

# Student Support through quarantine (to inform responses / send to students)

UQ will support you throughout your quarantine experience so you are connected to all the right programs, people and support networks.

The key to accessing the support is to fill in the [Quarantine Form](#).

## Support when you arrive/transfer to quarantine (both for current situation and international arrivals)

- The UQ Student Services team will be in touch once you have settled into quarantine. They will arrange regular check-ins via phone and email and can connect you with any support services you may need during quarantine.

## Regular Contact

- The UQ Student Services team will arrange with you regular contact via phone / text / email
- Other support such as health and wellbeing sessions will also be provided
- After hours support will be provided by the [UQ Crisis counselling](#) support line - 1300 851 998

## Specialised appointments will also be offered via phone or zoom for the following support:

- [International / Domestic Student Advisers](#)
- [Counselling](#)
- [Learning Skills Advisers](#)
- [Diversity, Disability & Inclusion Support and Advisers](#)
- [Peer support initiatives](#)
- [Financial Assistance](#)
- [Laptop Loans](#)

## Other Online support available includes:

- [Virtual Village](#) (peer to peer and community support)
- Counselling [self-help](#), [podcasts](#), [workshops](#) and other support
- [Physical exercise](#) – videos
- [Welfare check](#) process
- [Community support](#) and engagement e.g. [arts & crafts](#)
- Support for [learning online](#)

# If students require assistance in quarantine (resources for staff to use)

## 1. I've noticed I was in one of the exposure sites, what do I do?

If you have identified yourself as a close contact from the exposure sites listed on the website. Click on the link to the exposure sight and fill in the contract tracing form which will generate your Queensland Health official notice.

You will have to go for a test as soon as possible and quarantine. Please follow the steps as outlined here:

1. immediately travel by private transport directly to your home or accommodation and [quarantine](#)
2. [get tested](#) at your earliest opportunity – ***This can happen at UQ Centre***
3. complete the online **contact tracing form** by clicking or tapping on the name for the relevant location in the table below. A pop up window will appear with specific advice for that location and a link to the form  
If you are unable to complete the contact tracing form please call 134 COVID ([134 268](#))
4. continue to [quarantine](#) even after receiving a negative result. After you complete the contact tracing form you will be contacted by Queensland Health
5. continue to monitor for symptoms while you are quarantined. If you become symptomatic [get tested](#) and isolate until you receive a negative result
6. as you are a close contact, you and anyone who resides at your home or accommodation are required to quarantine for 14 days from the time you were at the venue.  
***\*If you need help with quarantine accommodation, please either call Student Services or speak with the Student Services Adviser when they call you.***

## 2. How would I get help from UQ?

Please complete the UQ Quarantine form, this way we can offer support and daily welfare calls - [Quarantine Registration form](#). The team at Student Services will ensure that you are supported throughout the quarantine experience and they will connect you to all the right programs, people and support networks.

Other supports such as academic adjustments, health and wellbeing sessions will also be provided and the Advisers can outline the Commonwealth Government or UQ financial support if required too.

# Questions/Answers relevant for Close Contacts

## ▪ How can I travel for testing if I'm in quarantining?

You are allowed to leave your quarantine accommodation to attend a [fever or respiratory clinic for testing](#).

You should travel alone, use personal transport where possible, and go directly to the clinic and return home straight away without stopping anywhere else (not even to get petrol). If you are unable to drive yourself, see if a friend can take you.

When travelling with other people, you must:

- wear a mask
- sit in the back seat
- maintain physical distancing as much as possible
- handle your own belongings
- use hand sanitiser.

If you are unable to organise travel in a private vehicle, you can use a taxi or ride share service with the above-mentioned precautions. A taxi van or a taxi with a protective shield is preferred, if this is not available, you can travel by taxi or rideshare while sitting in the back seat on the passenger side.

## ▪ What happens if I develop symptoms during quarantine?

If you have COVID-19 symptoms that are serious: Call Triple zero (000). Tell the operator that you are in quarantine. If you have COVID-19 symptoms that are not urgent: Call 134 COVID ([134 268](#)) to speak to someone about your health.

## ▪ Why am I being asked to get a second test 24 hours after my first test? *\*\*this is only relevant to College residents given their close living arrangements*

The advice UQ has received, which is specific to the circumstances of UQ's residential accommodation, is that a second negative test (taken approximately 24 hours after the first) is sufficient assurance to enable the College to lessen some of the restrictions they may have applied to secondary contacts.

## ▪ What happens at the end of my quarantine?

If you have completed your 14 days of quarantine without developing symptoms and have been tested for COVID-19 when requested to do so, you will be able to leave quarantine. If you become unwell and have any cold or flu like symptoms return to your place of residence straight away and contact your doctor.

## ▪ What if I refuse to be tested if I'm quarantining?

By getting tested before leaving quarantine you are helping stop the spread of COVID-19 and are protecting Queenslanders from the virus. Queensland respects your right to refuse, however, you will be required to quarantine for a further 14 days until there is greater certainty that you do not have the virus.

## Links that might be helpful to send or use

- Detailed information on home quarantine can be found on the Queensland Health website at: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/quarantine/home-quarantine>
- Please see the following websites for the testing centre nearest to you:
  - <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/testing-and-fever-clinics>
  - <https://www.snp.com.au/coronavirus-covid-19/>
  - <https://www.qml.com.au/patients/covid-19-patient/>
- UQ Information is here: <https://about.uq.edu.au/coronavirus/students>
- UQ Quarantine Support Registration Form: [Quarantine Registration form](#)
- [Student Services: Contact Student Life - my.UQ - University of Queensland](#)