



# COVID-19 information for residential aged care providers

## Emergency leave

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 until 31 December 2026.

The availability of emergency leave means that residents who wish to temporarily relocate to stay with family during COVID-19 outbreaks cannot be charged any new fees to reserve their place at the aged care home. However, they will still need to pay their usual fees and accommodation costs.

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

## Emergency leave during COVID-19 outbreaks

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

The Government has decided that this emergency leave:

- covers all permanent aged care residents in all aged care homes across Australia
- is available until 31 December 2026.

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

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

- basic daily fee
- contributions based on their means assessment
- accommodation costs
- optional 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 until to 31 December 2026.

### **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**

Emergency leave claiming is available in the Aged Care Provider Portal. Learn more at [www.servicesaustralia.gov.au/register-residential-care-recipient-events?context=20](http://www.servicesaustralia.gov.au/register-residential-care-recipient-events?context=20)

For general claiming and payment assistance, contact Services Australia on 1800 195 206.