

# Understanding COVID-19

## Contact tracing



### Frequently asked questions



#### How does contact tracing work?

Contact tracing involves Queensland Health mapping all the places a person with COVID-19 has been, when, for how long and who they have had contact with. This information is then used to find exposure venues and the people who visited them are at risk of infection.

**This process is much simpler if you use the Check In Qld app and/or check in everywhere you go.**



#### What is an COVID-19 exposure venue?

An exposure venue is a place a person with COVID-19 has visited. A list of exposure venues in Queensland and other states and territories is available on the Queensland Health website. This list is updated daily. You can filter this list by date and suburb.

*Hint: If you check the website daily, look for the 'new' and 'updated' tags.*



#### What is a close contact?

A close contact is someone who has shared an enclosed space such as a building, room or elevator, or had direct contact with a person with COVID-19.



#### What is a casual contact?

A casual contact is someone who has been near a person with COVID-19 but not for long. For example, if you were served by a person with COVID-19 at your local shop.



#### What is a low-risk contact?

A low-risk contact is someone who may have been near a person with COVID-19 but it is not confirmed. This could be a visiting the same venue as a person with COVID-19.



#### What do I do if I am contacted by health officials and told I have been in contact with someone with COVID-19?

Queensland Health may contact you if you were at the same place as someone with COVID-19. They will have your details because you used the Check In Qld app or signed in when you visited a venue.

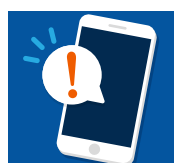
They could contact you by text message or phone. The person on the phone will tell you what you need to do. You can ask for a free interpreter if you need one.

## What should I do if I have visited an exposure venue or had contact with someone with COVID-19?

If you visited an exposure venue or had direct contact with a person with COVID-19, you must:

1. Go home or to your accommodation immediately. Do not use public transport. You can use your own transport or an Uber, Didi or taxi if you:
  - wear a mask in the car
  - sit in the backseat
  - do not share the transport with anyone unless they live with you.
2. Get a COVID-19 test at a location near you as soon as you can. You must return home **immediately** after your test and stay home until you get your results. Testing is free.
3. If you are a close or casual contact, complete an online contact tracing form — click on the name of the exposure venue to open the form.
4. Follow the instructions of the Queensland Health official when they contact you. They will tell you what to do next.
5. You may need to quarantine at home or in your accommodation.
  - a. Close contacts must quarantine for 14 days
  - b. Casual contacts must quarantine until they receive a negative test
  - c. Low risk contacts must quarantine if they feel unwell.

*If you have any questions, call 134 COVID (13 42 68). You can ask for a free interpreter if you need one.*



### I received a text message, email or phone call saying I may have been in contact with someone who has COVID-19, how do I know it's real?

Queensland Health COVID-19 related text messages, emails and phone calls will never ask you to provide personal information such as bank details.

Do not click on any website links unless you are sure the text message or email is truly from Queensland Health. To check if a call or message you have received is from Queensland Health, contact the public health unit nearest to you. Find out more about how to avoid being scammed.



Talk to your doctor if you have any questions at any time.

Call **134 COVID (13 42 68)** and ask for an interpreter in your language.

Call the Translating and Interpreting Services on **13 14 50** who will connect you to any health service.



Stay informed at  
[www.health.qld.gov.au](http://www.health.qld.gov.au) and [www.qld.gov.au/covid19vaccine](http://www.qld.gov.au/covid19vaccine)



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