



# Frequently Asked Questions (FAQs)

10 March 2021

## General Questions

### What is the Aged Care Workforce Retention Bonus Payment?

The Australian Government announced the COVID-19 Aged Care Workforce Retention Bonus Payment on 20 March 2020 for Approved Providers and/or Aged Care Workforce Agencies. There are three payments of up to \$800 to direct care workers in residential care, and up to \$600 to direct care workers in home care. Workers received the first two payments in July/August and September 2020.

The Australian Government has announced a third payment for eligible employees as at 30 November 2020. Payments commenced to be paid to providers in February 2021. Payment may be later depending on a provider's circumstances. Providers are required to pass the payment on to eligible employees within two pay periods of receiving the payment.

Providers have been facing staffing challenges throughout the COVID-19 pandemic including isolation requirements. This payment will provide support for aged care providers to retain the workforce.

### Am I eligible to receive the Workforce Retention Bonus Payment?

If you are a direct care worker in residential aged care, you are eligible to receive up to three payments up to \$800 for each payment. Direct care workers include personal care workers, registered nurses, enrolled nurses and allied health professionals.

If you are a home care package worker, you are eligible to receive up to three payments up to \$600 each. Home care workers include workers providing:

- clinical care
- personal care

- cleaning
- home support activities and meal preparation
- social support
- shopping
- community access and transport
- allied health
- respite.

If you are a casual or part-time employee, you will receive a pro-rata rate for the payment.

### How much am I entitled to as a part-time or casual worker?

As an eligible casual or part-time employee, you will receive up to the amounts in the table below. This amount is dependent on the number of hours you worked per week as an average over the previous four week period (calculation 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

The calculation period is four weeks preceding the 30 November Census date. This can be based on the two most recent pay periods prior to this date.

### Who do I contact if I require more information?

For general enquiries, please email the Department of Health at [ACWR@health.gov.au](mailto:ACWR@health.gov.au)

## Application Questions

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

Nothing. Individual staff do not apply for this payment.

### What if my employer forgot to apply

GrantConnect applications have closed. However, the Government will accept late applications. If you would like to apply for the Aged Care Workforce Retention Payments, email [ACWR@health.gov.au](mailto:ACWR@health.gov.au) to enquire.

## How long will it take for workers to receive the payment?

Providers have received the first two payments. Providers commenced receiving the third payment in February 2021. Payment may be later depending on a provider's circumstances. Providers will need to make payment to their eligible staff within two pay periods from the time they receive the payment.

## What if my employer doesn't apply for this grant opportunity?

All eligible providers/agencies were encouraged to submit an application.

## What if I am a new Aged Care Provider or Agency?

If you are a new employer (approved provider or agency) entering the market, a new application can be made for their staff. This is expected to be a rare occurrence.

## Payment Questions

### How is this payment made to me?

Your bonus payments are considered income and are subject to income tax. This is consistent with other COVID-19 measures, such as the JobKeeper payment.

For more information relating to individual tax matters, please visit the ATO website at <https://www.ato.gov.au/>

### Is my employer required to pay superannuation on this payment?

No. Superannuation payments will be exempt under the Superannuation Guarantee (Administration) Amendment (Aged Care Retention Bonus) Regulations 2020.

### What happens if my employer hasn't claimed the right amount for me?

If you believe you have received the incorrect payment, it is recommended that you meet with your employer and provide evidence for the hours worked in the four weeks before the application. It is up to the employer and the employee to resolve issues.

## What happens if my employer and I cannot agree on the correct amount?

There is an enquiry process you can access through the Department if you believe you have received the incorrect payment and are not happy with the outcomes of discussion.