

CORONAVIRUS RESPONSE POLICY

FREQUENTLY ASKED QUESTIONS

What is the Coronavirus?

Coronavirus or COVID-19 is a respiratory illness caused by a new virus. Symptoms include fever, coughing, sore throat and shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection. You can visit the SA Health website for the latest information (www.sahealth.sa.gov.au). For questions about testing or if you are seeking further information about Coronavirus, call the **Coronavirus Health Information Line on 1800 020 080**.

What is the Coronavirus Response Policy?

The Coronavirus Response Policy is a policy that has been developed by the AM-YAC Indigenous Community Trust Advisory Council to assist AM-YAC members to purchase food, and essential household items to prepare for and endure quarantine at home due to the Coronavirus.

What am I eligible to receive?

- AM-YAC Members based in Coober Pedy, Indulkana, Oodnadatta, Mimili, Fregon and Umuwa are eligible for a \$200 purchase order.
- AM-YAC Members based in South Australia are eligible for a \$150 purchase order.
- AM-YAC Members who suffer a chronic illness and live outside of South Australia are eligible for a \$150 purchase order.

How do I apply under the Coronavirus Response Policy?

To apply you must submit the online application form. Please visit <https://amyac.com.au/coronavirus/>. If you do not have access to the internet, please apply by calling the Executive Office on 08 8349 0830.

Can I apply more than once under this policy?

No, you cannot apply more than once under this policy.

It is important you consider the timing of your application. If you would rather receive the support in May, then please submit your application in May. Similarly, if you would like to receive the support in June, then please submit your application in June. The Executive Office will be reviewing and processing applications in the general order they are received.

How long will it take for my application to be reviewed?

As you would understand, this policy will result in a large number of applications being sent to the Executive Office in a short period of time. For this reason, it will take some time for the applications to all be reviewed and processed. The Executive Office will do their best to ensure you receive your purchase order within 7 days of submitting your application.

When are applications being processed?

The Executive Office can receive online applications at any time. Orders will be collated and sent to supermarkets and stores twice per week and will be ready to collect on Tuesdays or Fridays. The Executive Office will contact you when your order is ready to be collected.

How will I know when my application has been reviewed?

The Executive Office will get in contact with you once your application has been reviewed and advise whether it was approved, declined or further information needs to be provided.

Why was my application declined?

Your application may be declined due to one of the following reasons:

- You are not on the AM-YAC membership register, provided by AM-YAC RNTBC.
- Your place of residence is outside of South Australia and you are not suffering a chronic illness.

What if my current address doesn't match the AM-YAC Register of Members?

If the address you submitted on your application does not match the AM-YAC Register of Members you will be asked to provide photo ID or an official document showing your name and current registered address (this could be a Centrelink statement, utility bill (gas or electricity), car registration papers, health care card, etc.). You will also need to advise the Executive Office whether you would like the address listed on the Register of Members changed. Please contact the Executive Office if you are unsure whether you have the required ID document.

My application was declined. When can I re-apply?

If your application is declined you are welcome to reapply straight away, but you will need to ensure you have addressed the reason your application was declined.

The store didn't have the items I need. Can I change my purchase order?

Due to the high volume of requests expected under this policy, it will not be possible for the Executive Office to make changes to your purchase order location straight away.

I didn't redeem my purchase order before it expired. Can I have it re-issued?

Due to the high number of requests expected under this policy, the Executive Office will do their best to assist you. This may take some time, please be patient.