

Mandatory supervised quarantine fee

Frequently asked questions [FAQs]

Who can I contact if I have a question about my invoice?

Contact the DCDD Accounts Receivable team at the following email address:

DebtManagement.DCDD@nt.gov.au

Can I have my quarantine fee reduced?

If you are a low income earner and an Australian citizen or permanent resident, you may be eligible for a reduced quarantine fee of \$1,250 per person or \$2,500 per family of two or more people sharing accommodation.

The low income threshold requirements are:

Singles - \$52,706 Families - \$68,894

Low income earners will be required to provide their most recent Australian Tax Office Notice of Assessment or a current Centrelink statement. Your application for the low income reduction should be submitted within 14 days of the invoice date to the following email address: DebtManagement.DCDD@nt.gov.au

For further information about obtaining a Centrelink statement:

www.servicesaustralia.gov.au/individuals/online-help/centrelink/request-document-using-your-centrelink-online-account

For further information about requesting a copy of your 2019-20 notice of assessment:

www.ato.gov.au/Individuals/Lodging-your-tax-return/In-detail/Your-notice-of-assessment/?page=2

Will I be charged additional quarantine fees if I refuse a test?

If you have refused a test, there will be 10 days added to your quarantine time. The additional fee is \$1,750 for an individual or \$3,500 for families.

What can I do if I have problems paying my invoice?

If you are unable to pay the full amount of the invoice in one transaction, you will be able to set-up a payment plan. You will need to call the number on the invoice to discuss and arrange payment options.

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What do I do if I have not received my invoice?

Under section 52A of the Public and Environmental Health Act 2011, the Chief Health Officer has the power to charge a fee to a person who enters the Territory for quarantine purposes.

If you have not received an invoice, contact the DCDD Accounts Receivable team at:

DebtManagement.DCDD@nt.gov.au

Can I have my invoice redirected to my employer?

Yes. Your employer will need to contact DebtManagement.DCDD@nt.gov.au to arrange the invoice to be redirected to them.

How can I pay my invoice?

Payment options will be detailed on your invoice.

Will I be charged the full amount if I am eligible to leave the Territory before the full 14 days?

No. You will only be charged at the daily rate of \$175 for individuals and \$350 for family groups for the time spent in supervised mandatory quarantine.



If you need an interpreter when reading this information, please ask for assistance.

For more information

coronavirus.nt.gov.au

