

South Australia COVID-19 Cluster Isolation Payment

Frequently Asked Questions

The **COVID-19 Cluster Isolation Payment** is a single payment of **\$300** available for eligible people who are part of a **designated COVID-19 cluster** and need to self-isolate while awaiting a COVID-19 test result.

The Australian Government provides a separate [Pandemic Leave Disaster Payment – South Australia](#) of up to \$1,500 available for eligible people who have been instructed to self-isolate or quarantine at home due to a public health direction or a positive COVID-19 test. For more information and to check your eligibility visit the Services Australia website.

What is the South Australian COVID-19 Cluster Isolation Payment?

The South Australian COVID-19 Cluster Isolation Payment is a single \$300 payment to provide financial support to eligible South Australians, temporary visa holders and international students who are required to self-isolate 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 are the eligibility requirements?

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

I have questions about the eligibility requirements – 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.

Is this payment available to people affected before 24 August 2020?

No, this payment is 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 this payment?

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.

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.

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

Check the advice on www.sahealth.sa.gov.au/COVID2019. If you visited any of the locations at the stated times and you are required to get tested for COVID-19, you are considered a part of the [Parafield Cluster](#).

If you also meet the other eligibility criteria, please apply online for the \$300 payment.

What information will I need to provide when applying?

- 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.
- A copy of the official confirmation that you have taken a COVID-19 test (SMS screenshot, email or letter).

Can I apply for other payments (e.g. Commonwealth schemes)?

Most people will only be eligible for one type of payment.

If your circumstances change - for example, if you receive the \$300 South Australian COVID-19 Cluster Isolation 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 under the Commonwealth's [Pandemic Leave Disaster Payment – South Australia](#).

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.

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

Please provide evidence from your employer about what work you would have had during the period of self-isolation 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 and we will assess your application. Ask your employer to provide as much information as possible.

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. These 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 payment 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. The application starts with a simple checklist to help confirm whether you are eligible for these payments.

Will I be advised of the outcome of my application?

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

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.

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.

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 the 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. How can I apply?

Please email DHSCoVID19Pandemic@sa.gov.au or call (08) 8226 2500 and we will discuss your application with you.

Will someone contact me to apply for the payment?

No, if you think you are eligible for the payment, please apply online at 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 payment.

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 payment or need help to apply, please email DHSCoVID19Pandemic@sa.gov.au or phone 08 8226 2500.

For more information

Telephone: 08 8226 2500

Email: DHSCoVID19Pandemic@sa.gov.au

Website: covid-19.sa.gov.au



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