

Useful Contacts & Important Information for International Students During COVID-19

COVID-19 & Your Health

How is COVID-19 spread?

- Through water droplets from your mouth
- Being in close contact with people

Recommendations to slow the spread:

- Avoid large group gatherings.
- Practice basic hygiene such as washing your hands and covering your mouth and nose when you sneeze/cough.
- No kissing or new sexual partners.

✂ [Click HERE for more information on Sex & COVID-19](#)

If you feel unwell:

- Stay away from others
- Call your doctor or the closest clinic and let them know
- If you want to check your symptoms, use the [COVID-19 self-assessment tool](#).

✂ [Click HERE for more information about COVID-19 on the Thorne Harbour website](#)

✂ [Stay informed about COVID-19 with Department of Health & Human Services \(DHHS\)](#)

✂ [Click HERE for COVID-19 information in different languages](#)

Treatment:

There will be no cost for treatment of overseas travellers and international students with symptoms of COVID-19 at Victorian hospitals.

Mental Health

We understand that you might be in a difficult situation, which is confusing, as we have never experienced anything like this before. If you are part of the LGBTIQ community or are a person living with HIV (PLHIV) and you have been affected by COVID-19, Thorne Harbour is here for you.

- **Rainbow Connection**

If you need someone to talk to or want some regular contact with others:

Phone: 1800 961 780 (9am – 5pm, Monday to Friday)

Email: rainbowconnection@thorneharbour.org

- **Counselling Services**

If you are feeling distress, anxiety, depression, or struggling with drugs or alcohol and need help, we are offering counselling services via Telehealth or over the phone.

Contact the intake team:

Phone: (03) 9865 6700

Email: counselling@thorneharbour.org

✂ [Click HERE for more information on Thorne Harbour's Services during this time](#)

- **Switchboard**

Switchboard provide free peer-based telephone support & information for the LGBTIQ community, including those experiencing intimate partner violence and people of colour.

Phone: 1800 184 527 (3pm - Midnight everyday)

- **Q-Life**

Q-Life is a Switchboard partner that provide free online webchat.

[Chat to someone online](#) (3pm – Midnight everyday)

- **Lifeline**

If you are feeling suicidal and need crisis support immediately

Phone: 13 11 14



Housing & Accommodation

- If you're worried about paying rent, there are a number of things you can do:
 - ✂ [Use this template letter to your real estate agent asking for a rental reduction](#)
 - ✂ [Use this template letter to your landlord requesting a rent reduction](#)
 - ✂ [Click HERE for more information about rent relief grants provided by the government](#)
- The easiest way to access crisis accommodation is through your [tertiary education provider](#).
 - ✂ [Click HERE for more information on how Study Melbourne can assist with Housing & Accommodation](#)

Employment & Finance

If you are experiencing financial hardship due to COVID-19:

- Contact your tertiary education provider as several have financial packages available.
 - ✂ [Click HERE for information about the International Student Emergency Relief Fund](#)
- International Students who have lived in Australia for more than one year can access their Superannuation Fund.
- International students are not limited to working 40 hours a week during this time.
- If you are legally allowed to work in Victoria, you can apply for work through the government [Working for Victoria program HERE](#).
 - ✂ [Click HERE for more information and free financial advice on Study Melbourne's Employment and Finances page](#)

Visas & Immigration

- ✂ [Click HERE for the latest advice from the government about visa and travel for International Students](#)
- ✂ [Click HERE for more information on how Study Melbourne can support students with travel, visas and consular assistance](#)

Legal Issues

- If you feel like you have been unfairly targeted or have seen police discriminate [COVID Policing](#) are here to help.
- Information for International Students on what to do in different legal situations from [IS Help](#).
- Available in different languages:
 - ✂ [中文](#)
 - ✂ [Tiếng Việt](#)
 - ✂ [Español](#)

