

Hospital Surge Support Allowance

Factsheet for non-clinical workers

About the Allowance

- The Hospital Surge Support Allowance encourages public hospital and Ambulance Victoria employees to continue their work in priority areas over the COVID surge.
- Employees who work patient-facing shifts are eligible for the Allowance per shift. Patient-facing roles are employees in a healthcare setting that provide face-to-face care to patients in-person (not virtual care).

Who is eligible for the Allowance?

- Employees of public health services (in full-time, part-time roles, and fixed-term roles), Ambulance Victoria and Forensicare who undertake patient-facing roles
- Public health services' casual bank staff who undertake patient-facing roles
- Workers on-shift in the eligible working environments - Red Zone and Amber Zone areas – as shown in table below
- Patient facing non-clinical workers eligible for the allowance (across both Red and Amber Zones) include patient care attendants and assistants, orderlies, ward clerks, oral health staff, hotel services (e.g. cleaning staff located on wards), security, and technicians that are directly engaging with patients in our hospitals.

How long will the allowance be in place?

The Allowance will be in place from 11 October 2021 until 10 February 2022.

Payment amounts

Hospital and Ambulance Victoria employees

Patient facing non-clinical workers on-shift in **Red Zone** areas will be eligible to receive an allowance of \$20 per shift. Patient facing non-clinical workers on-shift in **Amber Zone** areas will be eligible to receive an allowance of \$15 per shift. Red Zone and Amber Zone working environments eligible for each level of Allowance are indicated in the table below.

A worker must work the majority of their shift or more than six continuous hours in the eligible settings to receive the Allowance.

Workers must be in the following eligible working environments :		Applicable non-clinical worker allowance per shift
RED ZONE	Care of all patients in Intensive Care Units in Covid-19 Streaming health services	\$20
	Care of COVID-19 patients in hospital ward settings (and COVID-19 hospital in the home settings where face-to-face visits are deployed)	
	Emergency departments and maternity assessment services in hospitals	
	Ambulance Victoria callouts and patient transfers	
AMBER ZONE	Care of all patients in Intensive Care Units in non- COVID-19 streaming health services	\$15
	Care of non-COVID-19 patients in all other hospital ward settings (including maternity and acute mental health settings)	
	Care of patients in suspected COVID (SCOVID) areas	
	Urgent care centres	

How to apply

- The allowance will be provided to hospital employees by their health service in accordance with existing health service payroll processes, whether those be monthly or fortnightly.
- A lump sum payment or backpay may be required while the program is being established.
- Health services are required to identify these payments within their systems. Some services may require workers or managers to complete timesheets to claim for this Allowance.

Who is not eligible for the Allowance?

The following workers/arrangements are not eligible for the allowance:

- Workers who are not direct employees of public health services, Ambulance Victoria or Forensicare.
- Workers in testing and vaccination roles/sites.
- Those with working-from-home arrangements or providing telehealth services while working remotely.
- Non-patient facing workers in administrative, office management, communication, clerical, research and other functions.
- Workers in 'on call' arrangements where they are not called in.
- Workers that are employed through third party agencies or who are otherwise not directly employed.
- The Allowance will not be payable during absences on leave or where the employee is otherwise absent from work.

Additional information

If staff have questions about the allowance, they should ask their managers in the first instance.

Additional guidance for health service management about this Allowance will be provided to health services, Forensicare and Ambulance Victoria.