Please note: The Health Service remains open!

Feeling unwell?

What are the symptoms of COVID-19?

Symptoms of the novel coronavirus can include fever, cough, shortness of breath and breathing difficulties. More information about the symptoms of COVID-19 and how it differ from colds and flu can be found here. If you have symptoms, please contact your GP, the UNSW Health Service on 9385 5425 or the COVID:19 National Hotline on 1800 020 080 to arrange a test.

Testing has been increased in particular council areas around Sydney, you can see the council areas here. Please note: you cannot attend a testing clinic without consulting a doctor via phone or online or ringing the COVID:19 Hotline first. See the testing section below for more details.

If you are having severe difficulties breathing call 000 for Emergency services.

For more information and health FAQ’s

- The Department of Health has information about the disease as well as information in both English and other languages. It also has an extensive list of FAQ information.
- The NSW Health site has extensive information. Check out their FAQ’s. Information in Chinese as well as information in other languages.
- International students can call the Medibank OSHC Health and Support Line on 1800 887 283
- The University also has answers to frequently asked questions

Professor of Global Biosecurity Raina MacIntyre, Head of the Biosecurity Program at the Kirby Institute, UNSW Sydney, answers important questions about the novel coronavirus. How is COVID-19 transmitted? How do I protect myself? Produced 1 March 2020.

Testing clinics

COVID-19 testing / flu assessment clinics are testing people who have fever and respiratory symptoms and who are most at risk of COVID-19, this includes health care workers, people in close contact with someone with COVID-19 and people returning from overseas. Increased testing is also happening in various council areas around Sydney. Please contact the UNSW Health Service on 9385 5425, your GP or the COVID:19 hotline on 1800 020 080 to find out more. Please note, you cannot attend a testing clinic without consulting a doctor via the phone or online first or calling the COVID:19 hotline.

Coronavirus testing clinics

Click here for more information about your local screening clinic and it’s opening hours. Or note that testing clinics are in operation in several hospitals across the region:

- Prince of Wales Hospital 10.00am - 8.00pm daily - access via Building 14B Avoca St, Randwick
Royal Prince Alfred Hospital 8.00 am - 10.00 pm daily
St Vincent’s Hospital 10.30am - 6.00pm daily. Enter via main hospital entrance and follow the green line to the Flu Assessment Clinic. (*All non-emergency presentations for testing of children should go to Sydney Children’s Hospital or Royal Prince Alfred Hospital)
Concord Hospital, 8.00 am - 6.00 pm daily - across road from ED in Sports Institute Building
Canterbury Hospital, 8.00 am - 10.00 pm daily - access via the After Hours GP entrance
Sydney Eye Hospital Emergency Department, 8 Macquarie St, Sydney, is now offering testing
Redfern Health Centre, 103 – 105 Redfern St 9.00am – 4.00pm Monday - Saturday
St George Hospital 8.00am - 6.00pm daily - Gray Street Kogarah
Sutherland Hospital 8.00am - 8.00pm daily, Ground Floor, old Emergency Department, Kareena Road entrance, then follow signs from ED.
Sydney Children’s Hospital, Randwick - clinic available - 5.00pm – 9.00pm Monday – Friday, 1.30pm – 9.00pm Saturday, Sunday

The services are staffed by Emergency Department clinicians for patients suspected of COVID-19 infection. Patients should meet testing criteria as specified under triage. No referral required.

How to self-isolate

The Department of Health has extensive up to date information about self isolation. Please refer to this in the first instance. Information is available in multiple languages.

Summary of How to Self-Isolate

Do not go to public places such as work, school, shopping centres, childcare or university. If possible, ask other people to get food and other necessities for you and leave them at your front door.

Only people who usually live with you should be in your home. Do not let in visitors.

You do not need to wear a mask in your home.

If you need to leave home to seek medical attention, wear a surgical mask (if you have one) to protect others.


For more information on self isolation, particularly in relation to shared accommodation, please go directly to the current information on the NSW Health site here. Chinese language versions are available in simplified Chinese and traditional Chinese.

Check out this video from the BBC on Self Isolating

Physical distancing

The Australian Government has announced that from from 31 March, you must stay at home unless you are going out for purposes of: work (where you can’t work remotely), education, shopping for food and essentials, medical needs or the care of others, or exercise.

We all have a responsibility to all act in a way that will aide the control of the Covid-19 pandemic. The way we achieve this is to adopt behaviours which both reduce the chance of us catching the Coronavirus or reduce the chance of spreading even though we have very mild symptoms or no obvious symptoms. Please read more about social / physical distancing in English or in other languages on NSW Health or Department of Heath information here.

Close contact with the COVID-19
The Department of Health FAQ information has detail on commonly asked questions including this one:

**What should I do if I come into contact with a person with COVID-19?**

If you have been identified as a contact of a person with confirmed COVID-19 infection in Australia, the local public health unit will contact you with advice. You need to isolate yourself at home for 14 days after contact with the infected person, and to monitor your health and report any symptoms.

Person to person spread of coronaviruses generally occurs between people who are close contacts with one another. A close contact is typically someone who has been face to face for at least 15 minutes, or been in the same closed space for at least 2 hours, with a person that was infectious. The public health unit will keep in touch with people who are close contacts of patients with COVID-19 infection. If any symptoms develop contacts must call the public health unit to report those symptoms.

If your contact with the person was less than this, there is a much smaller risk of you being infected. However, as a precaution you must still monitor your health until 14 days after you were last exposed to the infectious person.

If you develop symptoms including a fever and/or respiratory signs, please call ahead to talk to a doctor or call healthdirect on 1800 022 222. Tell your doctor that you have been in contact with someone with COVID-19. The doctor may tell you to attend your nearest emergency department — if so when you arrive, immediately tell staff you have had contact with someone with COVID-19.

More information about home isolation is available for:

- people suspected or confirmed to have COVID-19 infection
- close contacts and recently returned travellers.

Practice simple hygiene by:

- making sure to clean your hands thoroughly for at least 20 seconds with soap and water, or use an alcohol-based hand rub
- cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow.

**What should I do if I come into contact with a person who has been identified as a contact?**

If you have been in contact with a person identified as a close contact of another person with confirmed COVID-19 infection, you do not need to self-isolate (although the close contact does) and don’t need take any other special precautions.

If a close contact develops symptoms and is confirmed as a COVID-19 case, public health authorities will determine who, if anyone, has been in close contact with them while they were infectious, and these people will be directed to self-isolate.

**Additional information**

The NSW Health has produced some guidelines for those who have had contact with the virus.

**Protecting yourself from COVID-19 infection**

The World Health Organisation (WHO) recommends individuals:

- Frequently clean hands by using alcohol-based hand rub or soap and water for at least 20 seconds
- When coughing and sneezing, cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands
- Avoid close contact with anyone who has fever and cough
- Please observe and comply with health-related signage around the University and Hospitals.

For more information about simple personal hygiene practices to reduce exposure to illness read here or visit the WHO website.
Student and staff support

UNSW students who require support should contact The Nucleus

Students can also access support via our International Student advisors

For UNSW staff members who require support, UNSW offers a free, confidential counselling service through Benestar, the Employee Assistance Program (EAP). Details of the EAP are available here.

Mental Health

The current uncertainty around COVID:19 can cause a degree of stress and anxiety. It is normal to feel worried, stressed and anxious when we face uncertain situations. If you are feeling worried or anxious at this time, please seek help and support either online or by talking to someone on the phone.

For information and support check out these links.

- Beyond Blue: How to look after your mental health during the coronavirus outbreak. Online chat and telephone support
- Lifeline: if you need to talk to someone Lifeline can help you. Online chat and telephone support
- Headspace: help and support during this time. Online chat and telephone support

Contact UNSW Counselling and Psychological Services or the Health Service Mental Health Nurse can provide telehealth or phone support if needed

If you or someone you know needs urgent help, please call 000

Tips

Here are a few tips for when you are feeling stressed and anxious.

- Seek reliable information from the Media and government sources
- Set limits to news on virus (once or twice a day)
- Try to separate things that are in your control from things that are not
- Try some breathing and mindfulness techniques to help you relax, below
- Staying update to university support

Useful self help Apps and websites

**Smiling mind:** Free Mindfulness app, short mindfulness exercises for adults and kids.

**Mental health foundation:** Helpline and information for all ages

**Headspace** has great resources on how to cope with stress and anxiety around the COVID:19
More resources on Mental health can be find on Mind Hub.

Stay up to date: COVID-19

For more information about COVID-19 check out these links:

Health organisations

First check out the Center for Disease Control in the US, their Coronavirus website has evidenced based information that is easy to access and is in English, Chinese and Spanish.

Media/News organisations

The Sydney Morning Herald has excellent coverage with an Coronavirus outbreak section.

ABC News also has a daily update where you can follow Coronavirus developments.

BBC information about symptoms and severity - Illustrated content

Coronavirus disease transfer rate as key to danger - An article by The Australian

A map detailing the spread of COVID-19 by Johns Hopkins CSSE

Videos

WHO has published a number of informational videos on COVID-19

Coronavirus explanation from WHO, courtesy of SMH and the Age. 9 Feb 2020.

WHO: Novel coronavirus, what is and more about the symptoms