

COVID-19 Information Sheet - South Australia (SA)

Disclaimer: The information below should not be considered an exhaustive list and service delivery may change. Please contact organisations and services directly for the most up to date information and to enquire further about eligibility. Red Cross does not determine eligibility for the third party services listed.

South Australia Government Updates

- For the most up to date information on travel and border restrictions, and other public health advice, visit the [SA government website](#). The website includes information on:
 - [Activities and gatherings](#), including the health advice for face masks.
 - [Business restrictions](#) and closures.
 - [Travel](#) to and from South Australia, and quarantine arrangements.
- **COVID-19 vaccinations:** It is expected that the vaccine will first be made available to South Australians incrementally from mid- February. As doses will initially be limited, access to vaccines during the early period of the [roll out](#) will be made available to those who are most vulnerable or who have the highest risk of being exposed to, or spreading, the virus. For information on the SA vaccination program, visit the [South Australian government website](#).
- The [Pandemic Leave Disaster Payment](#) is available to people in South Australia on temporary visas who have a visa with work rights. Other [financial support for individuals](#) are available on the SA government's COVID-19 website.
- To check your eligibility for the Pandemic Leave Disaster Payment call [180 22 66](#). If you are eligible, Services Australia (Centrelink) staff can assist you to [complete an application](#) over the phone. You must also meet other criteria including any of the following:
 - You have coronavirus (COVID-19)
 - You have been in close contact with a person who has COVID-19
 - You care for a child, 16 years or under, who has COVID-19
 - You care for a child, 16 years or under, who's been in close contact with a person who has COVID-19
 - You are caring for someone who has COVID-19
 - You are unable to go to work and earn an income
 - You have no appropriate leave entitlements, including pandemic sick leave, personal leave or leave to care for another person
- The International Student Financial Support package, funded by the [SA government](#) is open for second round applications. Information and links to apply are on the [Study SA website](#).
- The SA government has endorsed a number of [initiatives aimed at helping landlords and tenants](#) whose incomes have been affected by COVID-19. These initiatives will be in place until **31 May 2021 (a revised end date)**, or 28 days after all relevant declarations relating to COVID-19 have ceased – whichever comes first. The measures aim to:
 - institute a short-term moratorium on eviction for non-payment of rent due to severe rental distress as a result of COVID-19;
 - prevent landlords from increasing rent, where the tenant is suffering financial hardship due to COVID-19;

- extend the tenant's ability to arrange to have repairs carried out by agreement with the landlord;
- provide a general protection for tenants who breach their agreement as a result of complying with a direction under law relating to COVID-19.

How to stay COVID safe

- With the relaxing of restrictions, and opening of state and some international borders, Australian governments are encouraging everyone to remain COVID safe.

Physical distancing

- When and where possible, remain 1.5 metres away from other people.
- Avoid physical greetings such as handshaking, hugs and kisses.
- Take extra care if you are using [public transport](#).
- Avoid crowds and large public gatherings.
- Wear a mask when in public.

Workplaces & schools

- Follow the recommended government [health and hygiene advice](#).
- Avoid non-essential face to face meetings.
- Provide alcohol-based hand rub for all staff.
- Eat lunch at your desk or outside rather than in the lunchroom.
- Regularly clean and disinfect surfaces that many people touch.
- Open windows or adjust air conditioning for more ventilation.
- Stay at home if you are feeling unwell.

Employment & Work Rights

- From November 2020, relocation assistance will be available to people who [relocate to harvest and regional areas](#) to take up short-term agricultural work, including those on temporary visas, with the right to work in Australia. For more information about the scheme, and to lodge an application, [visit the website here](#).

- **Temporary relaxation of working hours for student visa holders**

Due to exceptional circumstances during the COVID-19 pandemic and the need to ensure the supply of critical services, the [Department of Home Affairs and Australian Border Force](#) will take a flexible approach to student visa holders working beyond their usual work limitations, but only in specified industries.

You can work more than 40 hours a fortnight if you are:

- employed by an aged care Approved Provider or Commonwealth-funded aged care service provider with a RACS ID or a NAPS ID, before 8 September 2020
- employed by a registered National Disability Insurance Scheme provider
- enrolled in a health care related course and you are supporting the health effort against COVID-19, as directed by health officials.

You **cannot** work more than 40 hours if you are employed in a supermarket. This measure ended on 1 May 2020.

All workers in Australia have the same rights and protections at work, regardless of citizenship or visa status. Your employer must comply with Australian workplace and immigration laws, including their obligation to:

- Pay you the right pay rate for all time worked
- Provide a safe workplace.
- For information on [working](#) in Australia visit the [Home Affairs website](#).

The [Fair Work Ombudsman](#) provides education, assistance, advice and guidance to employers and employees, and can inquire into and investigate breaches of the Fair Work Act.

The [Working Women's Centre SA Inc](#) (WWC SA) is a non-government organisation that provides free and confidential information, advice and representation to vulnerable workers residing in South Australia about their rights at work.

Food and/or Emergency Relief

- [Askizzy](#) is a national database with links to supports including housing, food and clothing, health services, financial support, family violence assistance, and much more.
- The National Debt Helpline provides free financial advice, and [the NDH website](#) has information on topics such as rent, utilities and emergency financial assistance. The NDH is open Monday to Friday from 9:30am – 4:30pm, on 1800 007 007.
- Affordable SA (The Salvation Army) provides financial advice and support to people living in South Australia. Phone 1800 025 539 for more information or [visit the website](#).
- [St Vincent de Paul Society](#) – Assistance hotline 1300 729 202
 - Food relief available in the following local government areas:
 - Charles Sturt
 - Gawler / Two Wells
 - Holdfast Bay
 - Marion
 - Mitcham
 - Onkaparinga
 - Playford
 - Port Adelaide
 - Salisbury
 - Tea Tree Gully
 - West Torrens
- [Welcoming Australia](#) Ph: 08 8346 3843 / 1800 615 677
- [Adelaide Day Centre](#) – 08 8232 0048
- [AnglicareSA](#) – 1800 061 551
- [Migration Solutions](#) – food vouchers available, check website for contact details
- [Baptist Care](#) – 08 8177 4900
- [Uniting Communities](#) – 8202 5846 / 0482 787 121 Phone assessment required.
- [Marion LIFE](#) – 08 8277 0304 (for people living in City of Marion, Onkaparinga, Mitcham and Holdfast Bay or area of no fixed address)

- [Life Without Barriers](#) – 8259 3600 (only available for people seeking asylum)
- [Australian Refugee Association](#) – 8354 2951

Rent and Utilities

- The South Australian government has endorsed a number of [initiatives aimed at helping landlords and tenants](#) whose incomes have been affected. These measures apply to residential tenancies, rooming houses and residential parks. These initiatives can be expected to be in place until **31 May 2021 (a revised end date)**, or 28 days after all relevant declarations relating to COVID-19 have ceased – whichever comes first.
- The measures aim to:
 - institute a short-term moratorium on eviction for non-payment of rent due to severe rental distress as a result of COVID-19;
 - prevent landlords from increasing rent, where the tenant is suffering financial hardship due to COVID-19;
 - extend the tenant's ability to arrange to have repairs carried out by agreement with the landlord;
 - provide a general protection for tenants who breach their agreement as a result of complying with a direction under law relating to COVID-19.
- SYC provides [information, advice and referrals](#) for people renting in South Australia.
- [South Australia Bills and Energy Assistance](#):
Use the [concession finder](#) or **ConcessionsSA Hotline (1800 307 758)** to check if you are eligible for a state government concession. Energy-related concessions include:
 - [Energy bill concession](#)
 - [Medical heating and cooling concession](#)
 - [Cost of living concession](#)

Hardship programs for people with financial difficulties

- If you are experiencing temporary or long-term financial difficulties, you should tell your retailer as soon as possible and ask to enter their hardship program.
- All energy retailers in South Australia must have programs available for customers who are experiencing financial hardship.
- If you are a hardship customer, the [National Energy Customer Framework](#) says that your retailer must offer you a payment plan that takes into account:
 - your capacity to pay
 - any debt you owe to the retailer
 - your expected energy consumption over the following 12 month period

Access to a hardship team cannot be denied – if the customer service staff member is unaware of the company's hardship program or is not allowing access to the appropriate team, ask to speak with a manager. If the request is refused, contact the [Energy and Water Ombudsman SA](#) (EWOSA).

Housing / Homelessness

- **COVID-19 Relief Call Centre** – [1300 705 336](tel:1300705336) provides information and assistance with such things personal hardship support, accommodation support for people unable to achieve self-quarantining and accommodation for emergency services personnel that are required to quarantine but unable to do so at home. People can also email housingrelief@sa.gov.au.
- [St Vincent de Paul](#) has limited crisis accommodation services.
- [Salvation Army Housing SA](#) – Ph (08) 8368 6800 Call before visiting due to COVID19
- The Welcoming Centre supports people on temporary visas with rental arrears. Check the [website](#) for opening hours and contact information.

Health and Medical Care

- The **South Australia COVID-19 Information Line** – [1800 253 787](tel:1800253787) provides information and advice for South Australians, and operates from 8:00 am to 8:00 pm every day.
- [What if I am not eligible for Medicare?](#)
Overseas travellers who fall ill in Australia (and are not eligible for Medicare) often have health or travel insurance. For those who do not have insurance, **SA hospitals will waive the costs of diagnosis and treatment of coronavirus (COVID-19)**. This includes waiving payment and debt recovery procedures for ambulance transfers of people suspected to have COVID-19, who attend SA hospitals for assessment.
- [SA Refugee Health Service](#) – People seeking asylum can access limited medical care.
- The [Refugee Health Guide](#) includes Refugee Health Programs staffed by refugee nurses, doctors and other specialists that operate nationally, providing specialised mental and primary health care and service coordination to refugees and people seeking asylum. Information on referral pathways in South Australia can be found [here](#).
- [Reciprocal Health Care Agreements](#): Agreements with 11 countries that covers the cost of medically necessary care when Australians visit certain countries and visitors from these countries visit Australia. Those visiting Australia from the following countries may be eligible for medical care under Medicare while in Australia, information for each country is available [here](#).
- [Temporary Visa Categories Covered by Ministerial Orders \(eligible for Medicare\)](#)
- To support older people from culturally diverse backgrounds, the Australian Department of Health has funded the Multilingual Older Persons COVID-19 Support Line. The support line will run for six months from 10 February 2021 until 31 July 2021 will be offered in the following six languages – Arabic, Cantonese, Mandarin, Greek, Italian & Vietnamese. For more information visit the [PICAC Alliance website](#).

Information for the LGBTQI+ community

- Information on health and counselling services, social groups, legal support, multicultural specific services, and other services can be found on this [national LGBTQI+ directory](#).

Information for International Students in SA

- **International Student Support Package** applications are open for a second round, and all applications are submitted through the [Study Adelaide website](#). The page also includes FAQs, including eligibility requirements.
- **Flinders University** financial support for international students has reopened and interested students are encouraged to [check the website](#) to submit an application.
- **University of Adelaide** has a number of [student supports](#), including academic support, wellbeing planning and emergency financial assistance.
- The **University of South Australia Student Hardship Fund** remains open and applications should be made through the [website](#). The fund is open to all students (including international students) currently enrolled for onshore study at UniSA, who are in financial crisis and struggling with the costs of living and studying as a result of COVID-19.

Information for New Zealanders living in Australia

New Zealand citizens in Australia on a Special Category Visa (SCV) may be able to access a range of payments, depending on their circumstances.

- Those who came to Australia prior to 26 February 2001 generally have protected status and have the same access to all Australian payments as permanent residents and Australian citizens, where eligible, including JobSeeker Payment.
- New Zealanders who came to Australia after 26 February 2001 and have non-protected status can access family payments, such as FTB, paid parental leave payments and childcare subsidy, where eligible. If they have been continuously living in Australia for at least 10 years since February 2001, they can also access JobSeeker Payment or Youth Allowance for a one-off period of up to six months.
- New Zealanders on an SCV may be eligible for the JobKeeper Payment if they meet the qualifying criteria, <https://treasury.gov.au/coronavirus/jobkeeper>.
- New Zealand citizens may also be able to claim the Age Pension or, in limited circumstances, Disability Support Pension or Carer Payment, under the Social Security Agreement between Australia and New Zealand.
- For further general information:
<https://www.servicesaustralia.gov.au/individuals/subjects/payments-visa-holders>
- Individuals needing specific advice on their circumstances should contact Services Australia:
<https://www.servicesaustralia.gov.au/individuals/contact-us>

Additional Support for People Seeking Asylum and Refugees

- If you have a Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV), you are eligible to apply for the [Special Benefit payment](#). Click the link for more information.
- [Status Resolution Support Services](#) (SRSS)

- The SRSS program supports people who are awaiting a government decision on a visa application, including people seeking asylum. It provides temporary support for people facing significant barriers who are unable to support themselves.
- In South Australia, the SRSS Program is delivered by:
 - [Life Without Barriers](#) (Phone: 08 8259 3600)
 - [Australian Migrant Resource Centre](#) (Phone 08 8217 9527)
 - Contact these organisations for an assessment and to find out if you are eligible.
- [Humanitarian Settlement Program](#) (HSP)
 - The HSP is a national program funded by the Australian Government to help refugees to establish themselves when they first arrive in Australia.
 - People granted the following visas are eligible to access the HSP on arrival:
 - Refugee (subclass 200, 201, 203 and 204) visa
 - Global Special Humanitarian (subclass 202) visa
 - Other visa holders are also eligible to access the HSP, but only to receive [Specialised and Intensive Services \(SIS\)](#). These include:
 - Protection (subclass 866)
 - Temporary Protection (subclass 785), Temporary Humanitarian Stay (subclass 449), Temporary Humanitarian Concern (subclass 786) and Safe Haven Enterprise (subclass 790).
 - SIS is a component of the Humanitarian Settlement Program (HSP) available to humanitarian entrants and other eligible visa holders who have complex needs:
 - [HSP Service Provider Locations](#)