

COVID19 Information Sheet - South Australia (SA)

Disclaimer: The information below should not be considered an exhaustive list and service delivery may change. Please contact organizations 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

- [South Australia COVID19 Webpage](#)
- [Financial Support for Individuals](#)
- On 21 April 2020, the [SA State Government](#) announced it will provide further funding for international students, on top of the funds made available by the University of Adelaide, Flinders University and the University of South Australia. Each university will distribute funds to international students both currently enrolled or studying in a pathway course, and suffering hardship. The International Student Support Package will include:
 - \$10 million fund for university students significantly impacted by COVID-19 restrictions at the University of Adelaide, Flinders University and University of South Australia to distribute to their pathway and international students.
 - A \$500 emergency cash grant to other international students significantly impacted by the restrictions, currently enrolled in a course, living in South Australia and who meet the criteria
 - And a one-off \$200 assistance payment per student living with South Australian families provided to homestay families.
 - For further information go to [Study Adelaide](#) webpage for COVID19 or click [here](#).

Food and/or Emergency Relief

- [Welcoming Australia](#). Phone 08 8346 3843
- [Adelaide Day Centre](#). 08 8232 0048
- [AnglicareSA](#) - 1800 061 551
- [Welcoming Centre](#) - 1800 615 677
- [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

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

Rent and Utilities

- [Tenants Information and Advisory Service](#) (TIAS)

COVID-19 Resources:

- [COVID-19: What if I can't pay my rent?](#)
- [COVID-19: Can I request a pause on paying my rent?](#)
- [COVID-19: Can my landlord still request an inspection?](#)
- [COVID-19: If I get more money from Centrelink, will my rent go up?](#)
- [COVID-19: Is there a moratorium \(ban\) on evictions?](#)
- [COVID-19: Will I still owe unpaid rent after the pandemic is over?](#)
- [COVID-19: Hearings at SACAT](#)

Rent Reduction - [Rent Relief Request Template](#)

SA [Eviction Moratorium](#)

How to contact TIAS: Free Call [1800 060 462](tel:1800060462)

- [South Australia Bills and Energy Assistance:](#)

Use the [concession finder](#) or phone the **ConcessionsSA Hotline** on [1800 307 758](tel:1800307758) to see 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).

Health and Medical Care

- **SA COVID-19 Information Line** - [1800 253 787](tel:1800253787) offers local information and advice on general COVID-19 information for South Australians. Operates from 8:00 am to 8:00 pm every day.
- [What if I'm 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 adequate insurance coverage, **South Australian 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 are taken to South Australian hospitals for assessment. These arrangements have been put in place to ensure payment issues are not a barrier for people from overseas with symptoms seeking early medical advice.
- [SA Refugee Health Service](#) - People seeking asylum can access limited medical care through this service.
- 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. These services are familiar with working with people on uncertain immigration pathways and fluctuating Medicare status. Information on referral pathways in South Australia can be found [here](#). Services are defined differently in each state and territory, so look for headings such as 'Refugee Health Program/ Service', 'Immigrant Health Clinic' or 'Community Health Service'.
- [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 \(eligible for Medicare\)](#)

Information for International Students in SA

- **International Student Support Package applications are NOW OPEN.**

This is a once-off payment of \$500 for South Australian-based international students whose income has been substantially affected by COVID-19.

 - **Who is eligible?** You may be eligible if you are an international student currently studying and living in South Australia and your income is significantly affected by COVID-19 restrictions. This payment is for:
 - English language students (excluding students on packaged programs with one of South Australia's three public universities, see below)
 - Vocational Education and Training (VET) students (excluding students on packaged programs with one of South Australia's public Universities)
 - Higher education students with one of South Australia's private higher-education institutions
 - Pathway students (excluding students on packaged programs with one of South Australia's public Universities)

- If you are on a package (English, VET or pathway) with one of South Australia's three public Universities – Flinders University, [The University of Adelaide](#), University of South Australia – your University or current provider will make contact with you as soon as possible to advise of the eligibility and process to seek support.
- If you are a current enrolled student at one of South Australia's three public Universities – Flinders University, [The University of Adelaide](#), University of South Australia – please refer to previous communication from your University regarding the availability of support to which the South Australian government is contributing.
- [More information](#) about the package and Study Adelaide. Apply [here](#).
- [Study Australia website - COVID-19 International Student Information](#) (*website includes a drop down box (top right) to translate pages into a range of languages*) and [the Department of Education, Skills and Employment \(DESE\)](#)
 - Advice only (no financial assistance) - International students hotline (1300 981 621) / international.students@dese.gov.au
- Working: (Info from [Home Affairs](#)):
 - Certain student visa holders can work for more than 40 hours per fortnight to support the supply of essential goods and services for Australians if they are:
 - Employed in the nursing sector
 - Employed by registered supermarkets (from 1 May 2020, this changes and students will only be able to work 40 hours per fortnight)
 - Employed in the aged care sector
 - See [Employers with access to these essential service arrangements](#).
- Accessing Superannuation
 - Temporary residents may be able to access up to \$10,000 of their superannuation in this financial year (until 30 June 2020) to assist in supporting themselves through the coronavirus crisis. More information is available on the [ATO website here](#).
 - Students will need to use [MyGov](#) for this process.
- [Flinders University has developed a \\$12.5 million Flinders Student Support Package](#) to support assist students who are experiencing financial hardship as a result of the COVID-19 pandemic, includes emergency support payments up to \$500, a new **Matthew Flinders Scholarship** program, with scholarships valued up to \$2,000, to support the continuation of the studies etc. Apply [here](#).
- **University of Adelaide** has announced a [Student Support Package](#), including academic support, well-being planning and emergency financial assistance for:
 - IT support for remote learning,
 - Accommodation for students in crisis, **and**
 - Food for students in crisis.
- **University of South Australia** has announced a [Student Hardship Fund](#) 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. Students are asked to complete an online application through which they will provide

evidence of their individual circumstances. Students can [apply](#) for the support for the following reasons:

- Increased financial costs due to technology, equipment or other added requirements for studying off-campus and/or online,
- Loss of employment,
- Reduced hours of employment,
- Inability to pay rent/board/mortgage,
- Inability to pay utility bills,
- Additional transport and accommodation expenses, including accommodation, food and **incidentals** required for medically advised self-isolation,
- Medical expenses incurred due to the COVID-19 pandemic that cannot be recovered through a personal health insurance policy.

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 through Centrelink](#). You will need to meet the other criteria for the payment. Click the link for more information.
- [Status Resolution Support Services](#) (SRSS)
 - The SRSS program supports vulnerable migrants who are waiting for the government's decision on a visa application, including people seeking asylum. It provides temporary needs-based support for people facing significant barriers and unable to support themselves while resolving their immigration status.
 - In South Australia, the SRSS Program is delivered by:
 - [Life Without Barriers](#) (Phone: 08 8259 3600)
 - [Australian Migrant Resource Centre](#) (Phone 08 8217 9527)
 - You will need to contact these organizations 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:
 - Refugee (subclass 200, 201, 203 and 204)
 - Global Special Humanitarian (subclass 202)
 - 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](#)