

# Support for Aged Care Workers in COVID-19 (SACWIC) FAQs

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## 1. General Questions – for Providers

### 1.1 What is the Support for Aged Care Workers in COVID-19 (SACWIC) grant opportunity?

The SACWIC grant opportunity is the second grant opportunity to be established as part of the COVID-19 Aged Care Support Program (the Program). The purpose of the grant opportunity is to minimise the risk of infection to aged care workers, residents, and service users. The SACWIC Grant reimburses eligible providers for wage expenses that are over and above their regular wage costs, as well as skills gap training and eligible leave attributed to the implementation of the single site arrangements during a hotspot or high-risk designation period.

Please refer to the Grant Opportunity Guidelines for GO4215, as listed on the GrantConnect website – [www.grants.gov.au](http://www.grants.gov.au).

### 1.2 What are Guiding Principles and how are they relevant to this grant opportunity?

In Victoria, industry representatives, with support from government and unions developed Guiding Principles designed to assist residential providers keep residents and workers safe by working at a single site. Single site arrangements and grant funding has subsequently been implemented in several other locations across New South Wales (NSW), Queensland (QLD), and South Australia (SA).

It is the Australian Government’s expectation that residential providers who apply for support through this grant opportunity are adopting relevant industry principles that have been developed to minimise the potential risk of workers unintentionally transmitting COVID-19 by working across multiple sites.

For more information, visit the [Guiding Principles Support Hub](#) or call 1800 491 793 Monday to Friday 8.30am to 5pm.

### 1.3 What is a designated hotspot or high risk area?

A ‘designated hotspot or high risk area’, for the purpose of this grant opportunity, is:

- Determined by the Commonwealth Department of Health; and
- Listed at Appendix 1 of the GO4215 Grant Opportunity Guidelines

Appendix 1 will be updated if and when new areas are designated as COVID-19 hotspots and high risk areas for the purpose of this grant opportunity.

#### 1.4 Does an aged care worker get to choose which facility they work at?

It is expected that workers will work at the site where they can work the most hours for the duration of the activity period. Once a worker begins working at a single site, they should continue to work at that site for the duration of the grant activity period.

#### 1.5 What if I have a worker who works for our residential aged care facility and a hospital or similar health care service?

The Principles only apply to the employment of workers at residential aged care facilities, not hospitals or similar health care services. Therefore, workers can continue working at a residential aged care facility and other workplaces but should comply with all relevant infection control protocols at in their workplace.

#### 1.6 The Fair Work Commission awarded paid pandemic leave to aged care workers employed under the Aged Care Award, Nurses Award and Health Services Award. Does this affect how much funding I can apply for?

Under the grant opportunity, you are able to apply for SACWIC grant funding to pay pandemic leave to residential aged care workers under Stream 2 if they:

1. are eligible under the Fair Work Decision (e.g. covered by one of the three Awards above); and
2. do not have access to or sufficient personal or sick leave to cover the entire period of absence.

Workers with access to personal (sick) leave entitlements are not eligible to be supported under Stream 2 until the personal (sick) leave balance has been extinguished.

#### 1.7 Can this grant be used to provide pandemic leave to aged care workers employed under enterprise bargaining agreements?

Yes, funding can be used to provide pandemic leave to workers who are employed under enterprise bargaining agreements if they do not have access to or sufficient personal or sick leave to cover the entire period of evidence. Workers with access to personal (sick) leave entitlements are not eligible to be supported under Stream 2 until the personal (sick) leave balance has been extinguished.

#### 1.8 Can this grant be used to provide paid leave for staff to attend testing where there is a Public Health Direction for mandatory regular asymptomatic testing?

Yes, funding can be used to provide leave to workers who are employed under the Aged Care Award, Nurses Award and Health Services Award and enterprise bargaining agreements if they do not have access to or sufficient personal or sick leave to cover the days on which they are required to present

for mandatory asymptomatic testing. Workers with access to personal (sick) leave entitlements are not eligible to be supported under Stream 2 until the personal (sick) leave balance has been extinguished.

#### 1.9 How does this grant interact with the Australian Government's \$1,500 Pandemic Leave Disaster Payment?

This SACWIC grant opportunity should be applied for in the first instance. If your workers are paid leave through this grant funding, they will not be eligible for the \$1,500 Pandemic Leave Disaster Payment.

#### 1.10 What impact does state, and territory COVID-19 Isolation Payments have on how much grant funding I can apply for?

This SACWIC grant opportunity should be applied for in the first instance. If your workers are paid leave through this grant funding, they will not be eligible for any of the state and territory isolation (or equivalent) payments available.

#### 1.11 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?

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.

#### 1.12 What can Australian Government grant funding be used for?

Please refer to the Grant Opportunity Guidelines for GO4215, as listed on GrantConnect. Specifically, *Section 5.1 Eligible Grant Activities*. You must incur eligible expenditure while you are in a designated hotspot or high risk area as identified in Appendix 1 of the Grant Opportunity Guidelines.

#### 1.13 What can't I use this grant funding for?

Funding cannot be used for activities that are not listed at *Section 5.1 Eligible grant activities* of the Grant Opportunity Guidelines for GO4215. Please refer to the Grant Opportunity Guidelines for GO4215, as listed on GrantConnect. Specifically, *Section 5.4 What the grant money cannot be used for*.

#### 1.14 What level of funding is available?

Providers are able to apply for the amount of funding necessary within the scope of the eligibility criteria.

The 'SACWIC Application Spreadsheet' is available with the Grant Opportunity Guidelines for GO4215, listed on GrantConnect. The SACWIC Application Spreadsheet will help you detail the costs you can apply for under this grant. The Department of Health may contact you if additional information is required to support your application. Please refer to *Section 3.1 Grants Available* of the Grant Opportunity Guidelines GO4215 for more information.

#### 1.15 What checks are in place to ensure the grant funding is passed on from providers to workers?

The Australian Government may conduct audits to ensure the grant funding is paid to workers correctly. Where funds are claimed upfront (in circumstances of financial hardship), a financial acquittal is required to be submitted at the conclusion of the grant to account for the use of funds.

#### 1.16 How long will the grant period run for?

The grant opportunity for hotspots and high risk areas as listed in Appendix 1 of the Grant Opportunity Guidelines for GO4215 is scheduled to end on **30 June 2022**.

Providers will only be able to apply for assistance for the time they are eligible under a designated hotspot. Providers may apply for the duration outlined in Appendix 1 of the Grant Opportunity Guidelines GO4215.

#### 1.17 Where can I find **Attachment A** referenced in the Grant Opportunity Guidelines?

Attachment A refers to the *Guiding Principles for residential aged care – keeping Victorian residents and workers safe*. It can be found on the Guiding Principles Support Hub [Help Resources page](#).

#### 1.18 When can I make an application for funding under the grant?

As the SACWIC Grant is a retrospective grant, applications can be submitted after the hotspot or high-risk area designation period has ended. Applications can only be accepted during the hotspot or high risk area designation period if a provider is able to demonstrate that they are experiencing significant financial hardship.

#### 1.19 What if there are two declared hotspot/high risk areas that are close together?

Continuous SACWIC funding is now available for providers in locations where multiple hotspots are declared for the same location separated by less than 14 days.

Activity periods for the SACWIC grant are determined by hotspot declarations triggering Commonwealth support. Recently, there have been hotspot declarations announced in Victoria and

New South Wales where the end date for the first hotspot or high risk location and the start date of the second hotspot or high risk location are less than 14 days apart.

To better support providers in these circumstances, hotspots and high risk locations separated by less than 14 days will be considered as one activity period for the purposes of SACWIC funding. This arrangement is designed to better support providers with any costs incurred with implementing single site arrangements across hotspot periods and minimise disruption to workers.

This change will mean that providers can submit one grant application for the SACWIC grant for continuous funding across the activity period which will encompass both hot spots or high risk locations at the end of the activity period.

## 2. Payment Questions – for Providers

### 2.2 How will the grant funds be paid?

The Letter of Agreement will state the amount of funding to be provided in relation to the application. Unless you opt out of the Letter of Agreement, the payment will be made into the relevant account after the two business days cooling off period following the date of the Letter of Agreement. If required, the Australian Government may agree to funding or other variations to the Letter of Agreement and any such funding variation will be paid following departmental processing.

### 2.3 How are workers paid and how long will this take?

Workers should continue to receive their wages from their primary employer for the duration of the period as set out in the relevant industry principles for your state/territory. Workers do not need to apply for SACWIC funding.

## 3. Eligibility Questions – for Providers

### 3.1 Who is eligible to apply?

We cannot consider your application if it does not satisfy the eligibility criteria under Section 4.1 and Section 4.1.2 of the Grant Opportunity Guidelines GO4215. Please refer to the Grant Opportunity Guidelines for more information.

### 3.2 Are providers eligible to apply for funding for a facility located outside the designated hotspots?

Approved Residential Aged Care Providers or approved NATSIFACP providers who provide services in a facility located outside a hotspot are eligible to apply for the grant if they incur additional costs as a result of eligible workers who work inside a hotspot:

- who normally work at multiple residential aged care facilities, one of which is in a hotspot; and

- will be working solely within the facility outside being applied for.

### 3.3 If my workers have personal (sick) leave entitlements, does this affect how much grant funding I can apply for to support workforce costs?

Workers with paid personal or sick leave entitlements are not eligible to be supported by this category of funding unless they have insufficient leave balances or where personal or sick leave cannot be taken under the Award or conditions of employment. When applying for the grant, the paid leave component is based on actual staffing numbers and you will be asked to identify the number of staff you have with less than 10 days personal or sick leave.

### 3.4 Are workforce costs for agency workers eligible under this grant opportunity?

SACWIC Grant money cannot be used for contractors or agency staff to work at a single site (other than as replacement workers). Please refer to the Grant Opportunity Guidelines for GO4215, on GrantConnect, specifically section 5.4 *What the grant money cannot be used for*, for further information.

Agency workers may be able to apply for the pandemic leave disaster payment of \$1,500 for people who need to isolate for 14 days and have no access to, or insufficient, sick leave entitlement. It is possible to access this payment multiple times if you are in a position where you will have to self-isolate again. Further information is available here:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment>

To apply for the payment, please contact Services Australia on **180 22 66**. The line is open from 8am to 8pm Monday – Friday, and 9am – 5pm Saturday and Sunday.

### 3.5 If I have increased costs as a result of hiring replacement workers to fill shifts, can I claim for these costs?

If you need to engage replacement workers (for example, agency workers), you are able to apply for grant funding for out of pocket expenses above regular wage costs caused by the implementation of the Guiding Principles. See Case Studies for more information.

### 3.6 In determining the out of pocket expenses for additional hours:

- a) what if wage costs during the hotspot designation period is less than the wage costs for the prior period, can I still apply for SACWIC funding?

Providers are reimbursed the out of pocket wage costs which are over and above your regular wage costs for implementing single site arrangements. If your wage costs are higher in the prior period then you will be unable to justify any out of pocket expenses.

- b) what if there are more public holidays in the prior period compared to the hotspot/high risk designation period, can I adjust the figures?

The department is aware that, for some of the NSW and VIC hotspots listed in Appendix 1 of the Grant Opportunity Guidelines, there are a greater number of public holidays in the Prior Period versus the Activity Period that may have a material impact on claims.

Where there are 5 or more public holidays in the Prior Period versus the Activity Period adjustments can be made to determine the out of pocket costs claimable under this Grant. When completing the Application Spreadsheet, you will need to:

- Deduct the additional rates paid on each of the public holidays in the **prior period**. Insert the adjusted cost of wages 'for the equal timeframe immediately prior to the grant period' in **Tab 1. Funding for Additional Service in column J** for each service.
- Deduct the additional rates paid on each of the public holidays in the **activity period**. Insert the adjusted 'actual wage costs for the period of this grant' in **Tab 1. Funding for Additional Service in column J** for each service.

The Application Spreadsheet will calculate the out of pocket costs for each service and provide you with the total out of pocket costs across all services in **Tab 1. Funding for Additional Service in cell J20**. This is the amount you are eligible to be assessed on for funding for additional hours.

While you are able to make adjustments to the Application Spreadsheet to take into account public holidays (where there are five or more public holidays in the prior period versus the activity period) . **please do not adjust your payroll summary reports to neutralise public holidays** when submitting your supporting documentation.

Please note the department will request the rates paid for each relevant public holiday in both the prior and activity periods (if rates are not reflected in your payroll summaries) to corroborate the amounts adjusted in the Application Spreadsheet.

- c) Can we add a 30% on cost loading to our claim?

A blanket 30% on-cost add on is not accepted for this grant opportunity. Superannuation, Workcover and payroll tax rates are considered as part of the out of pocket calculation if provided and reflected in the supporting payroll summaries. The Department may require further evidence to substantiate percentage mark-ups of these on costs if they are not presented in dollar amounts

### 3.7 What if the Activity Period for the current hotspot/high-risk area I am applying for overlaps with the Prior period for my previous application?

For applicants applying for the Greater Melbourne hotspot/high-risk area listed in Appendix 1 of the Grant Opportunity Guidelines, the department is aware that there are a number of overlapping days where the current prior period overlaps with a previous 'activity period'.

This is only relevant for applicants who have previously applied for and been funded under the SACWIC grant for:

- The Greater Melbourne/Mitchell Shire hotspot/high-risk designation period of 15 July 2020 to 30 November 2020 (overlap period would be 14 days: 17/11/2020 - 30/11/2020).
- The Greater Melbourne hotspot/high-risk designation period of 13 February 2021 to 17 February 2021 (overlap period would be 5 days: 13/2/2021 – 17/2/2021).

To address this issue, for applicants who were funded previously, an adjustment will be made by the department as part of our assessment process for the wage costs incurred in the overlap period. This approach is being taken as the costs of increased wages in the overlap period were previously considered as part of the previous application and reimbursed where eligible.

### 3.8 What if a change in financial year occurs during the Activity Period for the current hotspot/high-risk area I am applying for?

The department is aware that there will be instances where a change in financial year will occur during an 'activity period'. In these circumstances applicants do not need to do anything different in respect of their claim and no adjustments are required or applied by the department during assessment.

## 3. Implementing SACWIC– for Providers

4.1 When working out the additional hours to offer the worker so they won't be disadvantaged, should I be looking at what the worker's take home pay would normally be?

The GO4215 Grant Opportunity Guidelines make clear that workers should not be disadvantaged as a result of the single site principle. Knowing your worker's entitlements, including average weekly take home pay, across all residential aged care employers is essential to ensure the worker is offered enough hours so as to not be disadvantaged.

*For example:*

Working out how many additional hours of work to provide to the worker

<b>Normal Employment with Secondary Provider/s</b>	<b>Additional Hours of Work with Primary Provider</b>
Average weekly take home pay from secondary provider/s	= X number of ordinary hours
Average weekly take home pay from secondary provider/s	= Y number of ordinary hours on a Saturday
Average weekly take home pay from secondary provider/s	= Z number of ordinary hours on a Sunday
Average weekly take home pay from secondary provider/s	= P number of overtime hours at time and a half + Q number of overtime hours at double time
Average weekly take home pay from secondary provider/s	= R number of overtime hours a double time
Average weekly take home pay from secondary provider/s	= F number of ordinary hours on an afternoon shift
Average weekly take home pay from secondary provider/s	= G number of ordinary hours on a night shift

#### 4.2 Do we need to pay superannuation for the additional hours?

Superannuation will be payable as usual on all ordinary time earnings (OTE) by a worker.

#### 4.3 What if I don't have sufficient rostered hours available to cover the hours that staff would normally work at another facility?

It is expected that workers will work at the site where they can work the most hours for the duration of the activity period. Once a worker begins working at a single site, they should continue to work at that site for the duration of the activity period.

If you do not have sufficient rostered hours to employ your worker for additional hours, you should offer them supernumerary hours, while also ensuring compliance with Work Health and Safety obligations in relation to managing workplace fatigue and the relevant industrial instrument. See <https://www.safeworkaustralia.gov.au/fatigue>. Providers are not required to offer supernumerary hours that would put the health and safety of the worker at risk.

#### 4.4 What are supernumerary hours?

Supernumerary hours are hours that exceed a provider's usual number of rostered hours. This may mean that employees are rostered on in excess of a providers workforce needs. Providers can claim funding under SACWIC for these costs.

There may be a limited number of circumstances where employees may not be able to work the additional hours (e.g. as a result of Work Health and Safety obligations). Providers will need to declare this in their application and claims of this nature may be scrutinised by the Department.

#### 4.5 Is there a maximum number of hours that a worker can be paid for?

When determining the maximum number of hours you can safely employ a worker to work, you must consider:

- The health and safety of the worker in accordance with your obligation to manage fatigue in the workplace. (see [https://www.safeworkaustralia.gov.au/fatigue for more information](https://www.safeworkaustralia.gov.au/fatigue-for-more-information)), and
- The provisions of the applicable industrial instruments which provide breaks to the worker from being on duty and comply with these provisions.

You are not required to, and should not, offer additional hours that would put the health and safety of your worker at risk.

## 4. Funding for Training – for Providers

### 5.1 Will I be reimbursed for costs associated with training workers where workers are unable to work due to self-isolation/quarantine or because they have selected to work at another facility?

If you are an approved Residential Aged Care Provider or an approved NATSIFACP provider and have workers who are not to attend work due to self-isolation/quarantine requirements, you can apply for grant funding to train additional workers in the event a skills gap arises, if you are located:

- in a hotspot or high risk area, or
- outside a hotspot or high-risk area but have workers elect to work at another facility within a hotspot.

Similarly, if you are an approved Home Care provider that has workers who provide services to clients residing inside a hotspot, and are not to attend work due to self-isolation/quarantine requirements, you can apply for grant funding to train additional workers in the event a skills gap arises.

Please note that in all these circumstances the training **must be**:

- provided by a registered training organisation or, where more appropriate, delivered in-house by your organisation; and
- because usual staff are not to attend work because of quarantine and self-isolation or because workers have selected to work at an alternative facility

If these two criteria are not met, the costs of the training cannot be claimed under grant funding.

There are only limited circumstances where providing site-specific training in-house may be more appropriate. If additional costs arise as a result of the diversion of resources for site-specific training, you may be able to apply for assistance under the SACWIC grant.

## 5. Application Questions – for Providers

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

You can only apply online via GrantConnect:

- you will need to be registered with GrantConnect to access the portal;
- complete the online grant opportunity application form;
- provide all the information requested in the application form;
- address all eligibility criteria; and
- include all necessary attachments.

## 6.2 Attachments to the application

The following documents must be included with your application:

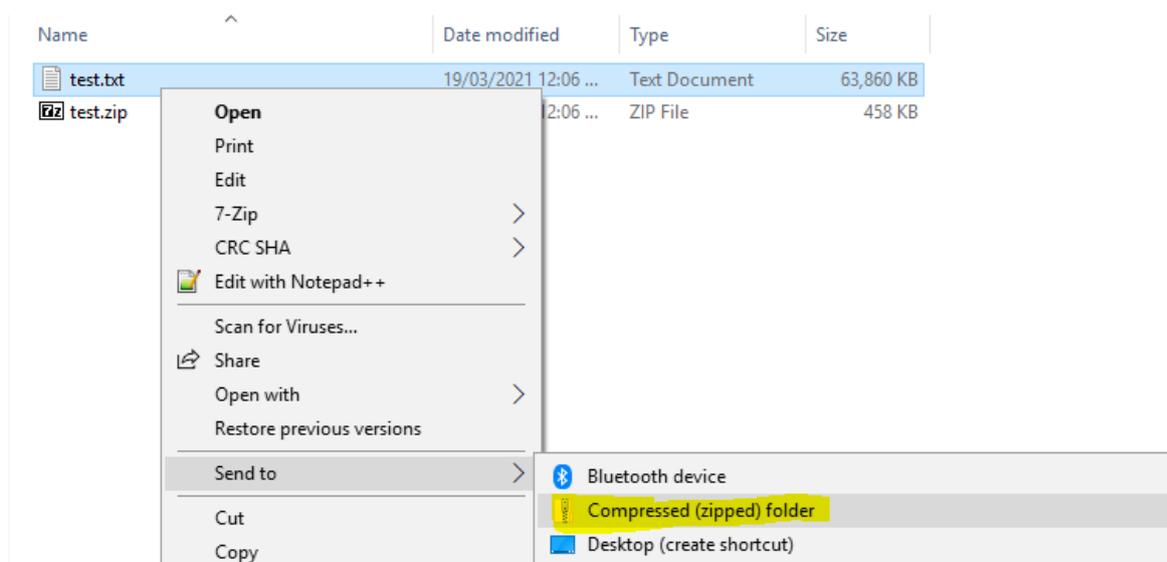
1. SACWIC Application Spreadsheet.
2. Supporting documentation as listed in section 3.1 of these Grant Opportunity Guidelines.

You must attach the SACWIC Application Spreadsheet to the application form in line with the instructions provided within the form.

PLEASE NOTE: Supporting documentation as listed in Section 3.1 of the Grant Opportunity Guidelines may be too large to attach to the application form. If supporting documentation is over the 20mb limit, please compress the file(s) and send to [SACWIC@health.gov.au](mailto:SACWIC@health.gov.au) with the submission ID reference clearly stated in the email subject line.

We will not consider information in attachments that we do not request.

To compress a document please right click the file to be compressed, mouse over “Send to”, and then select “Compressed (zipped) folder”. If the file is still too large, please split into multiple files or use other compression software (7zip) to break up the compressed file.



## 6.3 What supporting documentation do I need to provide with my application?

Section 3.1 of the Grant Opportunity Guidelines, sets out the acceptable supporting documentation for each funding stream. Please refer to this section for more information.

If you are supporting aged care workers to work at a single site and you want to claim the out of pocket expenses for those workers - you are required to provide:

- Before Activity Period: Payroll summaries for an equal amount of time as the grant activity period, immediately prior to the activity period that itemise ALL staff and includes leave balances, and

- During Activity Period: Payroll summaries for the activity period that itemise ALL staff and includes leave balances.

If you are supporting aged care workers who are not to attend work because they have been experiencing COVID-19 symptoms, have been diagnosed as COVID-19 positive, require testing or are subject to self-isolation or quarantine requirements – you are required to provide a summary of eligible leave paid itemised by staff member.

If you are claiming funding to cover training additional staff where existing aged care workers did not attend work due to self-isolation, quarantine or single site requirements – you are required to provide a statement that includes:

- an overview of the training and summary of learning objectives or program summary,
- the name of the training program,
- the name of the registered training provider or clearly identify if the applicant is applying for in house training.
- the duration of the training and
- receipt of payment or if the training is in-house, the detail of the out of pocket expenses incurred.

#### 6.4 If I am experiencing financial hardship and wish to submit an application during the activity period, what supporting documentation do I need to provide?

Before making an application, please send an email to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) in the first instance. Please provide a business case as to the significant financial hardship experienced and attach supporting evidence of your financial position. The department will consider your position and either invite you to apply during the activity period or advise you to wait until the activity period has ended to apply.

If you have been invited to apply during the activity period, you will be required to provide acceptable supporting documentation for each funding stream. Please refer to Section 3.1 of the Grant Opportunity Guidelines for more information.

- If you wish to claim out of pocket expenses for implementing single site arrangements and/or out of pocket leave expenses, you are required to provide rosters/timesheets, and payroll summaries that itemise staff and include leave balances for an equal period of time immediately before implementing single site arrangements.
- If you wish to claim for out of pocket expenses for training, a statement that includes
  - an overview of the training and summary of learning objectives or program summary,
  - the name of the training program,

- the name of the registered training provider or the name of your organisation if the training is in-house,
  - the duration of the training, and
  - receipt of payment or if the training is in-house, the detail of the out of pocket expenses incurred, instead of a receipt.
- Where the training has not yet been undertaken and a receipt cannot be provided a quotation from the registered training organisation will be accepted.
  - Providers who elect to apply during the period specified in Appendix 1 due to significant financial strain are required to submit an application attaching the above supporting documentation.
  - Applications will be accepted on a case by case basis.

#### 6.5 Will I get all the funding requested?

The Department of Health determines your grant amount based on its assessment of your needs through your completed application form. The Decision Maker decides which grants to approve based on what is eligible expenditure.

#### 6.6 Can I apply in respect of more than one facility?

Yes, as a provider you can apply for multiple aged care facilities/services in the one application form. The SACWIC Application Spreadsheet has capacity for multiple services to be listed. If additional facilities/services are subsequently impacted by eligible workforce costs related to COVID-19, you may submit the SACWIC Application Spreadsheet, without completing the Application form again.

#### 6.7 Who do I contact if I am having technical issues submitting the application?

For requests for technical help or support in using and/or submitting the Application Form please contact email the Department of Health at: [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au)

The Department of Health will aim to respond to questions within two (2) working days.

#### 6.8 Who do I contact if I have questions relating to the grant opportunity?

As a provider you have access to the Guiding Principles Support Hub that can answer your general queries and provide guidance, tools and advice to assist you in implementing these guidelines. You can find further information at:

- Website and online form: [supporthub.agedservicesworkforce.com.au](http://supporthub.agedservicesworkforce.com.au)
- Hotline: **1800 491 793** Monday to Friday 8:30 am to 5:00 pm.

### 6.9 How will organisations be advised of the final outcome?

Successful applicants will be advised of the outcome of their application through a Letter of Agreement and unsuccessful applicants will be notified in writing.

### 6.10 In what order will applications be assessed and funded?

Applications will generally be assessed in order of need, as determined by the Department of Health.

### 6.11 Does SACWIC pay for additional workers?

SACWIC does not provide funding for additional or replacement workers, unless:

- there are additional costs to the provider caused by the implementation of residential aged care workers working across a single site; and
- a provider has undertaken reasonable efforts to ensure its new total wage bill fits in with its old one.

If you are hiring additional workers as a result of a COVID-19 test or COVID-19 infection, you should consider applying for funding under the Aged Care Support Program- Extension (GO4863).

## 6. Questions – for Workers

### 7.1 Do I need to apply for the grant?

No, workers cannot apply for SACWIC funding themselves. If you work for an eligible approved residential aged care, home care or NATSIFACP provider inside a hotspot, your employer can apply for SACWIC grant funding to provide you with financial support.

### 7.2 Will I have to wait for a grant to be processed before I get paid?

No. Your employer can pay you now and then apply for grant funding. If there is an issue with payment from your provider, in the first instance discuss this with your manager. If this is not resolved, you can contact the Guiding Principles Support Hub at:

- Website and online form: [supporthub.agedservicesworkforce.com.au](http://supporthub.agedservicesworkforce.com.au)
- Hotline: 1800 491 793

### 7.3 I'm employed by an agency not a provider, can my employer receive grant funding?

No. Agencies are not eligible for funding support under SACWIC. To be eligible a provider must be an approved:

- Residential Aged Care provider;
- Home Care provider; or

- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) provider.

If you are unsure if your employer is eligible, please speak with them in the first instance.

7.4 I only earn \$960 a fortnight, I would be better off getting the Australian Government's \$1,500 payment, so should I apply for that instead?'

If you receive financial support from your employer under this Grant, you will not be eligible for the Pandemic Leave Disaster Payment.

If your employer is ineligible for the SACWIC Grant you may be eligible for a [Pandemic Leave Disaster Payment](#). To confirm your eligibility, please contact Services Australia on 180 22 66.

7.5 I'm a permanent worker at a residential aged care facility, do I have to use all my personal (sick) leave and my annual leave, before I am eligible for paid leave under the grant?

No. You will need to use any sick leave that can be used, but not your annual leave. If you run out of personal (sick) leave, your employer can apply for funding under SACWIC to maintain your pay.

## 7. SACWIC Grant Case Studies

8.1 Some of our staff work at more than one site. How do we cover the costs of providing extra shifts at just one site?

Helen runs Morning Gardens Residential Aged Care, which is located in a designated COVID-19 hotspot for the purposes of the SACWIC Grant. She has four staff members who each ordinarily work 8 additional hours at the nearby Evening Gardens RACF. These workers have elected Morning Gardens to be their primary employer. Helen agrees to offer each of her four staff 8 additional hours per week, so they no longer work at Evening Gardens RACF. Helen can apply for her out of pocket wage expenses to be covered by the SACWIC Grant if she experiences overall out of pocket costs as a result.

8.2 A staff member has phoned in and they are unwell but they don't have enough sick leave to take a day off.

Bill manages Sunshine Park Aged Care located in Brunswick, Victoria. His employee, Rhonda, has called to inform him that she has a sore throat and a mild temperature. Bill has advised Rhonda that she needs to self-isolate and get tested for COVID-19. Rhonda is a permanent employee of Sunshine Park Aged Care but she has used all her accrued personal (sick) leave entitlements so would normally be required to take unpaid leave. Bill can pay her sick leave and apply for his out of pocket wage expenses to be covered by the SACWIC Grant. If Bill does not pay for her leave through the SACWIC

Grant, then Rhonda may apply for the Victorian Government's \$450 COVID-19 Test Isolation Payment.

### 8.3 A relative I saw on the weekend has just tested positive for COVID-19. What should I do now?

Lisa is a casual personal care worker at Hope Ridge Residential Aged Care which is located in a designated hotspot and she has no leave entitlements. She informs Hope Ridge manager, Roger, that her cousin, who she had dinner with on Saturday night, has now been diagnosed with COVID-19. Roger tells Lisa that she must self-isolate and get tested for COVID-19. To ensure she complies with these instructions, Roger can pay Lisa for the hours she was already rostered for.

Roger can receive support under SACWIC to continue to pay Lisa her average wages if she was likely to have worked during the period she was required to self-isolate, even if she was not yet rostered on.

If Lisa is not supported under SACWIC then Lisa may apply for:

- The \$450 Coronavirus (COVID-19) Test Isolation Payment, if she was likely to have worked during the self-isolation period (Victoria only); and
- The Australian Government's \$1,500 Pandemic Leave Disaster Payment, if she was told to self-isolate or quarantine by the Victorian Department of Health and Human Services.

Once Lisa has isolated for 14 days and been advised by her Public Health Unit that she is clear to return to end isolation and return to normal activities, she will be able to return to work.

### 8.4 Residents have formed attachments with particular staff. Why should residents be disrupted by having new caring staff?

Frank is confused as to why his favourite carers Barbara and Bob are no longer looking after him. Barbara and Bob are close-contacts to another staff member who has tested positive. They are now in isolation at home and waiting for the results of their COVID tests, to ensure they are not spreading COVID-19 and to ensure their own health.

Once Barbara and Bob have been isolated for 14 days and have been advised by their Public Health Unit they are clear to end isolation and return to normal activities, they will be able to return to work and be reunited with Frank. To ensure that a potential infection of COVID-19 can be contained and the health of residents and workers can be protected, strict actions need to be taken. As soon as staff are cleared to return to work, they will do so and residents will be reunited with the staff they know. This will support residents to continue to experience safe quality care.

If Barbara and Bill are not entitled to personal leave because they do not have an illness or injury, they may be entitled to Paid Pandemic Leave provisions under if they are employed under the Aged Care Award. If Barbara and Bill are not supported under SACWIC or paid leave by their employer, they may apply for:

- The \$450 Coronavirus (COVID-19) Test Isolation Payment, if she was likely to have worked during the self-isolation period (Victoria only); and
- The Australian Government's \$1,500 Pandemic Leave Disaster Payment, if she was told to self-isolate or quarantine by the Victorian Department of Health and Human Services.

#### 8.5 Some of my staff live in a designated 'hotspot', but our service is not in a hotspot. How does this grant apply to us?

Green Mountains Residential Home Care is not in a designated COVID-19 hotspot but some of their staff, John and Judy, live in a hotspot area. Where an employee lives is not relevant to eligibility for SACWIC or the relevant NSW or Victorian Guiding Principles - as long as John and Judy don't display any symptoms and return negative tests during staff testing for COVID-19, they can continue to work at Green Mountains (their primary place of work), while following all infection control protocols.

#### 8.6 Some of my staff work in a hotspot, but our service is not in a hotspot. How does this grant apply to us?

Green Mountains Residential Home Care also have staff, Fred and George, who work a few hours a week at a second facility, Gold Creek Aged Care which is located inside a designated hotspot. To minimise the risk of infection they have elected to temporarily stop working at Gold Creek Aged Care. So that Fred and George aren't impacted financially, the management of Green Mountains will offer them additional hours. If Green Mountains now has additional labour costs outside their normal expenses, the SACWIC grant is designed so Green Mountains management can apply for funding from the Australian Government to cover these increased costs.

Gold Creek can also apply for the grant if they have incurred out-of-pocket expenses by changes they need to make to their staffing.

#### 8.7 What if my services are affected for longer than the duration that a hotspot location was designated in Appendix 1 of the Grant Opportunity Guidelines?

Ocean Shores Aged Care facility has been in a designated COVID-19 hotspot and they have received funding from the SACWIC Grant to cover additional employee expenses. If the suburb of Ocean Shores Aged Care remains a designated hotspot (and Appendix 1 has been updated to reflect this extension) and they use all the grant funding they have received for additional staff expenses, they can apply for more funding from the grant. Providers should remain informed of any changes to the SACWIC grant, such as extension of the time period.

### 8.8 What happens if I applied during the hotspot/high risk designation period due to financial hardship and the funding I receive does not meet my staffing needs for the life of the grant?

Open Plains Aged Care Facility has been using funds from the SACWIC Grant to cover employee expenses. The Grant that has been provided has now been fully allocated to staff, however, there are still additional expenses that need covering.

Open Plains should contact the funding manager within their organisation and resubmit the calculation spreadsheet that was sent with their original application to apply for further funding.

### 8.9 My facility has not had an infection of COVID-19 can I receive financial support?

Hardys Point Aged Care home is in a designated hotspot but has not had any cases of COVID-19 amongst residents or staff. However, four of their casual staff have stopped working at Hardys Point, because they usually work at multiple residential aged care facilities.

Hardys Point Manager Larry has been able to fill these shifts with other staff members. If Hardys Point:

- already has an available budget for these hours and does not need to provide training for these workers, then Hardys Point is not eligible for grant funding.
- does not have an available budget for these hours because there are additional wage costs, or needs to provide training for these workers, then Hardys Point is eligible for grant funding.

### 8.10 Can I receive funding for replacement workers?

Shakespeare is a residential aged care provider in Greater Melbourne. Two of its regular employees, Levin and Sarah are working at another residential aged care facility for the period that Melbourne is designated as a hotspot under SACWIC.

Shakespeare's regular workers are unable to cover the shifts usually worked by Levin and Sarah.

Shakespeare hires two replacement workers, Kate and Pip, to cover Levin and Sarah's regular shifts.

Shakespeare's overall labour costs remain the same as prior to the implementation of the principles, as Kate and Pip can cover Levin and Sarah's regular shifts for exactly the same cost.

As a result, Shakespeare is ineligible to claim grant funding for these particular costs under SACWIC.

### 8.11 Can I claim for all additional workers?

Morningtide residential aged care provider usually has a wage bill of \$10,000 per month. Even though it is not required, Morningtide wants to know whether it can hire additional staff at a total cost of \$5,000 a month on top of its regular \$10,000 wage bill after the single site principles were implemented, and receive SACWIC funding for this.

As hiring these additional workers was not required by the implementation of the Guiding Principles (single site employment), it cannot receive SACWIC funding for these workers.

#### 8.12 I have increased wage costs due to the implementation of the principles, excluding supernumerary hours?

Pleasant Rise, a residential aged care provider in Mitchell Shire, employs 10 permanent staff for a total cost of \$10,000 per week.

Three of their staff – Jane, John and Doe – have chosen to work at other facilities for the duration of the single site policy. Resulting in \$3,000 of unspent labour costs per week.

Pleasant Rise's remaining seven staff are unable to cover the hours usually worked by Jane, John and Doe. Pleasant Rise has to hire five additional workers to cover Jane, John and Doe's regular hours. Despite undertaking every reasonable effort to ensure its new total wage bill fits in with its old one, Pleasant Rise's new wage costs equates to \$11,000, \$1,000 more than previously.

SACWIC will not provide funding for the \$10,000, because this is to be absorbed through Pleasant Rise's normal wage costs. But Pleasant Rise can receive SACWIC grant support for the additional \$1,000 labour costs, because:

- The additional wage costs were caused by the implementation of the principles; and
- Pleasant Rise had undertaken reasonable efforts to ensure that its new wage bill was within its previous wage bill.

Where Pleasant Rise has no choice other than to use agency staff to meet its staffing levels, it will be able to apply for SACWIC grant funding as they are replacement workers required as a result of the Guiding Principles.

Pleasant Rise applies for this funding through SACWIC Stream 1: Supporting aged care workers to work at a single site.

#### 8.13 I have increased wage costs due to hiring additional staff due to a COVID-19 test or COVID-19 infection

Sunny Valley residential aged care provider experiences a COVID-19 infection two weeks after the implementation of the principles.

All of its regular workers are instructed to enter quarantine and Sunny Valley has to hire additional workers to replace them.

Sunny Valley applies for funding under:

- SACWIC to cover leave expenses for its employees who have insufficient personal (sick) leave balances or where personal (sick) leave cannot be taken under the Award or conditions of employment; and

- The Aged Care Support Program - Extension (GO4863) for the cost of additional workers, as there was a COVID-19 infection on the site.

#### 8.14 My facility has had an infection of COVID-19, can I receive financial support?

After receiving SACWIC grant funding, Hardys Point subsequently experiences an infection of COVID-19, and experiences additional costs as a result. SACWIC does not provide grant funding to cover the costs of the COVID-19 infection. As a result, Hardys Point can apply for funding under the Aged Care Support Program -Extension (GO4863).

#### 8.15 I am a home care provider. My staff are working in a hotspot, but the central office is outside the hotspot. Can I apply for funding?

Green Mountains Home Care is a home care provider that has staff working for clients living in a designated hotspot but the central office is outside of the hotspot area. Green Mountains Home Care incurs labour costs due to workers working in a COVID-19 hotspot needing to isolate and take sick leave. The staff don't have access to accrued sick leave, so Green Mountains can apply for the SACWIC Grant for those additional labour costs, including the cost of providing staff with paid leave. If Green Mountains Home Care needs to undertake skills training in the event a skills gap arises from where existing workers are not to work due to experiencing COVID-19 symptoms, or are subject to self-isolation or quarantine requirements, then they can also apply for the Grant to cover the cost of training.

#### 8.16 My facility previously had an infection of COVID-19, can I receive financial support under this grant as well as the Aged Care Support Program?

The Mountain Breeze Residential Aged Care Facility previously had an infection of COVID-19 and received Australian government funding under the Aged Care Support Program to secure additional Protective Personal Equipment (PPE). The facility is now in a designated hotspot, and although they currently don't have any cases, their workforce has been disrupted. Mountain Breeze management have incurred additional expenses as a result of providing additional hours to workers who worked hours at another facility prior to Mountain Breeze being their single site. As the SACWIC Grant is to complement and not replace other grants, they are able to apply for this funding also.