

# 2023 COVID 19 Aged Care Support Program Frequently Asked Questions (FAQs) GOXXXX

<b>Commonwealth policy entity:</b>	Department of Health and Aged Care (department)
<b>Enquiries:</b>	<p>If you have any questions, contact the department via email: <a href="mailto:Grant.ATM@health.gov.au">Grant.ATM@health.gov.au</a></p> <p><b>Questions should be sent no later than 5:00pm (Canberra time) [5] business days before the close date.</b></p>
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<sup>1</sup> Additional FAQs and edits have/will be highlighted in green throughout the document.

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## 1. General Questions

### What is the 2023 COVID-19 Aged Care Support Program?

The 2023 COVID-19 Aged Care Support Program (the program) is part of the Australian Government's National COVID -19 Health Management Plan for 2023. It aims to assist Residential Aged Care, National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) and Home Care providers subject to direct COVID-19 impacts to deliver continuity of safe quality care for consumers.

The program will do so by supporting providers to transition towards managing the costs of COVID-19 outbreaks as part of their business-as-usual arrangements. The Program will reimburse approved aged care providers to maintain preparedness for, and respond to, outbreaks in the 2023 calendar year for eligible expenditure incurred in managing direct impacts of COVID-19 up to a maximum grant value per operational place for residential aged care providers or number of home care packages for home care providers. More information is in the Grant Opportunity Guidelines on [GrantConnect](#).

### 1.2 How is this program different from the COVID -19 Aged Care Support Program – Extension (GO 4863)

There are some differences between the COVID-19 Aged Care Support Program Extension Grant (GO 4863) and the program. These include.

- Streamlining of Eligibility Categories from seven to four categories
  - Employee Labour, Agency Labour, Equipment and Resources, and Travel.
- Changes to “Employee Labour” category.
  - This category will only include positions that provide direct quality care to a Resident/Client. Eligible costs for reimbursement include the cost of additional staff to provide care to residents/clients due to an impact of COVID-19.
    - incentives for staff to work in outbreak conditions will not be considered as an eligible expense.
    - higher hourly rates and allowances to account for working in a COVID-19 period will no longer be eligible for reimbursement under the program.
    - management costs (costs associated with additional hours undertaken by facility/service/general management positions) will not be eligible under this program.
- Changes to eligible/ineligible items
  - A full list can be found at Appendix A and B in the Grant Opportunity Guidelines
- Trigger event
  - the eligible impact period commences on the date that the first resident/client is tested, and that test returns a positive result. The end date is the date that the last positive resident/client was required to isolate. The ‘impact period’ is over when there are no longer any COVID-19 infected or isolating residents or clients. This means that impacts on staff only will not be eligible under the program.
- Baseline Cap
  - This program has a maximum grant value for Residential Aged Care and NATSIFACP services of a base funding allocation of \$20,000 plus a funding allocation of \$2,000 for each operational place; and for Home Care services the maximum grant value has a single funding allocation of \$650 per client.

- The baseline cap (maximum grant value) represents the Government's maximum contribution towards provider costs associated with managing a COVID-19 impact period, irrespective of provider costs exceeding the value of the baseline.
  - If provider costs exceed the baseline cap for each impact period, you may be invited to apply through the 'invitation only' funding stream (see below). However, you are not guaranteed to receive an invitation.
  - Providers are encouraged to revisit the reimbursement sought up to the level of its baseline to be eligible under this program.
- By Invitation
  - There will be an 'Invitation only' funding stream which has two components:
    - a grant up to \$15,000 per application if a provider has been identified through an Infection Prevention and Control (IPC) audit (arranged by the department) to support costs associated with implementing IPC recommendations.
    - where a service has experienced significant and/or prolonged COVID-19 outbreaks where the eligible costs associated with an application exceeds the maximum grant value (baseline cap).
      - Those that are already participating in the department's Aged Care Financial Monitoring and Business Assistance program and who have an associated viability risk, and who have incurred associated costs that are over and above the baseline grant funding, may be invited to apply if appropriate.
      - Providers who are not participating in the program, are experiencing significant financial viability issues and who have incurred associated costs that are over and above the baseline grant funding, are encouraged to let the department know of their circumstances. This can be done by emailing [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) and referencing the 2023 COVID-19 support program grant (GOXX) and outlining their circumstances.

### 1.3 Who is eligible to apply?

You are eligible to apply for this grant opportunity if your organisation has approval to provide:

- residential aged care or home care services under the *Aged Care Act 1997* **and** has one or more services directly impacted by COVID-19; or
- aged care services under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) **and** has one or more services directly impacted by COVID-19.

Directly impacted services are those with one or more COVID-19 infected and isolating residents/clients in the period between 1 January 2023 and 31 December 2023.

Isolation is when a resident/client is confined to the service/their residence as they are confirmed to have COVID-19.

If a staff member is in isolation because they are suspected of having COVID-19 or has tested positive to COVID -19, this would not be considered an impact on the service for the purpose of the program.

### 1.4 Who is NOT eligible to apply?

You are not eligible to apply if you are:

- an approved Residential, NATSIFACP or Home Care provider who plans and prepares to manage COVID-19 but does not experience a direct impact;

- a directly impacted approved Residential, NATSIFACP, or Home Care provider with Business Interruption Insurance (BII) including COVID-19 coverage (see 4.12 for further clarification re BII);
- a directly impacted approved Residential, Flexible or Home Care provider who is funded and/or operated by a state/territory government;
- an approved Residential Aged Care provider that is not directly impacted but has experienced a decline in the rate of entry resulting in reduced occupancy rates and financial viability issues;
- an approved Home Care Provider that is not directly impacted but has experienced a decline in service take up by consumers which has impacted on financial viability;
- a non-approved aged care service provider; and
- a provider of Commonwealth Home Support Program services only.

### 1.5 What level of funding is available?

Eligible providers can apply for a portion of the total \$428.78 million in funding available over the 2023-24 financial year.

### 1.6 How much funding can I apply for under this program?

Under this program (see Grant Opportunity Guidelines), there will be two streams of funding available. This includes:

A reimbursement stream to support:

- Residential Aged Care and NATSIFACP services to claim eligible expenditure up to the maximum grant value which includes: a base funding allocation of \$20,000 plus a funding allocation of \$2,000 for each operational place.
- Home Care services to claim eligible expenditure up to the maximum grant value which is a funding allocation of \$650 per client.

An Invitation Only stream to support:

- services that have experienced significant and/or prolonged COVID-19 outbreaks, allowing grant funding that exceeds the capped amount to a value approved by the delegate.
- identified providers, that have participated in an outbreak prevention audit arranged by the department (or on the advice of the Aged Care Quality and Safety Commission) or where independently commissioned on the advice of the department or the Aged Care Quality and Safety Commission, who may require support with associated costs to implement audit outcomes. This stream of applications will have a capped maximum value of \$15,000 per application.

### 1.7 What period is the funding available?

Program funding is available for eligible expenditure incurred between 1 January 2023 and 31 December 2023.

### 1.8 If successful, when will I receive a grant payment?

Before payments are made, a grant agreement must be signed by the grant recipient and the departmental delegate. Payments are expected to be made after 1 July 2023, following assessment of your application and processing through the Community Grants Hub.

### 1.9 When does the program open and what is the final date for applications?

The grant opportunity will open for applications in April 2023 and will close 31 March 2024.

### 1.10 Will late applications be accepted?

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

Applicants seeking to submit a late application will be required to submit a late application request via email to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) with "Late Application Request - GOXXXX" in the subject line.

The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

The assessment committee Chair or their appointed representative will determine whether a late application will be accepted. Once the outcome is determined, the department will advise the applicant if their request is accepted or declined.

### 1.11 What period is eligible for reimbursement under this grant opportunity?

The grant is available for eligible applications with an impact period between 1 January 2023 and 31 December 2023, inclusive.

The impact period is between the Trigger Date and End Date for that service.

The earliest possible Trigger Date is 1 January 2023. The Trigger Date is the date of a test for COVID-19 of a resident or client that returns a positive result.

The End Date for each impact period is when the direct COVID-19 impacts are resolved, either:

- the last day that residents/client are isolating with symptoms, or
- 7 days from the date of the last positive test result.

The latest possible end date for an impact period will be 31 December 2023, irrespective of when the impact period commences.

### 1.12 When is an eligible service able to apply for funding?

A service is able to apply for reimbursement of eligible expenditure between the Trigger Date (the date on which the first resident or client, tested positive for COVID-19 and the End Date (the date on which direct COVID-19 impacts are resolved i.e. there are no infected and isolating residents, or client).

This means an application should only be submitted after the end date has passed, when the impact of COVID-19 on the service is resolved.

However, to streamline the process for applicants, applications which include multiple impact periods in one application will be considered, where there are only small gaps (up to 10 days) between impact periods. **Note:** any expenses incurred during the time where there is no direct COVID-19 impact i.e. the few days between impact periods are not eligible for funding and must not be included in the application. Evidence may be requested during assessment of applications which include multiple impact periods to confirm no costs were claimed during the ineligible period.



### 1.13 When can an organisation apply for reimbursement that exceeds the Maximum Grant Value?

If an organisation has experienced a significant COVID-19 impact and incurred eligible costs more than the maximum grant value (MGV) for the service, the facility may be invited to apply for reimbursement via the invitation only stream. This stream supports services that have experienced significant and/or prolonged COVID-19 outbreaks, allowing grant funding that exceeds the capped amount to a value approved by the delegate.

To be eligible for this stream you must have

- received an email invitation from the department to apply, and
- be actively participating in the departments Financial Monitoring Program.

### 1.14 When can an organisation apply for the reimbursement for preventive activities?

To be eligible for preventive activity funding you must have

- received an email invitation from the department to apply.

Organisations must have participated in an IPC audit, arranged by the department (or on the advice of the Aged Care Quality and Safety Commission) or where independently commissioned on the advice of the department or the Aged Care Quality and Safety Commission, who may require support with associated costs to implement audit outcomes up to \$15,000.

## 2. Application Process

### 2.1 How do I submit an application for this grant funding opportunity?

Applications can only be submitted using the online application form on GrantConnect. You will need to register with GrantConnect to apply. Make sure you read all of the Grant Opportunity Guidelines. Complete the current version of the Costs Calculator and upload with your application.

### 2.2 What browser should I use to access and submit the application form?

Your application should be lodged utilising one of the following browsers:

- a recently updated version of Chrome, Firefox or Safari, and/or
- Edge (Windows 10).

### 2.3 Is a paper based application form available?

No. Applications must be submitted via the online application form on GrantConnect.

### 2.4 Can I submit more than one application per service?

Yes. You can make multiple applications for the same service while the Grant Opportunity is open; however, you cannot make more than one application for the same service covering the same impact period (unless you withdraw the previous application, or it was assessed as ineligible).

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

No. Applications need to be submitted for a single service. If a multiple service application is submitted, it will not be assessed and you will be asked to withdraw your application and re-submit as individual applications.

## 2.6 Can I apply for the reimbursement stream and invitation only stream that covers the same impact period?

No, you can only submit one application that covers the same service, covering the same impact period (unless you withdraw the previous application, or it was assessed as ineligible).

## 2.7 What attachments are required to be included with the application?

You should only attach requested documents in line with the instructions provided in the Grant Opportunity Guidelines, the application form and any published addenda. We will not consider information in attachments that we do not request. Specifically:

- All applications must include a completed Aged Care Support Costs Calculator – using the current template provided. The Test Register tab must also be completed if:
  - there was more than one positive resident or client case and the impact period extended beyond 7 days resolution of the first positive case
  - you are applying for a Home Care Package service.

Refer to the Grant Opportunity Guidelines for the most recent version of the Costs Calculator.

- If you are seeking to apply for reimbursement through the invitation stream that exceeds the maximum grant value, you must provide:
  - the invitation provided by the department and any additional information detailed in the email as required; and
  - a completed Aged Care Support Costs Calculator – using the current template provided.

## 2.8 How do I complete the test register? (Ensure you are using the most recent version of the Cost Calculator available on GrantConnect)

- Where there is more than one resident or client testing positive to COVID-19 and an impact period extends beyond 7 days, a test register must be completed.
- All required fields must be complete as per the instructions on the test register.
- You only need to capture tests that resulted in a positive result (PCR or RAT).
- You do not need to provide any names 'resident/client will be fine.'
- Please also include the date that isolation ended, if the isolation was required beyond 7 days of the positive test result was received, and an explanation of why isolation was required beyond this date.
- If you are a Home Care Package service, you should complete the test register for all applications.
- Please include as much information as possible to support the date of the impact period you are applying for under this program.

## 2.9 Can I save information in the application form so that we can complete it later?

Yes. A link to the application form will be sent to the nominated email address included in the form. Remember to use the 'Save and Exit' button to ensure all data is saved in the form.

## 2.10 Who can I contact to answer any questions about this grant opportunity and the application process?

Questions about the grant opportunity should be directed to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au)

## 2.11 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).

<b>Grant Details</b>	
Organisation ID:	1-AAAAAAA
Agreement ID:	1-BBBBBBB
Schedule ID:	1-CCCCCCC
<b>A. Purpose of the Grant</b>	

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.

#### 2.12 Where can I find my National Approved Provider System (NAPS) ID?

Your NAPS Provider ID, can be found under the “Summary” details of your organisation’s profile in the NAPS provider portal.

Your NAPS Service ID and NAPS Residential Aged Care Service (RACS) ID can both be found under the “Identifiers” details of the NAPS provider portal, once your applying service’s name has been selected.

#### 2.13 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 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](mailto:Grant.ATM@health.gov.au) and include any screenshots of error messages (if applicable).

#### 2.14 How do I know my application has been received?

Following electronic submission, your Submission Reference ID will appear on your screen. Additionally an email will be sent to the email address used in the application form.

#### 2.15 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](mailto: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.

## 2.16 What additional information will I be asked for during the assessment of my application?

The assessment of grant applications requires departmental Officials to:

- review your application against the eligibility criteria and determine your grant amount based on your incurred eligible expenditure and the maximum grant value per service calculated as outlined in section 3.1 of the Grant Opportunity Guidelines; and
- assess your suitability to receive a grant by reviewing the information and documents listed in Section 6.

This is necessary to make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the Commonwealth Grant Rules and Guidelines.

During the assessment process the department may seek:

- additional information to support the assessor's understanding of the information presented in your claim.
- to clarify missing or unclear information or an explanation of why certain items were required to manage the impact of COVID-19.
- supporting evidence including:
  - copies of invoices to validate that the costs claimed are within the eligible impact period and do not include GST.
  - supplier contracts, purchase orders, invoices and supplier confirmation of payments.

If you cannot provide this information when requested to support the assessment, the relevant claimed expenses may not qualify as eligible expenditure.

If you have any invoices over \$30,000, you can submit these via email [APSCpolicy@health.gov.au](mailto:APSCpolicy@health.gov.au) with reference to the submission number, provider name and service.

## 2.17 How and when will I be advised of the outcome?

You will be advised of the outcome of your application in writing, within approximately 12 weeks of submission date. However, if your application and cost calculator are not completed correctly and additional evidence is requested during the assessment, this may delay finalising the assessment.

## 2.18 Can I get feedback on our unsuccessful application?

If you are unsuccessful, you will be given an opportunity to discuss the outcome with the department .

## 2.19 Can I withdraw my application?

If after lodgement you realise you have made errors in your application, you can email [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) requesting your application be withdrawn. The request to withdraw the application must be endorsed by the 'Authorised Officer' named on the original application. After an application has been withdrawn, a new application for the same period may be submitted.

## 2.20 Can I apply again if our application is unsuccessful?

Yes. However, you should include new or more information to substantiate your funding claims. If a new application is substantially the same it may be deemed a duplicate and not assessed.

### 3. Grant Funding Obligations

#### 3.1 If I have been successful, when can we expect the grant funding?

100% of the approved funding amount will be paid upon execution of the grant agreement.

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

Grant funding amounts are GST exclusive.

Grants are assessable income for taxation purposes. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#).

### 4. Further Questions and Scenarios

#### 4.1 We have had no one test for COVID-19 but have incurred costs buying additional PPE and training staff. Are these costs eligible for the Grant?

No. The service must have had a resident / client tested for COVID-19 because they were suspected of having COVID-19 and received a positive result. Broader precautionary measures are not eligible for the grant.

#### 4.2 We have had no one test for COVID-19 but our occupancy has decreased impacting our financial viability. Is the service eligible for the Grant?

No. Broader indirect impacts of COVID-19 on financial viability including declining occupancy or Refundable Accommodation Deposit payment obligations are not eligible expenditure for the purposes of the Grant.

#### 4.3 We have had staff members required to isolate after returning from overseas / interstate. Are costs the service incurred due to this isolation eligible for the Grant?

No. If a resident/client or staff member is in quarantine because they have returned from overseas or interstate, any costs incurred by the service would be ineligible for the Grant.

#### 4.4 Our service excluded visitors to our facilities to limit possible exposure to COVID-19. We incurred additional expense and increased leisure/activity staff hours to further support residents during this time. Are these additional costs eligible for the Grant?

No. Costs associated with visitor restrictions, not related to a direct impact of COVID-19, are ineligible for the Grant.

#### 4.5 We had a number of positive cases of COVID-19 in the facility and purchased two (2) iPads/portable communication devices to support resident/client contact with family and friends during the outbreak period. Is the cost of the iPads eligible expenditure for the Grant?

No. this is not an eligible item for reimbursement under the program.

- 4.6 Our facility had a large outbreak. Even though we received additional staff funded from the Department's workforce surge measures, we also incurred additional labour expense from increased cleaning and lifestyle/activity staff hours and using additional agency staff. Are these additional labour costs eligible for the Grant?

Yes. Despite receiving additional staff funded from the department's workforce surge measures, if your service incurred an increase in labour costs during the outbreak period, additional eligible costs paid for by your service can be claimed via the Grant.

- 4.7 During a period of isolation following testing for COVID-19 we conducted additional infection control training at the impacted service and at all of our other services. Are the additional training costs eligible for reimbursement via the Grant?

Costs associated with the additional infection control training a service may be required to implement may be eligible (up to a maximum of \$15,000) if recommended through an Aspen IPC audit. However, the costs associated with training held at your other services are not eligible for the Grant.

- 4.8 We provided accommodation/local transport to existing staff of our service so they did not have to return home to their families whilst working in a residential aged care service during an outbreak. Can we claim these costs?

- No. Accommodation or transport costs incurred for existing staff of a service are not eligible for the grant.
- No. Accommodation or transport costs incurred for existing staff of a service with no positive COVID-19 resident or client cases are not eligible for the grant.

- 4.9 Are we able to claim leave costs paid to staff who were required to isolate?

No. Leave costs are not an eligible expense for this grant.

- 4.10 Our organisation has a Business Interruption Insurance (BII) policy; however, many of the additional costs incurred in managing the impact of COVID-19 are not covered by the policy. Can we apply for the Grant?

Yes. If your organisation has BII which either does not cover pandemics such as COVID-19 or does not cover all of the additional eligible expenditure incurred during a COVID-19 impact period, you may claim the additional items from the Grant. However, you should make a claim on your insurance **before** applying for the Grant. You can only claim for items not paid for by your insurance. You should state in your application that you are only claiming for items not covered by your insurance. You may be asked to provide evidence of your BII coverage during the assessment of your application.

- 4.11 We are required to implement Rapid Antigen Testing (RAT) within the facility whilst community transmission is occurring. Are costs associated with Rapid Antigen Testing eligible expenditure under the Grant?

Costs for the purchase of Rapid Antigen Testing or other surveillance testing as a standalone preventative measure are not eligible in this grant. The objective of the grant is to assist eligible providers that are subject to direct COVID-19 impacts.

- For impact periods from 1 January 2023 to 31 December 2023, if your service purchased Rapid Antigen Tests within the 3 months prior to an impact period and used those tests during the impact period, these costs would be eligible. The methodology you use to calculate your associated claimable costs needs to be reasonable, ensure it arrives at only claiming those

costs that are over and above your BAU costs for the relevant impact period, and must be able to be explained/demonstrated if requested by the department during the assessment of your application. Supporting information and copies of invoices may also be requested.

- If additional tests were purchased during an impact period to assist with managing a direct impact of COVID-19 and when also meeting the other eligibility criteria of the program, the costs would be eligible for reimbursement.

#### 4.12 Our organisation purchased PPE prior to the impact period and used it during the impact period. Is the cost of the PPE used during the impact period eligible for the grant?

Under the Grant Opportunity Guidelines (Section 3.2 Grant claim period) you can incur eligible expenditure for each impacted service for the period between the Trigger Date and End Date for that service. The Trigger Date is the date on which the first resident, or client is tested for COVID-19 and returns a positive result. The End Date is the date on which direct COVID-19 impacts are resolved i.e. there are no infected or isolated residents, or clients.

- For impact periods from 1 January 2023 to 31 December 2023, the department will consider costs for PPE (only) purchased within the 3 months prior to the eligible impact period and used during the impact period as eligible for the program. The methodology you use to calculate your associated claimable costs needs to be reasonable, ensure it arrives at only claiming those costs that are over and above your BAU costs for the relevant impact period, and must be able to be explained/demonstrated if requested by the department during the assessment of your application. Supporting information and copies of invoices may also be requested.
- PPE purchased prior to an impact period and not used during an impact period is preparatory in nature and not eligible for reimbursement under the program.
- For all other items, purchases made prior to an impact period are preparatory in nature and not eligible for reimbursement under the program.

#### 4.13 Our service was recommended to purchase or hire air scrubbers/air purifiers through an Aspen IPC audit to help manage a COVID-19 outbreak. Are these costs eligible for the grant?

Yes. Through the invitation only stream, services can be reimbursed for the costs for air scrubber/air purifiers if recommended to purchases as a result of an Aspen IPC audit, up to a maximum value of \$15,000.

#### 4.14 We had an eligible impact period at our service and wanted to pay our staff an increased amount during the impact period to support them to continue working. Can we claim these costs under the program?

No. Additional salary costs, including incentives (COVID allowance, higher hourly rates to incentivise staff to work, COVID loadings etc) to incentivise staff to work during an impact period are not an eligible expense under the program.

Please note that lump sum payments, bonuses and non-monetary incentives including food, gift cards, flowers etc are not eligible for reimbursement under this program.

#### 4.15 Specific considerations for Home Care Package providers

- To assist the department in assessing Home Care Package (HCP) service claims and understanding the impact period being applied for, HCP applicants must complete the test register tab of the cost calculator.
- Only costs associated with your HCP program would be eligible for the grant. This means that:



- Staff and clients of programs other than the HCP (e.g. NDIS, CHSP) would not be able to be included in the test register as their periods of isolation will not count towards the eligible impact period.
- Costs incurred (such as PPE, RATS, any equipment and resources, and travel and accommodation costs) in managing a direct impact of COVID-19 for the other programs are not able to be claimed.
- Costs on-charged to a consumer's HCP budget are not eligible to be claimed for reimbursement through the program.

#### 4.16 The approach to managing COVID-19 and influenza - Treatment under the 2023 COVID-19 Aged Care Program Grant

The approach to managing COVID-19 and influenza will focus on minimising the health impacts – with a particular focus on protecting those most at risk of severe illness. Aged care providers and staff presenting with COVID like symptoms are likely to immediately suspect COVID-19 and take associated actions. The below table outlines various scenarios and how this applies to eligible impact periods for reimbursement of eligible costs under the COVID-19 Aged Care Support Program Extension grant.

**Please note:** If a staff member has been tested for COVID-19 and is in isolation this would not be considered to be a direct impact on the service and any resultant costs would not be eligible for the Grant.

##### Scenarios - Staff Member

#	Scenario	Treatment under the 2023 COVID-19 Aged Care Program Grant (the grant)
1	I have a staff member who attended work, reported COVID-19 like symptoms, was not tested for COVID-19 but has self-quarantined.	<p>This scenario is not eligible under the program.</p> <p>The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate.</p>
2	I have a staff member who has reported COVID-19 like symptoms, has tested positive to a COVID-19 test (RAT or PCR) and has been required to isolate.	<p>This scenario would not be eligible under the grant.</p> <p>The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate.</p>



**Scenarios - Resident/HCP Clients**

#	Scenario	Treatment under the 2023 COVID-19 Aged Care Program Grant (the grant)
1	I have a resident/clients who has COVID 19 like symptoms, was tested for COVID-19 and returned a positive result.	This scenario is eligible under the program.  The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate.
2	I have a resident/clients who has COVID-19 like symptoms, was not tested for COVID-19 but has been isolated from others/self-quarantined as a preventative measure.	This scenario is not eligible under the program.  The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate.
3	I have a resident/clients who has COVID-19 like symptoms and has tested negative to a COVID-19 test (RAT or PCR). However, they have been directed to isolate regardless (are symptomatic, are a suspected close contact of a COVID-19 positive person, were directed to do so by the PHU or their GP because they are suspected of having COVID-19)	This scenario is not eligible under the program.  The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate.
4	I have a resident/clients who has COVID-19 like symptoms, has tested negative to a COVID-19 test (RAT or PCR) and has not been required to isolate.	This scenario would not be eligible under the grant.  The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate
5	I have a resident/clients who has COVID-19 like symptoms and has tested negative to a COVID-19 test (RAT or PCR).  However, they have been directed to isolate regardless (are symptomatic, are a suspected close contact of a COVID-19 positive person, were directed to do so by the PHU or their GP because they are suspected of having COVID-19).  They were isolated from others until they attended their GP/were attended by a GP who advised them that they had the flu.	This scenario would not be eligible under the grant.  The trigger for the grant is a COVID-19 test (RAT or PCR) that results in a resident/clients testing positive and having to isolate