

RTI 1020/20 – Border Exemption Requests

Scope of application

1. Ministerial/executive briefing notes and attachments regarding either border exemptions or border breaches
2. Any reports generated from a database that may capture the number of border exemption requests, including whether they have been granted or not approved

Date range: 01 March 2020 to 02 July 2020

Purpose of contextual information

The purpose of this document is to provide further context to the information provided in the attached table.

Data source

Data relevant to Item 2 was retrieved from the Service Now system (SNOW), which was implemented on 18 June 2020. This system is an online support portal that allows members of the public to submit a request for exemption of a Queensland Public Health Direction. Requests/decisions made outside of SNOW are not reflected in the data, and the information was only able to be retrieved from 18 June 2020 to 02 July 2020 (the date of the RTI application).

Contextual information

In a rapidly changing environment, the Public Health Directions continue to be superseded. During the period 18 June 2020 – 02 July 2020, Queensland Public Health Border Directions No.4 and No.5 applied. These Directions can be viewed at: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/revoked>

When a person applies in SNOW, their application may be multi-faceted. As an example, they may be seeking to enter Queensland if they are a new or existing resident, and also applying for an exemption from quarantine, requesting to enter via road etc.

An applicant may seek multiple exemptions under the same request, which can result in more than one outcome. I.e. somebody may be granted approval to enter Queensland, but not be exempt from hotel quarantine. As the system records these multiple decisions together (as one outcome), the data may indicate an approval has been granted, when it has only been granted on one of the categories.

Health Directions Exemption Service

Border Exemption Requests received and processed 18/06/2020 - 02/07/2020 in the Service Now database

Total number of requests approved by the Chief Health Officer	157
Total number of requests not approved by the Chief Health Officer	74
Total number of requests resolved outside of the formal approval process	1909
Total relevant requests	2140

Important caveats

- * This information should be viewed in conjunction with the contextual information provided for RTI 1020
- * Data is based on requests received and processed during the period 18/06/2020 - 02/07/2020 in the Service Now (SNOW) database. It does not consider requests outside of SNOW.
- * Applicants may submit one application containing a number of requests for approval. As an example, they may be asking for one or more things, such as:
 - Requests to enter Qld*
 - Requests to enter Qld via road*
 - Requests to enter Qld as a Border Zone resident*
 - Requests to quarantine prior to arrival in Qld*
 - Requests to transit through an airport in Qld*
 - Requests to be exempt from hotel quarantine*
 - Requests to quarantine in a private residence*
- * Not all individual requests are approved. Eg an applicant may be approved to enter Qld but not exempt from hotel quarantine. Their request may be considered 'approved' in the SNOW system.
- * Border Restriction Directions No.4 and No. 5 applied to decisions made within this date range
- * Requests resolved outside of the formal approval process include duplicates, enquiries, requests where an exemption was not required (eg returning Qld residents), matters resolved when customer input was required but not received etc