

# Do you have a complaint about the enforcement of COVID-19 restrictions by ACT Policing?

The Australian Federal Police (including ACT Policing) has increased responsibilities to ensure that the community complies with health directions designed to stop the spread of COVID-19 within the community. This factsheet explains who you can complain to if you have concerns about an interaction that you had with the police about these directions.

## How can I make a complaint?

If you have a complaint about the AFP (including ACT Policing), you should make your complaint directly to the [AFP's Professional Standards Unit](#) using its [online complaint form](#). The AFP can also be contacted by phone on **(02) 5127 2020**.

If you are not satisfied with the AFP's response to your complaint or you feel uncomfortable, or unable, to approach the AFP directly, you can contact the ACT Ombudsman using [our complaint form](#). If you don't have internet access, you can call us on **(02) 6276 3773** (option 2) between 9am and 12pm Monday-Friday (AEST).

## How do I know what directions are in place?

There are nine ACT public health directions currently in place for the COVID-19 crisis—see: [covid19.act.gov.au](https://www.covid19.act.gov.au). This includes a [direction](#) which outlines how many people are allowed to gather together, and where.

### Important:

- COVID-19 arrangements in the ACT may change quickly.
  - You should always check the above website to ensure you have the most accurate and up to date information about what you can and can't do.
  - You can also call the ACT COVID hotline on **(02) 6207 7244** (8am–8pm, 7 days a week).
- These directions are **different to what applies in NSW** – see: [nsw.gov.au/covid-19](https://www.nsw.gov.au/covid-19).

## How are these directions being enforced?

You need to comply with these directions, unless you have a reasonable excuse. ACT Policing can take reasonable steps to ensure that you do so. This includes requesting proof of identification if you are not complying, issuing warnings and on-the-spot fines of \$1,000 for an individual and \$5,000 for a corporation.

Greater penalties may apply if you are prosecuted in court for breaching a public health emergency direction, with a maximum penalty of \$8,000 for an individual.

### Important:

- ACT Policing has also advised that people who cough or spit on emergency service workers or members of the community during the COVID-19 crisis will be charged with assault.
- The police will be seeking to maintain a 1.5m distance where practicable when interacting with the public and will wear protective equipment where there are concerns that there is a health risk to them, or the public.