



受 COVID-19 疫情影响者须知

如果您或您的家人受到 COVID-19 的影响，则可申领相关福利金获得帮助。请使用我们的福利金指南，查看哪种福利金适合您的情况。请浏览 servicessaustralia.gov.au/covid19

大部分福利金都可在网上申请。欲在线提交申请，您需要有一个与 Centrelink 账户相关联的 myGov 账户。

如果没有 myGov 账户，则请到 my.gov.au 创建一个。

如需帮助设置 myGov 账户，请浏览 servicessaustralia.gov.au/mygovguides

COVID-19 Disaster Payment

受到州公共卫生令不利影响的人士可申领相关支持补助。COVID-19 Disaster Payment 是一笔一次性补助，用于帮助因 COVID-19 州级公共卫生令限制而无法赚取收入的人士。这类限制可能包括防疫封锁、疫情热点地区限制或出行限制。

能够领取多少钱将取决于您的具体情况。提交申请前，请核查您是否有申请资格。

澳大利亚居民必须在网上申请，这是最快速和最简单的申请方式。符合条件的工作签证持有人必须致电 Emergency information line: **180 22 66**。

更多信息，请浏览 servicessaustralia.gov.au/covid19disasterpayment

Pandemic Leave Disaster Payment

如果由于以下原因无法赚取收入，则可获得 Pandemic Leave Disaster Payment 一次性补助：

- 由于 COVID-19 被告知要进行自我隔离或防疫隔离
- 正在照顾感染 COVID-19 的人士

如果符合条件，每次自我隔离、防疫隔离或照顾感染 COVID-19 人士的 14 天期间，可获得 \$1500。

更多信息，请浏览 servicessaustralia.gov.au/pandemicleavepayment

Income support payment

如果需要较长期的经济帮助，则可能可以申领收入支持补助，例如：

- JobSeeker Payment——如果您是在 22 岁到领取 Age Pension 的年龄之间，并且正在寻找工作。

- Youth Allowance——如果您是 24 岁或以下的学生或澳大利亚学徒，或 21 岁或以下并且正在寻找工作
- Parenting Payment——如果您是幼儿的主要照顾者。

如果需要 JobSeeker Payment，且知道的情况会发生改变，则可提前开始申请。

更多信息，请浏览 servicesaustralia.gov.au/jobseekers

Special Benefit

如果无法从我们这里获得任何其他收入支持补助，并且陷入财务困难之中，则可领取 Special Benefit。

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

Crisis Payment—National Health Emergency

Crisis Payment 是一次性发放的补助。如果满足以下所有条件，则可能有资格领取 Crisis Payment：

- 处于严重的经济困难之中
- 已在领取或有资格领取收入支助补助金或 ABSTUDY Living Allowance
- 遭遇极端情况
- 提出申请时，身在澳大利亚
- 您本人或您所照顾的人因 COVID-19 而需要防疫隔离或自我隔离。

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

Child Care Subsidy 与 Additional Child Care Subsidy

如果无法将孩子送托，则应与托儿所联系。无论出于何种原因，若要领取 Child Care Subsidy，每个孩子每年允许的送托缺勤次数最多不可超过 42 次。若因 COVID-19 的缘故，孩子无法送托，则应与托儿所联系，讨论相关解决方案。

可以特殊情况（如官方宣布的紧急状况）为理由，获得更多的送托缺勤额度。

如果孩子目前或之前送托的地点位于联邦政府宣布的 COVID-19 热点地区，那么您可以获得这些额外的托儿缺勤额度。如果您生活在某个官方宣布的 COVID 疫情热点地区，则不必使用正常允许的 42 次托儿缺勤额度。这适用于所有未来的疫情热点地区。

只有当某个地区被宣布为 COVID-19 热点地区超过 7 天时，您才能获得这些托儿缺勤额度。

请访问Department of Health网站，查看目前的疫情热点地区名单。

更新活动时数

每两周可领取的Child Care Subsidy的小时数取决于您和您的伴侣的活动时间。如果获认可的活动时间发生了变化，请务必更新此信息。

更多信息，请浏览servicesaustralia.gov.au/childcaresubsidy

临时签证子类别签证持有者

如果持有合格的签证在澳居住，则可申领相关福利金、服务和信息来获得支持。

临时签证子类别 060、070、309、449、785、786、790 和 820 的持有者，可能有资格领取：

- 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.

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

收入申报

当我们批准您的收入支持申请时，您必须告诉我们您和您伴侣的收入。必须申报收入，否则我们不会开始发放福利金。

您还必须每两周向我们申报您本人及伴侣的收入，即使是\$0，也要申报。

这是为了确保我们向您发放的福利金金额无误。

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

Mutual obligation requirements

您必须做某些事情才能持续领取福利金。我们称之为相互义务或参与要求。如果领取以下一种福利金，则可能要满足相互义务要求：

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

请访问 servicesaustralia.gov.au/mutualobligation 或 myGov 帐户获取最新信息。

可帮助到您的其他支持服务

Payment and Service Finder

请使用 Payment and Service Finder 查找您本地地区的支持服务。这可能包括咨询和心理健康服务。

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

家庭暴力

如果您受到家庭暴力的影响，我们可以帮助您。我们提供信息、支持和转介服务。

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

社工服务

我们的社工可帮助提供获得短期咨询、信息和转介支持服务。

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。无需成为我们的客户就可使用此服务。

更多信息，请浏览 servicesaustralia.gov.au/fis

更多信息

- 请拨打您常用的福利金专线，告知我们您是否需要口译服务。我们会免费安排口译员。欲获得我们的联系电话列表，请浏览 servicesaustralia.gov.au/phoneus

- 致电 **131 202**，用中文咨询 Centrelink 相关福利金和服务。
- 致电 **131 450**，联系 Translating and Interpreting Service (TIS National)，用中文咨询 Medicare 和 Child Support 相关福利金和服务的信息。
- 浏览 servicessaustralia.gov.au/covid19 了解更多英文信息。
- 请浏览 servicessaustralia.gov.au/yourlanguage 获得中文版的文本、音频或视频信息。
- 浏览 servicessaustralia.gov.au/mygovguides 了解多种语言版本的创建和链接在线服务的帮助信息。

如果使用座机拨打“13”开头的电话号码，电信提供商可能会按固定费率收取费用。这一点适用于澳大利亚的任何地方，但费率可能因电信提供商而有所不同。使用座机拨打“1800”开头的电话号码免费。如果您使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

免责声明

本出版物中包含的信息仅作为福利金和服务指南，截至 2021 年 8 月 13 日正确无误。请查看我们的网站了解最新信息。您有责任根据自己的具体情况决定是否申请某项福利金。



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.