Coronavirus: Frequently Asked Questions

This is important information for you about coronavirus (COVID-19).

There are other helpful fact sheets on our website:

- Coronavirus: What is it?
- Coronavirus: 5 things to do right now
- Coronavirus: What you need to know
- Coronavirus: Social distancing
- Coronavirus: Staying at home.

Information and support are available. You are not alone.

Contact the Disability Information Helpline on 1800 643 787 or visit www.dss.gov.au/disabilityhelp

This fact sheet was updated on 14 April 2020.
How to use this document

The Australian Government wrote this document. When you see the word ‘we’, it means the Australian Government.

We have written this document in an easy to read way.

We use pictures to explain some ideas.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

People have asked us lots of questions about coronavirus. We call these Frequently Asked Questions (FAQs).

We answer many of these questions on the following pages.
Questions we answer

What is coronavirus? 4
What are the symptoms? 5
What can you do if you have these symptoms? 7
Should you get a test for coronavirus? 8
How is coronavirus treated? 9
How does coronavirus spread? 10
How can you stop the spread? 11
What is social distancing? 12
What is self-isolation? 13
Who has more risk of getting coronavirus? 15
Can you visit family and friends in aged care facilities? 16
Can you use public transport? 18
Can you travel inside and outside of Australia? 19
Can you still go to work? 20
Should you stop your children from going to school? 21
Should you wear a mask? 23
More information 24
What is coronavirus?

Coronavirus (COVID-19) is a virus that has affected many people around the world.

A virus is an illness or disease that can spread easily from one person to another person.

Coronavirus is spreading quickly.

Coronavirus has been called a pandemic.

A pandemic happens when a virus spreads quickly to lots of countries around the world.
What are the symptoms?

A symptom is a sign that you might be sick.

You might:

- see symptoms
- feel symptoms.

The symptoms of coronavirus are:

- fever
- sore throat
- cough
- tiredness
- shortness of breath.
People who have coronavirus can have:

- none of these symptoms and feel ok
- some of these symptoms and feel a little sick
- all of these symptoms and feel very sick.

If you have trouble breathing, call an ambulance straight away on 000.

These symptoms are very similar to:

- other colds
- the flu.

So you may not have the coronavirus.
What can you do if you have these symptoms?

If you’re feeling sick, you should stay:

- at home
- at a hospital or health care facility.

Call your doctor. Do not go to the doctor – call first.

They will tell you if you need to be tested.

You might need to be tested if you:

- just came back from overseas
- have been close to someone who has coronavirus.

We don’t have a cure for coronavirus yet.

But you can get help to manage your symptoms.
Should you get a test for coronavirus?

Your doctor will tell you if you need to be tested for coronavirus.

You will only be tested if you:

- just came back from overseas and you feel sick
- have been close to someone who has coronavirus and you feel sick
- have very bad pneumonia – an infection in 1 or both lungs
- are a health care worker and you feel sick.
How is coronavirus treated?

We don’t have a cure for coronavirus yet.

If you have coronavirus, you can get help to manage your symptoms at a hospital or health care facility.

You might be well enough to recover at home.
How does coronavirus spread?

Coronavirus spreads from 1 person to another.

You can catch coronavirus if you:

- have been close to someone who has coronavirus, but doesn’t have symptoms yet

- have been close to someone who has coronavirus and has symptoms

- touch an object, like a table or a door handle that has coronavirus on it, and then touch your face.
How can you stop the spread?

To help stop the spread of coronavirus, you must:

- wash your hands with soap and water many times during the day, especially:
  - after you cough or sneeze
  - before and after you eat
  - after you use the toilet.

- try not to touch your face

- sneeze or cough into a tissue or your bent elbow

- call the doctor if you don’t feel well

- keep space between you and other people. This is called social distancing.
What is social distancing?

Social distancing means you keep space between you and other people.

This is the most important thing you can do to stop coronavirus from spreading.

Social distancing means you:

- stay 1.5 metres from other people
- stay at home if you are sick
- avoid kissing and shaking hands.

If we keep space between us, we can help stop the spread of coronavirus.
What is self-isolation?

If you self-isolate, it means you don’t:

- leave your home
- have visitors – you can only see people that you live with.

You might have to self-isolate because you:

- are sick
- have just come back from overseas
- live with someone who might have coronavirus
- have been close to someone who has coronavirus.
If you must self-isolate, you should:

- ask someone to bring you food, medicines and other necessary items and leave it at your front door

- wear a mask if you need to leave your home for medical care.

We’ve made some Easy Read fact sheets about:

- social distancing
- self-isolating.

You can find them on our website.
Who has more risk of getting coronavirus?

Everyone is at risk of getting coronavirus. Some people are more at risk of getting really sick, such as:

- people who already have an illness, like cancer or diabetes
- older people
- Aboriginal and Torres Strait Islander peoples
- people living in group homes
- people living in detention facilities.

At this time, we’re not sure how dangerous coronavirus is for children and young babies.

You should still take care to protect children and babies from catching coronavirus.
Can you visit family and friends in aged care facilities?

Older people are more at risk if they are infected with coronavirus.

Because of this, some aged care facilities might be closed to visitors.

Call the aged care facility you want to visit before you go there.

You can’t visit an aged care facility if you:

- are sick
- are younger than 16 years old
- have just come back from overseas
- have been close to someone who has coronavirus.
If you are visiting family and friends in an aged care facility, you must:

- only visit for a short time
- only bring 1 other person with you
- wash or sanitise your hands when you enter
- have had a flu vaccination
- avoid areas with too many people around.

If you can’t visit your family and friends, make sure you keep in touch in another way, like:

- phone calls
- video chat
- postcards
- videos.
Can you use public transport?

You can still use public transport if you need to.

Public transport is an essential service.

It's important that people in our community can use public transport to get the things they need, like food and medicine.

But you should try not to use it when there are too many people around.

If you can, sit in the back seat of taxis.
Can you travel inside and outside of Australia?

The Australian Government is asking people not to travel.

You can’t go overseas at the moment.

You can’t travel to some other states of Australia at the moment either.
Can you still go to work?

Some people can work from home.

Other people still need to go into the place where they work.

You need to make sure you are 1.5 metres away from other people you work with.

If you are sick, you need to stay at home.
Should you stop your children from going to school?

The Australian Government says that it is still safe for children to go to school and childcare.

Schools need to make sure classrooms and other areas are clean.

They also need to teach children about social distancing.

If your child is sick, you must keep them at home.
At this time, we’re not sure how dangerous coronavirus is for children and young babies.

So far, it does not seem like children:

- get very sick if they catch the virus
- spread the virus to each other easily.

You should still take care to protect children and babies from catching the virus.
Should you wear a mask?

You should wear a mask if you feel sick.

Wearing a mask can help stop you getting other people sick.

You don’t need to wear a mask if you are healthy.
For more information, contact the Disability Information Helpline on **1800 643 787** or visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp).

You can call the National Coronavirus Helpline on **1800 020 080**. It’s open 24 hours a day.

If you need information in a language other than English, call **131 450**.

If you’re worried about your health, call your doctor. Do not go to the doctor – call first.

The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com). Quote job number 3494-B.