



KNOW YOUR RIGHTS IN QUARANTINE

INFORMATION FOR RESIDENTS IN PUBLIC AND SOCIAL HOUSING COMPLEXES

The following information outlines your rights if you are required by the ACT Government to quarantine in a public or social housing building that is under full lockdown or if you have been moved to another quarantine location. During this time, your right to come and go freely may be restricted, but the government must continue to respect your other rights.

You have a right to:

1. Be treated with dignity, respect and without discrimination;
2. Receive written information about the reasons and duration you are required to quarantine either in your own home or in another location, how you can seek to have decisions about your quarantine reviewed; and how to make a complaint in a language and format that you understand;
3. Clear, up-to-date and accessible communication and provision of information throughout your time in quarantine, including daily health and welfare checks;
4. Be assisted to contact a lawyer and be given access to an interpreter if you need one;
5. Be allowed to communicate with your family and the outside world;
6. Leave your home/accommodation to seek help if you are at the risk of harm;
7. Access disability services and receive healthcare, including prenatal and postnatal care, mental health care, access to drug and alcohol services, access to medications, and treatment if you test positive for COVID-19;
8. Decide what medical treatment you receive and who you share your health information with;
9. Have your children's needs accommodated properly, including access to education and provision for infants;
10. Receive items necessary for personal health, hygiene and sanitation (including personal protective equipment);
11. Receive essential services such as electricity, water and heating, and food that is nutritional, sufficient, safe and culturally appropriate; and
12. Safe daily access to outside areas for fresh air and exercise breaks.

If you have been affected by the lockdown of your housing complex or have concerns about being moved to another quarantine location, we can give you information about your rights, tell you how to make a complaint, refer you to other services or help you report your concerns:

- Call: [02 6205 2222](tel:0262052222); or Email: human.rights@act.gov.au
- You can also fill in the online enquiry form on our website and we will get back to you: <https://hrc.act.gov.au/contact-us/>.