



## Ako ste pogođeni koronavirusom (COVID-19)

Imamo isplate koje vam mogu pomoći ako ste vi ili vaša obitelj pogođeni koronavirusom. Možete pogledati naš vodič za isplate i provjeriti koja isplata je odgovarajuća za vas. Posjetite [servicesaustralia.gov.au/covid19](https://servicesaustralia.gov.au/covid19)

Zahtjev za većinu isplata možete podnijeti online. Kako biste podnijeli zahtjev online, trebate povezati myGov račun sa Centrelink.

Ako nemate myGov račun, možete ga otvoriti na [my.gov.au](https://my.gov.au).

Pomoć za otvaranje myGov računa ćete naći na [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)

### COVID-19 Disaster Payment

Ovo je isplata kojom se pomaže osobama koje nisu u mogućnosti raditi i ostvariti prihod zbog uredbe državnih ili teritorijalnih zdravstvenih vlasti izdane za suzbijanje COVID-19. Te mjere uključuju zatvaranje (zaključavanje), proglašenje žarišta i ograničenje kretanja.

Automatske isplate će se obustaviti kada u vašoj državi ili teritoriju 70% osoba u dobi od 16 godina i više bude potpuno cijepljeno s dvije doze COVID-19 cjepiva.

Ako i dalje budete pogođeni ograničenjima kretanja ili mjerama zatvaranja, morat ćete svaki tjedan podnositi zahtjev kako bismo znali imate li i dalje pravo na tu pomoć.

Kada u vašoj državi ili teritoriju 80% stanovništva bude potpuno cijepljeno, isplata će vam se smanjivati tijekom 2 tjedna, ako i dalje budete imali pravo na nju.

Koliko ćete dobiti ovisi o vašoj osobnoj situaciji. Prije nego što podnesete zahtjev, provjerite imate li pravo na ovu isplatu.

Građani Australije moraju podnijeti zahtjev online, to je najbrže i najjednostavnije. Nositelji određenih viza koji imaju pravo na rad moraju nazvati telefonsku službu Emergency information line na **180 22 66**.

Za daljnje informacije, posjetite [servicesaustralia.gov.au/covid19disasterpayment](https://servicesaustralia.gov.au/covid19disasterpayment)

### Pandemic Leave Disaster Payment

Jednokratna isplata kojom vam se pomaže ako niste u mogućnosti ostvariti prihod zato što:

- vam je naloženo da budete u samoizolaciji ili karanteni zbog COVID-19
- skrbite o osobi koja boluje od COVID-19.

Ako imate pravo na ovu isplatu, dobiti ćete po \$1500 za svako 14-dnevno razdoblje samoizolacije, karantene ili skrbi koju pružate osobi koja ima COVID-19.

Za daljnje informacije, posjetite [servicesaustralia.gov.au/pandemicleavedisasterpayment](https://servicesaustralia.gov.au/pandemicleavedisasterpayment)

### Income support payment (Dohodovna pomoć)

Ako trebate financijsku pomoć, možda ćete moći dobiti dohodovnu pomoć, na primjer:

- JobSeeker Payment, ako ste u dobi između 22 godine i dobi za Age Pension i tražite posao

- Youth Allowance, ako ste u dobi od 24 godine ili manje i studirate ili sudjelujete u programu naukovanja u privredi - Australian Apprentice – ili ste u dobi od 21 godine ili manje i tražite posao
- Parenting Payment, ako ste vi glavni skrbnik malog djeteta.

Ako trebate financijsku pomoć, možete provjeriti imate li pravo na dohodovnu pomoć. Poslužite se vodičem za COVID-19 isplate - COVID-19 [payment guide](#) - kako biste vidjeli koju isplatu biste mogli dobiti.

Za daljnje informacije, posjetite [servicessaustralia.gov.au/jobseekers](https://servicessaustralia.gov.au/jobseekers)

## Special Benefit

Ako ne možete dobiti nijednu vrstu dohodovne pomoći od nas, a imate financijske poteškoće, možda možete dobiti Special Benefit.

Morat ćete ispuniti određene uvjete. Za daljnje informacije, posjetite [servicessaustralia.gov.au/specialbenefit](https://servicessaustralia.gov.au/specialbenefit)

## Crisis Payment—National Health Emergency

Crisis Payment je jednokratna isplata. Pravo na Crisis Payment imate ako ispunjavate sve od sljedećih uvjeta:

- nalazite se u vrlo teškoj financijskoj situaciji na temelju koje imate pravo na Crisis Payment
- primite ili imate pravo primati dohodovnu pomoć ili ABSTUDY Living Allowance
- nalazite se u ekstremnim okolnostima
- morate biti u Australiji kada podnosite zahtjev
- vi ili osoba o kojoj skrbite morate biti u karanteni ili u samoizolaciji zbog COVID-19.

Morat ćete ispuniti i druge uvjete za stjecanje prava, ovisno o vrsti Crisis Payment-a koju potražujete. Za daljnje informacije, posjetite [servicessaustralia.gov.au/crisispayment](https://servicessaustralia.gov.au/crisispayment)

## Child Care Subsidy and Additional Child Care Subsidy

Ako vaše dijete ne može ići u vrtić zbog COVID-19, trebate razgovarati s ustanovom / vrtićem.

Child Care Subsidy možete dobiti i ako vaše dijete iskoristi dopuštena 42 dana izostanaka iz vrtića godišnje iz bilo kojeg razloga.

Na te dodatne dane odsustva / izostanaka ćete imati pravo ako živite ili ako se vrtić nalazi na području koje je savezna vlada proglasila COVID-19 žarištem. Na ta dodatna razdoblja odsustva / izostanaka ćete imati pravo samo ako je područje proglašeno COVID-19 žarištem na više od sedam dana. Nećete morati iskoristiti vaša redovita 42 dopuštena odsustva / izostanka. Vi ništa ne trebate poduzimati kako biste dobili ovo dodatno odsustvo. Ako imate pravo na njega, odsustvo će se automatski primijeniti.

Posjetite [internetske stranice Department of Health](#) za popis trenutnih COVID-19 žarišta.

## Ažuriranje broja sati aktivnosti

Broj sati za koje možete dobiti Child Care Subsidy svaka dva tjedna ovisi o broju sati koje ste vi i vaš partner proveli u obavljanju određenih aktivnosti. Broj sati provedenih u obavljanju odobrenih aktivnosti morate ažurirati ako dođe do promjene.

Za daljnje informacije, posjetite [servicessaustralia.gov.au/childcaresubsidy](https://servicessaustralia.gov.au/childcaresubsidy)

## Parental Leave Pay i Dad and Partner Pay

Kako biste dobili Parental Leave Pay ili Dad and Partner Pay, morate ispuniti uvjete testa rada.

Ako je COVID-19 utjecao na vaš posao, možda ste primali JobKeeper Payment ili COVID-19 Disaster Payment. Obje isplate se smatraju prihodom od rada za svrhe testa rada.

Za daljnje informacije o Parental Leave Pay, posjetite [servicessaustralia.gov.au/parentalleavepayworktestexceptions](https://servicessaustralia.gov.au/parentalleavepayworktestexceptions)

Za daljnje informacije o Dad i Partner Pay, posjetite [servicessaustralia.gov.au/dadpartnerpayworktestexceptions](https://servicessaustralia.gov.au/dadpartnerpayworktestexceptions)

## Nositelji određenih podklasa privremenih viza

Postoje isplate, usluge i informacije za pomoć nositeljima određenih viza koji žive u Australiji.

Nositelji privremenih viza podklasa 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 daljnje informacije, posjetite [servicessaustralia.gov.au/visaholders](https://servicessaustralia.gov.au/visaholders)

## Prijavljivanje prihoda

Kad odobrimo vaš zahtjev za dohodovnu pomoć, morate nam prijaviti vaš prihod i prihod vašeg partnera. Dok to ne učinite, ne možemo početi s isplatama.

Također ćete morati prijavljivati vaš prihod i prihod vašeg partnera svaka dva tjedna, čak i ako je prihod \$0.

To je nužno kako bismo vam plaćali točan iznos pomoći.

Za daljnje informacije, posjetite [servicessaustralia.gov.au/incomereporting](https://servicessaustralia.gov.au/incomereporting)

## Mutual obligation requirements

Postoji nekoliko stvari koje morate raditi kako biste i dalje primali isplatu. To se zove međusobnim obvezama - mutual obligation – ili uvjetima sudjelovanja - participation requirements. Te obveze vjerojatno imate ako primete jednu od sljedećih isplata:

- JobSeeker Payment
- Parenting Payment

- Special Benefit
- Youth Allowance as a job seeker.

Posjetite [servicesaustralia.gov.au/mutualobligation](https://servicesaustralia.gov.au/mutualobligation) ili pogledajte vaš myGov račun za ažurirane informacije.

## Druge usluge koje vam mogu pomoći

### Payment and Service Finder

Poslužite se alatom Payment and Service Finder kako biste pronašli usluge za pomoć u vašem kraju. Te usluge mogu uključiti i usluge savjetovanja i usluge u oblasti mentalnog zdravlja.

Za daljnje informacije, posjetite [servicesaustralia.gov.au/servicefinder](https://servicesaustralia.gov.au/servicefinder)

### Obiteljsko nasilje

Ako doživljavate obiteljsko nasilje, mi vam možemo pomoći. Pružamo informacije, pomoć i upute.

Za daljnje informacije, posjetite [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

### Socijalni djelatnici

Naši socijalni djelatnici pomažu kratkoročnim savjetovanjem, pružanjem informacija i upućivanjem na službe za pomoć.

Za daljnje informacije, posjetite [servicesaustralia.gov.au/socialwork](https://servicesaustralia.gov.au/socialwork)

### Financial Information Service

Besplatne usluge za pomoć oko financijskih poslova. Ne morate biti naša stranka kako biste koristili ove usluge.

Za daljnje informacije, posjetite [servicesaustralia.gov.au/fis](https://servicesaustralia.gov.au/fis)

## Za daljnje informacije

- Nazovite broj telefona koji i inače zovete kad se raspitujete o isplatama i recite nam ako trebate tumača. Pozvati ćemo tumača i to će za vas biti besplatno. Popis naših brojeva telefona ćete naći na [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- Nazovite nas na **131 202** da razgovarate s nama na vašem jeziku o isplatama i uslugama Centrelink.
- Nazovite **132 011** da razgovarate s Medicare-om, a **131 272** da razgovarate sa Child Support-om. Recite nam ako trebate tumača i mi ćemo ga pozvati, što će za vas biti besplatno.
- Posjetite [servicesaustralia.gov.au/covid19](https://servicesaustralia.gov.au/covid19) za daljnje informacije na engleskom.
- Posjetite [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) gdje možete pročitati, poslušati ili pogledati informacije na vašem jeziku.
- Posjetite [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides) za pomoć s otvaranjem računa i povezivanjem online usluga, na nekoliko jezika.

Telefonska tvrtka vam može naplatiti fiksnu cijenu za pozive sa kućnog telefona na brojeve koji počinju s '13'. To je isto iz bilo kojeg mjesta u Australiji, ali cijena može biti različita ovisno o telefonskoj tvrtki. Pozivi na brojeve koji počinju s '1800' sa kućnog telefona su besplatni. Telefonske tvrtke pozive mogu mjeriti impulsima i naplatiti po višoj cijeni ako zovete sa javnog ili mobilnog telefona.

#### Odricanje od odgovornosti

Informacije u ovoj publikaciji predstavljaju samo vodič za isplate i usluge i točne su 6. listopada 2021. Najnovije informacije ćete naći na našim internetskim stranicama. Sami trebate odlučiti želite li podnijeti zahtjev za isplatu, ovisno o vašim specifičnim okolnostima.



## 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](https://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](https://my.gov.au) to create one.

For help setting up your myGov account, go to [servicessaustralia.gov.au/mygovguides](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://servicessaustralia.gov.au/parentalleavepayworktestexceptions)

For more information about Dad and Partner Pay go to [servicessaustralia.gov.au/dadpartnerpayworktestexceptions](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://servicesaustralia.gov.au/covid19) for more information in English.
- Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language.
- Go to [servicesaustralia.gov.au/mygovguides](https://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.