



Afai o e a'afia i le fa'ama'i (COVID-19)

E iai a matou peimeni e ono fesoasoani ia te oe pe a fai o afaina oe po'o lou aiga i le fa'ama'i pipisi. E mafai ona fa'aaogā la matou Totogi fa'atatau e siaki ai po'o fea le totogi e fetau ma oe. Alu i le servicesaustralia.gov.au/covid19

E mafai ona e talosagaina le tele o totogi i luga o upega tafa'ilagi. Mo le talosaga i luga o 'upega tafa'ilagi, e mana'omia sau myGov e feso'ota'i i lau Centrelink account.

Afai e leai sau myGov, alu i le my.gov.au e amata ai sau account.

Mo se fesoasoani e amata ai lau myGov account, alu i le servicesaustralia.gov.au/mygovguides

COVID-19 Disaster Payment

O lo'o iai le lagolago mo tagata ua a'afia i se fa'atonuga o le soifua maloloina lautele. O se tupe totogi atoa lea e fesoasoani ai i tagata faigaluega ua lē mafai ona galulue pe maua se tupe ona o se fa'atonuga o le soifua maloloina lautele ona o le COVID-19. E ono aafia ai le tapunia o feoa'iga, nofoaga o vela ai le fa'ama'i, po'o le fa'atapula'aina o feoa'iga.

O le ā le telē e te maua e fa'amoemoe i lou tulaga. Ae e te le'i talosagaina, siaki pe e te agava'a.

O tagata nofo mau i Ausetalia, e tatau ona talosaga i luga o upega tafa'ilagi, o le auala vave ma faigofie lea. E tatau ia i latou o umia visa faigaluega ona vala'au le Emergency information line i le **180 22 66**.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/covid19disasterpayment

Totogi mo Aso Malolo o Fa'ama'i ma Mala

O se tupe totogi atoa lea e fesoasoani ai i tagata faigaluega ua lē mafai ona maua se tupe ona o le:

- ua fa'atonuina oe ina ia nofoesea pe kuarinitini, ona o le COVID-19
- o lo'o e tausia se tasi ua a'afia i le COVID-19.

Pe a e agava'a, o le a e maua le \$1500 mo le fa'atulagaga o le 14 aso e te fa'anofosea ai, kuarinitini pe tausia seisi o lo'o maua i le COVID-19.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/pandemicleavedisasterpayment

Lagolago mo tupe maua

Afai e te mana'omia se fesoasoani tau tupe mo se taimi umi, e ono mafai ona e maua se fesoasoani tau tupe e pei:

- JobSeeker Payment, afai o oe e i le va o le 22 ma and Age Pension ma o lo'o saili sau galuega
- Youth Allowance, afai e 24 ou tausaga pe laititi ifo ma o se tamaititi aoga po'o se Aperenitisi Ausetalia, pe 21 tausaga pe laititi ifo ma o lo'o saili se galuega
- Parenting Payment, afai o oe o le tausima matua o se tamaititi.

Pe a e mana'omia le JobSeeker Payment, e mafai ona vave amata lau talosaga pe a e iloa o le a suia lou tulaga.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/jobseekers

Special Benefit

Afai e le mafai ona e maua se isi tupe maua mai ia matou, ma ua e feagai ma ni faigata tautupe, e ono mafai ona maua le Special Benefit (Fa'amanuiaga Fa'apitoa).

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/specialbenefit

Crisis Payment—National Health Emergency

O Crisis Payment e tasi lava le totogiina. E te ono agava'a mo le Crisis Payment pe a e ausia mea nei:

- ia iai i faigata tautupe
- maua, pe, agava'a mo se tupe maua lagolago pe o le ABSTUDY Living Allowance
- o lo'o feagai ma ni tulaga ogaoga
- i totonu o Ausetalia pe a fai lau talosaga
- o oe po'o se isi o lo'o e tausia e mana'omia e kuarinitini pe fa'anofoesea ona o le COVID-19.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/crisispayment

Child Care Subsidy and Additional Child Care Subsidy

Afai e le mafai ona alu lou alo i le aoga fa'ata'ita'i, e tatau ona e talanoa i lau auaunaga fa'atamaiti. E mafai ona e maua le Child Care Subsidy mo le 42 fa'atagaina le to'esea mo tamaiti i tausaga ta'tasi mo so'o se mafua'aga. E tatau ona e talanoa ma lau auaunaga e uiga i au filifiliga pe a le mafai ona alu lou alo ona o le COVID-19.

E ono maua avanoa fa'atagaina e toesea ai mo se fa'amoemoe fa'apitoa e pei o se fa'alauiloaina fa'afuase'i.

E mafai ona e mauaina nei mea e to'esea pe a auai lau tama pe auai i le tausiga i se nofoaga o le Malo o Taupulega o lo'o a'afia i le COVID-19. Afai o e i se nofoaga o a'afia i le COVID, e te le tau fa'aaogaina lau 42 avanoa e to'esea ai. E fa'atatau lea i nofoaga o lo'o a'afia i le lumana'i.

E mafai ona e mauaina nei to'esea pe a fai o iai se fa'asilasilaga o le COVID-19 i le nofoaga o a'afia mo le sili atu i le 7 aso.

Asiasi i le upega tafa'ilagi a le Child Care Subsidy mo se lisi o nofoaga o lo'o a'afia.

Fa'afouina o au itula o au gaoiga

O le aofa'i o itula mo le Tausiga o le Tamaititi e mafai ona e mauaina i le ta'i lua vaiaso, e fa'amoemoe i itula o gaoiga e te faia ma lau pa'aga. Afai o itula o aloa'ia gaoiga ua suia, ia matuinoa le fa'afouina o lea tulaga.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/childcaresubsidy

Visa Le Tumau mo Tagata e anaina

O o'o iai matou peimeni, tautua ma fa'amatalaga e lagolagoi ai oe pe a fai o e nofo i Ausetalia ma se visa e te agava'a ai.

Vasega o Visa Le Tumau 060, 070, 309, 449, 785, 786, 790 and 820 ono agava'a mo:

- 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.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/visaholders

Lipoti o tupe maua

Pe a matou fa'amaonia lau talosaga mo se lagolago o tupe maua, e tatau ona ta'u mai ia i matou lau tupe maua ma lau pa'aga. E le mafai ona matou faia lou totogi muamua se'i vagana ua e faia mea nei.

E tatau ona e lipoti maia lou totogi ma le tupe maua a lau pa'aga i le ta'i lua vaiaso, e tusa lava pe \$0.

E faia lea tulaga ina ia matou totogi atu ia te oe le aofa'i sa'o.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/incomereporting

Mutual obligation requirements

E iai mea e tatau ona e faia e maua ai pea lea totogi. E ta'ua ia Noataga Felagolagoma'i po'o le auai i mana'oga. E ono maua ia i latou pe a fai o lo'o e mauaina se tasi o nei totogi:

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

Alu i le servicesaustralia.gov.au/mutualobligation po'o lau myGov account mo nisi mea fou.

Isi auaunaga lagolago e mafai ona fesoasosani mo oe

Payment and Service Finder

Fa'aaoga la matou tautua o le Payment and Service Finder e va'ai ai mea e mafai ona e maua i lou lotoifale. E mafai ona aofia ai faufautua ma auaunaga tau le mafaufau.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/servicefinder

Sauaga i totonu o Aiga

Afai o e a'afia i ni sauaga i totonu o aiga, e mafai ona matou fesoasoani. Matou te tu'uina atu fa'amatalaga, lagolago ma fa'asino oe.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/domesticviolence

Galuega auaunaga lautele

O a tatou tagata faigaluega lautele e fesoasoani i tagata mo se taimi pu'upu'u e faufautua, fa'amatala ma fa'asino le tautua lagolago.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/socialwork

Financial Information Service

O se tautua maua fua e fesoasoani ia te oe i mea tau tupe. E le mana'omia le avea o oe ma se tagata fa'atau e te ulufale ai i lenei tautua.

Mo nisi fa'amatalaga, alu i le servicesaustralia.gov.au/fis

Mo nisi fa'amatalaga

- Vala'au lau laina masani ma fa'aiiloa mai ia matou pe a mana'omia se fa'amatala upu. O le a matou fa'atulagaina se tasi e fai fua. Mo se lisi o numera o telefoni, alu i le servicesaustralia.gov.au/phoneus
- Vala'au **131 202** e talanoa mai ia i matou i lau gagana e fa'atatau i totogi ma auuanaga a le Centrelink.
- Vala'au le Translating and Interpreting Service (TIS National) i le **131 450** ma talanoa mai i lau gagana e uiga i le Medicare ma le Child Support mo le Tausiga o Tamaiti ma lana auaunaga.
- Alu i le servicesaustralia.gov.au/covid19 mo nisi fa'amatalaga i le Fa'aperetania.
- Alu i le servicesaustralia.gov.au/yourlanguage e mafai ona e faitau ai, fa'alogi ai pe matamata ai i fa'amatalaga i lau lava gagana.
- Alu i le servicesaustralia.gov.au/mygovguides mo se fesoasoani i le amataina po'o le fesoasoani i le faia ma feso'ota'i au auuanaga i upega tafa'ilagi, i isi gagana.

E ono e totogia se tau tumau mo telefoni mai lau telefoni fale i le numera '13'. O lenei tau e mai so'o se mea o Ausetalia ma o le tau e fuafua i le faletelefoni o lo'o tu'uia atu lea auaunaga ia te oe. O telefoni i le numera '1800' mai lau telefoni fale, e lē totogia. O telefoni mai tagata lautele po'o telefoni feavea'i e ono taimia ma totogi i sē tau maualuga atu.

Puipuiga

O fa'amatalaga i totonu o lenei lomiga ua fuafuaina na'o se ta'iala mo totogi ma 'au'aunaga ma e sa'o uma mai le aso 13 Aukuso 2021. Fa'amolemole, siaki le matou upega tafa'ilagi mo fa'amatalaga e sili ona lata mai. O lau matāfaioi, o le filifili lea pe e te mana'o e te talosaga mo sē totogi, e tusa ai ma lou tulaga fa'apitoa.



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

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 to create one.

For help setting up your myGov account, go to 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

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

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

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 servicessaustralia.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 servicessaustralia.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 servicessaustralia.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

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

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 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. You do not need to be a customer to access this service.

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.
- Go to **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.