

## AIRLINE CREW ARRIVALS

# Important information for airline crew representatives

This information is to assist your crew's departure from hotel quarantine



### Quarantining in Victoria

COVID-19 Quarantine Victoria (CQV) manages hotel-based quarantine arrangements in Victoria, including those for international airline crew.

Our purpose is to keep Victorians safe by helping to slow the spread of coronavirus (COVID-19) in the community in support of the Victorian Chief Health Officer's directions.

### Your role and responsibilities

You have been nominated as the crew representative for your airline crew while they are in quarantine.

CQV recognises this as a key role to help us communicate with your crew and manage their movement. This will help ensure a smooth process for boarding your outbound flight.

For international airline crew to be released **sooner than the 14 days** specified in their detention notices, a Victorian Government Authorised Officer requires evidence that they are scheduled to leave Victoria on an international or interstate flight before the end of their quarantine period.

### What we need from you

To ensure that you and all members of your crew can depart in time for their outbound interstate or international flight, you must provide the following information as soon as possible:

- Flight number
- Airline
- Date and time of flight
- Wakeup call time
- Time your crew needs to leave the hotel
- Full name of every crew member required to depart on the flight.

Providing these details early will enable CQV to prepare the necessary notices that allow the early release of each crew member from quarantine.

Failure to provide the required information listed above, in writing, will result in delays to your departure. Authorised Officers will not have prepared for your release without these details.

### Contact details to provide departure information

Email: [mqallocations@cqv.vic.gov.au](mailto:mqallocations@cqv.vic.gov.au)  
[MQMantraAirport.AOs@cqv.vic.gov.au](mailto:MQMantraAirport.AOs@cqv.vic.gov.au)

#### For urgent updates to departures call:

07:00 – 22:00: **0427 379 215**  
22:00 – 07:00: **0439 632 496**