Feeling unwell?

The symptoms of COVID-19 include: fever, cough, tiredness, sore throat, shortness of breath and breathing difficulties.

If you have any symptoms of COVID-19 even if they are mild or just a cough NSW Health recommends you have a test.

Call your GP, the UNSW Health Service on 9385 5425* or the COVID-19 National Hotline on 1800 020 080 to arrange a test. Alternatively you can go to straight to one of the testing clinics listed here and read the testing section below.

Please note that the UNSW Health Service is not a Department of Health testing clinic so you will need to consult one of our doctors first by phone or via telehealth before being tested at the Health Service.

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

For further information and FAQ's go to:

- The Department of Health which 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

Testing clinics

NSW Health has prioritised the testing of healthcare workers, people at increased risk, travellers from overseas, those that have had close contact with a confirmed case or school community workers. Please read more here, scroll down.

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.

Physical distancing

The Australian Government has announced that 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](https://www.who.int).

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](https://beyondblue.org.au)
- **Lifeline**: if you need to talk to someone Lifeline can help you. [Online chat and telephone support](https://www.lifeline.org.au)
- **Headspace**: help and support during this time. [Online chat and telephone support](https://www.headspace.org.au)

Contact [UNSW Counselling and Psychological Services](https://www.counselling.unsw.edu.au) 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.

More information about 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

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.