



Ako ste pogođeni zbog coronavirusa (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: servicesaustralia.gov.au/covid19

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

Ako nemate myGov račun, posjetite stranicu my.gov.au na kojoj ga možete kreirati.

Za pomoć kod uspostavljanja myGov računa, posjetite: servicesaustralia.gov.au/mygovguides

COVID-19 Disaster Payment

To je isplata za pomoć osobama koje ne mogu ostvariti prihod zbog toga što je na snazi COVID-19 državni ili teritorijalni zdravstveni nalog. On može uključivati zatvaranje, žarišne zone ili ograničenje kretanja.

Automatska plaćanja prestat će kada se 70% stanovništva starijeg od 16 godina u vašoj državi ili teritoriju bude potpuno vakcinisano s 2 doze vakcine protiv COVID-19.

Ako ste i dalje pogođeni ograničenjem kretanja, moraćete se svake sedmice ponovno prijaviti za plaćanje da bismo znali da i dalje ispunjavate uslove.

Kada vaša država ili teritorij dostigne 80% potpuno vakcinisanih, isplata će se smanjiti tokom 2 sedmice, ako i dalje budete imali pravo.

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

Australски stanovnici to moraju potraživati 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: servicesaustralia.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: servicesaustralia.gov.au/pandemicleavedisasterpayment

Potporna za dohodak

Ako vam je potrebna 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 primatelj Australian Apprentice, ili ste mlađi od 21 godine i tražite posao
- Parenting Payment ako ste osnovni skrbnik mlađeg djeteta.

Ako vam je potrebna financijska pomoć, možete provjeriti svoje pravo na isplatu potpore za dohodak. Upotrijebite naš COVID-19 [payment guide](#) da vidite što biste mogli dobiti. Za dodatne informacije posjetite: servicessaustralia.gov.au/jobseekers

Special Benefit

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

Moraćete se pridržavati nekih pravila. Za dodatne informacije posjetite servicessaustralia.gov.au/specialbenefit

Crisis Payment—National Health Emergency

Crisis Payment je jednokratna isplata. Možete imati pravo na Crisis Payment ako udovoljavate sljedećim uvjetima:

- biti u teškim financijskim teškoćama za Crisis Payment
- 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 mora ići u karantin ili samoizolacijom zbog COVID-19.

Moraćete također ispuniti druge zahtjeve zasnovane na vrsti Crisis Payment koje tražite. Za dodatne informacije posjetite: servicessaustralia.gov.au/crisispayment

Child Care Subsidy i Additional Child Care Subsidy

Ako vaše dijete ne može pohađati uslugu čuvanja djece zbog COVID-19, trebate porazgovarati sa svojim pružateljem tih usluga.

Možete dobiti Child Care Subsidy za ukupno 42 godišnje-dozvoljena izostanka po djetetu, iz bilo kog razloga.

Dodatne izostanke možete dobiti ako živite ili se vaša usluga čuvanja djece nalazi na području koje je Commonwealth proglasio žarištem COVID-19. Ove izostanke možete dobiti samo ako je deklaracija o žarištu COVID-19 na snazi duže od 7 dana. Nećete morati koristiti redovna 42 dopuštena odsustva. Da biste dobili ove izostanke ne morate ništa uraditi. Ako ispunjavate uslove, oni će automatski biti primijenjeni.

Za popis trenutnih žarišnih područja posjetite [Department of Health website](#).

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

Parental Leave Pay i Dad and Partner Pay

Da biste dobili Parental Leave Pay ili Dad and Partner Pay morate zadovoljiti uslove rada.

Ako je COVID-19 uticao na vaš rad, možda ste dobili JobKeeper Payment ili COVID-19 Disaster Payment. Ove isplate se također računaju kao rad u svrhu provjere rada.

Za više informacija o Parental Leave Pay idite na servicessaustralia.gov.au/parentalleavepayworktestexceptions

Za više informacija o Dad and Partner Pay idite na servicessaustralia.gov.au/dadpartnerpayworktestexceptions

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

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

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: servicesaustralia.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

Porodično nasilje

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

Za dodatne informacije posjetite: servicesaustralia.gov.au/domesticviolence

Usluge socijalnog rada

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

Za dodatne informacije posjetite: 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

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
- Nazovite **131 202** da biste na svom jeziku porazgovarali o Centrelinkovim isplatama i uslugama.
- Nazovite **132 011** za Medicare i **131 272** za Child Support. Recite nam ako vam je potreban tumač, i mi ćemo vam ga besplatno organizirati.
- Posjetite servicesaustralia.gov.au/covid19 za više informacija na engleskom jeziku.
- Posjetite servicesaustralia.gov.au/yourlanguage gdje možete možete pročitati, saslušati ili pogledati informacije na svom jeziku.
- Idite na 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 6. oktobra 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

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 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.

You'll need to meet some rules. 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 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 servicessaustralia.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 servicessaustralia.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.