

# COVID-19 Quarantine Victoria (CQV)

## ADVICE TO SHIPPING AGENTS

### Quarantine rules for maritime crew arriving in Victoria from overseas

This information is for shipping agents about the process and rules for maritime crew disembarking in Victoria and entering quarantine

Under the [Pandemic \(Victorian Border Crossing\) Order 2022 \(No.7\)](#), international maritime services workers are not required to enter quarantine provided they can produce either:

- (1) evidence of full vaccination of a TGA approved vaccine; or
- (2) an acceptable medical exemption from vaccination

This includes mariners who need to disembark to catch an outbound flight or enter a medical facility.

Those who cannot produce acceptable evidence will be directed to undertake mandatory quarantine in a Covid-19 Quarantine Victoria (CQV) Facility to help limit the spread of COVID-19.

Further information about recognised vaccines can be found at: [International COVID-19 vaccines recognised by Australia | Therapeutic Goods Administration \(TGA\)](#)

Shipping Agents are required to provide a declaration of vaccination status for all disembarking maritime service workers to **CQVcovid.ports@cqv.vic.gov.au**

Shipping Agents are responsible for arranging accommodation and transport for their crew who are eligible to enter Victoria under the Pandemic (Victoria Border Crossing) Order 2022.

Should a declaration of vaccination status not be provided, the mariner will be considered unvaccinated/unverified and be directed to the

Victorian Quarantine Hub (VQH) in Mickleham, Victoria.

Once mariners have entered quarantine, they will not be able to leave their units for 7 days, or until they can produce the required acceptable vaccination or medical exemption evidence.

Emergencies, mental health and medical reasons are the only exceptions.

Those who require overnight medical attention will be accommodated in a hospital.

#### Transportation to VQH

CQV Transport will transport mariners from portside to the VQH. Crew must wear face masks and maintain physical distancing at all times, including on the bus.

#### Victorian Quarantine Hub (VQH)

VQH is located at Mickleham, approximately 46km from Melbourne CBD and 20km from Melbourne Airport.

The accommodation at VQH is 'cabin-style', with access to fresh air from the balcony. Maritime crew will be accommodated in either Alyxia Village or Boronia Village.

Crew members stay in single rooms during their quarantine unless they request a shared room with a crew member from the same flight or vessel. Shipping agents should inform their crew that this request should be made upon arrival.

Upon arrival at VQH, crew will receive a standard health screening and be issued with a detention notice by a CQV Authorised Officer.

## Exemptions and Early Releases

Any crew member required to depart on an international flight during their quarantine period may apply for an exemption or early release through the Department of Health.

## Departures

CQV Transport will coordinate transport for crew to VQH and to the airport for early releases or exemptions **only**. Shipping agents are responsible for providing relevant crew information to CQV staff with as much notice as possible.

Shipping agents will coordinate transport for crew at the end of their quarantine period with the VQH staff.

## Key Contacts

Prior to disembarkation, declarations of vaccination status can be sent to:  
[CQVcovid.ports@cqv.vic.gov.au](mailto:CQVcovid.ports@cqv.vic.gov.au)

Queries for crew currently in quarantine can be made at:

**Victorian Quarantine Hub - Alyxia Village:**  
Primary – +61 4 29 648 974  
[vahalyxia.aos@cqv.vic.gov.au](mailto:vahalyxia.aos@cqv.vic.gov.au)

## Testing for COVID-19

Crew members will be requested to test for COVID-19, within 24 hours of arrival at the facility and on Day 6. Alternative testing arrangements will be available for crew members approved for Early Release to meet flight requirements.

Test results will be communicated to crew within 12 hours. Crew members may also consent to their shipping agent being advised of their test results.

If a crew member tests positive for COVID-19, they will be transferred the dedicated health village at VQH or to hospital.

## Contact tracing

In the event contact tracing is required, shipping agents will need to provide contact details for relevant crew members to the Department of Health.

## Staying in quarantine

Crew members receive a welcome pack when they enter their accommodation unit, which has detailed information about their stay at VQH. On-site staff will be available to assist them during their quarantine stay, and an on-site nurse and health team is available.

Crew members are not permitted to leave their unit, however they have access to fresh air on their balcony. Face masks must be worn by the crew while they are on the balcony.

While in quarantine, crew must not leave their balcony or let another person enter their accommodation unit unless it has been permitted by a Victorian Government Authorised Officer or if there is an emergency.

No visitors are allowed. Crew can contact their colleagues, family and friends through telephone, video or online chat. This is to reduce the risk to staff and other people in quarantine

There are security measures in place to ensure all crew are following the rules. Police are located on-site. Crew must follow the directions of all staff during their time in quarantine. This protects their safety and wellbeing, and that of the Victorian community.

## Prohibited devices

The use of the following devices is prohibited in quarantine:

- Cigarettes, vaping or shisha devices, unless in a designated smoking unit
- Any oil burners, candles or items that have an open flame
- Firearms or weapons
- Illicit drugs
- Food that requires cooking, freezing or reheating
- Cooking equipment
- Nebulisers

- Alcohol purchased/brought in from outside VQH

### **Smoking at VQH**

Smoking or vaping is only permitted on the balcony of dedicated smoking units.

Nicotine replacement therapies (NRT) can be provided to crew members free of charge during their stay by contacting the on-site health team.

### **Personal items**

Crew members can be provided personal hygiene products and a limited supply of personal items, such as deodorant and toothbrushes upon request.

### **In-room entertainment**

All quarantine rooms have access to free Wi-Fi for their personal tablets and phones.

### **Meals and Alcohol**

Three meals with drinks and three snacks a day that meet reasonable dietary requirements will be provided to your crew. All reasonable dietary requirements, including religious and cultural requirements, will be catered for when providing meals and snacks.

For infection prevention, food and drinks in sealed containers will be left at their room doors so there is no direct contact.

Meals will be delivered between these times:

- 12pm to 2pm - Lunch
- 5pm to 7pm – Dinner plus continental breakfast for the next day

A Short Order menu is also available between 8am-10pm for crew who wish to purchase additional food and drinks at their own cost.

Cooking is not allowed in quarantine rooms. There are no cooking facilities, however each unit has a fridge and kettle.

Orders from external meal delivery services are permitted, however options may be limited and the quality of the food may be compromised

between time of ordering and receipt of delivery.

Alcohol can be purchased on-site for residents over 18 years of age. Crew cannot bring in their own alcohol or have alcohol delivered from outside.

### **Deliveries**

Crew can order deliveries from retail department stores and supermarkets to make their time in quarantine more comfortable. Information for crew on how to order deliveries is contained in the in-room welcome pack.

### **Contribution fees for quarantine**

Every person arriving in Victoria from overseas is required to contribute to part of the cost of their quarantine, in line with other Australian states and territories.

Invoices are automatically issued to the mobile and or email of the quarantined person.

To request a company invoice for any mariner's contribution fees for which you are taking responsibility, you must contact us via email [enquiries@cavpayments.coronavirus.vic.gov.au](mailto:enquiries@cavpayments.coronavirus.vic.gov.au) or **call +61 1800 55 1234**.

CQV requires the company name, email address, and the telephone contact details of the nominated invoice representative.

### **Rate of Fees**

The following maximum fees will be charged to residents in quarantine for 14 days:

- A\$3000 for one adult
- A\$1000 for each additional adult in the same unit or interconnecting units

Residents in quarantine for less than 14 days will be charged a pro-rata fee based on the maximum fees.