**COVID – 19 Testing: FREQUENTLY ASKED QUESTIONS:**

1. **What does testing involve and is there a cost?**

• The test takes around a minute and involves a swab from the back of your throat and nose.

• The test is free for everyone, including people without a Medicare Card such as visitors from

overseas, people seeking asylum and international students.

• If you have a Medicare Care card bring it with you. If you don’t have a Medicare Care card you will be asked for one form of identification – for example you driver’s license, student ID, transport concession card or passport. The testing clinic does not need to know your visa status.

**2. What happens after I get tested?**

* You should return home immediately after the test. Please do not make any stops on your way. There is a risk that you could have coronavirus (COVID-19) and could spread the virus to other people. You must remain in self-isolation at home until you find out your test result.  For more information on self-isolating, see ‘What does quarantine or isolation involve?’ on the [Quarantine and isolation](https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19) page.
* There is no need for others in the house to quarantine unless you are confirmed to have coronavirus (COVID-19). If you are sharing a house with others, see ‘What if I live with someone who is in quarantine?' on the [Quarantine and isolation page](https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19) for more information.
* As always, we encourage anyone with symptoms to get tested, so if anyone you live experiences symptoms they should get tested too.

**3. What supports are available to me if I test positive?**

*COVID-19 Hardship payment*

• The COVID-19 hardship payment is a one-off $1,500 payment designed to financially support

Victoria’s who have been diagnosed with coronavirus (COVID-19) or are a close contact with a confirmed case and who have been instructed by the Department of Health and Human Services to self-isolate or quarantine for 14 days.

• There are eligibility criteria to access the fund. If you test positive to coronavirus (COVID-19) you will be contacted by someone from the Department of Health and Human Services. If you require hardship support let them know and they will provide further information, including eligibility.

*Emergency Relief Package*

• Delivery of a free emergency relief package can be arranged for people who have been diagnosed with coronavirus (COVID-19) or are a close contact with a confirmed case and who have been instructed by the Department of Health and Human Services to self-isolate or quarantine for 14 days and are unable to access food themselves or do not have support available to them.

• Emergency relief packages contain essential food staples and personal care items. Nappies and baby formula can be provided if requested.

• If you are in urgent need and don’t have a support network who can help you, call the coronavirus (COVID-19) hotline on 1800 675 398 and select Option 3. The operating hours are between 8.00am to 6.00pm Monday to Friday, and 10.00am to 3.00pm on weekends and public holidays.

• Any requests from people who are not in mandatory quarantine will be referred to the relevant local council to follow up.