

FAQs for Students

新冠病毒常见问题

Updated: 3 February 2020 at 1pm

更新于 2020 年 2 月 3 日下午一点

Please be assured that we are taking all precautions in line with Australian Government regulations and monitoring up-to-date advice.

我们保证大学依澳大利亚政府规定采取一切防护措施同时密切关注进一步的建议。

The University will continue to work in the best interests of all our students.

堪培拉大学的工作会继续围绕所有学生的最大利益展开。

We are doing everything possible to reach out to students from China who have already arrived, and those who may be affected by the updated travel advice released by the Australian Government on 1 February 2020, to ensure that they receive the advice and assistance that they need.

我们正在通过各种方式直接联系来自中国已经入境的学生，和受到澳大利亚政府 2020 年 2 月 1 日新颁布的旅行建议影响的学生。我们会确保他们得到所需的各种建议和支持。

The advice below applies to friends and family of students visiting UC's campus and residences.

以下建议适用于到访堪培拉大学校园及宿舍区的学生亲友。

What has been UC's response to the Coronavirus?

堪培拉大学针对新冠病毒的回应是什么？

The University has been quick to respond to Australian Government and ACT Health advice including:

堪培拉大学针对澳大利亚政府和首都领地健康部门的建议做出迅速反应，主要包括：

- Supporting any staff or students who are required to self-isolate;
给需要自我隔离的师生员工提供支持；
- Issuing a ban on travel to mainland China for all staff and students;
所有师生员工暂时取消前往中国大陆的旅行计划；
- Providing regular updates to all staff and students;
给所有师生员工及时提供更新信息；
- Establishing a dedicated support [email address](#) for affected staff and students;

为受影响的师生员工设立专用邮箱；

- Providing medical and counselling support, food deliveries and general care to isolated students; and 为隔离中的学生提供医疗咨询服务、提供食物以及生活照料； 以及
- Providing medical and counselling services to impacted students and staff on a dedicated contact number monitored by our Medical and Counselling team: 0409 507 734.

为受影响的师生员工提供医疗咨询服务专线，电话为 0409 507 734

We are caring for our community by:

我们为广大社区提供的服务包括：

- Proactively contacting any students with a home address in Hubei Province individually to provide regular updated advice and support for studies;
主动联系家庭住址为湖北省的学生并提供及时的信息更新及支持；
- Contacting any commencing and continuing students from mainland China to provide advice and support;
联系所有中国大陆的新生及在读学生，提供建议和支持；
- Limiting the spread of the disease by implementing Australian Government Health advice efficiently and effectively;
及时有效的执行澳大利亚政府健康部门的医疗建议减少病毒传播风险；
- Working with our on-campus residences to provide information, support and alternative accommodation where necessary;
和校内宿舍部门合作提供必要的信息、支持以及住宿替代选择；
- Offering case-by-case study support and advice to affected students; and
为受影响的学生提供一对一的学习支持和建议； 以及
- Offering support to students and staff through Medical and Counselling on dedicated number: 0409 507 734 and Employee Assistance Program (EAP) services.

为受影响的师生员工提供医疗咨询服务专线，电话为 0409 507 734 以及员工协助项目（EAP）服务

What are the risks for me attending at UC? 对于我来说进入 UC 的风险是什么？

- As at 3 February 2020, there have been no confirmed cases of Coronavirus in the ACT.
截至 2020 年 2 月 3 日，在首都领地(ACT)没有新冠病毒确诊病例。
- The University continues to take all precautions in line with government advice.
堪培拉大学继续依照澳大利亚政府的规定采取一切防护措施。
- The risks of being on campus are no greater than being in any other public place in the ACT at this stage.
目前进入校园的风险不会大于首都地区任何公共场所。

MORE INFORMATION 更多信息

The Australian and ACT Government websites are the best source of primary information including:

澳大利亚和首都领地政府官方网址是获取主要信息的最佳途径，包括：

- Australian Department of Health information sheet for universities; 澳大利亚健康部为大学提供的[资料](#)
- ACT Health; and [首都领地健康部](#)
- Department of Foreign Affairs and Trade. [外交与贸易部](#)

I am a student from Hubei Province and arrived in Australia in the past 14 days: what does this mean for me?

我是来自湖北省的学生，在过去 14 天内进入澳大利亚，我应该怎么做？

- You must isolate yourself for 14 days from the date that you left Hubei Province.

您必须从离开湖北省之日算起自我隔离 14 天。

- You need to be aware that students in these circumstances have been advised not to attend university or higher education facilities and to avoid contact with other students and staff.

您需要了解这种情况下学生已被告知不要进入大学校园或高等教育机构，并且避免和其他学生和职工接触。

- If you have any questions of concerns, please contact Medical and Counselling on the dedicated mobile number: 0409 507 734. **Do not visit the Medical Centre.**

如果您有任何问题，请直接致电医疗咨询部门专线 0409 507 734，请勿亲自拜访医疗中心。

- Any students that will be living on the university campus but have not yet checked in to their residence are required to call ahead on +61 2 6109 4200 for alternative isolated accommodation.

任何选择校内住宿而还未入住的学生需要提前联系+61 2 6109 4200 安排隔离住宿。

I am a student from China who arrived in Australia on or after 1 February 2020: what does this mean for me?

我是来自中国的学生并在 2020 年 2 月 1 日当天或之后进入澳大利亚，我应该怎么做？

- If you have travelled to, from or through mainland China and arrived in Australia on or after 1 February 2020, you must isolate yourself for 14 days from the date that you left mainland China.

如果您曾经前往或者途径中国大陆，并且在 2020 年 2 月 1 号当天或之后进入澳大利亚，您必须从离开中国大陆之日算起自我隔离 14 天。

- If you have been in close contact with a confirmed case of Novel Coronavirus, you must isolate yourself for 14 days after your last contact with the confirmed case.

如果您曾经和新冠病毒确诊病例有密切接触，您必须在最后一次接触之日起自我隔离 14 天。

- You need to be aware that students in these circumstances have been advised not to attend university or higher education facilities and to avoid contact with other students and staff.

您需要了解这种情况下学生已被告知不要进入大学校园或高等教育机构，并且避免和其他学生和职工接触。

- If you have any questions or concerns, please contact Medical and Counselling on the dedicated mobile number: 0409 507 734. **Do not visit the Medical Centre.**

如果您有任何问题，请直接致电医疗咨询部门专线 0409 507 734，请勿亲自拜访医疗中心。

- Any students that will be living on the university campus are requested to call ahead on +61 2 6110 4003 for alternative isolated accommodation.

任何选择校内住宿而还未入住的学生需要提前联系+61 2 6109 4200 安排隔离住宿。

I am a student from China who arrived in Australia before 1 February 2020: what does this mean for me?

我是来自中国的学生并且在 2020 年 2 月 1 号之前进入澳大利亚，我应该做什么？

- If you have travelled to, from or through mainland China and arrived in Australia before 1 February 2020, you will not need to self-isolate.

如果您在 2020 年 2 月 1 日之前前往或途经中国大陆，您无需自我隔离。

- You can resume or commence with your studies as planned.

您可以根据计划开始学习。

- If you have been in close contact with a confirmed case of Novel Coronavirus, however, you must isolate yourself for 14 days after the last contact with the confirmed case.

然而，如果您与新冠病毒确诊病例有密切接触，您必须从最后接触之日起自我隔离 14 天。

- If you have any questions or concerns, please contact Medical and Counselling on the dedicated mobile number: 0409 507 734.

如果您有任何问题及担忧，请联系医疗咨询部专线 0409 507 734。

I am a student from China enrolled to commence my first year of studies at UC this semester, not yet in Australia and unable to travel: what does this mean for me?

我来自中国的新生并计划本学期开始我在 UC 的课程，目前不在澳洲并且无法出行，我应该怎么做？

- UC staff are currently reviewing options for you to potentially continue your studies this semester from China. We will be providing more information to you as soon as we are able to do so.

UC 目前正在研究支持您本学期在中国继续学业的可行方案。我们将尽快提供更多信息。

- If you are unable to commence your studies in time, however, you may want to consider deferring your studies to the next available intake.

如果您无法及时入学，您可能需要考虑推迟到下学期入学。

- Please contact the dedicated [email address](#) for case-by-case advice.

请联络 international.travel.risk@canberra.edu.au 获得一对一咨询。

I am a student from China continuing my studies at UC, not yet in Australia and unable to travel: what does this mean for me?

我是来自中国的 UC 在读学生，目前不在澳洲并且无法出行，我应该怎么做？

- UC staff are currently reviewing options for you to potentially continue your studies this semester from China. We will be providing more information to you as soon as we are able to do so.

UC 目前正在研究支持您本学期在中国继续学业的可行方案。我们将尽快提供更多信息。

- Please contact the dedicated [email address](mailto:international.travel.risk@canberra.edu.au) for case-by-case advice.

请联络 international.travel.risk@canberra.edu.au 获得一对一咨询。

I am a Chinese student travelling from a country other than China: what does this mean for me?

我是从其他国家来的中国籍学生，我应该怎么做？

- If you have travelled through mainland China and arrived on or after 1 February 2020, you will need to self-isolate for 14 days.

如果您在 2020 年 2 月 1 日或之后途经中国，您需要自我隔离 14 天。

- If you have not been to or travelled through mainland China, you can resume or commence your studies as normal.

如果您没有到过或途经中国大陆，您可以按计划正常开始学习。

I am a student from Hong Kong: what does this mean for me?

我是来自香港的学生，我应该做什么？

- If you have not travelled to or travelled through mainland China in the past 14 days, you are not impacted and should resume or commence your studies as normal.

如果您没有在过去 14 天内到过或途经中国大陆，您不受影响可以按计划正常开始学习。

I am an Australian citizen/permanent resident and travelled to/through/from China in the past 14 days: what does this mean for me?

我是澳大利亚公民/永久居民，并且在过去 14 天内到过或途经中国，我应该怎么做？

- As you have travelled to or through mainland China in the past 14 days, you will need to self-isolate for 14 days from the date of your departure from China.

由于您在过去 14 天内到过或途经中国大陆，您需要自离开中国之日起自我隔离 14 天。

- Please contact the dedicated [email address](mailto:international.travel.risk@canberra.edu.au) for case-by-case advice.

请联络 international.travel.risk@canberra.edu.au 获得一对一咨询。

I am an International Student, not from China: what does this mean for me?

我是国际学生，但并非来自中国，我应该怎么做？

- If you have not travelled to or through mainland China in the past 14 days, you are not impacted and should resume or commence your studies as planned.

如果您没有在过去 14 天内到过或途经中国大陆，您不受影响可以按计划正常开始学习。

- If you have travelled to or through mainland China and arrived in Australia on or after 1 February 2020, you will need to self-isolate for 14 days from the date of your departure from China. Please contact the dedicated [email address](#) for case-by-case advice.

如果您此前到过或者途经中国并在 2020 年 2 月 1 日或之后进入澳大利亚，您需要从离开中国之日算起自我隔离 14 天。请联络 international.travel.risk@canberra.edu.au 获得一对一咨询。

I am in shared accommodation and my housemate arrived from China on or after 1 February 2020: what does this mean for me?

我与人合租，我的室友在 2020 年 2 月 1 日或之后自中国抵达澳洲，我应该怎么做？

- You will not need to self-isolate unless your housemate presents with symptoms in the 14-day isolation period.
您无需自我隔离，除非您的室友在 14 天隔离期出现症状。
- It is advisable to wash all crockery and cutlery in the dishwasher.
我们建议您用洗碗机清洁所有的碗碟和餐具。
- Wash all your linen, towels and clothing in the normal manner and add laundry sanitiser to your wash.
正常清洁床单、毛巾和衣物同时加入衣物消毒液。
- You will be notified if your housemate presents with symptoms by a representative of ACT Health and you will be provided the necessary support and advice.
如果您的室友出现症状，首都领地健康部的代表会通知您并提供必要的支持和建议。
- If you would like further advice or support, contact Medical and Counselling on the dedicated mobile number: 0409 507 734.

如果您需要进一步的建议和支持，请致电医疗咨询部专线 0409 507 734

QUESTIONS AND SUPPORT

I have questions not covered by these FAQs. Who can I contact about these?

这份常见问题清单并没有包含我的问题，我应该跟谁联络？

- A dedicated [email address](mailto:international.travel.risk@canberra.edu.au) has been established to provide assistance to students who may be affected by this latest travel advice both onshore and in China.

受到近期旅行建议影响的境内外学生可以直接联系专用邮箱
international.travel.risk@canberra.edu.au

I would like support. Who can I contact?

我需要协助，我应该联系谁？

- If you feel you need help, please contact our Medical and Counselling team on the dedicated mobile number 0409 507 734.

如果您感觉需要帮助，请致电医疗咨询团队的专线 0409 507 734

- A dedicated [email address](mailto:international.travel.risk@canberra.edu.au) has been established to provide assistance to students who may be affected by this latest travel advice both onshore and in China.

受到近期旅行建议影响的境内外学生可以直接联系专用邮箱
international.travel.risk@canberra.edu.au

- For out of hours service, please contact the Crisis Line on 1300 271 790 or text on 0488 884 227.

非办公时间，请联系大学危机热线 1300 271 790 或 短信至 0488 884 227