

Information for accommodation providers

**KEEP
ON TOP OF
COVID**

Rebuilding visitation will be key to the recovery of Tasmania's tourism and hospitality industry.

It's important that visitors understand that Tasmania is as safe a destination as any to holiday, and we would like to ensure that our visitors have the best experience possible when they are here.

It's vital that visitors and the community have confidence that the industry is prepared and has measures in place to help people be safe. The COVID safe behaviours remain vital, for everyone.



Stay at least 1.5 metres (two large steps) away from others when you can.



Wash your hands often with soap and warm water. Use alcohol-based hand rub when you are out and about.



Stay at home if you are unwell and always cover coughs and sneezes, with a tissue or the inside of your elbow (not your hands).



Get tested for COVID-19 if you have any cold or flu like symptoms, loss of taste or smell, or unexplained shortness of breath.



Be aware of, and follow, current gathering, business and travel restrictions.

Make sure your COVID-safe measures are in place, your staff are trained and you communicate with your guests and customers about what you are doing to help everyone stay safe and what they can do to protect themselves and others.

Information for accommodation providers hosting guests who are required to quarantine or self-isolate

Quarantine

Quarantine requirements for persons entering Tasmania are continually evolving in line with the level of risk, as the situation fluctuates interstate. To stay up to date, please check the Tasmania Government [webpage](#) daily.

In some circumstances, travellers to Tasmania may be required to undertake their 14 day quarantine period in a 'suitable premises.' Suitable premises may include a short-term accommodation property such as an Airbnb, but this is subject to the operator providing a written letter of support for quarantining at their property to take place. For further information on what is and is not considered '[suitable premises](#)', please see the Tasmanian Government's guidelines.

In addition to the physical suitability of their property, accommodation providers should also consider their ability to support guests through their full period of isolation under a variety of circumstances.

In other circumstances, a traveller in Tasmania may be staying in a short-term accommodation premises, and whilst staying at that property, become aware that they are required to self-quarantine. This circumstance may arise if the Tasmanian

Government declares certain premises or locations to be 'high risk' and people who attended there at the specified time are required to self-quarantine. It may also happen if a traveller to Tasmania is identified as a contact of a confirmed case.

Isolation

Travellers in Tasmania may be required to isolate themselves if they develop symptoms of COVID-19. Anyone who develops symptoms should get tested and must isolate themselves away from others while they wait for the test results.

The following information is provided for short-term accommodation providers hosting guests who are in quarantine or self-isolation. Operators of short-term accommodation should consider this information in developing a COVID-19 safety plan which accounts for the circumstances as described above.

Key points:

- Short-term accommodation operators will need to make an assessment as to whether their premises may be suitable for a person to undertake quarantine (as travellers or contacts of a confirmed case) or self-isolate (if they have symptoms of COVID-19, while they wait for test results). Short-term accommodation operators need to be prepared to provide reasonable assistance and support to a guest who is undertaking quarantine or is required to self-isolate, such as supporting non-contact delivery of food or meals (for example, delivering food or meals to the doorstep) and other essentials.
- Whilst a person/s are undertaking quarantine or self-isolation they must not:
 - leave that premises, except if instructed to by police, fire, ambulance or SES officers, or by Public Health.
 - must not have visitors (even if they are in quarantine as well) or permit other people to enter the premises, except police, fire, ambulance or SES officers in an emergency, or a medical practitioner.
- Specific **workplace cleaning** measures will need to be practiced for premises which have been used by a guest to quarantine or self-isolate.
- The Tasmanian Public Health Hotline should be contacted on **1800 671 738** for further assistance and advice.

How do I determine if my short-term accommodation is suitable for a person to undertake their quarantine period, or to self-isolate if required?

In order for a short-term accommodation premises to be suitable for a person to undertake quarantine, or to self-isolate, it must be fully self-contained (i.e. kitchen, bathroom and laundry). It must be used solely by the person/persons (single, family or household) undertaking quarantine and have no communal areas. Access to the accommodation must be direct from the outside and not be via shared spaces such as a foyer, lift or hallway. For further information see the Tasmanian Government's '**suitable premises**' guidelines.

I am an employer – what should I tell my staff?

Employers should provide information and brief all employees and contract staff, including domestic and cleaning staff, on relevant information and procedures to prevent the spread of coronavirus to people within the accommodation setting.

Guests who are in quarantine or isolation

Who needs to self-isolate?

As detailed above, there may be circumstances in which a person travelling to Tasmania or already in Tasmania may be required to quarantine in a short-term accommodation premises or to remain in a short-term accommodation property.

What precautions should I take with guests who are quarantining or isolating in my accommodation?

It is important that staff and guests take precautions to prevent the spread of the virus. No other person (including cleaning staff) should enter the accommodation that a person or household is using to quarantine or self-isolate, except police, fire or ambulance officers in an emergency, or a medical practitioner. Similarly, no persons who are undertaking quarantine/self-isolation should leave

the premises in which they are undertaking their quarantine/self-isolation, unless instructed to by police, fire or ambulance officers in an emergency, or by Public Health. Where access to the area being used for quarantine is required for urgent repairs, see [guidance](#) on the Tasmanian Government website. Specific workplace cleaning measures will need to be practiced for premises which have been used by a guest to quarantine or self-isolate. For further information on cleaning see guidance on the [Safe Work Australia](#) website.

What if a guest becomes ill?

If a person undertaking quarantine, develops symptoms, they should call the Public Health Hotline on **1800 671 738**. If they get very unwell or have trouble breathing, phone 000 for an ambulance. Tell them the person is in quarantine for COVID-19.

What if a guest is displaying COVID-19 symptoms on arrival at the accommodation? Can I refuse entry?

Guests with [COVID-19 symptoms](#) should be directed to contact the Public Health Hotline **1800 671 738** for advice and to organise testing. They should be advised to isolate in their accommodation and avoid any communal areas. Test results will be received within 48 hours.

If the accommodation operator considers that their accommodation is not suitable they should inform the Public Health Hotline of the situation and the guest should remain separate from others until the matter is resolved.

I have guests staying at my accommodation who have just found out they have flown from a medium or high risk location. What should we do?

The short-term accommodation operator should have already determined if their premises is suitable to host a person required to quarantine. They will also need to consider if they are willing to support guests through their full period of isolation which can be up to 14 days.

There may be circumstances which are out of that person's control which may require them to seek external assistance. It is expected that an accommodation operator would provide reasonable assistance and support in such circumstances.

The Public Health Hotline can also be contacted to assist with support and advice.

My guests are required to get a COVID test. We are located in regional Tasmania two hours from a city – what should our guests do?

[Testing clinics](#) are located throughout Tasmania. A guest who is required to undertake a COVID-19 test should make contact with the Tasmanian Public Health Hotline on **1800 671 738**.

What happens if my guests are still quarantining or self-isolating (waiting for their COVID-19 test result or waiting for advice from public health) and their accommodation stay is up and I have more guests due to check in. What can I do?

If circumstances present in which a person required to self-isolate or quarantine is unable to continue their stay due to other bookings, it will be necessary for the guest to make contact with the Tasmanian Public Health Hotline on **1800 671 738** to discuss their circumstances.

Can I have a list of the quarantine hotels or accommodation providers that my guests can contact if they cannot self-isolate at my property?

Tasmanian Quarantine Hotel facilities are not publicly listed, nor should they be contacted directly for inquiries. The Tasmanian Public Health Hotline should be contacted on **1800 671 738**.

Stay updated

Advice is updated frequently as the COVID-19 situation evolves in Tasmania. For the latest information:

- Tasmanian Government Coronavirus website www.coronavirus.tas.gov.au
- Australian Government Department of Health www.health.gov.au
- Tasmanian Public Health Hotline **1800 671 738**