**ACT Government**

**COVID-19 Factsheet**

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| English | Target language |
| **Quarantine fees**  **International travellers entering the ACT** | **檢疫費用**  **進入首都區(ACT)的國際旅客** |
| **International travellers entering the ACT** | **進入首都區(ACT)的國際旅客** |
| 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. | 飛抵坎培拉機場的所有國際旅客必須在抵境時進入酒店進行強制性檢疫14日。你可以在酒店檢疫便覽一文中查閲有關「國際旅客」的進一步資料。 |
| **Information about quarantine fees** | **檢疫費用須知** |
| 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). | 從2020年8月5日週三起，澳洲首都區政府(the ACT Government)將會向返澳的所有國際旅客繳收酒店檢疫費用。  強制檢疫對於阻止冠狀病毒病(COVID-19)傳播必不可少。  檢疫繳費可以減輕冠狀病毒病對首都區納稅人的財政負擔。費用總額將幫助償還政府為大家提供檢疫的成本。此費用包括食宿、交通、平安支援、PPE、篩查及測試。檢疫費用還包含雜貨和膳食預算(詳情請參見下文）。 |
| **Does the quarantine fee apply to me?** | **我要繳交檢疫費用嗎？** |
| The quarantine fee applies to all international travellers flying into the ACT from overseas after Wednesday, 5 August 2020. | 所有在2020年8月5日週三之後從海外飛抵首都區的國際旅客都必須繳交檢疫費。 |
| **How much will I be charged?** | **我要繳交多少費用？** |
| 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. | 檢疫食宿費是一個固定數目，含膳食預算、房間費及其他相關費用。  以下費用(**檢疫費**)必須由需要進行標準檢疫期的人士繳付：  不屬於某一家庭團體的成人(18歲及以上人士)---$3,000;  家庭群體|  第一名成人$3,000；及  之後每一名成人$1,000；及  三歲或以上的兒童每人$500。  例如:   * 一個家庭，有兩個大人，兩個小孩，均超過三歲，住一間客房，則需繳交$5,000。 * 一個家庭，有兩個大人，四個超過三歲的兒童，將須繳付$6,000。   所有費用數目均爲澳元。  所有要入住檢疫酒店的國際旅客，包括澳洲公民及澳洲永久居民，均須繳交檢疫費。 |
| **Is food included in the quarantine fee?** | **檢疫費包膳食嗎？** |
| 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 |   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. | 檢疫費含膳食預算，具體如下：   * Deliveroo 訂購券  |  |  | | --- | --- | | **家庭團體人數 (人)** | **一次性訂購券** | | 1 | $60.00 | | 2 | $75.00 | | 3 | $85.00 | | 4 | $95.00 | | 5 | $110.00 | | 6 | $120.00 |  * 雜貨訂購券(通過Red Baron訂購)  |  |  | | --- | --- | | **家庭團體人數 (人)** | **14-日預算** | | 1 | $280.00 | | 2 | $330.00 | | 3 | $360.00 | | 4 | $410.00 | | 5 | $460.00 | | 6 | $510.00 |   此外，每間客房都會有一個迎賓盒，内有基本的雜貨品。上述訂購券可供每個人網購送貨上門的雜貨物品及外賣餐。  預算内的訂貨券用完後，你將需要自付額外購買的雜貨物品。 |
| **How will I be invoiced?** | **我會怎樣收到發票？** |
| 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. | 你辦完退房手續後將會收到我們的發票。  發票將由電郵或一般郵政服務送出。  你會有30天時間繳付費用。發票上會註明到期的日子。 |
| **How can I pay?** | **如何付款？** |
| 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. | 你可以使用以下方式付款，發票上會註明支票及直接轉賬的詳細。   * 用Visa 卡或Mastercard卡在網上付款 * 用Visa 卡或Mastercard卡在通過電話付款 * 你還可以安排一個付款計劃。   欲知更多詳情請聯繫the Shared Services團隊，號碼(+612) 6207 9990。 |
| **What if I find it difficult to pay?** | **假如我在付費方面我有困難呢？** |
| 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. | 收到發票後，假如你覺得會有困難在到期之前付清，請儘快聯繫Shared Services團隊，號碼(+612) 6207 9990 。  按照個案的不同情形，我們可以延長付款時間，幫你設立一個合適的付款計劃。  在聯繫我們時，請準備好手上有你的發票號碼。 |
| **What if I don’t think I can pay at all?** | **假如我覺得一分錢也付不起，怎麼辦？** |
| 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. | 假如按商定的付款延期計劃你亦負擔不起，請聯繫我們。我們將與你一起商量，考量你的支付能力。這會牽涉到我們的團隊詢問你的經濟狀況、有哪些個人因數是影響著你的支付能力的等問題。  你將需要提供經濟狀況的證明。假如你申明有經濟困難，我們會與你一起策劃支付途徑。 |
| **Financial hardship** | **經濟困難** |
| 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. | 假如延期或付款計劃無法有效提高你的支付能力，你可能有資格以經濟困難爲由得到檢疫費的豁免。  豁免資格要有一定的依據，包括但不限於以下幾項：   * 無力履行當前財政義務(如住房貸款、現時的生活費)；及 * 缺乏可使用的儲蓄；及 * 因失業或生意虧損而收入低微。   假如以此類別爲由而提出申請，你必須提供一份理由說明，列清楚各項原因，連帶支持文件及憑據，以便我們對你的經濟困難作評估。你提供的憑據一般來説必須能説明以下幾點：   * 你的身份、居住地和家庭組成； * 家庭收入、開支和儲蓄；及 * 與你的個人情況有關的任何其他因素。  但是，具體資料要求將會因個案情況各異而不盡相同。 |
| **Need help?** | **需要幫助嗎？** |
| 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. | 你可以致電「全國債務幫助專線」(National Debt Helpline)獲取財務輔導幫助，號碼1800 007 007。  財務輔導員可以給你免費、獨立和保密的建議，幫你學會管理自己的債務或知道如何與債權人談判。  財務輔導員不同於財務規劃師或顧問，不提供投資建議或推薦產品，亦不收取傭金。  「全國債務幫助專線」網站亦有分步指南和有用的資訊，可處理不同種類的債務。 |
| **Where can I get further information?** | **在哪裏可以獲取更多詳情？** |
| 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. | 有關在首都區旅行的資料可見於www.covid19.act.gov.au  有關酒店檢疫的更多資訊可見於你抵達時收到的便覽。  有關檢疫費的進一步疑問，請聯繫Shared Services (+612) 6207 9990。若需翻譯及傳譯服務，請撥打131 450。  假如你對檢疫食宿方面有顧慮或投訴，請聯繫所入住設施的前臺接待處。 |