FAQs – Coronavirus

1. What is UNSW doing about the coronavirus?
   a. UNSW is closely monitoring the coronavirus outbreak and is supporting any affected students and staff based on information from NSW Health.
   b. UNSW is providing advice to students who are concerned via The Nucleus https://nucleus.unsw.edu.au/. Students can also access support via our Student Support advisors.
   c. If staff require support they should talk to their manager. UNSW also provides support services for staff members through its free and confidential counselling service, Benestar, the Employee Assistance Program (EAP).
   d. UNSW will continue to update students and staff as new information becomes available.

2. What do you know about the student who has tested positive for the coronavirus?
   a. UNSW was advised by NSW Health a student has tested positive to the coronavirus. The student is in hospital in isolation.
   b. NSW Health has advised UNSW the student has adhered to their advice and precautions since arriving from Wuhan on 22 January. NSW Health has stated the student was not infectious on the plane.
   c. The student did not attend any classes and was isolated on campus accommodation with no close contact before she was admitted to hospital.
   d. UNSW will continue to review and monitor the situation and update students and staff as new information becomes available.
   e. We are unable to comment on individual cases due to privacy reasons.

3. What should I do if I am feeling unwell?
   a. Any members of the UNSW community who are unwell or concerned about their health during working hours should contact their GP or a health professional. We suggest you call ahead, explaining your symptoms and travel history, rather than attending in person. The UNSW Health Service can be contacted on 02 9385 5425 from Monday-Friday between 8:15am and 6:15pm. If out of hours contact the Local Public Health Unit on 1300 066 055. Alternatively, out of hours care can be obtained at the local Emergency Department.
   b. Overseas students can call the Medibank OSHC Health and Support Line on 1800 887 283. Medibank has provided updated information to all nursing staff who take calls.
   c. NSW Health has arranged for fees to be waived and covered for any international student who seeks treatment in relation to the coronavirus issue.

4. What are the symptoms?
   a. Symptoms of the coronavirus can include fever, cough, shortness of breath and breathing difficulties.
b. Those considered at high risk may have travelled from Wuhan recently or been in close contact with a confirmed case of the coronavirus.

5. Where is UNSW getting advice about how to respond to the coronavirus?
   a. UNSW is following advice from the Federal Department of Health and NSW Health, which are both updating information regularly via the following websites:

6. How do you know the accommodation and facilities on campus are safe?
   a. UNSW is taking NSW Health advice, including the cleaning of facilities as required.

7. Can I get special consideration if I can’t travel from China to Sydney to start T1?
   a. UNSW defines an affected student as a student who cannot travel from Hubei province for the beginning of Term 1.
   b. Affected students should refer to UNSW’s Special Consideration Policy.
   c. Enrolment for Term 1 2020 closes at the end of Week 1, Friday 21 February. However, the Deputy Vice-Chancellor, Academic will consider extenuating circumstances for late enrolment until the end of Week 2, Friday 28 February.
   d. Affected students may defer until Term 2 or Term 3 depending on the availability of relevant subjects.
   e. Affected students who choose to defer until Term 2 or Term 3 will not be subject to financial penalties.

8. Can I still travel to China for work or leisure?
   a. DFAT has raised the travel advice for all Australians to not travel to all of Hubei province.
   b. The Department of Foreign Affairs and Trade (DFAT) has advice for travellers, including those returning from a destination with reported cases: https://www.smartraveller.gov.au/news-and-updates/novel-coronavirus-outbreak

9. I am worried about my family and friends in China. Who can I talk to?
   a. Students who are concerned should contact The Nucleus https://nucleus.unsw.edu.au/ for more information. Students can also access support via our Student Support advisors.
   b. If you are a staff member who requires support, UNSW offers a free, confidential counselling service through Benestar, the Employee Assistance Program (EAP). Details of the EAP are available at http://www.wellbeing.unsw.edu.au/eap-benestar

10. Who can I contact if I have an urgent or immediate query?
    a. The University has set up a helpline for any urgent inquiries. Please call 9385 8500 if you have an immediate or urgent concern relating to the coronavirus.