

Coronavirus FAQs

Q. What is the University doing to support impacted students?

A. The University is aware that students will have been impacted by the recent expansion of travel restrictions by the Federal Government.

Our support teams are reaching out to students who we believe may be impacted to offer support. If you have been impacted and need support or advice, please contact [Stop 1](#).

Q. Is it safe to travel to China or other countries with confirmed cases of novel coronavirus (2019-nCoV)?

A. Travel should be based on DFAT [travel advisories](#) which are updated daily.

As at 01/02/20 mainland China is a high-risk destination with DFAT travel advice "Do not travel" to mainland China (excluding Hong Kong, Macau and Taiwan)

Q. Should I isolate myself if I have just returned from a country with confirmed case(s) of novel coronavirus (2019-nCoV)?

A. In line with current (02/02/2020) [Victorian Department of Health and Human Services \(DHHS\)](#) and University advice, self-isolation is required for:

- People who were in Hubei Province until 14 days after they were last in Hubei Province;
- People who were in mainland China on or after 1 February 2020 until 14 days after they were last in mainland China;
- Close contacts of confirmed cases until 14 days after last close contact with the confirmed case.

Students and staff who are well and have travelled to other areas where there have been reported cases, are NOT recommended to be excluded from university unless the following applies:

- The person is a confirmed case of novel coronavirus.
- The person is a close contact with a confirmed case of novel coronavirus in the past 14 days.

You should self-monitor and be alert to symptoms and if you have a fever, cough, sore throat or trouble breathing seek medical advice and treatment immediately – see further information below.

Q. What do I do if I think I have novel coronavirus (2019-nCoV)?

A. If you suspect you have novel coronavirus (2019-nCoV) you can contact:

- The University of Melbourne [Health Services](#);
- your general practitioner; or
- a hospital emergency department.

You must call ahead and advise the medical service of your symptoms so that they can advise of procedures you need to take before you attend.

[DHHS](#) also advise if you suspect you may have the novel coronavirus (2019-nCoV), please call the dedicated hotline on 1800 675 398

Q. Should international travellers and travellers returning to Australia be excluded from coming to the University?

A. In line with current [DHHS](#) and University advice self-isolation is required for:

- people who have been in contact with any confirmed novel corona virus 2019-nCoV case should stay at home (or other accommodation) for 14 days following exposure;
- returned travellers who have been in mainland China (excluding Hong Kong, Macau and Taiwan), must be isolated in their home (or other accommodation) for 14 days after leaving mainland China (excluding Hong Kong, Macau and Taiwan), other than for seeking individual medical care.

Q. Are classes and start year commencement activities still proceeding?

A. Yes, all classes and start year commencement activities are still proceeding. Summer examinations are proceeding as scheduled from 17 February, orientation activities will commence on 24 February and semester one will commence on 2 March as planned.

Q. I'm unable to travel to Australia for my studies. What should I do?

A. We are aware of the current travel bans and are reaching out to impacted students to offer advice and support.

If you are unable to travel to Melbourne by the published commencement date of your course (as per your offer letter) or the first date of your next class as per your timetable (for returning students), please check your email for communications from the University about your options. This page will also be updated regularly with additional information.

Alternatively, you may consider applying for a [deferral](#) (for new students) or a [Leave of Absence](#) (for returning students) to delay your studies.

If you have been impacted and need support or advice, please contact [Stop 1](#).

Q. I've paid my fees for a summer subject but cannot attend, will I get a refund?

A. If you withdraw from the subject before the census date your subject's fee will be cancelled and the payment made for this subject will be a credit on your student fee account. The credit will be applied to other subject fees or you may apply for a refund.

Q. I am a University of Melbourne student about to undertake Study Abroad / Exchange to China and I'm not sure it will go ahead. What should I do?

A. Our staff in Global Mobility are in the process of contacting all students scheduled to undertake study abroad or an exchange to China in semester 1, 2020. This includes liaison with our university partners. If you need to contact this team directly, please write to: global-mobility@unimelb.edu.au

Q. I am a student at a partner institution who is planning on undertaking Study Abroad / Exchange at the University of Melbourne in Semester 1, 2020 and I'm not sure if this will go ahead. What should I do?

A. The Exchange and Study Abroad orientation day is Friday 21 February. Alternative arrangements will be made for students who are unable to attend this day due to travel restrictions. If you are unable to attend this day, or have other enquiries, please contact the team at studyabroad-exchange@unimelb.edu.au