



# CORONAVIRUS (COVID-19) INFORMATION FOR RESIDENTIAL AGED CARE PROVIDERS

## Emergency Leave

19/12/2023

The Government declared the COVID-19 pandemic an emergency situation in 2020. Unpredictable COVID-19 outbreaks are still occurring in aged care homes and the broader community, so emergency leave continues to be available for permanent aged care residents for the period 1 April 2020 to 31 December 2024.

The availability of emergency leave means that between the dates above, residents who wish to temporarily relocate to stay with family during COVID-19 outbreaks, will not need to pay their aged care provider further fees (in addition to what they already pay) to secure their place

This fact sheet explains the emergency leave provisions for residential aged care providers.

## Emergency leave during COVID-19 pandemic

Residents can use emergency leave to take temporary leave from their aged care home.

The Government has decided this emergency leave:

- covers all permanent aged care residents from all services across Australia
- dates back to 1 April 2020
- is available until 31 December 2024.

Residents cannot take emergency leave for the COVID-19 pandemic outside of these dates.

## Do residents have to pay any fees while on emergency leave?

When residents take emergency leave they must continue to pay their:

- basic daily fees
- means tested care fees
- daily accommodation fees.

This is the same as when they take social leave.

The Government will continue to pay you residential care subsidies while a resident is on emergency leave. This ensures providers are not disadvantaged.

## Can a resident take emergency leave now?

Yes. Emergency leave is available from 1 April 2020 to 31 December 2024.

## Can a resident use emergency leave for a hospital stay?

No. Residents cannot use emergency leave for hospital stays. A resident admitted to hospital during the emergency leave period must take hospital leave for their time in hospital.

## Claiming emergency leave

Following the upgrade of the new Aged Care Payment System (ACPS), an emergency leave claiming type is available in the Aged Care Provider Portal which can be used for claiming emergency leave. Further information is available from Services Australia at:

- [www.servicesaustralia.gov.au/aged-care-provider-portal](http://www.servicesaustralia.gov.au/aged-care-provider-portal)
- [www.servicesaustralia.gov.au/important-update-to-residential-aged-care-claiming-changes](http://www.servicesaustralia.gov.au/important-update-to-residential-aged-care-claiming-changes)

For general claiming and payment assistance please contact Services Australia on **1800 195 206** or email: [aged.care.liaison@servicesaustralia.gov.au](mailto:aged.care.liaison@servicesaustralia.gov.au).