COVID-19
Frequently Asked Questions (FAQs) – updated 23 July 2021

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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 and government directives, students, participants and staff who are feeling unwell with COVID-19 symptoms, should get tested and self-isolate until symptoms resolve and the test returns a negative result. Please also contact your school or Aspect coordinator to let them know.

Aspect is also recommending all parents/carers, participants and staff regularly monitor the latest COVID-19 case locations in your state 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.

These websites along with testing locations can be found at:

- ACT Department of Health
- NSW Health
- SA Health
- Victoria Department of Health and Human Services
- Queensland Health
- Western Australia Health
- TAS Department of Health
- NT Health

Information about COVID-19 is also updated daily and is readily available through the Australia Government Department of Health.

2. Are all of Aspect services open?

As of 22 July 2021:

Aspect is continuing to monitor situations in local areas where new cases of COVID-19 are being recorded. Individual school and services may change depending on local circumstances. Participants, student and their families and carers will be advised directly of any changes to our services. Up-to-date information will also be posted on the Aspect website and through social media channels.

Please contact your School or your Aspect Coordinator directly if you need to discuss how we can best support you, or contact us on **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 on a case-by-case basis, and/or depending on a confirmed 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 schools currently impacted by the current outbreak are also conducting online learning.

[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 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 all Aspect's current guidelines, students, participants and staff who are feeling unwell, should get tested and self-isolate in accordance with local state government health guidelines. Please also contact your school or Aspect 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 will 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](#) with social stories, resources focusing on [Aboriginal and Torres Strait Islander peoples](#) 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 when going out of the house, with the exception of exercise
- social distancing, keeping 1.5m away from other people where possible
- 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. Where can I get vaccinated?

Click on the [COVID-19 Vaccine Eligibility Checker | Australian Government Department of Health](#) for more information and to make your vaccination appointment. Alternatively, you can also click on the state government websites listed above, or check with your local GP.

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

Aspect has a list of resources and a video available on our [website](#).

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

11. 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
- Queensland Health
- Western Australia Health
- TAS Department of Health
- NT Health

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**

The Australia Federal Government also has a 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.