

COVID-19: Update for staff and students arriving in Australia from overseas – Frequently Asked Questions (FAQs)

1. What is the current health guidance in Perth, Western Australia?

The official updates from the Australian government Department of Health provide the very latest information, including health and travel advice (both for those coming into the country and those travelling abroad) and information on current travel restrictions. This is an evolving situation and advice is being regularly updated. We recommend you visit the Department of Health, Western Australia for the latest updates at:

<https://www.health.wa.gov.au/coronavirus>

<https://www2.health.wa.gov.au>

2. Is Phoenix Academy closing?

No. Whether on Campus or through virtual learning online, we will be continuing to teach our students in ways that protect their health and meet their academic needs.

We are working with Federal and State agencies for the latest advice to ensure the safety of the Phoenix community. In the event of a school closure due to Government advice we will work with our Phoenix Academy community to soften the impact as quickly as we can. This may be through students deferring their studies at no cost or continuing their studies through our online courses.

3. What precautions is Phoenix taking to minimise the risk to staff and students?

Phoenix is monitoring updates from the government, as well as implementing the following measures to minimise the risk of spreading COVID-19:

- Phoenix is ensuring venues and public areas are regularly cleaned.
- Hand-sanitiser and soap have been supplied throughout the campus for staff and students to easily access
- Phoenix has promoted healthy hygiene and wash practices across campus with informative signage.
- Phoenix is following Australian Government Department of Health Social Distancing guidelines for schools.

4. I am new international students arriving after Sunday March 15, 2020, what do I do?

The Australian Prime Minister, Scott Morrison, has announced that anyone arriving from overseas in Australia from midnight on Sunday 15 March must self-isolate for 14 days. This requirement is applicable to all travellers, including Australian citizens. Failure to comply with this requirement will result in penalties

Phoenix Academy is working with all incoming students to make sure this guidance is followed. We are doing this by contacting every one of our students and making sure that they understand what is required of them. We are also supporting these students by contacting them on a regular basis while providing any support that is required including matters on accommodation and self-isolation guidelines. Please contact Phoenix Academy by calling us at (08) 9235 6000 or emailing us at letschat@phoenix.wa.edu.au for further information or to discuss your enrolment.

5. What does self-isolation mean?

Self-isolation means staying indoors and completely avoiding contact with other people.

Visit this link for guidance on self-isolation:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-isolation-guidance>

6. What if I develop flu-like symptoms?

If you are feeling sick, please stay at home until you feel better or you have been cleared by a medical practitioner to return to school. If you need help booking an appointment to see a doctor we recommend you have a look at: <https://healthengine.com.au/appointments/gp/>

If:

- You have a high temperature, signs of fever and respiratory symptoms such as a cough or sore throat.
- You have returned from overseas travel in the last 14 days.
- You are in contact with a confirmed COVID-19 case.
- You believe you may have been in close contact with a person infected with COVID-19.

you should contact the **Coronavirus Health Information Line on 1800 020 080**. You can also find more information by the Western Australian Department of Health at:

<https://www.healthywa.wa.gov.au/coronavirus>.

If you require a free translation service, you can call 131 450. The Department of Health website also has resources about COVID-19 in other languages here:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

It is important that you keep us informed about your health and when you will be returning to school. You can do this by calling us at (08) 9235 6000 or emailing us at

letschat@phoenix.wa.edu.au

7. What is the best way to protect myself?

You should take reasonable precautions in relation to your own health and interaction with others in line with current advice from the Department of Health:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- Avoid contact with others (touching, kissing, hugging, and other intimate contact)

8. I am an enrolled student but feeling anxious about attending campus?

We completely understand that this is a difficult time, and we intend to work with and support anyone attending campus if they are anxious. Phoenix Academy staff are working daily to ensure that the campus, students, and staff are protected.

It is important that should you wish to stay at home you advise the staff at Phoenix by calling us at (08) 9235 6000 or emailing us at letschat@phoenix.wa.edu.au

It is important to note that you cannot just stop attending class without the proper approval from Phoenix Academy.

9. I am concerned about my student visa. What happens if I can't attend classes or need to extend my studies?

We will work with you to find the best study plan and provide you with a new electronic Confirmation of Enrolment (eCOE) to fit revised plans if required.

The Australian Department of Home Affairs manages visas and is providing information on this. You can read further information here: <https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

10. I have had to self-isolate for 2 weeks, what happens to my studies?

Students that have had to self-isolate for 2 weeks due to illness or because they have entered Perth after 21:00 hours on 15th March 2020 will have 2 weeks added to their studies at no cost.

11. I would like to cancel my place to study or change my enrolment. What should I do?

We strongly recommend that cancellation of enrolment be a last resort. We are more than happy to talk to you about your enrolment and can look at a variety of options that suit you including deferring your studies to a later date. Remember there is no extra costs if you decide to defer your studies.

If you do wish to cancel your enrolment or part of your enrolment our standard cancellation and refund policies will have been provided to you when your place was confirmed. We recommend you contact us by calling (08) 9235 6000 or emailing us at letschat@phoenix.wa.edu.au to discuss your individual situation.

12. I am unable to arrive on time to start my course due to travel restrictions, what should I do?

We are committed to working with every student on the options to continue studying with us. We are proactively contacting students regarding their arrival and any alternative study arrangements. If we do need to defer your studies this will not incur an extra charge. Should you have questions about your course please email us at letschat@phoenix.wa.edu.au