

Thank you for your email addressed to Jenny Mikakos MP, Minister for Health, Minister for Ambulance Services, regarding the COVID-19 testing concerns raised on behalf of Rare Voices Australia Ltd. The Minister has asked me to reply on her behalf. I apologise for the delay in responding.

Advice provided by the Victorian Government to manage coronavirus includes consideration of the epidemiology of the population. Testing criteria for coronavirus has appropriately changed over the duration of pandemic response. At this time, criteria for testing is broad, and anyone experiencing any symptoms of coronavirus, no matter how mild, is encouraged to seek advice and get tested. There are a range of testing locations and modalities which means testing is safely available to everyone in Victoria (<https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19>).

Timelines for receiving test results typically takes one to three days. Sometimes there can be delays and it can take longer. Victorian labs are working around the clock to process all the additional tests, but with so many coming in every day, it is taking a little longer to confirm the results.

Members of the public who have been tested at a metropolitan retail testing site can call the dedicated Onsite Doctor Results Hotline on 03 8669 0255 if they have been waiting more than five days for results. This hotline opened on 18 May 2020 and will operate from Monday to Friday, 9am to 5pm, for as long as there are retail testing sites operating.

The situation is rapidly evolving, and we are asking everyone to take the necessary steps to minimise the possibility of transmission of the infection in Victoria in the coming weeks or months. We regularly update the information and advice for all Victorians about coronavirus and how to prepare and stay safe on our website (<https://www.dhhs.vic.gov.au/coronavirus>), and encourage you to check here for the latest advice.

Thank you again for taking the time to write about this matter.