



# Ako je na vas negativno uticala situacija vezana za koronavirus (COVID-19)

Dostupne su isplate koje bi vam mogle pomoći ako ste vi ili vaša obitelj pogođeni koronavirusom. Pomoću našeg vodiča za isplate možete provjeriti koje vam isplate najbolje odgovaraju. Posjetite: [servicessaustralia.gov.au/covid19](https://servicessaustralia.gov.au/covid19)

Većinu isplata možete zatražiti putem interneta. Za polaganje prava na isplatu putem interneta potreban vam je myGov račun povezan s Centrelinkom.

Ako nemate myGov račun, posjetite stranicu [my.gov.au](https://my.gov.au) na kojoj ga možete kreirati.

Za pomoć kod uspostavljanja myGov računa, posjetite: [servicessaustralia.gov.au/mygovguides](https://servicessaustralia.gov.au/mygovguides)

## COVID-19 Disaster Payment

Postoji podrška za osobe na koje državni zdravstveni nalog utječe negativno. Radi se o jednokratnoj isplati za pomoć osobama koje ne mogu ostvariti prihod zbog toga što je na nazi COVID-19 državni zdravstveni nalog. On može uključivati zatvaranje, žarišne zone ili ograničenje kretanja.

Iznos koji ćete primiti ovisit će o vašoj situaciji. Prije podnošenja zahtjeva provjerite ispunjavate li potrebne uvjete.

Australski stanovnici to moraju tvrditi putem interneta, što je ujedno najbrži i najjednostavniji način. Nositelji radne vize koji ispunjavaju uvjete moraju nazvati Emergency information line na 180 22 66.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/covid19disasterpayment](https://servicessaustralia.gov.au/covid19disasterpayment)

## Pandemic Leave Disaster Payment

Jednokratna pomoćna isplata ako ne možete ostvariti prihod:

- zato što vam je rečeno da se morate samoizolirati ili otići u karantenu zbog COVID-19
- ako se brinete za nekoga tko ima COVID-19.

Ako ispunjavate potrebne uvjete, dobit ćete \$1500 za svako 14-dnevno razdoblje samoizolacije, karantene ili njege nekoga tko ima COVID-19.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/pandemicleavepayment](https://servicessaustralia.gov.au/pandemicleavepayment)

## Potpore za dohodak

Ako vam je potrebna dugoročna finansijska pomoć, možda ćete moći dobiti isplate potpore za dohodak, kao što je:

- JobSeeker Payment, ako ste starosne dobi između 22 godina i dobi koja je prikladna za primanje Age Pension i ako tražite zaposlenje
- Youth Allowance ako ste mlađi od 24 godina i studirate, ili ste australski primatelj radne obuke, ili ste mlađi od 21 godine i tražite posao
- Parenting Payment ako ste osnovni skrbnik mlađeg djeteta.

Ako trebate JobSeeker isplatu, zahtjev možete podnijeti ranije ako ste svjesni da će se vaše okolnosti promijeniti.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/jobseekers](https://servicessaustralia.gov.au/jobseekers)

## Special Benefit

Ako od nas ne možete dobiti nikakvu drugu isplatu potpore za dohodak, a u financijskim ste teškoćama, možete dobiti Special Benefit.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/specialbenefit](https://servicessaustralia.gov.au/specialbenefit)

## Crisis Payment—National Health Emergency

Crisis Payment je jednokratna isplata. Možete se kvalificirati za Crisis Payment ako udovoljavate sljedećim uvjetima:

- u teškim ste financijskim teškoćama
- imate pravo na isplatu potpore za dohodak ili ABSTUDY Living Allowance
- ako ste u ekstremnim životnim okolnostima
- boravite u Australiji tijekom ulaganja zahtjeva
- vi ili neko o kome se brinete ima potrebu za karantenom ili samoizolacijom zbog COVID-19.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/crisispayment](https://servicessaustralia.gov.au/crisispayment)

## Child Care Subsidy i Additional Child Care Subsidy

Ako vaše dijete ne može pohađati usluge dječje skrbi, trebate porazgovarati sa svojim pružateljem usluga dječje skrbi. Možete dobiti Child Care Subsidy za ukupno 42 godišnje-dozvoljena izostanka po djetetu, iz bilo kog razloga. Sa svojom službom za dječju skrb trebate porazgovarati o svojim opcijama, ako vaše dijete ne može primiti njihove usluge zbog COVID-19.

Možda ćete imati pravo na više dopuštenih izostanaka u posebne svrhe, kao što je proglašeno hitno stanje.

Na ove izostanke imate pravo ako vaše dijete pohađa ili je pohađalo dječju skrb na COVID-19 žarišnom području proglašenom od strane Commonwealtha. Ako ste na potvrđenom COVID-19 žarišnom području, nećete morati koristiti 42 uobičajeno dopuštena izostanka. To se odnosi na sva buduća žarišna područja.

Na ove izostanke imate pravo samo ako je deklaracija o žarišnoj zoni COVID-19 na snazi više od 7 dana.

Za popis trenutnih žarišnih područja posjetite Department of Health web stranicu.

## Ažuriranje radnog vremena

Broj sati Child Care Subsidy koje možete dobiti svaka dva tjedna ovisi o satima aktivnosti koje obavljate vi i vaš partner. Ako ste promijenili sate potvrđenih aktivnosti, morate ih ažurirati.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/childcaresubsidy](https://servicessaustralia.gov.au/childcaresubsidy)

## Nositelji podrazreda privremene vize

Imamo isplate, usluge i informacije koje će vam pomoći ako živite u Australiji s dozvoljenom vizom.

Podrazredi privremenih viza 060, 070, 309, 449, 785, 786, 790 i 820 mogu imati pravo na:

- Child Care Subsidy
- 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.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/visaholders](https://servicessaustralia.gov.au/visaholders)

## Prijava dohotka

Kad odobrimo vaš zahtjev za potporu prihoda, morate nam reći svoj, i prihod vašeg partnera. Ne možemo izvršiti prvu uplatu dok to ne učinite.

Također morate prijaviti svoj prihod i prihod vašeg partnera svake dvije sedmice, čak i ako on iznosi \$0.

To je zato da bismo vam mogli isplatiti pravilno utvrđeni iznos.

Za dodatne informacije posjetite: [servicessaustralia.gov.au/incomereporting](https://servicessaustralia.gov.au/incomereporting)

## Mutual obligation requirements

Postoje neke stvari koje morate učiniti kako biste nastavili primati isplate. Njih nazivamo zajedničkim obavezama ili zahtjevima za sudjelovanje. Možda ćete na njih imati pravo i ako primete jednu od ovih isplata:

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

Posjetite: [servicessaustralia.gov.au/mutualobligation](https://servicessaustralia.gov.au/mutualobligation) da biste pristupili najnovijim informacijama na svom myGov računu.

## Ostale pomoćne usluge koje vam mogu koristiti

### Payment and Service Finder

Koristite Payment and Service Finder da biste pronašli usluge podrške na svom lokalnom području. To može uključivati savjetovanje i usluge mentalnog zdravlja.

Za dodatne informacije posjetite: [servicesaustralia.gov.au/servicefinder](https://servicesaustralia.gov.au/servicefinder)

### Obiteljsko nasilje

Ako ste pogođeni nasiljem u obitelji, možemo vam pomoći. Pružamo informacije, podršku i preporuke.

Za dodatne informacije posjetite: [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

### Usluge socijane skrbi

Naši socijalni radnici pomažu kratkoročnim savjetovanjem, informacijama i preporukama o primanju usluga podrške.

Za dodatne informacije posjetite: [servicesaustralia.gov.au/socialwork](https://servicesaustralia.gov.au/socialwork)

### Financial Information Service

Besplatna usluga koja će vam pomoći u finansijskim pitanjima. Ne morate biti korisnik da biste mogli pristupiti ovim uslugama.

Za dodatne informacije posjetite: [servicesaustralia.gov.au/fis](https://servicesaustralia.gov.au/fis)

## Za dodatne informacije

- nazovite svoju redovnu liniju za isplate i javite nam ako vam je potreban tumač. Organizirat ćemo vam ga besplatno. Za listu naših telefonskih brojeva posjetite: [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- nazovite **131 202** da biste na svom jeziku porazgovarali o Centrelinkovim isplatama i uslugama.
- Nazovite Translating and Interpreting Service (TIS National) na **131 450** kako biste s nama na porazgovarali na vašem jeziku o Child Support i Medicare uslugama.
- Posjetite [servicesaustralia.gov.au/covid19](https://servicesaustralia.gov.au/covid19) za više informacija na engleskom jeziku.
- Posjetite [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) gdje možete možete pročitati, saslušati ili pogledati informacije na svom jeziku.
- Idite na [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides) za pomoć kod uspostavljanja ili povezivanja sa online uslugama na određenim jezicima.

Davatelj telefonskih usluga može vam naplatiti fiksnu tarifu za pozive s kućnog telefona na brojeve '13'. To može biti s bilo kojeg mjesta u Australiji, a cijena se može razlikovati ovisno o davatelju telefonskih usluga. Pozivi na kućne telefone s broja '1800' besplatni su. Davatelji telefonskih usluga mogu mjeriti dužinu vašeg poziva i naplatiti vam višu cijenu ako zovete s javnog ili mobilnog telefona.

Odricanje od odgovornosti

Podaci sadržani u ovoj publikaciji samo su vodič za isplate i usluge i točni su od 13. avgusta 2021. Najnovije informacije potražite na našoj web stranici. Vaša je odgovornost da odlučite želite li podnijeti zahtjev za isplatu na temelju vaših individualnih okolnosti.



## If you are affected by coronavirus (COVID-19)

We have payments that may help you if you or your family are affected by coronavirus. You can use our payment guide to check which payment is right for you. Go to [servicessaustralia.gov.au/covid19](https://servicessaustralia.gov.au/covid19)

You can claim most payments online. To claim online, you need a myGov account linked to Centrelink.

If you don't have a myGov account, go to [my.gov.au](https://my.gov.au) to create one.

For help setting up your myGov account, go to [servicessaustralia.gov.au/mygovguides](https://servicessaustralia.gov.au/mygovguides)

### COVID-19 Disaster Payment

There is support for people adversely affected by a state public health order. This is a lump sum payment to help people who are unable to earn income due to a COVID-19 state public health order. This may involve a lockdown, hotspot or movement restrictions.

How much you get will depend on your situation. Before claiming, check if you are eligible.

Australian residents must claim online, it is the quickest and simplest way. Eligible working visa holders must call the Emergency information line on **180 22 66**.

For more information go to [servicessaustralia.gov.au/covid19disasterpayment](https://servicessaustralia.gov.au/covid19disasterpayment)

### Pandemic Leave Disaster Payment

A lump sum payment to help if you cannot earn an income because:

- you are told to self-isolate or quarantine due to COVID-19
- you are caring for someone who has COVID-19.

If eligible, you will get \$1500 for each 14 day period you self-isolate, quarantine or care for someone who has COVID-19.

For more information go to [servicessaustralia.gov.au/pandemicleavedisasterpayment](https://servicessaustralia.gov.au/pandemicleavedisasterpayment)

### Income support payment

If you need longer term financial help, you may be able to get income support payments such as:

- JobSeeker Payment, if you're between 22 and Age Pension age and looking for work
- Youth Allowance, if you're 24 or younger and a student or Australian Apprentice, or 21 or younger and looking for work
- Parenting Payment, if you're the main carer of a young child.

If you need JobSeeker Payment, you can start your claim early if you know your circumstances are going to change.

For more information go to [servicessaustralia.gov.au/jobseekers](https://servicessaustralia.gov.au/jobseekers)

### Special Benefit

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

For more information go to [servicesaustralia.gov.au/specialbenefit](https://servicesaustralia.gov.au/specialbenefit)

## **Crisis Payment—National Health Emergency**

Crisis Payment is a one off payment. You may qualify for Crisis Payment if you meet all of the following:

- be in severe financial hardship
- get, or, be eligible for an income support payment or ABSTUDY Living Allowance
- be experiencing an extreme circumstance
- be in Australia when you lodge your claim
- you or someone you care for needs to quarantine or self-isolate due to COVID-19.

For more information go to [servicesaustralia.gov.au/crisispayment](https://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 allowable 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.

You may get more allowable absences for a special purpose such as a declared emergency.

You can access these absences if your child attends or attended care in a Commonwealth declared COVID-19 hotspot. If you're in a COVID-declared hotspot, you won't have to use your regular 42 allowable absences. This applies to all future hotspots.

You can only access these absences if a COVID-19 hotspot declaration is in place for more than 7 days.

Visit the Department of Health website for a list of current hotspots.

## **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.

For more information go to [servicesaustralia.gov.au/childcaresubsidy](https://servicesaustralia.gov.au/childcaresubsidy)

## **Temporary visa subclass holders**

We have payments, services and information to support you if you are living in Australia with an eligible visa.

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

- Child Care Subsidy
- 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 [servicesaustralia.gov.au/visaholders](https://servicesaustralia.gov.au/visaholders)

## 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 if it is \$0.

This is so we can pay you the right amount.

For more information go to [servicesaustralia.gov.au/incomereporting](https://servicesaustralia.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.

Go to [servicesaustralia.gov.au/mutualobligation](https://servicesaustralia.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](https://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](https://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](https://servicesaustralia.gov.au/socialwork)

### Financial Information Service

A free service to help you with financial matters. You do not need to be a customer to access this service.

For more information go to [servicesaustralia.gov.au/fis](https://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](https://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](https://servicesaustralia.gov.au/covid19)** for more information in English.
- Go to **[servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)** where you can read, listen to or watch information in your language.
- Go to **[servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)** for help with creating and linking online services, in some languages.

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 13 August 2021. 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.