



Australian Government

**Department of Health
and Aged Care**

Aged Care Worker COVID-19 Leave Payment Frequently Asked Questions (FAQs)

GOXXXX

Commonwealth policy entity:	Department of Health and Aged Care (department)
Enquiries:	<p>If you have any questions, contact the department via email: Grant.ATM@health.gov.au</p> <p>Questions should be sent no later than 5:00pm (Canberra time) 5 business days before the close date.</p>
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1. General Questions

1.1 What is the Aged Care Worker COVID-19 Leave Payment?

Under this grant opportunity, Australian Government funded aged care providers, both residential and home care providers, will be able to apply for reimbursement of the payment of sick leave for permanently employed and casual staff when there is insufficient leave available to cover sick leave due to COVID-19

The reimbursement will be based on \$750 per worker where the worker has lost more than 20 hours of work per week, and \$450 where the worker has lost at least 8 hours but less than 20 hours of work per week. It must be affirmed that staff have not been able to attend work due to being COVID-19 positive (and are unable to work from home), have been able to demonstrate they have lost hours of work as a result, and payment of sick leave has been made by the provider. For home care providers, reimbursement will be limited to payments made to those workers providing close personal care.

1.2 When does the Grant Opportunity Open and what is the final date for applications?

The grant application period will be open from 3 July 2023 and will close at 2pm, 3 April 2024.

1.3 When is an eligible service able to apply for funding?

Eligible Aged care providers will be able to submit one claim per three months for any COVID-19 related sick leave paid out in the prior period, as below:

Payment period	Period dates	Submission Date
One	1 Apr 2023 to 30 Jun 2023	On or after 1 Jul 2023 and before 3 Apr 2024
Two	1 Jul 2023 to 30 Sep 2023	On or after 1 Oct 2023 and before 3 Apr 2024.
Three	1 Oct 2023 to 31 Dec 2023	On or after 1 Jan 2024 and before 3 Apr 2024

The department encourages applicants to submit their grant application as soon as possible after the end of each quarter.

Applications for reimbursement will close at 2pm on 3 April 2024. NOTE: This will only be for the period up to and including 31 December 2023 as outlined in the table above. No applications for periods in 2024 will be accepted in this grant round.

1.4 How do I access the documents for this grant opportunity?

In order to access the grant opportunity documents, you will need to register on [GrantConnect](#), if you have not already done so. Please use the red **Grant Opportunity Documents** button on the GrantConnect Website to access grant opportunity documents.

Grant Opportunity Documents

Where you have registered for GrantConnect and you still cannot access the system, please contact the GrantConnect Help Desk:

- Phone: 1300 484 145
- Email: GrantConnect@finance.gov.au

1.5 What type of process is this grant opportunity?

This grant opportunity is a demand driven selection process. This means that the grant opportunity is open to all organisations who meet the eligibility criteria outlined in Section 4 of the Grant Opportunity Guidelines.

The grant opportunity will be administered in accordance with the [Commonwealth Grant Rules and Guidelines 2017 \(CGRGs\)](#).

1.6 How do I submit an application for this grant opportunity?

Please refer to Section 6: *How to Apply* in the Grant Opportunity Guidelines. Detailed information on the application process is available on [GrantConnect](#). This includes specific instructions on how to submit your application for this grant opportunity and upload attachments. The Grant Opportunity Guidelines also detail any additional requirements to be attached to the application form. Submit your application form by the closing date and time as specified on GrantConnect.

For technical assistance when submitting your application form and any attachments through the application please contact the Helpdesk:

Email: Grant.ATM@health.gov.au

The Department cannot assist you to determine eligibility or complete your application.

1.7 Will late applications be accepted?

You must submit an application between the published opening and closing dates. If you need to submit a late application, contact the department at ACWCleave@health.gov.au.

1.8 How can I withdraw an application I have already submitted?

Please send an email to Grant.ATM@health.gov.au and include the following information:

- Brief reason for the withdrawal.
- Name of your organisation (as noted on the application form).
- Your application submission reference number.
- Name of the grant opportunity and GO ID (e.g. GO1234).

Please ensure the email is sent from the authorised contact listed on the application form.

2. Eligibility Questions

2.1 Who is Eligible to apply?

The Aged Care Worker COVID-19 leave payment is available for providers of Australian Government funded residential aged care facilities and approved home care packages, to support their directly employed permanent or casual aged care workers who cannot work due to COVID-19 and would normally have no other access to leave payments there is insufficient leave available to cover the sick leave. Refer to Section 4 **Eligibility Criteria** of the Grant Opportunity Guidelines for further details regarding eligibility.

For consistency, fairness and probity reasons the department cannot give additional guidance to a potential applicant or advise if they are eligible to apply for grant funding.

Applicants must refer to the Grant Opportunity Guidelines and other published information for this grant (e.g. addendums, additional frequently asked questions) and determine whether you or your organisation satisfies the eligibility criteria.

All applications undergo a compliance and eligibility check. If your application does not meet the eligibility criteria it will not progress to the next stage of assessment for grant funding.

2.2 Which aged care workers are eligible for reimbursement?

The following workers, employed by providers of Australian Government funded residential aged care facilities and approved home care packages, are eligible for the Aged Care Worker COVID-19 leave payment:

- residential aged care workers:
 - Clinical and personal care workers, allied health workers, food services and cleaning services.
- home care workers delivering home care under an approved home care package:
 - Clinical support and personal care (showering, dressing etc).
- Where a worker's duties encompass areas other than clinical support and personal care, they will continue to be eligible for the Aged Care Worker COVID-19 Leave Payment if the provision of clinical support and personal care represents their primary responsibility. The Aged Care Worker COVID-19 Leave payment is paid to full-time, part-time and casual workers providing the above-mentioned services who:
 - otherwise would not have access to sick leave and for staff who do not have access to sufficient remaining sick leave to cover their due to being COVID-19 positive,
 - have not attended work due to being COVID-19 positive (and are unable to work from home), and
 - have been able to demonstrate they have lost hours of work as a result.
- Where a worker is employed by more than one approved aged care provider, they will need to elect their primary provider/employer to seek leave from, who will then be able to seek reimbursement through this grant.
- The employee must have completed, signed and returned to the applicant/employer the 'Aged Care Worker COVID-19 Leave Payment Eligibility Declaration' form prior to the application being submitted for reimbursement.

Refer to Section 4.3 of the Grant Opportunity Guidelines for further information about the conditions an individual worker needs to be able to satisfy in order for their employer to be eligible for reimbursement of the COVID-19 sick leave payments.

2.3 How do workers and providers apply for the payment?

Eligible workers do not apply for the Aged Care Worker COVID-19 Leave Payment. Eligible workers will receive a payment directly from their employer when they have no other access to sick leave payments, or they have insufficient sick leave available and are required to take COVID-19 related leave to reduce the possible impact of the spread of infection on aged care residents and care recipients.

Eligible providers apply for reimbursement of the payment through the Aged Care Worker COVID-19 Leave Payment available through the Department of Health and Age Care.

2.4 What information do workers need to give to providers to support the application?

Prior to applying for reimbursement of an Aged Care COVID-19 Leave Payment employers will be required to ensure that the eligible employee has completed an 'Aged Care COVID-19 Leave Payment Eligibility Declaration Form' and has attached the required supporting documents. A copy of this form can also be found on [GrantConnect](#).

The Eligibility Declaration form requests a range of information related to the employee, the period of sick leave and the COVID-19 diagnosis, this includes:

1. Employee's personal details, including Employee ID No. confirmation of Citizenship and contact details.
2. Confirmation employer has agreed to provide employee with sick leave for the leave impact period.
3. Confirmation that no other Commonwealth, State support or workers compensation payments have been, or are being, claimed for the same period.
4. Details of diagnosis, including sick leave Impact Start and End Dates and supporting evidence. Proof of diagnosis can include:
 - A medical certificate confirming a positive COVID-19 test at the start of the COVID-19 impact period.
 - A date stamped email from the employee to the employer with an image of the positive rapid antigen self-test (RAT) or a polymerase chain reaction (PCR) result.
 - Electronic message evidence (Text, MSM) from the employee to the employer providing date and image of the positive rapid antigen self-test (RAT) or a polymerase chain reaction (PCR) result. A completed official statutory declaration.
5. Employment Details including:
 - Confirmation of name, contact details and ABN No. of primary employer
 - Type of role with employer, i.e., one of the eligible roles listed in Section 4.3 of the Grant Opportunity Guidelines within residential aged care or home care.
6. Employment conditions and sick leave status – confirming employment as either a casual, part-time or full-time worker with insufficient sick leave supported by:
 - A date stamped document or screenshot of sick leave status from a payroll system at the start of the COVID-19 impact period, to be verified by the employer; or
 - A statutory declaration from employer confirming insufficient sick leave is available for the period claimed.
7. Proof of hours of sick leave claimed, such as
 - For full-time and part-time employees' copies of payslips covering 4 weeks out of the previous 8 week period prior to the COVID-19 impact period, or
 - For casual workers a statutory declaration from employer confirming hours claimed.

Copies of the relevant evidence must be attached to the form and provided to the employer. The employer will be required to retain this for at least two years after the claim is submitted for application review or audit purposes.

Where hours need to be consolidated in the form, for individuals with multiple employers, the requirements listed above in relation to proof of hours claimed will need to be included for all the employers listed in the individuals' eligibility form.

If there are difficulties in meeting any of the proof listed in the form due to exceptional circumstances this should be raised with the Department prior submission of the form or

application. Requests for consideration of exceptional circumstances can be sent to acwcl.enquiries@health.gov.au with details of circumstances to be considered

2.5 Will the provider be responsible for validating the information on the 'Aged Care COVID-19 Leave Payment Eligibility Declaration Form'?

It is the responsibility of the worker to accurately complete the Eligibility Declaration Form. The provider will be responsible for validating relevant sick leave balances and hours of sick leave claimed. The provider will also be responsible for ensuring the form is fully completed and that all relevant documentation is attached. The provider is not required to validate any information relating to the workers' receipt of other income support payments or other employers.

2.6 Is labour hire eligible to receive a COVID-19 leave payment?

Labour hire staff are not eligible to receive an Aged Care Worker COVID-19 leave payment.

The Aged Care Worker COVID-19 leave payment is to support staff employed directly by an eligible Aged Care Provider to take the leave they need to recover from COVID-19 and to not continue working and place residents at risk.

Recruitment brokers and agencies are not eligible to submit an application for this funding.

2.7 Why are other high-risk settings not included? (e.g. disability, First Nations' healthcare, hospital care)?

This grant opportunity recognises the ongoing vulnerability of older people and the significantly increased risks in providing close personal care to this population in closed settings. It also recognises the role those casual workers play in the provision of this care and the pressures these workers are facing to continue to work when not well because of financial pressures.

While these pressures do apply in other settings, it is considered important to take any steps necessary to protect our most vulnerable older people; the primary purpose of the payment is the protection of older Australians.

2.8 Why is this payment only being made to Aged Care workers when they have tested positive to COVID-19?

The Government recognises the risk of significant spread of infection within aged care services is significantly increased due to COVID-19 infection periods and this is likely to impact both staff and care recipients.

In a residential aged care setting the risk of transmission is particularly higher, given the use of communal living spaces, shared rooms and facilities, and the movement of staff between resident rooms.

It is important in these circumstances that any staff that do become infected as a result are supported in their need to stay away from work to prevent further infections and that there is no financial incentive for staff to attend work while COVID-19 positive.

2.9 Can I claim this payment if my worker is also eligible to receive a similar payment under a State Government Scheme?

You cannot apply for the Aged Care Worker COVID-19 Leave Payment grant if your worker received, or applied to receive, an equivalent state worker support payment on any day of

the period being claimed. State based payment schemes generally have similar restrictions on applying for their grants if you are in receipt of other payments or income such as those paid by the Australian Government.

If your worker is eligible for any a similar payment, such as the Victorian Sick Pay Guarantee, or a State based workers compensation payment they will need to determine which of these payments will best meet their needs at that time and apply only for the applicable payment. If you are applying for the Aged Care Worker COVID-19 Leave Payment grant your worker will need to confirm they have not applied for any other payments, and you will need to retain a copy of that confirmation.

Please refer to section 4.3 *Which aged care workers are eligible for reimbursement*, of the Grant Opportunity Guidelines.

3. Funding Questions

3.1 How much can I apply for?

Please refer to Section 3 *Grant amount and grant period*, of the Grant Opportunity Guidelines as this outlines the amount available for this grant opportunity.

There is no maximum grant amount to an individual employer, but grants cannot exceed the amount of available funds. The amount of Aged Care Worker COVID-19 Leave Payment that is payable is determined by the number of hours each eligible person would have worked per week during their period of workplace exclusion.

Reimbursement will only be available in respect of payments made when all other sick leave has been exhausted and the Employee Aged Care Worker COVID-19 Leave Payment Eligibility Declaration has been completed and returned to the employer.

Reimbursement amounts	Leave Hour Bracket
\$450 per worker	Where the worker has lost at least 8 hours but less than 20 hours of work
\$750 per worker	Where the worker has lost more than 20 hours of work.

- The grant is only payable in respect of a single COVID-19 episode that falls within the above Leave Hour Brackets, even if the Leave Hour Bracket happens to coincide with two different payroll periods. It is not a weekly payment.
- The grant will not cover payments for individual workers where they may have been paid the Aged Care Worker COVID-19 Leave Payment, in respect of either of the above Leave Hour Brackets, that fall:
 - twice within 28 days, or additionally
 - more than 3 times in total in a 6-month period.

Applicants will be asked to validate these details in their application.

3.2 What happens if the hours of work that have been lost cover two separate payroll periods. Am I eligible for two payments?

The Aged Care Worker COVID-19 Leave Payment is not a weekly payment. If an employee was unavailable for say 2 days in one week and 3 days in the following week due to COVID-19 this would still be considered a single COVID-19 incident. The employer would only be eligible for a single reimbursement of \$450 or \$750 depending on the total number of hours lost over the 5-day period.

How the payment of sick leave would be managed is a matter for the employer, based on the operations of their payroll systems and it is then up to the employer to apply for the appropriate reimbursement after sick leave has been paid.

3.3 What happens if the sick leave payment is less than the fixed reimbursement figure? Does the employer keep the difference?

The reimbursement amount claimed per worker must be equal to, or less than, the total costs incurred by the employer for the payment of sick leave to the individual worker in respect of the relevant leave hour bracket.

If the workers hourly rate is such that the total amount incurred by the employer for sick leave paid to the worker is less than the available reimbursement amount, then the employer would only be eligible for either the lesser amount (ie \$450 if the total costs involved were less than \$750 but more than \$450) or no payment (i.e. if the total costs were less than \$450)

Applicants will be asked to validate the amount paid to each worker in their application.

No administration or handling fees are payable to employers.

3.4 How do I determine the total hours that should be used in claiming the appropriate reimbursement amount?

The relevant Leave Hour Bracket will be the total hours the staff member was rostered to work, or would normally have worked, immediately following confirmation of the positive COVID-19 status and until symptoms have resolved and they are able to return to work.

In general, anyone working in an aged-care setting would be expected to stay away from work for at least 7 days and until any symptoms resolve. It is possible some employers may require staff to stay away from the workplace for longer and they should ensure they have discussed this with their staff before returning to work.

3.5 Can I submit more than one application per service?

No. There should only be one claim for each quarter. If you believe there is a need to amend your claim or add additional information this can be done in line with the provisions for making a variation in Section 6 *How to apply*, of the Grant Opportunity Guidelines.

Each application needs to relate to payments for different workers who are appropriately identified, as the grant will not cover payments for individual workers where they seek paid sick leave in excess of the restrictions outlined in Section 3.1 above.

3.6 Can I submit an application for multiple services on the one form?

Yes, provided the application relates to the same quarter and claims related to any individual worker are not duplicated between services.

In addition, where a worker is employed casually by more than one aged care provider, and when insufficient sick leave is available from all employers, they will need to elect their primary provider/employer to seek leave from, who will then be able to seek reimbursement through this grant.

3.7 What can the grant funding be used for?

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 5: *What the grant money can be used for*.

3.8 What can't I use the grant funding for?

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 5.3: *What grant money cannot be used for*.

3.9 If successful, when will I receive a grant payment?

If successful, the Australian Government Community Grants Hub at the Department of Social Services, will issue you with a letter of agreement and facilitate the reimbursement. Once this agreement has been completed and signed, the approved funding will be paid in full.

3.10 Are there any GST or income tax-related issues involved in receiving funding?

All income is subject to the Australian Tax Office (ATO) rules on income. The payments are considered income so are taxable.

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 9.3: *Grants Payments and GST*.

The department is unable to provide taxation advice to you or your organisation.

For information relating to tax matters, please visit the ATO website at www.ato.gov.au.

3.11 Is the payment subject to superannuation contributions?

All employer taxation obligations must be met according to law, including in respect of the compulsory superannuation contributions.

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 5.2: *Eligible expenditure*.

4. Application Questions

4.1 Where can I find my organisation ID?

If you are an existing grant recipient, your organisation's ID can be found on your current Grant Agreement with the department. The organisation ID is located in the top right-hand corner on the grant details page of your Grant Agreement (usually page 4, see screen shot below). The organisation ID is in the format of a combination of numbers, hyphens and letters, e.g. 1-AAAAAAA (where "1" represents a number and "A" represents a letter or a number).

Grant Details	
Organisation ID:	1-AAAAAAA
Agreement ID:	1-BBBBBBBB
Schedule ID:	1-CCCCCCCC

A. Purpose of the Grant

If you do not have access to the Grant Agreement, your Organisation ID can be found on any Recipient Created Tax Invoice (RCTI) provided to you by the department. For example, it will list a vendor number as FO1-1J3-29. When inputting the organisation ID to your application, please remove the FO reference, just use the ID, e.g. 1-1J3-29.

4.2 How can I update my organisation's details?

Please contact your Funding Arrangement Manager (FAM) and they will be able to assist you. Please refer to your grant agreement for this information.

Alternatively, if you have no FAM contact, when the application asks the question, '*Is the Applicant an existing Grant Recipient?*', respond 'No' to this question and complete the Organisation details that are correct. These details can then be reconciled by the Organisation Data Management area of the Community Grants Hub.

4.3 Can I get assistance in completing my application?

No. For consistency, fairness and probity reasons, the department cannot assist, comment or give additional guidance to a potential applicant on how to complete an application form (including advice on whether or not you meet the eligibility criteria). Applicants must refer to the Grant Opportunity Guidelines (addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

However, if you are experiencing technical issues (e.g., unable to access the online application form) please send an email to Grant.ATM@health.gov.au and include any screenshots of error messages (if applicable).

4.4 How do I apply as a Trustee on behalf of a Trust?

When the application asks the question, '*Is the Applicant an existing Grant Recipient?*', respond 'No' to this question and complete the Organisation details and 'Yes' to the following question '*Are you applying as a Trustee on behalf of a Trust?*'. Attach a copy of the signed Trust deeds and complete the other organisation details as required.

4.5 Can I print a PDF/ Microsoft Word version of the application form?

No. The department does not provide an application template as part of our suite of documents.

The only way to view the application is by opening a new application form and working your way through it. You can enter "dummy" answers to proceed through to the end of the form. You can then save this dummy application (without submitting) and change your answer at a later date (prior to the closing date and time of the grant opportunity).

There is no "PRINT" function in the application form. When an application form is submitted you will receive a Form Receipt email which specifies the submission reference, date and time and includes the attached pdf application form. This is the only proof of submission, and it is the responsibility of the applicant to ensure that this email has been received and that it is accessible within their organisation.

The department is unable to provide a copy of the application to you if you have deleted or lost the Form Receipt email.

4.6 What do I enter as the 'Service Area Type' details in this section of the application form?

The service area type field indicates the service areas relevant to the grant opportunity. Tick the applicable service area/s where you plan to deliver the Project/Activities.

Select the applicable option/s available in the 'Service Area Type' drop down list. Once selected the 'Available service area/s' box will populate with the available service areas for this grant opportunity. Check the box next to each service area you plan to deliver the Project/Activities.

The screenshot shows a form titled "In which service area/s is the Applicant proposing to deliver the Project/Activity? *". It includes instructions, an important note, and two columns for selecting service areas.

In which service area/s is the Applicant proposing to deliver the Project/Activity? *

Instructions:

- The Service Area Type field below indicates the service areas relevant to this grant opportunity.
- If applicable, choose the relevant state/territory to view the available service areas.
- Tick the applicable service area/s where you are proposing to deliver this project/activity.
- Untick the selected service area/s to remove selection.

IMPORTANT NOTE:
You may only select 40 service areas per form. If you wish to apply for more services areas, a separate form/s will need to be completed.

Service Area Type
Australia 2016

Available service area/s	Selected service area/s *
<input checked="" type="checkbox"/> Australia	<input checked="" type="checkbox"/> Australia

4.7 In the application what Service IDs can I supply?

The National Approved Provider System or NAPS ID is the key source of identifying Australian Government funded aged care providers. Where there are multiple services under one umbrella, there will be a Provider level NAPS ID and multiple Service Level NAPS IDs underneath.

Regarding Provider and Service level IDs requested in the application, we will need one of the following IDs that the approved service should be able to provide:

- National Approved Provider System (NAPS) ID
- Residential Aged Care (RACS) ID

As a guide, as an Australian Government funded aged care provider, you should receive regular funding statements from Services Australia on which an approved provider ID will appear. The provider ID and/or service ID on the header of the document can be used purposes of assessment. It also can often be found on their Aged Care provider portal details.

Note that not providing this information in your application will likely delay the assessment process due to the difficulty in confirming your organisation as an Australian Government funded aged care provider.

5. Assessment Process

5.1 What is the assessment considering?

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 4: *Eligibility criteria*, Section 6: *How to apply* and Section 7: *The grant selection process*.

5.2 How will organisations be advised of the final outcome?

The department will advise the outcome of the grant opportunity, via email, to the primary contact listed in the application form. Please refer to Section 6.2: *Timing of grant opportunity processes* in the Grant Opportunity Guidelines for timeframes of announcements.

Successful applicant's grants will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the CGRGs.

6. Technical Application Form/Submission Questions

6.1 I can't see all the words in my text box, will it save?

This issue may be due to copying and pasting text from a document into the application form. If this happens, please check that you are within the character limit of the text box and remove all text formatting (do this by copying and pasting the text into Microsoft Notepad first and then into the application form).

6.2 What happens if I am unable to continue to the next tab/page/submit the form?

If you are unable to continue to the next page/submit your application, the form will take you to a red error message at the top of the page and ask you to resolve the following issue/s before proceeding. The form will not allow you to submit where validation errors exist. If you click on the error message it will take you directly to the question with the issue.

If you have addressed all the validation errors and you are still unable to submit the form, please provide a screen shot of the error(s) and send to Grant.ATM@health.gov.au.

6.3 I cannot return to my draft application form, what can I do?

If you have not submitted your application form and can no longer access the information, the grant opportunity has either closed or there may have been issues with your internet connection. The department has no record of your draft application and cannot retrieve any of your draft information.

Your application form will be accessible for 60 days from the last date accessed or the close date/time of the round, whichever date is earliest. After the 60-day time period has passed the form shuts down and is no longer available for amendments or submission (data cannot be retrieved once this time period has lapsed). You will need to submit a new application if the grant opportunity is still open.

We strongly encourage that you save a copy of all your draft answers outside of the application form (e.g., in a word doc) so that in the event there is a technical issue, system outage or you lose the information that you have drafted, you can access your previously prepared answers.

6.4 What amount should I enter in the 'financials' tab in the application form for the question "Provide a breakdown of the requested grant funding for the previously selected service area/s"?

The Grant Opportunity Guidelines specify the full amount of funding available in this grant opportunity.

Refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 3: *Grant amount and grant period*.

6.5 What can I do if I have submitted my application but not received any email confirmation?

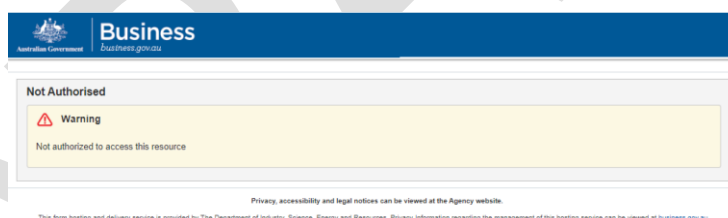
After submission, the Form Receipt email can take up to 30 minutes to arrive in the nominated inbox. If you have not received a Form Receipt email after 24 hours, please email Grant.ATM@health.gov.au and the department will investigate the issue.

If your application was not received prior to the close date and time you may request to submit a late application based on experiencing exceptional circumstances that prevented the submission of the application. The assessment committee Chair or their appointed representative will then determine whether an extension will be granted.

6.6 Can I change my application after I have submitted to amend an error or add more staff or other missed information?

6.6.1 Before close date and time

After you have submitted your application, you are not able to re-access your form to make further edits. If you try and open your form using the Form Opened email you receive each time you re-access it (prior to submission) you will receive the below error message.



If you wish to make any changes to the form after you have submitted it and prior to the agreement being executed, you will have to complete a variation template (additional information cannot be provided via email). You must also contact ACWCleave@health.gov.au immediately to advise us of the need to make a variation. We will forward a variation template for completion and provide advice about how to withdraw the previous application that you have identified as incomplete or requiring updating.

If you wish to change an application after agreement execution, this will require the department to assess your request and agree to a contract variation. Refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 11.2: *Grant agreement variations*.

6.6.2 After close date and time

Please refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 6: *How to Apply*.

'If you find an error in your application after submitting it, you should contact us immediately on Grant.ATM@health.gov.au.

If we find an error or information that is missing, we may ask for clarification or additional information from you that will not change the nature of your application. However, we can refuse to accept any additional information from you that would change your submission after the application closing time.'

If required, the department will contact you directly to clarify or ask for additional information to assess the application in accordance with the Grant Opportunity Guidelines.

6.7 How do I upload multiple documents where there is a one file limit for the question?

You can only upload one attachment to each attachment question within the form. If applicable, applicants should combine multiple documents into one document before attaching to the application form. This may require you to scan multiple documents into one PDF version. Information in attachments should be relevant and concise as possible.

6.8 I am trying to upload an attachment however I am receiving an error message. How to I resolve the issue?

The file you are attempting to load may contain either unacceptable special characters or an invalid file extension. Acceptable characters are all alpha and numeric characters, full stops, single hyphen and spaces. Please re-name the file and try again.

There may also be a document attached in the application with the same file name. You cannot upload two documents within the form with the same file name. Please rename the file and try again.

6.9 Is there a file size limit for attachments?

Yes, the size limit is up to 2MB per attachment.

If your attachment file sizes exceed 2MB, we recommend not to copy and paste data into spreadsheets as this may include unseen characters and add size to the file. We suggest you monitor the attachment size as you are entering the data, to ensure the file size does not exceed 2MB. If you are unable to limit the size of your documents, please contact Grant.ATM@health.gov.au for further advice and assistance.

7. Employee Questions

7.1 Who can I contact if required information?

An employees' first contact should always be with your employer from whom you are seeking the payment, noting that your employer is not eligible to access the Aged Care Worker COVID-19 Leave Payment Grant Opportunity until all sick leave from all employers (if you work for multiple Australian Government funded aged care providers) is expended prior to the Covid-19 confirmation.

It should also be noted that it is not mandatory for your employer to make a COVID-19 leave payment in the circumstances covered by the Aged Care Worker COVID-19 Leave Payment Grant Opportunity. This Grant Opportunity is intended to encourage all employers to participate in order to minimise the impact of COVID-19 on vulnerable older Australians but the circumstances of providers and their clients will differ.

If you have read the guidelines and believe you are eligible, but not receiving payment, you can contact the department at ACWCleave@health.gov.au for further information.

7.2 Why am I being asked to fill in an Eligibility Declaration Form?

Prior to applying for reimbursement of an Aged Care COVID-19 Leave Payment employers are required to ask the eligible employee to complete an 'Aged Care COVID-19 Leave Payment Eligibility Declaration Form'.

The Eligibility Declaration form requests a range of information and evidence to be supplied directly related to the employee, the period of sick leave and the COVID-19 diagnosis.

The application cannot be submitted without, the employee completing the form.

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#).

7.3 Can I make an application for the COVID-19 Leave Payment myself?

An employees cannot make an application themselves. Eligible providers will make the application on behalf of their eligible staff.

We advise that you contact your employer from whom you are seeking the payment and discuss the application with them.

It should also be noted that it is not mandatory for your employer to make a COVID-19 leave payment in the circumstances covered by the Aged Care Worker COVID-19 Leave Payment Grant Opportunity.

This Grant Opportunity is intended to encourage all employers to participate in order to minimise the impact of COVID-19 on vulnerable older Australians, but the circumstances of providers and their clients will differ.

7.4 What should I do if I believe I am not being paid the correct amount of COVID-19 Leave Payment?

If you are concerned with the payment you received, talk to your employer first. In most cases, they can resolve the query quickly as they have the information.

If you are not sure how to talk to your employer, it may help to write an email or letter to your employer to explain the problem. This also means you have a written record. It's important to focus on the facts. You can ask a colleague, friend or family member for help.

* If needed, you can use the Translating and Interpreting Service or the National Relay Service.

7.5 I am an agency worker, am I eligible?

The Aged Care Worker COVID-19 Leave Payment grant is paid to full-time, part-time and casual workers directly employed by eligible providers.

Staff working for agencies or brokers who are contracted to provide services for eligible organisations are not eligible for the payment.