



Yog koj tau ntsib teebmeem tshwm sim los ntawm coronavirus (COVID-19)

Peb muaj nyiaj pab rau koj yog tias koj losyog koj tsev neeg ntsib teebmeem tshwm sim los ntawm coronavirus. Koj mus siv peb tus kevcai them nyiaj payment guide txheeb xyuas saib koj puas muaj cai tau txais nyiaj pab. Mus xyuas hauv servicessaustralia.gov.au/covid19

Koj ua ntawv thov tau tag nrho txhua yam nyiaj pab nyob rau hauv online. Yog koj ua ntawv thov hauv online, koj yuavtsum muaj tus myGov account uas txuas (linked to) rau Centrelink.

Yog koj tsis muaj tus myGov account, koj mus qhib ib tus tshiab uas yog nkag mus qhib hauv my.gov.au

Yog xav tau kev pab mus qhib ib lub myGov account, nkag mus rau hauv servicessaustralia.gov.au/mygovguides

Nyiaj COVID-19 Disaster Payment

Nws yog cov nyiaj pab rau cov neeg uas mus ua tsis tau haujlwm vim lub xeev losyog lub nroog tau muaj kevcai caiv mob COVID-19. Tejzaum yog muaj kev khoo kaw-zos lockdown, muaj kabmob coob (hotspot), losyog khoo tsis pub tawm mus ncig deb.

Thaum cov pejxeem hnuv nyoog 16 xyoo nce mus nyob hauv koj lub xeev losyog lub nroog tau txhaj tshuaj tiv-thaiv COVID-19 tag ob koob txog 70% lawm ces cov nyiaj pab yuav tsum tsis xa ncaj-qha tuaj rau koj lawm.

Yog tias koj tseem nyob rau cov zos raug kaw-zos losyog tsis pub tawm mus ncig deb, koj yuav tau rovqab ua ntawv thov qhov nyiaj tshiab ib lis-piam ib zaug es peb thiaj paub tias koj tseem muaj cai tau txais.

Tomqab koj lub xeev losyog lub nroog cov pejxeem txhaj tshuaj tag ob koob txog 80% lawm, cov nyiaj pab yuav raug txiav tsawg nqi mus rau ob lub lis-piam tom ntej yog tias koj tseem muaj cai tau txais.

Koj yuav tau txais nyiaj pab ntau npaum licas kuj nyob ntawm saib koj txojkev txom nyem – situation muaj licas. Xub txheeb-xyuas saib koj puas muajcai tau txais, uantej thaum yuav tuaj thov.

Cov neeg Australia yuavtsum ua ntawv thov nyob rau hauv online, vim nws yog ib txojkev thov tau ceev thiab yoojyim. Cov neeg txawv tebchaws uas muaj daim ntawv visa ua haujlwm yuavtsum tau hu mus nug hauv Emergency information line lub xovtooj **180 22 66**.

Yog xav paub ntau ntxiv mus saib hauv servicessaustralia.gov.au/covid19disasterpayment

Nyiaj Pandemic Leave Disaster Payment

Yog ib teg nyiaj them pab rau koj yog tias koj mus khwv tsis tau vim:

- koj raug hais kom yuavtsum mus nyob caiv ib leeg -self-isolate losyog mus nyob hauv cov tsev caiv-mob quarantine vim muaj mob COVID-19
- koj zov thiab tu ib tug neeg muaj mob COVID-19.

Yog tias koj muajcai tau txais nyiaj pab, koj yuav tau txais \$1500 rau lub sij hawm uas koj mus caiv nyob ib leeg losyog mus nyob hauv cov tsev caiv-mob quarantine 14 hnuv ntawd losyog mus zov thiab tu ib tus neeg muaj mob COVID-19.

Yog xav paub ntau mus saib hauv servicessaustralia.gov.au/pandemicleavedisasterpayment

Nyiaj hli txhawb pab

Yog tias koj txais pab rau lub caij ntev zog, tejzaum koj yuav tau txais nyiaj hli txhawb pab xwsl:

- Nyiaj nrhiav haujlwm JobSeeker Payment, yog koj muaj hnuv nyoog thajtsam ntawm 22 xyoo thiab nyiaj laus Age Pension rau cov neeg uas tseem nrhiav haujlwm ua
- Nyiaj hluas Youth Allowance, yog koj muaj 24 xyoos losyog hluas tshaj thiab tseem kawm ntawv losyog kawm haujlwm Australian Apprentice, losyog muaj 21 xyoos losyog yau tshaj thiab tseem nrhiav haujlwm ua
- Nyiaj Parenting Payment, yog tias koj yog tus neeg saib-xyuas tu ib tug menyuam yaus.

Yog koj txom nyem nyiaj, koj mus txheeb-xyuas saib koj puas muaj cai tau txais. Mus siv peb cov tus kev qhia ([payment guide](#)) txog kev thov nyiaj pab COVID-19 saib koj puas muaj cai tau txais.

Yog xav paub ntau mus saib hauv servicesaustralia.gov.au/jobseekers

Nyiaj Special Benefit

Yog koj tsis muaj cai txais tau ib yam nyiaj pab nyiaj hli txhawb pab hom twg ntawm peb li, ces yog koj ntsib kev txom nyem nyiaj, tejzaum koj yuav tau txais nyiaj pab Special Benefit.

Koj yuavtsum muaj rawsli cov kevcai thov nyiaj. Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/specialbenefit

Nyiaj Crisis Payment—National Health Emergency

Nyiaj pab thaum muaj xwm ti-tes ti-taw Crisis Payment yog nyiaj pab ib zaug xwb. Tejzaum koj yuav muaj cai tau nyiaj Crisis Payment yog tias koj muaj kev txom nyem rawsli tag nrho cov hauv qab no:

- txom nyem tsis muaj ib kis nyiaj lis ces mus thov nyiaj pab Crisis Payment
- tau txais, losyog, muaj cai txais cov nyiaj income support payment losyog nyiaj ABSTUDY Living Allowance
- ntsib kev txom nyem hauv lub neej hnyav heev
- koj yuavtsum nyob hauv Australia rau lub caij thaum koj ua ntawv thov nyiaj
- koj losyog tus neeg koj zov ntawd yuav tau mus nyob caiv hauv cov tsev caiv-mob quarantine losyog caiv nyob ib leeg self-isolate vim mob COVID-19.

Koj yuavtsum ua rawsli tus kevcai thov nyiaj lwm yam uas nyob hauv qhov nyiaj pab Crisis Payment thaum koj ua ntawv thov nyiaj. Yog xav paub ntau mus saib hauv servicesaustralia.gov.au/crisispayment

Nyiaj pab zov menyuam Child Care Subsidy thiab Additional Child Care Subsidy

Yog tias koj coj tsis tau tus menyuam mus rau hauv lub chaw zov menyuam vim muaj COVID-19, koj yuav tau mus tham nrog koj lub tsev zov menyuam.

Koj tus menyuam muaj cai khaj tau 42 zaug hauv ib lub xyoo yog nws muaj teebmeem thiab koj tseem tau txais nyiaj pab zov menyuam Child Care Subsidy

Koj tseem tau txais nyiaj pab ntxiv yog koj losyog lub tsev zov menyuam nyob rau hauv lub zos tsoomfww Commonwealth tshaj tias muaj mob COVID-19 - hotspot. Koj yuav thov tau qhov nyiaj

yog tias lub zos muaj COVID-19 hotspot thiab raug caiv ntev tshaj 7 hnuv. Koj tsis tas siv koj cov kev khaj 42 hnuv uas hais saib saud. Koj tsis tas ua dabtsi yog koj khaj tim muaj kabmob. Yog koj muaj cai tau txais qhov nyiaj pab no ces, nom yuav xa ncaj-qha tuaj rau koj.

Mus xyuas ntxiv nyob hauv [Department of Health website](#) rau cov chaw uas tseem muaj kabmob coob - current hotspots.

Qhia koj cov sijhawm ua haujlwm

Cov sijhawm them nyiaj pab zov menyuum Child Care Subsidy nyob rau ob lub lis-piam ntawm koj yuav tau txais ces, kuj nyob tawm saib koj thiab koj tus txwj-nkawm neb cov caij ua haujlwm ntev npaum licas. Yog tias neb cov caij ua haujlwm pauv lawm, nco ntsoov tuaj qhia rau peb.

Yog xav paub ntau mus saib hauv servicesaustralia.gov.au/childcaresubsidy

Nyiaj pab Parental Leave Pay thiab Dad and Partner Pay

Yog xav tau txais nyiaj pab Parental Leave Pay losyog Dad and Partner Pay koj yuavtsum muaj rawsli tus kevcai txheeb-xyuas ua haujlwm –(a work test).

Yog mob COVID-19 ua rau koj mus ua tsis tau haujlwm, tejzaum koj twb tau txais nyiaj JobKeeper Payment losyog COVID-19 Disaster Payment lawm. Ob yam nyiaj pab no siv ua tus kevcai thov nyiaj - the work test.

Yog xav paub ntau txog nyiaj pab Parental Leave Pay mus saib hauv servicesaustralia.gov.au/parentalleavepayworktestexceptions

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

Cov neeg muaj daim ntawv Visa tuaj nyob ib-ntus

Peb muaj nyiaj, muaj kev pabcuam thiab kev nthuav xov rau koj yog tias koj muaj daim ntawv visa tsocai tuaj nyob hauv Australia.

Cov ntawv visa tuaj nyob ib ntus (temporary visa subclasses) uas muaj tus leb 060, 070, 309, 449, 785, 786, 790 thiab 820 tejzaug yuav muaj cai tau txais kev pab nyiaj xwsli:

- 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.

Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/visaholders

Kev tuaj qhia cov nyiaj hli

Thaum peb txais koj daim ntawv thov nyiaj pab income support, koj yuavtsum tuaj qhia koj tus txwj-nkawm cov nyiaj hli rau peb. Peb yuav tsis them nyiaj rau koj thawj zaug, yog tias koj tsis tuaj qhia rau peb kom paub tseeb.

Koj yuavtsum tuaj qhia rau peb saib koj losyog koj tus txwj-nkawm tau nyiaj hli txhua ob lub lis-piam ntau licas, txawm tias yuav yog tau li \$0 xwb.

Qhov no thiaj yuav pab kom peb them nyiaj rau koj raug li qhov koj muajcai tau txais.

Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/incomereporting

Mutual obligation requirements

Nws muaj ntau yam kev tswj uas koj yuavtsum tau ua raws yog koj xav tau txais nyiaj pab. Peb hu cov kev tswj no tias yog kev cog-lus ntawm ob tog mutual obligation losyog tus kevcai sib koom-tes participation requirements. Tejzaum koj yuavtsum ua rawsli tus kev cog-lus, yog koj xav tau txais cov nyiaj hauv qab no:

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

Mus saib hauv servicesaustralia.gov.au/mutualobligation losyog koj tus myGov account rau cov xovxwm tawm tshiab.

Lwm yam kev pabcuam uas yuav pab tau koj

Payment and Service Finder

Mus siv tus Payment and Service Finder – nrhiav saib cov kev cuam hauv koj lub zos. Nws muaj cov kev pab sablaj thiab kev pabcuam txog kev nyuab-siab ntxhov plawv tibs.

Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/servicefinder

Kev pab rau tsev neeg thiab kev tsim-txom

Peb yuav pab tau koj, yog tias koj tsev neeg ntsib teebmeem txog kev tsim-txom -domestic violence. Peb muab kev nthuav-xov, kev txhawb-pab thiab kev xa mus ntsib lwm lub chaw pab.

Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/domesticviolence

Kev pabcuam thaum ntsib kev txom-nyem

Peb cov neeg pab kev txom-nyem social workers yuav muab kev pab sablaj, kev nthuav xov thiab kev xa mus ntsib lwm lub chaw pab rau cov neeg ntsib kev txom-nyem mus li ib ntus.

Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/socialwork

Financial Information Service

Muaj chaw sablaj pab dawb txog teebmeem nyiaj-txiag. Koj tsis tas yog lawv cov neeg customer los yeej tuaj siv txojkev pab no tau.

Yog xav paub ntxiv mus saib hauv servicesaustralia.gov.au/fis

Yog xav paub xovxwm ntxiv

- Hu xovtooj rau qhov chaw them nyiaj rau koj thiab qhia rau peb paub yog tias koj xav tau neeg txhais-lus. Peb mam teem ib tug tuaj rau koj dawb. Yog xav tau peb cov xovtooj, mus saib hauv servicesaustralia.gov.au/phoneus
- Hu rau lub xovtooj **131 202** tuaj nrog peb tham ua koj yam lus txog cov kev pab nyiaj thiab pabcuam hauv Centerlink.
- Hu rau **132 011** rau Medicare thiab **131 272** rau Child Support. Qhia rau peb yog koj yuav neeg txhais-lus, ces peb mam teem rau koj uas yog pab dawb xwb.
- Mus saib hauv servicesaustralia.gov.au/covid19 yog xav paub xovxwm ntxiv ua lus Askiv.
- Mus saib hauv servicesaustralia.gov.au/yourlanguage uas muaj xovxwm rau koj nyeem, koj mloog thiab saib yog koj yam lus.
- Mus saib hauv servicesaustralia.gov.au/mygovguides rau cov kev pab qhib- create thiab kev txuas linking cov kev pabcuam hauv online, ntawm qhia ua koj yam lus.

Tejzaum yog koj siv lub xovtooj hauv tsev hu rau tus leb xovtooj '13' ces koj lub tuam-txhab xovtooj phone provider yuav sau nyiaj tus nqi fixed rate. Nws yog tus nqi hu thoo plaws nyob hauv Australia thiab tejzaum tus nqi hu yuav txawv mentsis nyob ntawm saib koj siv lub tuam-txhab xovtooj phone provider twg. Yog koj siv lub xovtooj hauv tsev hu lub xovtooj '1800' ces yog hu dawb xwb. Yog siv lub xovtooj tso-nyiaj losyog xovtooj hu ntawm tes, ces tejzaum lub tuam-txhab xovtooj Phone provider yuav teev lub caij hu thiab sau nqi kim zog.

Cov lus teev

Cov xovxwm tshaj tawm hauv tsab ntawv no nws yog kev qhia txog kev them nyiaj pab thiab cov kev pabcuam lwm yam, thiab tau sau mee pem nyob rau hnuv tim 06/10/2021. Thov mus txheeb xyuas cov xovxwm uas sau txhim kho tshiab nyob hauv peb lub website. Nws yog koj lub luag haujlwm ntawm yuav txiav-txim saib puas mus thov qhov nyiaj pab thiab puas mus ua ntaub-ntawv thov, rawsli koj txojkev txom nyem circumstances ntawm tau ntsib.



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.