What is the University of Tasmania doing about COVID-19?

- The University is closely monitoring the progress of the COVID-19 outbreak and providing advice to staff and students based on information from State, national and international health authorities.

- We have set up a dedicated helpline to provide support for students with immediate concerns or queries. Please call +61 3 6226 2600 to access this support.

What is the University’s travel advice to staff?

- The University has placed a pause on international travel that is not critical to our operation. Critical travel will be considered on a case-by-case basis and must be approved by the Provost or Head of International and Domestic Student Recruitment.

- We encourage staff to apply the same consideration to any domestic travel plans.

What are the latest travel restrictions in relation to COVID-19?

- The Department of Foreign Affairs and Trade (DFAT) has raised the travel advice for all Australians to not travel to China or Iran.

- DFAT has recently raised advice levels for six countries: China and Iran (do not travel); South Korea, Japan, Italy and Mongolia (exercise a high degree of caution).

- Students or staff who have visited or transited through mainland China or Iran in the last 14 days must isolate themselves for 14 days from their departure.

- Students who have travelled to other countries from mainland China or Iran to see out the 14-day travel exclusion period, and who have had no recent contact with people with COVID-19, will be welcomed to Australia.

- The University is monitoring offshore students returning to campus and working with them individually upon their arrival to ensure they are well and are aware of what to do should they develop symptoms.

- If someone in any of these situations starts to develop symptoms, they need to call a doctor or health clinic, advise them of their travel history or that they have been in contact with a confirmed case, and arrange an urgent assessment.

- If you are not well and having trouble accessing medical attention, please contact us on +61 3 6226 2600.
• Out-of-hours care should be accessed at the Emergency Department of your local hospital.

What are the symptoms?
• Symptoms of COVID-19 may include fever, cough, sore throat, nausea/vomiting and shortness of breath. Difficulty breathing is a sign of possible pneumonia and requires immediate medical attention.
• It can take up to 14 days for symptoms to show after a person has been infected.
• Those considered to be at high risk may have travelled from mainland China or Iran recently; or have been in close contact with a confirmed case of the COVID-19.

How can we help prevent the spread of virus and seasonal illness?
• Practising good hygiene is the best defence against most viruses and we encourage you to:
  ✓ Cover your mouth when you cough or sneeze (with a flexed elbow or tissue, not your hand)
  ✓ Wash your hands often with soap and water
  ✓ Avoid close contact with anyone who has a fever and cough
  ✓ Maintain at least 1 metre distance between yourself and anyone who is coughing or sneezing

Where should I go for up-to-date information on the COVID-19?
• The University is closely monitoring and following advice from these primary sources:
  ✓ Information for universities, higher education and vocational educational facilities, their students and staff
  ✓ Australian Government Department of Health COVID-19 information
  ✓ World Health Organisation

Will any of the University’s teaching activities be affected?
• Class sizes may be smaller at the start of the semester due to some students’ inability to travel to Australia from China.

• For the 1300 students we have in China who are affected by the travel restrictions, we are offering online course delivery to the greatest possible extent during this period.

• Unless otherwise advised, all classes are planned to continue as normal.

• Staff who provide face-to-face education in mainland China are not permitted to carry out this work at the current time. Online teaching options should be explored. Please talk with your manager about available options.

• Staff with face-to-face contact with students in Australia should undertake their regular activities unless they are experiencing symptoms or have had contact with someone with signs of the virus.
• Please discuss any immediate concerns with your manager, talk with your People & Wellbeing Business Partner or contact People & Wellbeing via the Service Desk.

We understand that some members of the University community may be experiencing anxiety or concern. We have dedicated counselling services in place for staff and students:

• Students who are concerned should make an appointment to talk to a counsellor as part of our free and confidential Counselling Services.

• Staff members can access free and confidential counselling services through the University's Employee Assistance Program (EAP) by phoning 1800 650 204 or booking online at www.newportwildman.com.au

How long will the travel restrictions be in place?

• All airlines have or will suspend direct services to mainland China until the end of March, in most cases. This travel restriction period may change so please refer to the Australian Government of Home Affairs or Smart Traveller for general advice and direct specific questions to the airline.

• The University is closely monitoring the progress of the COVID-19 outbreak and will provide updates to staff and students via email.
Students

I cannot arrive in time for study. What do I do?

- We are keen to support you to study with us. For the students we have in China who are affected by the travel restrictions, we are offering online course delivery to the greatest possible extent during this period.
- We trust all our students in China have been contacted with advice on study options for Semester 1. If this has not occurred, please email U.Connect@utas.edu.au.

What solutions is the University offering for me to do my study online?

- As mentioned above, we are offering a range of online course delivery options in order to minimise any disruption to your study.
- A new 24/7 learning support service has been made available to students and you can connect with this through each of your MyLO subject units.
- If you are unclear on your study options for Semester 1, please email U.Connect@utas.edu.au urgently.

I am a postgraduate student currently in China. Can I continue with my research from a distance?

- Research should continue where possible. Discuss with your supervisor and/or Graduate Research Co-ordinator, continue your research if you can, and we will manage on a case-by-case basis if this is not possible.

What do I do about my Visa?

- If you are unable to return to Australia due to the COVID-19 travel restrictions please contact us on +61 03 6226 2600 to discuss other ways you may be able to undertake your studies, including online.
- The Department of Home Affairs website has some useful information for students with concerns about visa expiry dates or visa applications for study in Australia.

What measures are in place to protect other students in University accommodation?

- All Chinese students who are in our accommodation and who are required to self-isolate, are being provided with self-contained apartments to support their 14-day self-isolation period.
- We are ensuring our students who are not in University accommodation have suitable places for self-isolation, or, if not, we will provide it for them.

What support is available to me if I need to self-isolate, but I do not have the financial means to support this?

- All students who have arrived in Australia from mainland China and are staying with us in University accommodation will be provided with self-contained apartments, to support their 14-day self-isolation period.
- If you are arriving with us and have arranged private accommodation, we ask that you follow the advice about self-isolation. If you are unable to follow that advice
please contact us on +61 03 6226 2600 and we will make arrangements to help you do so.

**Who should students contact with any concerns about commencing their studies or any other academic concerns?**

- If students are experiencing any issues or challenges, we would ask them to contact us via U.Connect@utas.edu.au so we can make every effort to support their study.

**Who can I contact if I have any immediate concerns or queries?**

- We have set up a helpline for any urgent concerns or queries that staff or students may have regarding COVID-19. Please call +61 3 6226 2600 to access this support.
Staff

How is the University helping front-line staff?

- Some of our staff are experiencing a heightened level of concern given the evolving COVID-19 situation and this is understandable.

- We assure you that we are closely monitoring the situation and are working to keep everyone safe while minimising disruption.

- Since this situation emerged, we have been in daily contact with state and national health authorities to ensure we have the latest advice so that we can protect the safety and wellbeing of you and our community.

- While that advice continues to be one of caution, it has also highlighted the high level of planning and preparedness in Australia and Tasmania. We have still not had a single known case of human-to-human transmission of COVID-19 in Australia. There have also been no positive cases of the virus in Tasmania.

- The University is well prepared and can scale up our response if it is needed but we believe the likelihood of this is low.

- Since there are no COVID-19 cases in Tasmania, we believe that the best approach right now is to simply adopt good hygiene practices to ensure your personal health and wellbeing:
  - Wash your hands often with soap and water and/or use alcohol-based hand sanitizer
  - Cover your mouth when you cough or sneeze (with a flexed elbow or tissue, not your hand)
  - Avoid close contact with anyone who has a fever or cough
  - Maintain at least 1 metre distance between yourself and anyone who is coughing or sneezing
  - Don’t go to work or attend campus if you feel unwell
  - Practice safe food handling, wash hands before and after handling food and ensure food is cooked thoroughly

- If staff members feel stressed or anxious about the situation, please discuss your personal health circumstances with a medical health professional, and if required, discuss with your Supervisor.

- The University’s Employee Assistance Program is available 24/7 for any staff member. If you need support at any time, please call 1800 650 204.

- Students who have enquiries about study plans and courses should contact U.Connect@utas.edu.au

- Staff requiring help with queries related to study plans, deferral, leave of absence, extensions, refunds or other administrative matters related to student studies should email China.EnrolmentAdviceDesk@utas.edu.au
Should I be wearing a face mask if I am dealing with people face-to-face?

- Some confusion exists around the efficacy of masks. Face masks are not currently recommended for use by healthy members of the public for the prevention of infections like COVID-19. While in some cultures it is common to wear them as a courtesy to others, with no cases of human-to-human transmission in Australia, their adoption on campus is not necessary in this instance.

- The World Health Organisation has a good website with some videos and instructions on when and how to wear a mask.

Can I still travel to China for work?

- No, there is a restriction on all travel to mainland China. We will continue to monitor how the situation unfolds.

- Please refer to Smart Traveller for updates on travel restrictions.

How will COVID-19 affect research collaborations with China?

- Research should continue to be carried out unless directly advised otherwise.

- Online and phone communication with collaborators in China can be carried out as usual.

What should I do if I teach courses in China?

- Staff who provide face-to-face education in mainland China are not permitted to carry out this work at the current time. Online teaching options should be explored.

- Please discuss any immediate concerns with your manager, talk with your People & Wellbeing Business Partner or contact People & Wellbeing via Service Now.

What should I do if I have an airline booking to China this semester?

- Please refer to the airline’s website for instructions.

- General updates about travel restrictions are available on Smart Traveller.

Will this impact my ability to travel overseas to other locations?

- Please refer to Smart Traveller for updates on travel restrictions and guidelines for travelling overseas.