What to do if you have been in close contact with someone with coronavirus (COVID-19)

You have had close contact with someone with coronavirus (COVID-19)

You must quarantine yourself in your home or other accommodation for 14 days after you last had contact with this person.

Please read this carefully. For more information, contact the coronavirus hotline on **1800 675 398** (24 hours, 7 days a week).

If you call the coronavirus hotline, you can access an interpreter by choosing option zero (0). For any other calls, if you need an interpreter, call TIS National on **131 450** first.
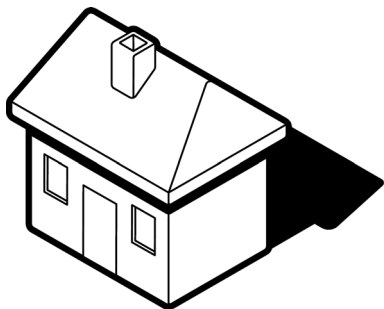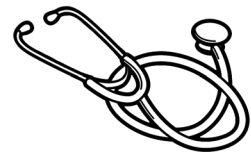
Stay at home	**Wash your hands and cover coughs and sneezes**	**Isolate from your family and friends**	**If you need medical help, call your doctor or the hotline**

Who is a close contact?

If you have had face-to-face contact for more than 15 minutes or spent more than two hours in a closed space with someone who has tested positive for coronavirus when they were infectious, you are a close contact.

Close contact can happen in many ways, such as living in the same household or working in the same workplace. The Department of Health and Human Services (DHHS) will tell someone if they are a close contact.

Why do I need to quarantine?

Quarantine means you cannot leave your home or accommodation for any reason, except for medical care or in an emergency. Anyone who is a close contact must quarantine as there is a high chance coronavirus will spread to other people. The best way to protect your family and community is to stay at home and away from other people (physical distancing).
You cannot leave your home to exercise. You may be fined up to $4,957 if you leave home while required to quarantine. Stay home and stay safe.

VICTORIA State Government | Health and Human Services

Where do I quarantine?

You must immediately go to the place where you will quarantine, without making any stops. This is usually your own home, but if you can't do this at home then accommodation will be arranged for you.

Who do I need to tell?

After you have been told that you are a close contact, you must tell your employer. You should tell the people you live with that you are a close contact.

How do I stay safe?

You must not leave your home or accommodation, except to seek medical attention or in an emergency.

- Separate yourself from other people by staying in a separate room.
- Wash your hands regularly and cover your coughs and sneezes.
- Wear a surgical mask when you are in the same room as other people and keep 1.5 metres apart.
- Use a separate bathroom, if possible.
- Avoid sharing household items (including plates, cups and cutlery).
- Clean household surfaces (tabletops, doors, keyboards, taps and handles) and wash laundry often.
- If you have any, wear disposable gloves while handling soiled items and always wash your hands.
- Dispose of contaminated items like gloves and masks in a lined waste bin.
- Do not have people to visit you inside your home or accommodation.
- If you live in a private house or apartment you can go into your garden or onto your balcony. You should wear a surgical mask when moving through your accommodation.

Ask friends or family, who do not need to quarantine, to get food or other necessities for you.

You may be fined up to $4,957 if you leave home while required to quarantine. Stay home and stay safe.

Monitor your symptoms

While you are in quarantine, you should watch for symptoms of coronavirus:

- fever
- chills or sweats
- cough
- sore throat
- shortness of breath
- runny nose
- loss of sense of smell or taste.

If you have any of the symptoms of coronavirus you should get tested and then return home immediately.

Do I need to get tested when I am a close contact?

If you have any of the symptoms of coronavirus, you should seek advice and get tested.

Call your doctor or contact the coronavirus hotline on **1800 675 398** (24 hours, 7 days a week).

If you are feeling well and have no symptoms, you will be asked to get tested around day 11 of your quarantine.

You must wear a face covering if you leave home to get tested. Avoid using public transport, taxi or rideshare services. After you have been tested, you must immediately go back to the place where you are in quarantine.

The coronavirus test is free for everyone. This includes people without a Medicare card, such as visitors from overseas, migrant workers and asylum seekers.

How long do I need to quarantine for?

The Department of Health and Human Services will let you know how long you need to quarantine for. Quarantine is usually for 14 days, unless you begin to develop symptoms and/or test positive for coronavirus.

If you are still feeling well and have no symptoms, you will be asked to get tested around day 11 of your quarantine. Even if you feel well, while you are waiting for your test result you **cannot finish your quarantine until you been told it is safe to do so**.

Look after your well-being

Being in quarantine can be difficult, particularly for children.

* Talk to other members of the household. Understanding information about coronavirus will reduce anxiety.
* Arrange with your employer to work from home, if possible.
* Support your child learning from home. Access online resources that are available.
* Keep in touch with family and friends via telephone, email or social media.
* Remember that quarantine won't last for long.

Access resources online – including advice on sleep, wellbeing and exercising at home. Videos are available at Wellbeing Victoria <https://www.together.vic.gov.au/wellbeing-victoria>.

If you are not coping, talk to your doctor or contact:

* **Lifeline Australia** <https://www.lifeline.org.au/>, phone: **13 11 14**
  A crisis support service that provides support at any time.
* **Beyond Blue** <https://www.beyondblue.org.au/>, phone: **1300 22 4636**
  They are providing specialist help for people in isolation.
* **Kids Helpline** <https://www.kidshelpline.com.au/>, phone: **1800 551800**
  A free and confidential counselling service for young people.

Support packages are available

A one-off $1,500 payment is available to support eligible Victorian workers who have been diagnosed with coronavirus or are a close contact of a confirmed case. See Pandemic Leave Disaster Payment <https://www.servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment>.

If you need assistance due to your age, disability or a chronic health condition then a service provider, carer, family member or friend can help. You should tell them that you are in quarantine before they visit.

Emergency relief packages with food and personal items are available if you cannot get help from friends or family.

For information on support and emergency relief packages or help getting groceries, visit DHHS.vic. – Quarantine and isolation <https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19> or call the Coronavirus hotline on **1800 675 398**.

Information for caregivers and other household members

If you are looking after a family member there are some important things you should do to keep everyone in your home safe:
* Ensure the quarantined person remains in one room, away from other people.

- Keep their door closed and windows open, where possible.
- Keep the number of carers to a minimum.
- Always wash your hands with soap and water or use a hand sanitiser before and after entering the room.
- Keep the quarantined person's crockery and utensils separate from the rest of the household.
- If available, wear a surgical mask when you are in the quarantined person's room. If you don't have a surgical mask, use a face covering, such as a scarf or bandana, instead.
- Wear a mask and gloves when handling laundry and wash at the highest heat setting.
- Clean household surfaces (tabletops, doors, keyboards, taps and handles) often.
- Dispose of tissues and masks in a sealed plastic bag.
- Do not have visitors.

If the person starts to feel unwell, call the coronavirus hotline on **1800 675 398** for advice. If you need to visit your doctor, call ahead so they can prepare.

Monitor symptoms

If the person you are caring for develops serious symptoms, such as difficulty breathing, call triple zero (000) and ask for an ambulance.

If anyone else has any symptoms they should get tested and return immediately home.

To find out more information about coronavirus and how to stay safe visit
DHHS.vic – coronavirus disease (COVID-19) **<https://www.dhhs.vic.gov.au/coronavirus>**

If you need an interpreter, call TIS National on 131 450

For information in other languages, scan the QR code or visit
DHHS.vic –Translated resources - coronavirus (COVID-19)
<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>

For any questions
Coronavirus hotline 1800 675 398 (24 hours)
Please keep Triple Zero (000) for emergencies only

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 if required, or email Emergency Management Communications <covid-19@dhhs.vic.gov.au>.