

# South Australia Paid Pandemic Leave Scheme

## Frequently Asked Questions

**The South Australia Paid Pandemic Leave Scheme comes into effect from 24 August 2020.**

A single payment of \$300 is available for eligible people who are part of a **designated COVID-19 cluster**.

Payments of up to \$1,500 are available for eligible people who have been **instructed to self-isolate or quarantine** due to a **public health direction** or a **positive COVID-19 test**.

### **What is the South Australian Paid Pandemic Leave Scheme?**

The South Australian Paid Pandemic Leave Scheme provides financial support to eligible South Australian workers who are required to self-isolate or quarantine because of a public health direction from SA Health and mandatory COVID-19 testing, and do not have access to paid leave or other income support.

### **What support is available?**

#### **Single payment of \$300**

You (or someone you care for) must meet **all** these criteria:

- be part of a designated COVID-19 cluster (as notified by the Chief Public Health Officer or her delegate) starting on or after 24 August 2020
- have undertaken a COVID-19 test
- be required to self-isolate pending the test result
- have been scheduled to work during the period of self-isolation.

#### **Payments up to \$1,500 (payable at \$107 per day, up to 14 days)**

You (or someone you care for) must meet **all** these criteria:

- have been instructed by SA Health to self-isolate or quarantine for a defined period, starting on or after 24 August 2020, due to a public health direction or a positive COVID-19 test
- have been scheduled to work during the period of self-isolation or quarantine.

## **Are there any other eligibility requirements for the South Australian Paid Pandemic Leave Scheme?**

You must be:

- an Australian citizen or permanent resident, or a holder of necessary visa and work permits
- aged 17 years or over
- have no access to paid leave or other income support.

## **I don't understand the eligibility requirements for these payments – what can I do?**

The online application located on the [covid-19.sa.gov.au](https://www.covid-19.sa.gov.au) website starts with a simple eligibility checklist to help you confirm whether you are eligible. Alternatively, please call (08) 8226 2500.

## **Are these payments available to people affected before 24 August 2020?**

No, these payments are not available for people affected by previous cases. The South Australian Government has provided alternative support to people affected by previous COVID-19 outbreaks.

## **I was unwell and I missed work because my employer asked me to have a COVID-19 test. Am I eligible for these payments?**

You are not eligible for the \$300 payment unless you are part of a designated COVID-19 cluster and were directed to take a COVID-19 test by SA Health.

You may be eligible for the up to \$1,500 payment if you receive a positive result from your COVID-19 test, SA Health instruct you to quarantine, and you meet the other criteria.

## **What is a designated COVID-19 cluster?**

A designated COVID-19 cluster eligible for these payments is one notified by the South Australian Chief Public Health Officer, or their delegate, on or after 24 August 2020.

SA Health will publish details of designated COVID-19 clusters at [www.sahealth.sa.gov.au/COVID2019](https://www.sahealth.sa.gov.au/COVID2019).

## **How will I know whether I am part of a designated COVID-19 cluster?**

SA Health will inform people known to be affected by a designated COVID-19 cluster, alert them to any necessary information, and record their details.

If you think you are affected by a designated COVID-19 cluster and have not been notified, please contact SA Health at [HealthCommunicableDiseases@sa.gov.au](mailto:HealthCommunicableDiseases@sa.gov.au).

## **How will I know if I am subject to a public health direction that is eligible for these payments?**

SA Health will give you an official document with clear, enforceable instructions. It will include information about whether you need to take a COVID-19 test, whether you need to self-isolate or quarantine, and the period for which the direction applies.

If you think you are subject to a public health direction but are not certain, please contact SA Health at [HealthCommunicableDiseases@sa.gov.au](mailto:HealthCommunicableDiseases@sa.gov.au).

### **What is self-isolation for the purpose of these payments?**

When a person has been diagnosed with COVID-19 (and doesn't need to be in hospital) or is suspected of having it (e.g. a close contact), they must stay in self-isolation. This may be in your own home if determined safe to do so by SA Health.

### **What is quarantine for the purpose of these payments?**

When a person is not sick but is required to stay away from others due to a risk of exposure to COVID-19 (e.g. worked in or visited an identified outbreak area), they must stay in quarantine. This may be in your own home or in other accommodation as directed by SA Health.

### **How will you know if I am in a designated COVID-19 cluster, have tested positive for COVID-19, or have been directed by SA Health to self-isolate or quarantine?**

SA Health records this information. When you apply for these payments, SA Health will share this information with the Department of Human Services (DHS), who will assess your application.

### **Can I apply for both payments?**

The payments must be applied for separately. We expect that, at first, people will only be eligible for one of the payments.

If your circumstances change - for example, if you receive the \$300 payment while waiting for a test result and then receive a positive test for COVID-19 - you may also be eligible for the up to \$1,500 payment.

### **I live in South Australia but work in Victoria. Can I apply for these payments and the Australian Government Paid Pandemic Leave Disaster Payment Victoria?**

Eligibility for the SA Paid pandemic leave scheme is subject to having no other source of income support. As such, you would not be eligible for a payment under the SA scheme if receiving a payment under an alternative interstate paid pandemic leave scheme. If you are uncertain about your eligibility, please contact us on 08 8226 2500.

### **What information will I need to provide when applying?**

For both payments:

- Personal details (name, date of birth, residential address, email, phone number)
- If you are applying because you are a carer for someone, personal details of the person you care for (name, date of birth, residential address, email, phone number)
- Proof of your identity (for example, your passport, driver's licence, birth certificate, Medicare card, or visa details)
- Your bank details (BSB and account number)
- Employment details (employer's name and contact information)
- Your two most recent payslips
- Evidence from your employer (for example, a letter or email) showing that you were rostered to work during the period of self-isolation or quarantine and were not able to work from home.

For the \$300 payment only:

- Evidence of your direction to be tested as part of a COVID-19 cluster management OR a copy of your public health direction to self-isolate, including the timeframe for which it is enforced.
- A copy of the official confirmation that you have taken a COVID-19 test (SMS screenshot, email or letter).
- A copy of the official COVID-19 test result notification that you received (SMS screenshot, email or letter).

**What if I have some paid leave available but not enough to cover the period for which I am required to self-isolate or quarantine?**

Please ensure that your payslips or other evidence submitted show your leave balances and we will assess your application.

**Do I need to have been scheduled to work for the whole period of my self-isolation or quarantine?**

Please provide evidence from your employer about what work you would have had during the period of self-isolation or quarantine and we will assess your application.

**I was not rostered to work but my employer would probably have given me work. Can I apply?**

Please talk to your employer and ask for evidence stating that you would have worked during the period of self-isolation or quarantine and we will assess your application. Ask your employer to provide as much information as possible.

## **What happens if I am instructed to self-isolate or quarantine for longer than 14 days?**

Your first direction to self-isolate or quarantine will be for a maximum of 14 days. If you are approved for the payment of up to \$1,500 and your direction is then extended, DHS will advise you if further financial support is available.

## **What if my employer has implemented their own special paid pandemic leave policies for staff who do not have paid leave entitlements?**

Businesses and organisations may choose to implement their own paid leave policies based on the circumstances of their staff. This will not be considered by DHS when assessing someone's eligibility.

## **I receive a Centrelink payment, but I also normally work (up to the approved limit). I meet the other criteria and I am missing work. Can I apply?**

No. The South Australian Paid Pandemic Leave Scheme is only for people with no other access to paid leave or income support.

## **How can I apply?**

Please apply online at [covid-19.sa.gov.au](https://covid-19.sa.gov.au). The application starts with a simple checklist to help confirm whether you are eligible for these payments.

## **What do you mean by “someone you care for”?**

If you need to enter isolation or quarantine with someone you provide essential care for (as a parent, family member, friend or other unpaid carer), you may be eligible for this support.

## **Will I be advised of the outcome of my application?**

Yes, all applicants will receive an email explaining the outcome.

## **How long will it take to receive the payment?**

Applications will be assessed as quickly as possible. Once an application is approved, payment will be made by electronic funds transfer (EFT) directly to the nominated bank account. It usually takes 2-4 days from the date of approval to make the payment.

## **Do I have to spend the money on something in particular?**

The payment is intended to help reduce the impact of lost income; approved applicants may spend the money as they wish.

## **Why will my employer be informed if I receive a payment?**

You must provide consent for information about your application to be shared with your employer in order to be eligible for the payment. If you receive a South Australian Paid Pandemic Leave payment, we will advise your employer of the period for which it applies, to ensure they understand that you cannot return to work during that time.

## **I do not have access to all the required information because I am in self-isolation or quarantine. How can I apply?**

Please email [DHSCCOVID19Pandemic@sa.gov.au](mailto:DHSCCOVID19Pandemic@sa.gov.au) or call (08) 8226 2500 and we will discuss your application with you.

## **Will someone contact me to apply for the scheme?**

No, if you think you are eligible for the scheme, please apply online at [covid-19.sa.gov.au](https://covid-19.sa.gov.au). The application starts with a simple eligibility checklist.

## **If English is my second language, can someone help me?**

If you know someone who can help you complete the application, that is ok. You do need to complete a declaration confirming that you are submitting accurate information and that you agree to the terms of the scheme.

If you don't know someone who can help, you can contact the Interpreting and Translating Centre (ITC) on 1800 280 203.

## **Can I get support to apply?**

If you have questions about the scheme or need help to apply, please email [DHSCCOVID19Pandemic@sa.gov.au](mailto:DHSCCOVID19Pandemic@sa.gov.au) or phone 08 8226 2500.

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## **For more information**

Telephone: 08 8226 2500

Email: [DHSCCOVID19Pandemic@sa.gov.au](mailto:DHSCCOVID19Pandemic@sa.gov.au)

Website: [covid-19.sa.gov.au](https://covid-19.sa.gov.au)



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