



# Novel coronavirus (COVID-19)

## Frequently Asked Questions

### Advice for International Students

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## General Advice

The latest information on novel coronavirus can be found on the Department of Health website at [www.health.gov.au/health-topics/novel-coronavirus-2019-ncov](http://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov)

The Department of Health also have a Coronavirus Health Information Line - **1800 020 080**. The line operates Monday to Friday from 8am to 8pm, Saturdays from 8am to 5pm, and Sundays from 9am to 5pm Australian Eastern Standard Time (AEST).

Each state or territory Health Department may also issue additional advice. You can contact your state or territory public health agency through the following channels:

- ACT visit [www.health.act.gov.au](http://www.health.act.gov.au)
- NSW visit [www.health.nsw.gov.au](http://www.health.nsw.gov.au)
- NT visit [www.health.nt.gov.au](http://www.health.nt.gov.au)
- Qld visit [www.health.qld.gov.au](http://www.health.qld.gov.au)
- SA visit [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)
- Tas visit [www.dhhs.tas.gov.au](http://www.dhhs.tas.gov.au)
- Vic visit [www.health.vic.gov.au](http://www.health.vic.gov.au)
- WA visit [www.healthywa.wa.gov.au](http://www.healthywa.wa.gov.au)

Your education provider may also have further information on their website.

Australia is safe for international students. The Australian Government is taking a highly precautionary approach based on the latest and best medical advice. Australia remains vigilant about this virus and how it is developing, and we are very well prepared. All measures are temporary and are reviewed regularly.

Australia's response arrangements are flexible and scalable, and will be tailored to respond to the situation as we learn more about the virus and how it spreads. All health and travel measures are temporary and are reviewed regularly. To stay up to date on health matters visit the Department of Health website [www.health.gov.au/health-topics/novel-coronavirus-2019-ncov](http://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov)

To stay up to date with travel and visa matters visit the Department of Home Affairs website <https://www.homeaffairs.gov.au/news-media/archive/article?itemId=355>

## Advice for international students who are currently in China or who are overseas and have recently been in China

### What are the new border protection measures?

Foreign national students (excluding permanent residents) will not be permitted to enter Australia for 14 days from the time they leave or travel through mainland China.

*International students should monitor the advice on the Department of Health [<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>] and Department of Home Affairs websites [<https://www.homeaffairs.gov.au/news-media/archive/article?itemId=355>]. We recommend that students check with their airline and education providers before making decisions to travel to Australia, including via a third country. You should also check any current travel restrictions for other countries before you travel. Please note that the travel restrictions are temporary and will be reviewed.*

### Background

On 1 February 2020 the Australian Government introduced additional border protection measures to reduce the risk of the spread of COVID-19.

Effective immediately, foreign nationals (excluding permanent residents) who are in mainland China from February 1 forward, will not be allowed to enter Australia for 14 days from the time they have left or transited through mainland China. This decision was reviewed on 13 February, and will continue to be reviewed.

Australian citizens and permanent residents will still be able to enter, as will their immediate family members (spouses, legal guardians or dependants only). This exemption will be extended to airline crews who have been using appropriate personal protective equipment.

For more information on the border protection measures, please go to [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

For more information on novel coronavirus, please go to <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>.

For additional information for international students, please go to <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov>

The Department of Education, Skills and Employment has established a new email address for student queries: [international.students@dese.gov.au](mailto:international.students@dese.gov.au).

You can also call +61 1300 981 621 from 8 am to 8 pm, Monday to Friday (AEST).

## **I am worried about not being able to start class on time due to being overseas. Will this affect my Confirmation of Enrolment (CoE), what should I do?**

For questions about your start dates, attendance, fee matters, CoE and other issues relating to your study, you should contact your education provider.

If you are not able to return to Australia in time for the start of your classes, you should notify your lecturer or student services contact officer of your circumstances to determine whether alternate arrangements, such as for remote learning, can be temporarily put in place.

If your education provider cannot assist, please see the Department of Education, Skills and Employment website at <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov> for further advice, including factsheets in Mandarin. If you would like further assistance for specific matters please contact [international.students@dese.gov.au](mailto:international.students@dese.gov.au).

You can also call +61 1300 981 621 from 8 am to 8 pm, Monday to Friday (AEST).

## **These changes may mean I incur costs for air travel, accommodation and fees to my education provider because I cannot attend my course on time. Is there insurance or compensation available?**

If you have taken out travel or other insurance, you should discuss this with your insurance provider.

If you are not able to return to Australia in time for the start of your classes, you should notify your lecturer or student services contact officer of your circumstances and discuss with them how your course fees will be affected.

If your education provider cannot assist, please see the Department of Education, Skills and Employment website at <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov> for further advice, including factsheets in Mandarin. If you would like further assistance for specific matters please contact [international.students@dese.gov.au](mailto:international.students@dese.gov.au).

You can also call +61 1300 981 621 from 8 am to 8 pm, Monday to Friday (AEST).

### **Accommodation**

For questions about your accommodation, you should discuss this with your accommodation provider in the first instance. You may also wish to discuss this with your education provider, such as the student services contact officer.

### **Employment**

If you have a part time job that you cannot attend while in self-isolation or unable to travel, you should contact your employer, advise them of your circumstances and your compliance with advice from the Department of Health.

## **Advice for International Students currently in Australia**

### **I have not been in China in the last 14 days, what should I do?**

If you have not been in China in the last 14 days, you may attend class and work as usual, unless you have been in close contact with someone who has a confirmed case of COVID-19. If you have been in close contact with someone who has a confirmed case, you must self-isolate for a period of 14 days and seek appropriate medical advice.

Further information on self-isolation can be found on the Department of Health website at <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

### **I have been in China in the last 14 days but I feel fine, what should I do?**

From 1 February onwards, if you are currently in Australia and have travelled to or transited through mainland China within the past 14 days, you must isolate yourself for 14 days after leaving mainland China, even if you are feeling well.

For more information, please go to <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov> (for health department advice) and <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov> (for additional information for students).

### **I have been in China in the last 14 days and I am not feeling well, what should I do?**

If you develop symptoms within 14 days of leaving mainland China, you should arrange to see a medical doctor for urgent assessment. You should telephone the health clinic or hospital before you arrive and tell them of your travel history or that you have been in contact with a confirmed case of novel coronavirus. Your doctor will liaise with Public Health authorities to manage your care. You must remain isolated either in your home or a healthcare setting until Public Health authorities inform you it is safe for you to return to your usual activities.

For more information, please go to <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov> (for health department advice) and <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov> (for additional information for students).

### **I have been in Hong Kong/Macau/Taiwan in the last 14 days and wish to attend class, what should I do?**

If you have not been in mainland China before 1 February 2020 you may attend class and work as usual, unless you have been in contact with someone who has a confirmed case of novel coronavirus. If you have, you should self-isolate for a period of 14 days.

Further information on self-isolation can be found on the Department of Health website at <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

## **I haven't been in China in the last 14 days but I have been in contact with someone who has. What should I do?**

If you have been in close contact with a person with a confirmed case of novel coronavirus, you must isolate yourselves for 14 days after last contact with that person.

For more information, please go to <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov> (for health department advice) and <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov> (for additional information for students).

## **What does self-isolate mean?**

This means you should not attend public places, in particular work, school and public areas of university and higher education campuses. You should not attend class in person. Only people who usually live with you should be permitted to come inside. There is no need to wear masks at the home. Where possible, get others such as your friends or family, who are not required to be isolated, to get food or other necessities for you.

If you must leave your home or residence, such as to seek medical care, wear a surgical mask if you have one.

Further information on self-isolation can be found on the Department of Health website at <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

## **If I have to self-isolate, what do I do about attending class?**

For questions about your start dates, attendance, fee matters and other issues relating to your study, you should contact your education provider.

If classes at your education provider have commenced and you are in a period of self-isolation, you should notify your lecturer or student services contact officer of your circumstances to determine whether alternate arrangements for remote learning can be temporarily put in place.

If your education provider cannot assist, please see the Department of Education, Skills and Employment website at <https://www.dese.gov.au/news/novel-coronavirus-2019-ncov> for regularly updated factsheets as well as factsheets in Mandarin. If you would like further assistance for specific matters please contact [international.students@dese.gov.au](mailto:international.students@dese.gov.au).

## **I have been in a foreign country other than China and wish to attend class, what should I do?**

If you have not been in China in the last 14 days, you may attend class and work as usual, unless you have been in contact with someone a confirmed case of novel coronavirus. If you have, you should self-isolate for a period of 14 days.

Further information on self-isolation can be found on the Department of Health website at <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

## **Where can I get further information on study options and assistance?**

In the first instance, we recommend contacting your provider for assistance and information regarding your studies. In addition, you may refer to the Department of Education, Skills and Employment's website [www.dese.gov.au](http://www.dese.gov.au) for regularly updated factsheets as well as factsheets in Mandarin.

You may also wish to visit Study Australia's website [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) for more information on support services available to international students.

## **I am currently in Australia, can I travel to China?**

The Australian Health Protection Principal Committee (AHPPC) has recommended its travel advisory to 'level 4 – do not travel to all of mainland China'. If you are an international student and travel to mainland China, you will not be able to enter Australia until 14 days has passed since you left mainland China.

International travellers should check the latest Department of Foreign Affairs and Trade (DFAT) travel advice on the Smart Traveller website <https://www.smartraveller.gov.au/>

Information for visa holders and applicants is available from the Department of Home Affairs at <https://www.homeaffairs.gov.au/news-media/archive/article?itemId=354>

## **Visas**

### **If I have a student visa, can I still come to Australia?**

Not at this time. From 1 February 2020, foreign nationals (excluding permanent residents) who are in mainland China, will not be allowed to enter Australia for 14 days from the time they have left or travelled through mainland China. These arrangements are temporary and will continue to be reviewed.

This is a temporary measure and will be reviewed by the Australian Government as we learn more about the spread of novel coronavirus.

If you have further enquiries about your visa you should visit the Department of Home Affairs website for further information.

Home Affairs also has information and factsheets on novel coronavirus. Please go to <https://www.homeaffairs.gov.au/news-media/archive/article?itemId=354>

## Mental Health Support

### I am an international student and am experiencing mental health difficulties as a result of the coronavirus, where can I go for help? Will it cost anything?

There are a number of support services available to you. In the first instance you should seek help from your education institution or overseas student health care provider.

Your insurance provider may be one of the following:

Health Insurer	Insurers website
ahm OSHC	134 148 <a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance	13 67 42 <a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	1300 884 235 <a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	1300 174 538 <a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	1300 561 012 <a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	1800 775 204 <a href="http://www.nib.com.au">www.nib.com.au</a>

#### Mandarin language support services are available through:

**One Door Mental Health** - One Door Mental Health offers bilingual support services for anxiety and emotional support. Services available in Mandarin. [www.onedoor.org.au/services/bilingual-support-service](http://www.onedoor.org.au/services/bilingual-support-service)

Phone: 02 8737 5566 (Monday to Friday 9am-5pm AEST)

Email: [auburn@onedoor.org.au](mailto:auburn@onedoor.org.au)

If your overseas student health care provider or institution are unable to help, you can seek help from the following places:

Lifeline – 13 11 14

Beyond Blue – 1300 22 4636

Kids Helpline – 1800 55 1800

MensLine - 1300 789 978

ReachOut <https://au.reachout.com/>

These services are free of charge.

## I am an international student and in need of translation services, where can I get help?

If you need help with translation services while seeking help, you can contact the Translating and Interpreting Service (TIS National) on **131 450**.

<https://www.tisnational.gov.au/>

## How do I know what mental health services and other support I'm covered for?

If you are on a student visa you should contact your Overseas Student Health Cover (OSHC) insurance provider for advice on your health cover and services available to support you.

Your insurance provider may be one of the following:

Health Insurer	Insurers website
ahm OSHC	134 148 <a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance	13 67 42 <a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	1300 884 235 <a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	1300 174 538 <a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	1300 561 012 <a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	1800 775 204 <a href="http://www.nib.com.au">www.nib.com.au</a>