

Frequently Asked Questions

Who is considered a close contact?

A person who is a close contact is someone who has had face-to-face contact for more than 15 minutes, or has shared a closed space for more than two hours with a person that has coronavirus (COVID-19), when they were infectious.

For more information on close contacts, visit the Department of Health and Human Services (DHHS) website.

Do I need to self-isolate at home once I get tested, even if I have no symptoms of coronavirus (COVID-19)?

Yes. If you have been tested as part of the outbreak in Colac, you should self-isolate at home until you are advised of a negative result. Anybody in the community experiencing symptoms and who has been tested for coronavirus, even if they are not part of the workplace outbreak, needs to self-isolate at home while waiting for their results.

Find out more about quarantine and isolation on the DHHS website.

Am I a close contact if my friend's parent has tested positive for coronavirus (COVID-19), and I had contact with my friend's parent?

Anyone who has coronavirus (COVID-19) will be interviewed by the Department of Health and Human Services (DHHS) contact tracing team who will identify the close contacts. The contact tracer will then contact you, if you are a close contact of the case, and advise you of what you need to do.

Do I need to self-isolate at home if I have been in close contact with a person who has tested positive for coronavirus (COVID-19)?

Yes. You must self-isolate for 14 days from the last contact with the person who has tested positive for coronavirus (COVID-19).

I have no symptoms of coronavirus (COVID-19) and have not been in contact with any person who has tested positive, should I get tested?

No, you do not need to get tested.

Am I able to leave the house to buy food if I am in self-isolating at home?

No. If you need help, please contact Colac Otway COVID-19 Support Hotline on 5232 9440. They will arrange for food to be delivered to your house

How long does my self-isolation last if I tested positive for coronavirus (COVID-19)?

You will be regularly contacted by the DHHS after your diagnosis. You cannot end self-isolation until you meet the relevant clearance requirements.

The Department will discuss these requirements with you. The coronavirus (COVID-19) monitoring team at Barwon Health assist people with coronavirus (COVID-19) over the phone and contact them daily.

How long does my self-isolation last if I am a close contact of a positive coronavirus (COVID-19) case?

See question 6

Do I get tested for coronavirus (COVID-19) if I am a close contact, if so when?

Yes, you will be tested for coronavirus (COVID-19). This will ordinarily take place once you have been identified as a close contact in the case of a workplace outbreak.

All close contacts regardless of whether they relate to a workplace outbreak or are in the wider community should be tested on Day 11 of their isolation.

I am experiencing symptoms and am not a close contact and decide to get tested for coronavirus (COVID-19). Should people who have been in close contact with me also get tested or self-isolate?

If you are experiencing symptoms of coronavirus (COVID-19), however mild, you should get tested and self-isolate at home until you receive a negative result.

Your close contacts do not need to get tested or self-isolate unless you are diagnosed with coronavirus (COVID-19), or if they develop symptoms.

What government grants are available if I am required to self-isolate?

A \$300 coronavirus (COVID-19) Test Isolation Payment is available to eligible Victorians, including parents and guardians of children, who are required to self-isolate while waiting for the results of a coronavirus (COVID-19) test.

A \$1500 coronavirus (COVID-19) Worker Support Payment is available to eligible people who are instructed by DHHS to isolate or quarantine at home because you are either diagnosed with coronavirus COVID-19 or are a close contact. This payment is also available if you are the parent or guardian of a child under 16 years old who has been instructed by DHHS to isolate or quarantine at home and you meet the eligibility criteria.

Visit DHHS for more information on eligibility criteria and links to payment applications.

How can I access food and supplies if I am self-isolating and have no family or friends to support me?

See question 8.

Do I need to wear a face covering when I'm out and about in Colac?

Yes. From 11:59pm on Sunday 2 August 2020, all Victorians must wear a face covering when they leave home.

Wearing a face covering protects you and your community, by providing an additional physical barrier to coronavirus (COVID-19).

Keeping 1.5 metres between yourself and others and washing your hands are still the best defences against coronavirus (COVID-19).

For more information on face coverings, visit the DHHS website.

What do I do with my used single-use face masks and hand wipes?

You can dispose of your used single-use face masks and hand wipes into your normal closed rubbish bin. Wash your hands before putting on your face mask and after removing your face mask.

NOTE: Please note this information was developed in July 2020. For the latest information on coronavirus visit www.dhhs.vic.gov.au/coronavirus or phone the coronavirus hotline on 1800 675 398.