



HOW TO FIND COVID-19 RELATED INFORMATION IN YOUR LANGUAGE¹

➤ WHO IT IS FOR

THIS RESOURCE IS FOR BOTH MIGRANT COMMUNITY MEMBERS AND WORKERS, SUCH AS COMMUNITY EDUCATORS, WHO HAVE DIFFICULTIES FINDING INFORMATION ABOUT COVID-19.

➤ OBJECTIVES

THIS FACTSHEET AIMS TO STREAMLINE THE INFORMATION SEARCH PROCESS FOR MIGRANT COMMUNITY MEMBERS AND STAKEHOLDERS BY

- CONSOLIDATING INFORMATION FROM TRUSTWORTHY MEDIA PLATFORMS AND SOURCES, SUCH AS GOVERNMENT WEBSITE, MAINSTREAM MEDIA AND CENTRELINK WEBSITE;
- PROVIDING LINKS AND MEANS TO ACCESS THE INFORMATION;
- DEVIDING THE INFORMATION INTO SEVERAL SECTIONS BASED ON VARIOUS INFORMATION NEEDS OF COMMUNITY MEMBERS.

➤ HOW TO USE

COMMUNITY MEMBERS AND STAKEHOLDERS CAN USE THE FACTSHEET TO GET FAMILIAR WITH ALL INFORMATION RELATING TO COVID19, PARTICULARLY ABOUT VACCINES, SUPPORT SERVICES, AND SAFETY PRACTICES.

YOU CAN ALSO GO TO A PARTICULAR SECTION OF THE FACTSHEET IF YOU NEED TO LOOK FOR INFORMATION RELATING TO A SPECIFIC TOPIC, SUCH AS SUPPORT SERVICE AND PATHWAY AFTER TESTING POSITIVE².

¹ This project is supported by the Victorian Government through the Multicultural Communications Outreach Program (MCOP).

² Due to the fast changing policies and information about COVID-19, the webpages can be no longer valid once the resource is finalised. Please check before you use.



SECTION I – INFORMATION ABOUT COVID-19 VACCINATION

- Generic information about COVID-19 vaccines provided by the Victorian State Government in EN: <https://www.coronavirus.vic.gov.au/vaccine>

Brief intro: This page has the most comprehensive information about COVID-19 vaccines, including available types of vaccines, their efficacies, side effects and eligibility information, booster shots, vaccines for 5-11 year olds and where and how to book. All the information is in English.

- Translated information about COVID-19 vaccines provided by the Victorian State Government in more than 50 different community languages:
<https://www.coronavirus.vic.gov.au/translated-information-about-covid-19-vaccines>

Brief intro: This page listed all the available community languages that the COVID-19 vaccine information has been translated into. You can click the language you prefer and it will direct you to the in-language page of translated COVID-19 vaccine information. For example, if I want to read COVID-19 vaccination information in Arabic, I can simply click the line under the title “**Arabic**” and it will direct me to the page <https://www.coronavirus.vic.gov.au/covid-19-vaccine-arabic>.

The information included on the individual language pages can be slightly different, depending on how much information has been translated to that language. However, generally speaking, it includes information about various types of COVID-19 vaccines, their efficacies, side effects, booster shots, vaccines for 5-11 year olds, how to obtain and show the vaccination certificates, how to book and get the vaccines, Q&As and various factsheets of different vaccines.

- Translated information about COVID- 19 vaccines and updates in 65 different community languages by SBS
<https://www.sbs.com.au/language/coronavirus>

This page is called “**SBS Coronavirus Portal**” and has updated news reports and information about COVID-19 across Australia, such as new case numbers, death number updates and info about travelling overseas. It also has individual webpage for 65 community languages, for example the Cantonese webpage <https://www.sbs.com.au/chinese/cantonese/coronavirus/zh-hant>.

SECTION II – INFORMATION ABOUT TESTING: RAPID ANTIGEN TEST (RAT) AND PCR TEST

- Generic information about RAT and PCR test provided by the Victorian State Government in EN: <https://www.coronavirus.vic.gov.au/rapid-antigen-tests>

Brief intro: This page has the most comprehensive information about RAT, such as when to use it and how to understand your result and report the positive rest result. It also has a video featuring a real person's demonstration of how to use a RAT and read the result. You can also access to factsheets and instructions on RAT on this page. Information about when you can do a PCR test is also included.

- English and in-language information about how to do a RAT for your children: <https://www.coronavirus.vic.gov.au/rapid-antigen-testing-schools>

Brief intro: This page includes information about how to use RAT at school and for your children. There is a video about how to do RAT for a child featuring real people.

The transcript for the video is translated into 34 community languages and used as subtitles for the video. For example, if you want to access the information in Vietnamese, you can click the title “**Vietnamese**” and access the video in YouTube with Vietnamese subtitle www.youtube.com/watch?v=awpu4RK76sE . **Please remember to turn on the subtitle in Youtube!**

- In-language videos about doing a RAT provided by the NSW government featuring real persons: <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/translated/topic-rapid-antigen-tests.aspx>

On the same page, there is an info graphics about how to use the RAT and it is translated into 61 community languages.

- English and in-language info graphic about “ How to do a RAT” provided by SBS: <https://www.sbs.com.au/language/english/how-to-do-a-rapid-antigen-test-in-your-language>



In-language info graphic about how to do a RAT:

https://www.sbs.com.au/language/english/coronavirus-resources-in-your-language#toc-mod-article_module-1-0

- Where to get a PCR test provided by Victorian State Government in English <https://www.coronavirus.vic.gov.au/where-get-tested-covid-19>
- When you need a PCR test to confirm your RAT result: <https://www.coronavirus.vic.gov.au/report>

SECTION III –REPORT YOUR POSITIVE RESULT AND WHAT’S AFTER

- Generic information about how to report your result and what to do after that provided by the Victorian State Government in English: <https://www.coronavirus.vic.gov.au/report>

Note: If you need to report your test result in a language other than English or need any help with reporting your result, you can call 1800 675 398 and press Zero (0) for an interpreter!

Brief intro: This page includes information and instructions on how to report your positive test result if you have done a RAT at home. Also, there is a checklist (<https://www.coronavirus.vic.gov.au/checklist-cases>) of things you need to follow once you test positive, including policies on reporting and isolating, whether you need to do a PCR as a close contact, suggestions on who you should inform about your test result, and, what you need to do towards the end of your isolation.

- Information about “**COVID positive pathways**” provided by Victorian State Government in English: <https://www.coronavirus.vic.gov.au/covid-positive-pathways>

Brief intro: If you test positive, you might get clinical care and support through COVID Positive Pathways. The program is coordinated by the Victorian Department of Health and is delivered by Victorian hospitals, community health services, GPs and other providers.

On this page, it provides English information about how you will be assessed for support and what it means for you if you are assessed for different care pathways, including pathways for **pregnant women, baby, child and families**.



- In-language information about how to report your test result and what to do after that:
<https://www.coronavirus.vic.gov.au/translated-information-about-coronavirus-covid-19>

Brief intro: This page provides generic information about COVID hotlines and interpretation service. It also directs readers to different in-language pages that have the most comprehensive information about COVID-19 related health and wellbeing.

To access the specific information about reporting test result and checklist after testing positive, you can click the button for the in-language page and then click “ **Health advice and restriction**” in your community language. For example, you can click “ 卫生建议与限制措施” for information in Chinese once you are on the Chinese webpage <https://www.coronavirus.vic.gov.au/chinese> . There is also information about how you can monitor your symptom and seek clinical support if needed.

SECTION IV – AVAILABLE SUPPORT IF IMPACTED BY COVID-19

- Generic information about available support if you are impacted by COVID-19 provided by Victorian Department of Health in English:
<https://www.coronavirus.vic.gov.au/getting-help>

Brief intro: This page includes information about available support if you are impacted by the pandemic, such as:

- Isolation support and emergency relief: including food and essential items support, Pandemic Leave Disaster Payment and emergency accommodation: <https://www.coronavirus.vic.gov.au/isolation-and-quarantine-extra-help-and-support>
- Pandemic Leave Disaster Payment
<https://www.servicesaustralia.gov.au/pandemic-leave-disaster-payment>
- Financial and other support: support for international students in Victoria, No interest loans, Help with utility bills, and, support for business:
<https://www.coronavirus.vic.gov.au/financial-and-other-support-coronavirus-covid-19>
- Mental health and wellbeing support:



<https://www.coronavirus.vic.gov.au/mental-health-resources-coronavirus-covid-19>

Mental health support for migrant communities:

<https://www.coronavirus.vic.gov.au/mental-health-resources-culturally-and-linguistically-diverse-communities>

- Family violence crisis response and support during COVID-19
<https://www.coronavirus.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus>
- **Family Violence statewide support services**
<https://www.vic.gov.au/family-violence-statewide-support-services>

Multicultural Centre Against Family Violence: InTouch

<https://www.vic.gov.au/family-violence-statewide-support-services>

Phone: 1800 755 988 (9am to 5pm, Monday to Friday)

- English and in-language COVID-19 supports and payment information provided by Service Australia <https://www.servicesaustralia.gov.au/if-you-need-payment-during-coronavirus-covid-19?context=60352>

For in-language information, click the button “**Translate**” on the right hand side or bottom of webpage page you will see the list of available community languages.

- In-language information about what support you might be eligible to apply for:
<https://www.coronavirus.vic.gov.au/translated-information-about-coronavirus-covid-19>

Brief intro: This page provides generic information about COVID hotlines and interpretation service. It also directs readers to different in-language pages that has the most comprehensive information about COVID related health and wellbeing.

To access the specific information about support services, you can click the button for the in-language page and then click “**Health advice and restriction**” in your community language. For example, you can click “**卫生建议与限制措施**” for information in Chinese once you are on the Chinese webpage <https://www.coronavirus.vic.gov.au/chinese>. There is also information about what support services you are eligible and how to maintain mental health and wellbeing.

SECTION V – LIVING WITH COVID

- Generic information about COVIDsafe practices in Victoria for living and working provided by Victorian Department of Health in English:
<https://www.coronavirus.vic.gov.au/how-we-live>

Brief intro: This page includes information about what you can do to make yourself and others safer in COVID-19 pandemic, including information about current vaccination requirements, When to wear a face mask, how to get your vaccine certificate, and overseas travel.

- Hygiene, ventilation, and physical distance
<https://www.coronavirus.vic.gov.au/hygiene-physical-distancing>
- When to wear a mask
<https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask>
- Fines, enforcement and how to report a breach of restriction:
<https://www.coronavirus.vic.gov.au/fines-enforcement-and-reporting>
- Information for overseas travellers:
<https://www.coronavirus.vic.gov.au/information-overseas-travellers>
- Apply for jobs on Jobs Victoria online hub: <https://jobs.vic.gov.au/help-for-jobseekers/register-to-find-job-and-training-opportunities>
In-language options are also available for migrant community members.

- Info graphics about a range of COVIDsafe practices provided by SBS both in English and in other languages, such as how to wear mask safely, mental health and wellbeing, safety on public transport, visiting doctors, etc.
https://www.sbs.com.au/language/english/coronavirus-resources-in-your-language#toc-mod-article_module-1-0
- In-language information about COVIDsafe practices provided by Victorian Department Health
<https://www.coronavirus.vic.gov.au/translated-information-about-coronavirus-covid-19>

Brief intro: This page provides generic information about COVID hotlines and interpretation service. It also directs readers to different in-language



pages that has the most comprehensive information about COVID related health and wellbeing.

To access information in specific language about COVIDsafe policies, suggestions and practices, you can click the button for the in-language pages. There is information about checking-in, education and parenting in COVID-19, travelling and public transport, wearing masks, etc.