



遭受 coronavirus (COVID-19) 疫情影响人士须知

JobKeeper Payment

您有可能通过雇主获得 JobKeeper Payment。请在申请收入支持补助金前，询问雇主是否已注册 JobKeeper Payment。如果雇主已经注册并且您本人还符合申领资格，那么雇主会向您支付该项补助金。

如果目前已在领取某项收入补助金，并且雇主已开始向您支付 JobKeeper Payment，则必须申报个人收入，否则会出现补助金超额支付的情况，并会因而导致需要偿还的债务。

如需申请 Centrelink 福利金

为方便客户申领福利金，目前已对福利金申请流程做出改动。针对新近抵澳居民的部分福利金申领等待期已暂时取消。请使用福利金指南，了解适合您申领的福利金。请浏览

servicessaustralia.gov.au/covid19

如果目前已有 Centrelink 的 Customer Reference Number (CRN)，则可在线办理申请，无需前往 Centrelink 服务中心或致电咨询。请前往 my.gov.au 申领 Centrelink 福利金。

如果目前还没有 CRN 号码，则请前往 my.gov.au 进行办理。可通过 myGov 帐户确认身份信息，获取 CRN 号码，然后开始申领福利金。无需前往服务中心办理。

欲了解更多信息，请浏览 servicessaustralia.gov.au/covid19

Coronavirus Supplement

截至 2020 年 12 月 31 日，**Coronavirus Supplement** 每两周的发放金额为 250 澳元。从 2021 年 1 月 1 日起，**Coronavirus Supplement** 每两周的发放金额为 150 澳元。

在 2021 年 3 月 31 日之前，只要您获得至少 1 澳元的以下任何一项福利金，就可获得

Coronavirus Supplement:

- JobSeeker Payment
- Widow Allowance
- Partner Allowance
- Youth Allowance

- Austudy
- ABSTUDY Living Allowance
- Parenting Payment
- Farm Household Allowance
- Special Benefit。

Coronavirus Supplement 将作为您平时领取福利金的一部分自动打入银行账户。

Economic Support Payments

Economic Support Payment 是一种对目前领取某些福利金或持有优惠卡人士提供的额外补助。2020 年，我们向符合条件的客户支付了 2 笔 750 澳元的 Economic Support Payment。

我们将在 2020 年 12 月和 2021 年 3 月再向符合条件的人士支付 2 笔 250 澳元的 Economic Support Payment。

如果申领一次性 Family Tax Benefit (FTB)，则将在获得一次性付款时获得该补助。

如果获得以下福利金或优惠卡，则有资格获得 Economic Support Payment:

- Age Pension
- Carer Allowance
- Carer Payment
- Commonwealth Seniors Health Card
- Disability Support Pension
- Double Orphan Pension
- Family Tax Benefit
- Pensioner Concession Card。

我们会自动支付，所以您不需要申请。

如果您获得 Coronavirus Supplement，则不会获得 Economic Support Payment。

Department of Veterans' Affairs 客户

如果获得符合资格的 Department of Veterans' Affairs 福利，DVA 将向您支付 Economic Support Payment。请访问 dva.gov.au 了解更多信息。

Special Benefit

除了新近抵澳居民的等待期 (NARWP) 外, Special Benefit 的居住和申领资格要求没有发生变化。截至 2020 年 12 月 31 日, 申领 Special Benefit 的等待期要求已被取消。

如果无法从 Centrelink 获得任何其他收入补助, 并且面临严重的经济困难, 则可获得 Special Benefit。

您需满足以下条件之一才会具备申领资格:

- 在澳大利亚居住的时间还不够长, 没有资格领取 Age Pension 或 Disability Support Pension
- 持有合格的临时签证
- 是 16 岁以下的澳大利亚公民或永久居民。

欲了解更多信息, 请浏览 servicesaustralia.gov.au/specialbenefit

Crisis Payment——国家卫生紧急情况

如果您满足以下所有条件, 那么您本人或您所照顾的人可能有资格获得 Crisis Payment :

- 由于 coronavirus, 您本人或您所照顾的人处于防疫隔离或自我隔离状态
- 符合严重财务困难标准
- 符合收入支持补助的资格要求
- 申请 Crisis Payment 时, 本人在澳大利亚。

欲了解更多信息, 请浏览 servicesaustralia.gov.au/crisispayment

Child Care Subsidy 和 Additional Child Care Subsidy

如果您的孩子无法送托, 则应和托儿服务机构联系。无论出于何种原因, 获得 Child Care Subsidy 的每个孩子每年最多可缺勤 42 次。如果孩子因 COVID-19 而无法送托, 则应与托儿服务机构商讨相关方案。

更新活动时数

每两周可以获得的 Child Care Subsidy 小时数取决于您本人和您伴侣的活动小时数。如果获认可的活动时数发生了变化, 请务必予以更新。

如果您的家庭因 COVID-19 而活动减少，则可申请额外的 Child Care Subsidy 时数。如果符合条件，则可在 2020 年 7 月 13 日至 2021 年 4 月 4 日之间每两周获得多达 100 小时的 Child Care Subsidy 小时数。

临时签证子类别持有者

对于临时签证者来说，福利金申领要求没有发生变化。

临时签证子类别 060、070、309、449、785、786、790 和 820 持有者可能有资格申领以下福利金：

- Crisis Payment
- Dad and Partner Pay
- Double Orphan Pension
- Family Tax Benefit
- Low Income Health Care Card
- Parental Leave Pay
- Special Benefit
- Stillborn Baby Payment。

欲了解更多信息，请浏览 servicesaustralia.gov.au/visaholders

Newly arrived resident's waiting period

目前，NARWP 以及申领 Parenting Payment 的居住期限要求在 2021 年 3 月 31 日前暂时取消。这意味着，新近抵澳人士无需等待即可申领以下一种福利金：

- Austudy
- Farm Household Allowance
- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance。

欲了解更多信息，请浏览 servicesaustralia.gov.au/newresidentswaiting

季节性工作补助金申领等待期

季节性工作是一年中只有部分时间可以从事的工作。鉴于 coronavirus，截至 2021 年 3 月 31 日期间申领以下福利金的季节性工作等待期规定已被取消：

- Austudy
- ABSTUDY
- Farm Household Allowance
- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance。

欲了解更多信息，请浏览 servicesaustralia.gov.au/covid19

伴侣收入评估

对于 JobSeeker Payment 领取者来说，申领资格规定下的伴侣收入上限已暂时提高。

从 2020 年 9 月 25 日起，您伴侣每两周赚取收入每超过 1165 澳元 1 澳元，您领取的 JobSeeker Payment 金额就将减少 27 澳分，而非 25 澳分。如果您同时获得药品津贴 (Pharmaceutical Allowance) 或租金援助 (Rent Assistance)，那么您所领取的 JobSeeker Payment 金额可能会有所变化。如果您每两周的收入少于 300 澳元，那么在您领取的 JobSeeker Payment 金额减少到零之前，您的伴侣的收入上限可达 3086.11 澳元。

伴侣收入评估上限提高不适用于 Status Resolution Support Services 福利金。

欲了解更多关于可领取的 JobSeeker Payment 金额以及收入和资产评估上限的信息，请浏览 servicesaustralia.gov.au/jsp

收入申报

收入补助申请获批时，必须申报本人及伴侣的收入。如不通报，补助金发放就不会开始。

您还必须每两周申报您本人及伴侣的收入，即使收入为 0 澳元也要通报。

这是为了保证补助金金额的正确发放。

欲了解更多信息，请浏览 servicesaustralia.gov.au/incomereporting

相互义务要求

根据规定，必须履行特定义务才能持续领取福利金，这称之为相互义务或参与要求。如果目前已在领取以下一种福利金，则可能需要履行这些要求：

- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance as a job seeker。

请查看 servicesaustralia.gov.au/mutualobligation 或 myGov 账户了解最新动态。

如果您是求职者，则会获得一个 Job Plan。我们鼓励您尽可能参加任何既定的电话约会或在线活动。

其他可以为您提供帮助的支持服务

Payment and Service Finder

使用 Payment and Service Finder 查找所在地区的支持服务。其中包括心理辅导和精神健康服务。

欲了解更多信息，请浏览 servicesaustralia.gov.au/servicefinder

家庭暴力

如果遭到家庭暴力的影响，我们可以为您提供帮助，其中包括信息、支持和转接服务。

欲了解更多信息，请浏览 servicesaustralia.gov.au/domesticviolence

社工支持服务

社工可为需要帮助的人提供短期心理辅导、信息和转介支持服务。

欲了解更多信息，请浏览 servicesaustralia.gov.au/socialwork

Financial Information Service

帮助您解决财务问题的免费服务。

欲了解更多信息，请浏览 servicesaustralia.gov.au/fis

更多信息

- 请拨打常规福利金咨询热线，并告知接线员需要口译服务。如有需要，我们会免费安排一名口译员。欲获得垂询电话信息列表，请访问 servicesaustralia.gov.au/phoneus
- 请拨打 **131 202**，用中文咨询 Centrelink 福利金和服务的相关信息。
- 请拨打 **131 450** 联系 Translating and Interpreting Service (TIS National)，用中文垂询有关 Medicare 和 Child Support 付款及服务的相关信息。
- 请浏览 servicesaustralia.gov.au/covid19，了解更多英文信息。
- 请浏览 servicesaustralia.gov.au/yourlanguage，获取中文文本、语音或视频信息。

如果使用座机拨打 ‘13’ 开头的电话号码，电话服务提供商可能会收取固定费用。在澳大利亚任何地方都是如此，然而通话费用可能会因您所使用的电话服务提供商而异。使用座机拨打 “ 1800 ” 开头的电话号码免费。如果使用公用电话或手机拨打，电话服务提供商可能会按通话计时并收取较高的费用。

免责声明

本出版物中包含信息仅可作福利金和服务指南之用，其信息正确性截至 2020 年 11 月 26 日。请查看本部网站获取最新信息。您有责任根据个人具体情况决定是否申请福利金。



If you are affected by coronavirus (COVID-19)

JobKeeper Payment

You may be able to get JobKeeper Payment through your employer. Ask them if they have registered for this payment before you claim an income support payment from us. If they have and you are eligible, your employer will pay it to you.

If you are getting an income support payment and your employer starts paying you JobKeeper Payment, you must report that income to us. If you do not we will pay you too much and you will have a debt to pay back.

If you need to apply for a Centrelink payment

We have made changes so it is easier for you to claim a payment. We have temporarily removed the waiting period for newly arrived residents to claim some of our payments. Use our payment guide to check which payment is right for you. Go to servicessaustralia.gov.au/covid19

If you already have a Centrelink Customer Reference Number (CRN), you can claim online. You do not need to go to a service centre or call us. Go to my.gov.au to make a claim for a Centrelink payment.

If you do not have a CRN, go to my.gov.au to get one. You can establish your identity and get a CRN using your myGov account to start your claim. You do not need to visit a service centre.

For more information go to servicessaustralia.gov.au/covid19

Coronavirus Supplement

The **Coronavirus Supplement** is \$250 per fortnight until 31 December 2020. From 1 January 2021 it will be \$150 per fortnight.

You will get this supplement until 31 March 2021, as long as you get at least \$1 of any of these payments:

- JobSeeker Payment
- Widow Allowance
- Partner Allowance
- Youth Allowance
- Austudy
- ABSTUDY Living Allowance
- Parenting Payment
- Farm Household Allowance
- Special Benefit.

We will pay it automatically into your bank account as part of your usual payment.

Economic Support Payments

The Economic Support Payment is an extra payment for people getting certain payments or concession cards from us. We paid 2 Economic Support Payments of \$750 to eligible customers in 2020.

We will pay 2 more Economic Support Payments of \$250 to those eligible in December 2020 and March 2021.

If you claim Family Tax Benefit (FTB) as a lump sum, you will get the payment with your lump sum.

You are eligible if you get the following payments or concession cards from us:

- Age Pension
- Carer Allowance
- Carer Payment
- Commonwealth Seniors Health Card
- Disability Support Pension
- Double Orphan Pension
- Family Tax Benefit
- Pensioner Concession Card

We will pay you automatically, so you do not need to apply.

You will not get the payment if you get the Coronavirus Supplement.

Department of Veterans' Affairs customers

The Department of Veterans' Affairs (DVA) will pay you the Economic Support Payment, if you get an eligible DVA benefit. You can learn more at dva.gov.au

Special Benefit

There are no changes to the residence and eligibility rules for Special Benefit, apart from the newly arrived resident's waiting period (NARWP). It has been removed for Special Benefit claims until 31 March 2021.

If you cannot get any other income support payment from us, and you are in severe financial hardship you may get Special Benefit.

You will need to meet one of the following to be eligible:

- you have not lived in Australia long enough to qualify for Age Pension or Disability Support Pension
- you hold an eligible temporary visa
- you are an Australian citizen or permanent resident under 16 years of age.

For more information go to servicesaustralia.gov.au/specialbenefit

Crisis Payment—National Health Emergency

You or the person you are caring for may qualify for Crisis Payment if you meet all of the following:

- either of you are in quarantine or self-isolation due to coronavirus
- you meet the severe financial hardship criteria
- you meet the eligibility rules for an income support payment
- you are in Australia when you claim Crisis Payment.

For more information go to servicesaustralia.gov.au/crisispayment

Child Care Subsidy and Additional Child Care Subsidy

If your child cannot attend childcare, you should talk to your childcare service. You can get Child Care Subsidy for up to 42 absences per child each year for any reason. You should talk with your service about your options if your child cannot attend because of COVID-19.

Updating your activity hours

The number of hours of Child Care Subsidy you can get each fortnight depends on the hours of activity you and your partner do. If your hours of recognised activity have changed, make sure you update this.

If your family is doing less activity because of COVID-19, you can apply for extra Child Care Subsidy hours. If eligible, you may get up to 100 hours per fortnight between 13 July 2020 and 4 April 2021.

Temporary visa subclass holders

There are no changes to payments you can claim if you hold a temporary visa.

Temporary visa subclasses 060, 070, 309, 449, 785, 786, 790 and 820 may be eligible for:

- Crisis Payment
- Dad and Partner Pay
- Double Orphan Pension
- Family Tax Benefit
- Low Income Health Care Card
- Parental Leave Pay
- Special Benefit
- Stillborn Baby Payment.

For more information go to servicessaustralia.gov.au/visaholders

Newly arrived resident's waiting period

We have temporarily removed the NARWP, and the qualifying residence period for Parenting Payment, until 31 March 2021. This means if you have recently arrived in Australia you do not have to wait to claim one of these payments:

- Austudy
- Farm Household Allowance
- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance.

For more information go to servicessaustralia.gov.au/newresidentswaiting

Seasonal work preclusion period

Seasonal work is work that is only available for part of the year. Due to coronavirus we have removed the seasonal work preclusion period until 31 March 2021 for:

- Austudy
- ABSTUDY
- Farm Household Allowance
- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance.

For more information go to servicessaustralia.gov.au/covid19

Partner income test

If you get JobSeeker Payment, we have temporarily increased the amount your partner can earn before your payment will stop.

From 25 September 2020, your payment will reduce by 27 cents, instead of 25 cents, for every dollar your partner earns over \$1165 per fortnight. This amount may change if you get Pharmaceutical Allowance or Rent Assistance. If your income is less than \$300 per fortnight, your partner can earn up to \$3086.11 before your payment reduces to zero.

The increased partner income test does not apply to Status Resolution Support Services payment.

For more information about how much you can get and what your income and assets limits are go to servicessaustralia.gov.au/jsp

Income reporting

When we approve your claim for income support, you must tell us your and your partner's income. We cannot make your first payment until you do.

You must also report your and your partner's income to us each fortnight even it is \$0.

This is so we can pay you the right amount.

For more information go to servicessaustralia.gov.au/incomereporting

Mutual obligation requirements

There are things you must do to keep getting a payment. We call these mutual obligation or participation requirements. You may have them if you are getting one of these payments:

- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance as a job seeker.

Check servicessaustralia.gov.au/mutualobligation or your myGov account for updates.

Other support services that can help you

Payment and Service Finder

Use the Payment and Service Finder to find support services in your local area. This can include counselling and mental health services.

For more information go to servicesaustralia.gov.au/servicefinder

Family and domestic violence

If you are affected by family and domestic violence, we can help. We provide information, support and referrals.

For more information go to servicesaustralia.gov.au/domesticviolence

Social work services

Our social workers help people with short-term counselling, information and referrals to support services.

For more information go to servicesaustralia.gov.au/socialwork

Financial Information Service

A free service to help you with financial matters.

For more information go to servicesaustralia.gov.au/fis

For more information

- Call your regular payment line and let us know if you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to servicesaustralia.gov.au/phoneus
- Call **131 202** to speak with us in your language about Centrelink payments and services.
- Call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services.
- Go to servicesaustralia.gov.au/covid19 for more information in English.
- Go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language.

Your phone provider may charge you a fixed rate for calls from your home phone to '13' numbers. This is from anywhere in Australia and the rate may vary depending on your phone provider. Calls to '1800' numbers from your home phone are free. Phone providers may time your call and charge a higher rate if you call from a public or mobile phone.

Disclaimer

The information contained in this publication is a guide to payments and services only, and is correct as of 26 November 2020. Please check our website for the most current information. It is your responsibility to decide if you wish to apply for a payment based on your particular circumstances.