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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

This is a payment to help people who are unable to work and earn income due to a COVID-19 state or territory public health order. This may involve a lockdown, hotspot or movement restrictions.

Automatic payments will stop when 70% of people aged 16 or older in your state or territory are fully vaccinated with 2 doses of a COVID-19 vaccine.

If you are still affected by movement restrictions, you will need to reapply for the payment each week so we know you remain eligible.

After your state or territory reaches 80% fully vaccinated, the payment will reduce over 2 weeks, if you remain eligible.

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 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 are in need of financial support, you can test your eligibility for an income support payment. Use our COVID-19 [payment guide](#) to see what you may be able to get.

For more information go to servicesaustralia.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.

You'll need to meet some rules. For more information go to 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 for Crisis Payment
- 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.

You'll also need to meet other eligibility rules based on the type of Crisis Payment you claim. For more information go to servicesaustralia.gov.au/crisispayment

Child Care Subsidy and Additional Child Care Subsidy

If your child cannot attend child care because of COVID-19, you should talk to your child care service.

You can get Child Care Subsidy for up to 42 allowable absences per child each year for any reason.

You can access additional absences if you live in, or your child care service is in an area that is a Commonwealth declared COVID-19 hotspot. You can only access these absences if a COVID-19 hotspot declaration is in place for more than 7 days. You will not have to use your regular 42 allowable absences. You do not need to do anything to get these absences. If you are eligible, they will apply automatically.

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

Parental Leave Pay and Dad and Partner Pay

To get Parental Leave Pay or Dad and Partner Pay you need to meet a work test.

If COVID-19 affected your work, you may have gotten JobKeeper Payment or the COVID-19 Disaster Payment. These payments both count as work for the work test.

For more information about Parental Leave Pay go to servicessaustralia.gov.au/parentalleavepayworktestexceptions

For more information about Dad and Partner Pay go to servicessaustralia.gov.au/dadpartnerpayworktestexceptions

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 servicessaustralia.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 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.

Go to 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. 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 **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we'll arrange one for free.
- 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 6 October 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.