

s 47F

**From:** Strategy  
**Sent:** Thursday, 2 September 2021 2:18 PM  
**To:** s 47F  
**Cc:** s 47F; Strategy  
**Subject:** RE: [External] Seeking input for the National Quarantine Review by 3 September [SEC=OFFICIAL:Sensitive]

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Hi s 47F

Please see below our summary of complaints activity regarding hotel quarantine.

We trust this information is of assistance. Please contact us if you have any questions or wish to discuss.

#### **ACT Ombudsman quarantine complaints**

Since March 2020, we have registered 2 complaints related to quarantine in the ACT – both were received recently in August 2021 and related to the current ACT lockdown.

These complaints related to the following issues:

- Border entry exemption error – complaint about revocation of an entry exemption to the ACT, following an error.
- Government policy – requirement to quarantine at home in the ACT following a short trip to NSW.

We have not taken investigative action on any ACT quarantine related complaints. Therefore, it is important to note the above summaries are based entirely on the complainants statement of their concerns/ experiences.

#### **Commonwealth Ombudsman hotel quarantine complaints**

Since mandatory hotel quarantine was instituted on 28 March 2020, we have registered 30 complaints related to hotel quarantine in the Commonwealth jurisdiction – 13 registered in 2020 and 17 so far in 2021.

Complaint themes mainly related to the following issues:

- Government policy – do not agree with mandatory quarantine; breach of freedoms and human rights; fully vaccinated people should be exempt.
- Fees – unreasonable to be charged for quarantine; too expensive relative to circumstances of confinement; cannot afford fees; waiver of fees refused.
- Conditions – hotel quarantine is not reasonable with small children or with mental health conditions; unhappy with room conditions; unhappy with treatment from staff.

The following complaints may be of interest:

- a complaint from Intensive Care Specialist – ventilation in hotels inadequate to stop infections
- a complaint about lost luggage and who was responsible – ABF or State (depends on where it was lost)
- a complaint that relevant authorities refused exemption to see dying father; father dies while still in quarantine; did not get to say farewell and be with family.

We have not taken investigative action on any complaints, as they relate to matters out of our jurisdiction, including state matters or policy matters. Again, it is important to note the above summaries are based entirely on the complainants statement of their concerns/ experiences.

We have referred people to relevant State bodies when the complaint relates to the hotel. We have advised people that they can contact Ministers and local MPs if they have complaints about government policy.

Kind regards

s 47F

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**Acting Director | Policy, Investigations, Projects and International Team  
Strategy Branch**

OFFICE OF THE COMMONWEALTH OMBUDSMAN

**Proud to be working on the lands of Ngunnawal and Ngambri peoples**

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*Influencing systemic improvement in public administration*

*The Office of the Commonwealth Ombudsman acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past and present*

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From: s 47F s 47E(d)  
Sent: Thursday, 26 August 2021 9:32 AM  
To: s 47F s 47E(d) s 47F s 47E(d)  
Cc: Strategy s 47E(d) s 47F s 47E(d)  
Subject: [External] Seeking input for the National Quarantine Review by 3 September [SEC=OFFICIAL:Sensitive]

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Hi s 47F and s 47F

I am working on the National Quarantine Review agreed by the National Cabinet on 23 July 2021 and being led by s 47F

The review will build on last year's National Review of Hotel Quarantine by covering significant developments since then, including the vaccine rollout, new variants of the SARS-CoV-2 virus and the development of new technologies such as rapid testing. The review will examine current settings in quarantine and opportunities for improvement.

I understand the Ombudsman provided input/feedback on last year National Review of Hotel Quarantine, particularly around customer complaints concerning the experience of quarantine.

It would be wonderful to receive input from the Ombudsman again. Grateful for input by 3 September – apologies for the short timeframe.

Please give me a call if you'd like to discuss further.

Kind regards,

s 47F

s 47F | A/g Senior Adviser

National Quarantine Review | Social Policy Division  
Department of the Prime Minister and Cabinet

p. s 47E(d) [www.pmc.gov.au](http://www.pmc.gov.au)

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