COVID-19
Frequently Asked Questions (FAQs) – updated 23 July 2020

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1. What is Aspect doing to protect staff, students, participants, parents and carers?

Aspect's response to COVID-19 continues to be guided by the [Australian Government's Department of Health](#) and/or the responsible state and local health authorities, with all our decisions based on providing the best outcomes for the health and wellbeing of our community.

All Aspect locations, including schools have implemented additional hygiene and social distancing measures, along with extra cleaning for high traffic areas.

Consistent with all Aspect's current guidelines, students, participants and staff who are feeling unwell, should stay at home until symptoms resolve and contact their school or Aspect coordinator to let them know.

Aspect is also recommending all parents/carers, participants and staff in NSW regularly monitor the [Latest COVID-19 case locations in NSW](#) and follow the recommended actions if you have been in a location, at the specified dates and times where there have been confirmed cases of COVID-19.

Information about COVID-19 is updated daily and is readily available through the [Australia Government Department of Health.](#) Aspect will be regularly updating these FAQs based on the latest advice.

2. Are all of Aspect services open?

As of 22 July 2020:

- **Aspect Schools and satellite classes** remain open – however non-essential visitors to schools are restricted
- **Aspect Assessments** are offering face to face assessments for residents who reside in NSW. Residents from Victoria can access Telehealth assessments only.
- **Aspect Therapy** is offering some face to face therapy for residents who reside in NSW, SA and the ACT. Residents from Victoria can access Teletherapy only.
- **Aspect Employment** are continuing to run online sessions only.
- **Aspect Respite House Werribee** remains suspended until further notice.
- **Aspect Adult Community Services** remain suspended until further notice.

Aspect is continuing to monitor situations in local areas where new cases of COVID-19 are being recorded. Individual school plans may change depending on local circumstances. Participants, student and their families and carers will be advised directly of any changes to our services.

If you need further information you can call us **1800 277 328.**

3. What if a student, participant or staff member is confirmed with COVID-19?

Aspect's response to COVID-19 is being guided by the [Australian Government's Department of Health](#) and/or the responsible state and local health unit/authorities.

If there is a confirmed case of COVID-19 within our student, participant or staff bodies, relevant protocols, as advised by the local health authority, will be followed. The decision to close a school or program and/or inform any members of our community will be made case by case, depending on if there has been notified [close contact](#) with any person(s) within the impacted school or program.

Please note that Aspect must maintain the confidentiality of students, participants, family members and staff that may be in self-isolation. It is a breach of privacy to name an individual who has been asked to self-isolate.

4. Can I access any of Aspect's services remotely?

Yes! Aspect are continuing to work hard to support our community and we have changed the way we do things to enable access our services no matter where people are located

As long as you have access to a computer and internet connection, you can access [Aspect @nywhere](#) services including [distance education](#), [Teletherapy](#), [Assessments](#) and Aspect [Employment services](#).

[Aspect @nywhere](#) also offers a range of a webinars, workshops and one-to-one contacts and online supports. These online services have provided additional flexibility and reduced waitlists in a secure environment and will remain in place even when the pandemic crisis is over.

5. What if I am feeling unwell?

Consistent with Aspect's current guidelines, students, participants and staff who are feeling unwell, should stay at home until symptoms resolve and contact your school, or Aspect program coordinator to let them know.

A coronavirus hotline has been set up by the Australian Federal Government which operates 24 hours a day, seven days a week – **1800 020 080**

6. What should I do if I am identified as a close contact of someone confirmed with COVID-19 or have been confirmed with COVID-19?

It is important that any student, parent/carer or participant that has been identified as a close contact with someone confirmed with COVID-19 by a relevant health unit/authority or confirmed with COVID-19 contact their school Principal or Aspect program coordinator to notify them of their situation. This will allow us to support you and inform any decisions we made need to make in response.

Aspect must maintain the confidentiality of students, participants, family members and staff that may be in self-isolation. It is a breach of privacy to name an individual who has been asked to self-isolate.

7. Where do I find information in Easy English or social stories relating to COVID-19?

Aspect has a range of information, supports and resources about COVID-19 available on its website, including Easy English resources, resources for families and individuals, resources focusing on Aboriginal and Torres Strait Islander people and links to information in a range of other languages.

8. How can I prevent myself from getting sick?

According to the World Health Organisation simple hygiene measures are the best response to COVID-19. To protect yourself and others from infection, good handwashing and respiratory hygiene is important, including:
- cleaning hands with soap and water or alcohol-based hand rubs
- covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
- wear a mask if social distancing is difficult
- avoiding contact with anyone who has symptoms of respiratory illness such as a cough, fatigue, sore throat or headache; and
- staying home if you are unwell.

9. I am feeling very stressed and worried. What should I do?

The World Health Organisation recommends avoiding continually watching, reading or listening to the news and media and only seeking information from reliable sources, like the Australia Department of Health once or twice a day – which will help to distinguish facts from rumours.

Or contact a support service:

Support services	Phone
Lifeline	131114
Beyond Blue	1300 224 636
Mens Line Australia	1300 789 978
Kids Helpline	1800 551 800
headspace	1800 650 890

10.   How do I get more information about COVID-19?

The information about COVID-19 is evolving quickly and there is a lot of misinformation being circulated on social platforms. For the most up-to-date and factual information about the COVID-19 visit please visit:

- World Health Organisation
- Australian Department of Health
- ACT Department of Health
- NSW Health
- SA Health
- Victoria Department of Health and Human Services

A coronavirus hotline has been set up by the Australian Federal Government which operates 24 hours a day, seven days a week – **1800 020 080**

In addition the Australia Federal Government has launched a new COVID-19 campaign aimed at informing everyone about the virus, which has information in a video format about hygiene, staying informed, travelling and how to stop the spread of the virus.