳元 3. 家庭团体 – 4. 第一名成人3000澳元；加上 5. 每增加一名成人1000澳元；加上 6. 年满或超过3岁的儿童每人500澳元。   比如   * 一个有两名成人和两名3岁以上儿童的家庭在同一间房隔离，收费5000澳元。 * 一个有两名成人和四名3岁以上儿童的家庭在同一间房隔离，收费6000澳元。   所有费用按澳元收取。  收费适用于入住检疫隔离住宿的所有国际旅客，包括澳大利亚公民和澳大利亚永久居民。 |
| **Is food included in the quarantine fee?** | **食物开支包括在检疫隔离费里吗？** |
| A budget for meals is included in the fee, as follows:   * Deliveroo vouchers  |  |  | | --- | --- | | **Family Group Size (persons)** | **One off Voucher** | | 1 | $60.00 | | 2 | $75.00 | | 3 | $85.00 | | 4 | $95.00 | | 5 | $110.00 | | 6 | $120.00 |  * Grocery vouchers (via Red Baron)  |  |  | | --- | --- | | **Family Group Size (persons)** | **14-day budget** | | 1 | $280.00 | | 2 | $330.00 | | 3 | $360.00 | | 4 | $410.00 | | 5 | $460.00 | | 6 | $510.00 | | 伙食预算包括在收费里，具体如下：   * Deliveroo代金券  |  |  | | --- | --- | | **家庭团体规模（人数）** | **一次性代金券** | | 1 | $60.00 | | 2 | $75.00 | | 3 | $85.00 | | 4 | $95.00 | | 5 | $110.00 | | 6 | $120.00 |  * 食品杂物的代金券 （通过Red Baron）  |  |  | | --- | --- | | **家庭团体规模（人数）** | **14天预算** | | 1 | $280.00 | | 2 | $330.00 | | 3 | $360.00 | | 4 | $410.00 | | 5 | $460.00 | | 6 | $510.00 | |
| In addition, an initial welcome box is provided to each room with some essential grocery items. The vouchers above enable individuals to place orders and have grocery items and meals delivered.  Once this budget is exhausted, individuals will need to cover the costs of any additional grocery items. | 此外，酒店会在每间房提供装着各种必需杂物的初始欢迎礼盒一个。个人可以用上述代金券订购食品杂物和伙食，并请人把它们送到酒店。  预算用完以后，个人需要自己承担额外购买食品杂物的所有开支。 |
| **How will I be invoiced?** | **我会如何收到账单？** |
| After you check out of quarantine, you will receive an invoice from us.  This will be sent to you by email or post.  You will have 30 days to pay the invoice and the due date will be stated on the invoice. | 在结束检疫隔离退房以后，您会收到我们发出的账单。账单会通过电子邮件或以寄信的方式发给您。  您有30天时间支付账单，付款期限会写在账单上。 |
| **How can I pay?** | **怎样付款？** |
| You have the following options and further details are provided on your invoice related to cheque and direct deposit payments.   * Online payment with a Visa or Mastercard * Telephone payment with a Visa or Mastercard * You will also be able to set up a payment plan.   For further information contact the Shared Services team on (+612) 6207 9990. | 您有以下付款选项，有关支票和直接存款支付的详细信息就写在您的账单上。   * 用Visa或Mastercard卡上网支付 * 用Visa或Mastercard卡打电话支付 * 您还可以制定一个还款计划。   更多信息请联络共享服务（Shared Services）团队，电话号码是：(+612) 6207 9990。 |
| **What if I find it difficult to pay?** | **如果我付款困难该怎么办？** |
| Once you have received your invoice, please contact the Shared Services team on (+612) 6207 9990 as soon as possible if you think you will have difficulty paying the fee by the due date.  We can, on a case by case basis, grant an extension of time for payment and can assist you to establish a suitable payment plan.  When you contact us please have your invoice number at hand. | 如果您认为自己在付款期限之前难以付清费用，请在收到账单以后尽快拨打(+612) 6207 9990联络共享服务团队。  通过逐案审查具体情况，我们可以批准延期付款，还可以帮助您制定一个适合的还款计划。  请您在联络我们时准备好账单号码。 |
| **What if I don’t think I can pay at all?** | **如果我觉得自己完全付不起怎么办？** |
| If an agreed payment extension plan is not affordable, please contact us. We will work with you to determine your capacity to pay the fees. This involves our team asking you questions about your financial and personal circumstances that may affect your ability to pay.  You will be required to provide supporting evidence of your financial circumstances. We will work with you on options to resolve your fees if you claim hardship. | 如果协议延期付款方案您也负担不起，请联络我们。我们会跟您一起算出您的缴付能力。包括我们的团队会向您提问，了解哪些财务和个人状况可能影响您的支付能力。  我们会要求您提供证据证明您的财务情况。如果您申请困难援助，我们会跟您合作，考虑各种选项来解决您的费用问题。 |
| **Financial hardship** | **财务困难** |
| You may be eligible for a fee waiver under the grounds of financial hardship if an extension or payment plan will not significantly improve your ability to pay.  Eligibility is assessed against criteria including, but not exclusive to:   * 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.   If applying under this category you will be asked to provide a statement of reasons for your request as well as supporting information and evidence to allow for an assessment of financial hardship. The information and evidence required would generally be needed to verify:   * identity, residency and household composition; * household income, expenses and savings; and * any other relevant factors regarding your individual circumstances.  However, specific information requirements may vary on a case-by-case basis. | 如果延期付款或还款计划不能明显改善您的缴付能力，您或可符合资格，以财务困难为由申请费用减免。  审查相关资格的标准包括，但不仅限于：   * 无力履行目前的财务责任（比如：房贷、目前的生活开支）；和 * 缺乏可以使用的积蓄；以及 * 因为失业或业务亏损导致低收入。   如果您递交这一类别的申请，我们会要求您提供一个理由声明并给出证明资料和证据，以便我们评估您的财务困难。我们通常需要核查您提交的资料和证据：   * 身份、住处和家庭组成； * 家庭收入、开支和积蓄；以及 * 任何有关您个人情况的其他相关因素。   不过，具体要求提供哪些信息可能每个案例各有不同。 |
| **Need help?** | **需要帮助？** |
| You can get help from a financial counsellor by contacting the National Debt Helpline on 1800 007 007.  Financial counsellors provide free, independent and confidential advice to help you manage your debts or negotiate with creditors.  Unlike financial planners or advisors, they don't provide investment advice or recommend products, and they don't receive commissions.  The National Debt Helpline website also has step-by-step guides and useful information on how to deal with specific types of debts. | 您可以拨打全国债务热线（National Debt Helpline）获得财务咨询师的帮助，电话号码是：1800 007 007。  财务咨询师提供免费、独立和保密的建议，帮助您管理债务或跟债权人协商。  跟财务规划师或理财顾问不同，财务咨询师不会给您投资建议或推荐产品，他们也不收佣金。  全国债务热线网站也有分步骤指南和有用的信息，指导您如何处理特定类型的债务。 |
| **Where can I get further information?** | **哪里可以获得更多信息？** |
| You can find further information about travel in the ACT at [www.covid19.act.gov.au](http://www.covid19.act.gov.au).  More information on hotel quarantine can be found in the factsheet provided to you upon arrival.  If you have further questions about the quarantine fee, please contact Shared Services on (+612) 6207 9990. For translation and interpreter services, please call 131 450.  If you have concerns or complaints about your quarantine accommodation, please contact the reception desk of your accommodation facility. | 了解首都领地旅行的更多信息，请访问：[www.covid19.act.gov.au](http://www.covid19.act.gov.au)。  酒店检疫隔离的更多信息，请您在抵达时查看我们派发的资料页。  如果您对检疫隔离收费还有更多问题，请拨打(+612) 6207 9990联络共享服务。如需口笔译服务，请拨打131 450。  如果您对下榻的检疫隔离住宿有疑虑或投诉，请跟您住宿设施的前台联系。 |