



COVID-19 - General FAQ's

What is the Coronavirus disease (COVID-19)?

Coronaviruses are a large family of viruses which may cause illness in animals or humans. COVID-19 is a new virus that can cause an infection in people, including a severe respiratory illness. The most recently discovered coronavirus causes coronavirus disease COVID-19.

COVID-19 spreads through close contact with an infected person; mostly face-to-face or within a household. It cannot jump across a room or be carried for long distances in the air.

What is close contact?

Close contact means greater than 15 minutes face-to-face or the sharing of a closed space for more than two hours with a confirmed case.

Close contact could include any person meeting any of the following criteria:

- living in the same household
- a person who spent two hours or longer in the same room
- face-to-face contact for more than 15 minutes with the case in any other setting not listed above.

Further Information In addition to advice issued by the [Department of Health](#) you can contact the 24/7 National Coronavirus Health Information Line on 1800 020 080 which provides health and situation information on the outbreak. Call 131 450 for translating or interpreting services.

The [Australian Health Protection Principal Committee](#) has also published some useful information about COVID-19.

You might also find it useful to review recent advice from [Safe Work Australia](#) on the work, health and safety implications.

State and Territory health related information can be found at:

[New South Wales](#)

[Victoria](#)

[Queensland](#)

What can I do to reduce my risk of coronavirus infection?

Following good hygiene practices is the most effective way of protecting yourself from COVID-19. This includes washing your hands often with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer.

- Try not to touch your eyes, nose or mouth.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- Stay at home if you feel sick. If you take medication make sure you have enough.
- Phone your doctor or the hotline – 1800 020 080 – if you need medical attention. They will tell you what to do.
- Continue healthy habits: exercise, drink water, get plenty of sleep.
- Wearing a face mask is not necessary if you are well.
- Buy an alcohol-based hand sanitiser with over 60 per cent alcohol.

What should I do if I've just returned from overseas?

On 15 March 2020, the Australian Government announced that all travellers arriving to Australia from overseas are required to self-isolate for 14 days.

Importantly, it also includes parents, carers and any other relative with whom you live or have close contact with who are returning from overseas travel. As they are required to self-isolate, they must avoid public settings - this means they should not attend work, school, childcare or go to other public places such as restaurants, cinemas or shopping centres and should not use public transport or taxis.

If you or a family member has arrived from overseas since midnight Sunday 15 March 2020, please notify us at info@picac.edu.au

What if testing confirms I have COVID-19?

If testing confirms that you have COVID-19, please email: info@picac.edu.au with the following information:

- Name
- Campus
- Course or program name
- Classes attended
- Date/time of notification
- Contact Phone Number
- Other relevant information

All student details and personal information will be subject to privacy provisions.

PICAC will notify affected students if we have a confirmed case of COVID-19 in accordance with advice from the DHHS.

Where can I get more information?

For the latest advice, information and resources on the Coronavirus disease (COVID-19), please visit:

- [Department of Health](#) (Federal)
- [Department of Education, Skills and Employment](#) (Federal)
- [Department of Health and Human Services](#) (Victoria)
- [Department of Education and Training](#) (Victoria)
- [Health Victoria](#)
- [World Health Organization](#)
- [Smart Traveller](#)

Where can I get support?

For additional information, support or counselling, the following organisations are staffed 24 hours a day, seven days a week:

- **Mates In Construction (National 24/7 support) 1300 642 111** matesinconstruction.org.au - We provide suicide prevention through community development programs on sites and support workers in need through case management and a 24/7 help line. Together with the Oz-Help Foundation, we also provide Life Skills Toolbox training to apprentices and young workers.
- **Incolink (VIC/TAS 24/7 support) 1300 000 129** incolink.org.au - Incolink is available to employers and employees in the Victorian and Tasmanian construction industry. Incolink is committed to assisting construction industry workers who have personal issues that may affect their wellbeing. All members including regional based members can access Incolink counselling services across Victoria and Tasmania simply by calling 1300 000 129 anytime.
- **Beyond Blue (National 24/7 support) 1300 224 636** beyondblue.org.au - Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.
- **Lifeline (National 24/7 support) 13 11 14** lifeline.org.au - Lifeline is a national service providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.
- **Kids Help Line (National 24/7 support) 1800 551 800** kidshelpline.com.au - Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged up to 25.