

Frequently Asked Questions (FAQs)

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1. Eligibility Questions

1.1 Who is eligible for the bonus payment?

The bonus is paid to direct care workers. For residential aged care workers, this includes registered nurses, enrolled nurses and personal care workers who are directly in contact with the resident to assist with dressing, showering, wound management, medication, movement, feeding, hygiene and grooming or similar direct care activities.

For home care workers delivering home care under an approved home care package, it includes clinical support, personal care (showering, dressing etc), cleaning and support with household tasks, meal preparation, social support, shopping services, community access, transport, allied health and respite services.

For allied health workers, it includes audiologists, chiropractors, diabetes educators, dietitians, exercise physiologists, mental health workers, occupational therapists, osteopaths, physiotherapists, podiatrists, psychologists, and speech pathologists. To be eligible for the bonus payment, their services must be delivered face-to-face, not by telehealth or any form of indirect contact.

Eligible casual or part-time workers are entitled to receive up to the amounts in the table below, depending on the number of hours worked per week as an average over the previous four week period.

Eligible Workers	Between 3 and 7.5 hours per week	More than 7.5 and up to 15 hours per week	More than 15 and up to 22.5 hours per week	More than 22.5 and up to 30 hours per week	More than 30 hours per week
Residential Aged Care	\$160	\$320	\$480	\$640	\$800
Home Care	\$120	\$240	\$360	\$480	\$600

1.2 What hours are ineligible for inclusion in the hourly rate in the spreadsheet?

Ineligible services for calculation in the hourly rate in the spreadsheet are:

- Veterans Home Care Services
- NDIS Services
- Fee for Service (privately funded services)
- Commonwealth Home Support Program (CHSP) Services
- Workers who do not conduct face to face care to Residential and Home Care clients

1.3 If the worker is receiving JobKeeper, are they also eligible for this payment?

If the worker meets the eligibility criteria then yes they can receive this payment in addition to the JobKeeper payment.

2. General Questions

2.1 What is the Aged Care Workforce Retention Bonus?

The Australian Government announced a \$234.9 million COVID-19 Aged Care Workforce Retention Payment on 20 March 2020. A payment of up to \$800 per quarter over two quarters will be paid to direct care workers in residential care, and up to \$600 per quarter will be paid to direct care workers in home care.

Payments will be made for two quarters – one payment at July 2020, and another in September 2020 for eligible workers across this period. This payment will provide support for aged care providers/agencies and reinforce the workforce which is currently facing staffing challenges due to the COVID-19 pandemic, including isolation requirements.

2.2 Who do I contact if I require more information?

For grant application questions and general enquiries, please contact the Department of Health by:

Phone: 02 6289 5600

Email: Grant.ATM@health.gov.au with a copy to ACWR@health.gov.au

2.3 My attachment to the application form will not be accepted as it is larger than 2MB, what do I do?

If it is a Word Document, you can save the document as a PDF by clicking on: File - Save As – save as Type - PDF – and this will convert the Word Document to a PDF and reduce the size of the document to under 2 MB.

If it is a PDF document, then enter the following link into the address bar of your search engine - <https://smallpdf.com/compress-pdf> and follow the instructions to reduce the size of the PDF document.

3. Application Questions

3.1 What do I need to do to apply for this payment?

Individual staff do not apply for this payment. Providers/agencies need to submit an application on behalf of their staff. In the interest of making timely payments, funds will be distributed direct to the provider/agency who will make payments to eligible employees.

If you are a provider/agency looking to submit an application, please complete the form located on the Grant Connect website at <https://www.grants.gov.au/> and attach a completed Staffing Profile Spreadsheet.

3.2 What is a Staffing Profile Spreadsheet?

This is an excel document that is required to be completed with the application. It details the application by a provider broken down by services OR by an agency for residential/home care staff contracted. It further requires you to identify staff by category and by tier (the hours worked as an average). Please refer to the departments aged care newsletter 5/6/20 for a snapshot. The Spreadsheet will then auto calculate the payment amounts for input into the application form.

Please note there are 3 versions of the Staffing Profile Spreadsheet. Each spreadsheet is specific to the amount of service locations (i.e. up to 20 services, 21 up to 50 services and 51 up to 100 services).

3.3 When can an application be submitted?

Applications for the Workforce Retention Bonus Payment open from 15 June 2020 and close at 2pm on Monday 20 July 2020. Please keep the original email generated by the online application form as this will include a link and a submission reference number for your own records.

3.4 Where can I find my approved provider ID number and service ID?

Your Approved Provider and Service ID Number appears on your Services Australia Payment Statement.

Your Approved Provider and Service ID Number appears on your Services Australia Payment Statement in the top left-hand corner. Please see screenshot below as an example of a Residential Payment Statement, Homecare statements will be similar to the below format.

RESIDENTIAL PAYMENT STATEMENT													
Aged Care Service Number 9999 Aged Care Service Name SUPERHEROS HOME FOR THE AGED Approved Provider Number 8888 Approved Provider Name SUPERHEROS HOME FOR THE AGED ASSOCIATION INC Claim Month August, 2010													
RESPITE CARE RECIPIENT DETAILS													
Care Recipient Surname	First Name	Care Recipient ID	Entry	Departure	BRC Type	SR	ACAT	Reappraisal Date	Appraisal Expiry Date	WC/TP%	Room Type	RC/Leave Days	TC Days Left
			16/07/2010				H					16	
PERMANENT CARE RECIPIENT DETAILS													
Care Recipient Surname	First Name	Care Recipient ID	Entry	Departure	BRC Type	SR	ACAT	Reappraisal Date	Appraisal Expiry Date	WC/TP%	Room Type	RC/Leave Days	TC Days Left

3.5 Is my organisation an existing Grant Recipient?

Yes, if your organisation has a current Grant Agreement with the Department of Health. The Organisation ID can be found on this document (see Question 3.6 below for further details on Organisation ID).

No, if your organisation does not have a current Grant Agreement with the Department of Health.

3.6 Where do I find my organisations ID?

Your organisations ID can be found on your current Grant Agreement with the Department of Health. The organisations ID can be found in the top right hand corner on the Grant Details page of your current Grant Agreement (usually page 4, see screenshot below). The organisation ID number is

in the format of a combination of numbers, hyphens and letters e.g. 1-AAAAAA (where “1” represents a number and “A” represents a letter or a number).

Grant Details	
Organisation ID:	██████████
Agreement ID:	██████████
Schedule ID:	██████████

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.

3.7 How long will it take a provider/agency to receive the payment?

Once a provider/agency submits an application, this will need to be processed by the Department of Health before being lodged for payment. For applications made before 30 June 2020, it is anticipated that payments will be made in mid-July. In the event that any applications require clarification from the provider/agency, the Department will contact the nominated person and advise them on what is needed.

The first payment to providers/agencies is in July 2020 and the second payment to providers/agencies is due to them in September 2020. Providers/agencies are required to make payment to eligible staff within two pay periods from the time of receipt of payment.

3.8 What is the requirement for the application for the second payment in September?

An identical second payment will be made to providers/agencies in September unless a variation is submitted for one of the below reasons:

- An increase in funding (by application) for total hours staff have worked from the time of the original application (optional variation) (for example through increased average hours of existing staff or additional staff);
- A decrease of more than 10% in in funding (by application) for total hours staff have worked from the time of the original application (compulsory variation) (for example through decreased average hours or staff have left);

New providers/agencies entering the market after June can make a new application in September for their staff.

To submit a revised application or advice on making a new applications, providers/agencies can email Grant.ATM@health.gov.au, and cc in ACWR@health.gov.au.

Further information on this process will be available in the near future.

3.9 What does pre-executing in the application form mean?

By applying for the grant, you are agreeing that you wish to receive funds, and no signature is required.

Once your application has been approved, you will receive a Letter of Agreement outlining the payment amount and you will have two business days to opt-out of this payment before the payment is paid into your nominated account.

3.10 What evidence is required to support my application?

No evidence is required at the time of submission of the application.

You will need to keep these records that you have used to determine the grant application amount and evidence related to this claim. You will also be required to maintain evidence that the payments have been provided to the eligible worker.

Applications may be audited at a later date and in the event of this, you will be required to provide evidence.

4. Payment Questions

4.1 Can I request additional funding through the grant opportunity?

Your grant application is based on eligible staffing hours worked at the time of application. If funding (by application) for hours staff have worked increases between the first and the second payment, a variation declaration and amended Staffing Profile Spreadsheet needs to be submitted to the Department by 4 September 2020.

4.2 What if workers are on leave within the previous 4 weeks of the application being submitted?

Fulltime and Part time Staff:

Fulltime and part time Eligible Aged Care Workers that take paid or unpaid leave of absence due to self-isolation, sick leave or approved personal leave are eligible for payment of the retention bonus. The amount of the retention bonus in respect to those employees is based on the number of hours they would usually be employed to work over the four-week period preceding the applicable Census Date. If an eligible worker is on approved paid leave, these hours contribute to the eligible hours.

Casual Staff:

Casual Eligible Aged Care Workers who would usually be rostered on or offered work during the four-week period preceding the applicable Census Date (but for their being unavailable due to self-isolation, quarantine or illness) are eligible for payment of the retention bonus. The amount of the grant in respect of those employees is based on the number of hours they would usually be employed to work over the four-week period preceding the applicable Census Date, based on reasonable estimates (such as rosters).

4.3 What if I don't spend all the grant funding?

The grant application requires you to make a true and correct statement of your staffing levels as at date of application. The September payment is variance by exception. To ensure this is the most

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streamlined process, if the funding (by application) for hours staff have worked decreases by more than 10%, you MUST submit a variation. If the amount of decrease is less than 10%, it is expected that the provider/agency would use this to promote workforce retention.