



# ຖ້າທ່ານໄດ້ຮັບຜົນກະທົບຈາກໂຄໂຣນາໄວຣັສ (COVID-19)

ເຮົາມີເງິນເບັ້ຍລ້ຽງເຊິ່ງອາດຈະຊ່ວຍເຫຼືອທ່ານໄດ້ຖ້າທ່ານຫຼືຄອບຄົວຂອງທ່ານໄດ້ຮັບຜົນກະທົບຈາກໂຄໂຣນາໄວຣັສ. ທ່ານສາມາດໃຊ້ຂໍຊື້ແນະໃນການໄດ້ຮັບເບັ້ຍລ້ຽງຂອງເຮົາເພື່ອກວດເບິ່ງວ່າເບັ້ຍລ້ຽງຊະນິດໃດທີ່ເໝາະສົມຕໍ່ທ່ານ. ໃຫ້ເຂົ້າໄປທີ່ [servicessaustralia.gov.au/covid19](https://servicessaustralia.gov.au/covid19)

ທ່ານສາມາດຍື່ນຂໍເບັ້ຍລ້ຽງສ່ວນໃຫຍ່ໄດ້ທາງອອນລາຍນ໌. ເພື່ອທຳການຍື່ນຂໍທາງອອນລາຍນ໌, ທ່ານຕ້ອງມີບັນຊີ myGov ທີ່ເຊື່ອມຕໍ່ໄປຫາ Centrelink.

ຖ້າທ່ານບໍ່ມີບັນຊີ myGov, ໃຫ້ເຂົ້າໄປທີ່ [my.gov.au](https://my.gov.au) ເພື່ອເປີດບັນຊີ.

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການເປີດບັນຊີ myGov ຂອງທ່ານ, ໃຫ້ເຂົ້າໄປທີ່ [servicessaustralia.gov.au/mygovguides](https://servicessaustralia.gov.au/mygovguides)

## COVID-19 Disaster Payment

ເບັ້ຍລ້ຽງນີ້ ແມ່ນເປັນເງິນຊ່ວຍຜູ້ທີ່ບໍ່ສາມາດເຮັດວຽກແລະມີລາຍໄດ້ຍ້ອນຄຳສັ່ງຈາກທາງການສາທາລະນະສຸກຂອງລັດຫຼືເຂດປົກຄອງຍ້ອນ COVID-19. ອັນນີ້ ອາດຈະກ່ຽວຂ້ອງກັບການລອ້າງຄວາມ, ຖືກແຈ້ງເປັນເຂດພະຍາດລະບາດຫຼາຍ ຫຼື ມີການຈຳກັດການເຄື່ອນໄຫວ.

ການຈ່າຍເງິນໃຫ້ແບບອັດຕະໂນມັດຈະຢຸດລົງເມື່ອຄົນໃນລັດຫຼືເຂດປົກຄອງຂອງທ່ານທີ່ມີອາຍຸ 16 ປີ ແລະ ໃຫຍ່ກວ່ານັ້ນຈຳນວນ 70% ໄດ້ຮັບການສັກຢາວັກຊີນຕ້ານ COVID-19 ຄົບ 2 ໂດສ.

ຖ້າທ່ານຍັງຖືກກະທົບໂດຍຄຳສັ່ງຈຳກັດການເຄື່ອນໄຫວຢູ່, ທ່ານຈະຕ້ອງໄດ້ຍື່ນຂໍເບັ້ຍລ້ຽງນີ້ໃໝ່ ທຸກໆອາທິດເພື່ອພວກເຮົາຈະໄດ້ຮູ້ວ່າທ່ານຍັງມີສິດໄດ້ຮັບຢູ່ຫຼືບໍ່.

ຖ້າລັດຫຼືເຂດປົກຄອງຂອງທ່ານບັນລຸເປົ້າໝາຍ 80% ຂອງການສັກຢາວັກຊີນຄົບຊຸດ, ເບັ້ຍລ້ຽງກໍຈະຖືກຫຼຸດລົງພາຍໃນລະຍະ 2 ອາທິດ, ຖ້າທ່ານຍັງມີສິດໄດ້ຮັບເບັ້ຍລ້ຽງຢູ່.

ທ່ານຈະໄດ້ຮັບເງິນຫຼາຍປານໃດນັ້ນຂຶ້ນກັບສະພາບການຂອງທ່ານ. ກ່ອນທຳການຍື່ນຂໍ, ໃຫ້ກວດເບິ່ງວ່າທ່ານຕົກຖືກເງື່ອນໄຂຫຼືບໍ່.

ພົນລະເມືອງຂອງອອສເຕຣເລຍຕ້ອງຍື່ນຂໍທາງອອນລາຍນ໌, ອັນນີ້ແມ່ນວິທີການທີ່ໄວແລະງ່າຍທີ່ສຸດ. ຜູ້ທີ່ຖືວິຊາທີ່ອະນຸຍາດໃຫ້ເຮັດວຽກໄດ້ ຕ້ອງໂທລະສັບຫາ Emergency information line ທີ່ເລກໂທ 180 22 66.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມຂໍໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/covid19disasterpayment](https://servicessaustralia.gov.au/covid19disasterpayment)

## Pandemic Leave Disaster Payment

ຈະມີເງິນກ້ອນເພື່ອຊ່ວຍເຫຼືອທ່ານຖ້າທ່ານບໍ່ສາມາດມີລາຍໄດ້ຍ້ອນວ່າ:

- ທ່ານຖືກສັ່ງໃຫ້ແຍກ-ປ່ຽງຕົນເອງຫຼືກັກໂຕຍ້ອນ COVID-19

- ທ່ານກຳລັງໃຫ້ການດູແລໃຜຜູ້ໜຶ່ງທີ່ມີພະຍາດ COVID-19.

ຖ້າທ່ານຕົກຖືກເງື່ອນໄຂ, ທ່ານກໍຈະໄດ້ຮັບເງິນເປັນຈຳນວນ \$1500 ສຳລັບທຸກໆຊ່ວງຂອງ 14 ມື້ທີ່ທ່ານແຍກ-ປ່ຽວ, ກັກໂຕ ຫຼື ດູແລໃຜຜູ້ໜຶ່ງທີ່ມີພະຍາດ COVID-19.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/pandemicleaveanddisasterpayment](https://servicessaustralia.gov.au/pandemicleaveanddisasterpayment)

## ເບີ້ຍລ້ຽງສິ່ງເສີມລາຍໄດ້ (Income support payment)

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອດ້ານການເງິນ, ທ່ານອາດຈະໄດ້ຮັບເບີ້ຍລ້ຽງສິ່ງເສີມລາຍໄດ້ ເຊັ່ນ:

- JobSeeker Payment, ຖ້າອາຍຸຂອງທ່ານຕົກຢູ່ໃນລະຫວ່າງ 22 ປີ ຫາ ອາຍຸຂອງຜູ້ສາມາດໄດ້ຮັບເບີ້ຍລ້ຽງ Age Pension ແລະ ກຳລັງຊອກຫາວຽກ
- Youth Allowance, ຖ້າທ່ານອາຍຸ 24 ປີ ຫຼື ຕໍ່າກວ່າ ແລະ ເປັນນັກສຶກສາ ຫຼື ເປັນຜູ້ຝຶກງານທີ່ເປັນຄົນອອສເຕຣລຽນ, ຫຼືອາຍຸ 21ປີ ຫຼື ຕໍ່າກວ່າ ແລະ ກຳລັງຊອກຫາວຽກ
- Parenting Payment, ຖ້າທ່ານເປັນຜູ້ດູແລຫຼັກຂອງລູກທີ່ອາຍຸຍັງນ້ອຍ.

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອດ້ານການເງິນ, ທ່ານກໍສາມາດກວດສອບເບິ່ງເງື່ອນໄຂຂອງທ່ານໃນການໄດ້ຮັບເບີ້ຍລ້ຽງສິ່ງເສີມລາຍໄດ້. ໃຫ້ໃຊ້ COVID-19 [payment guide](#) ຂອງທ່ານເພື່ອໃຫ້ຮູ້ວ່າມີຫຍັງແດ່ທີ່ທ່ານສາມາດໄດ້ຮັບ.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/jobseekers](https://servicessaustralia.gov.au/jobseekers)

## Special Benefit

ຖ້າທ່ານບໍ່ສາມາດຂໍເອົາເບີ້ຍລ້ຽງສິ່ງເສີມລາຍໄດ້ແບບອື່ນໆໄດ້ຈາກເຮົາ, ແລະທ່ານກຳລັງຕົກຢູ່ໃນຄວາມລຳບາກດ້ານການເງິນທ່ານອາດຈະໄດ້ຮັບ Special Benefit.

ທ່ານຈະຕ້ອງຖືກກັບກົດລະບຽບເງື່ອນໄຂບາງຢ່າງ. ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/specialbenefit](https://servicessaustralia.gov.au/specialbenefit)

## Crisis Payment - National Health Emergency

Crisis Payment ແມ່ນເງິນທີ່ຈ່າຍໃຫ້ຄັ້ງດຽວ. ທ່ານອາດຈະມີສິດໄດ້ຮັບເບີ້ຍລ້ຽງ Crisis Payment ນີ້ຖ້າວ່າທ່ານຕົກຖືກເງື່ອນໄຂທັງໝົດ ດັ່ງກ່າວຂ້າງລຸ່ມນີ້:

- ມີຄວາມເດືອດຮ້ອນທາງການເງິນຢ່າງໜັກສຳລັບ Crisis Payment
- ກຳລັງໄດ້ຮັບ, ຫຼື, ມີສິດໄດ້ຮັບເງິນເບີ້ຍລ້ຽງສິ່ງເສີມລາຍໄດ້ຢ່າງໃດໜຶ່ງ ຫຼື ABSTUDY Living Allowance
- ກຳລັງຕົກຢູ່ໃນສະພາບ ອັນແສນສາຫັດ
- ຢູ່ໃນປະເທດອອສເຕຣເລັຍເມື່ອທຳການຍື່ນຂໍ

- ຕົວທ່ານຫຼືໃຜຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງດູແລຢູ່ນັ້ນ ຕ້ອງໄດ້ກັກໂຕຫຼືແຍກ-ປ່ຽວ ຍ້ອນ COVID-19.

ນອກນີ້ທ່ານກໍຍັງຕ້ອງຖືກກັບກົດລະບຽບເງື່ອນໄຂຢ່າງອື່ນໂດຍອີງຕາມຊະນິດຂອງ Crisis Payment ທີ່ທ່ານຍື່ນຂໍນັ້ນ. ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/crisispayment](https://servicessaustralia.gov.au/crisispayment)

## Child Care Subsidy ແລະ Additional Child Care Subsidy

ຖ້າລູກຂອງທ່ານບໍ່ສາມາດໄປສູນຝາກເດັກໄດ້ຍ້ອນ COVID-19, ທ່ານຄວນລົມກັບຜູ້ໃຫ້ບໍລິການຝາກເດັກຂອງທ່ານ.

ທ່ານສາມາດຂໍເອົາ Child Care Subsidy ໄດ້ຮອດ 42 ຄັ້ງທີ່ເດັກຂາດໂຮງຮຽນ ຕໍ່ລູກຄົນໜຶ່ງໃນແຕ່ລະປີດ້ວຍເຫດຜົນໃດກໍຕາມ.

ທ່ານສາມາດໄດ້ເງິນອຸປະຖຳຕື່ມອີກ ຖ້າວ່າທ່ານອາໄສຢູ່ໃນເຂດທີ່ທາງລັດຖະບານກາງປະກາດວ່າເປັນເຂດທີ່ COVID-19 ລະບາດຫຼາຍ, ຫຼືວ່າລູກຂອງທ່ານໄປສູນຝາກເດັກໃນເຂດດັ່ງກ່າວ. ທ່ານສາມາດເຂົ້າໃຊ້ມື້ຂາດໂຮງຮຽນນີ້ໄດ້ ຖ້າວ່າມີການແຈ້ງວ່າເຂດດັ່ງກ່າວເປັນເຂດ COVID-19 ລະບາດຫຼາຍເປັນເວລາດົນກວ່າ 7 ມື້ຂຶ້ນໄປເທົ່ານັ້ນ.

ທ່ານບໍ່ຈຳເປັນຕ້ອງໃຊ້ຈຳນວນ 42 ມື້ ທີ່ຂາດໂຮງຮຽນຕາມປົກກະຕິໃນກໍລະນີນີ້. ທ່ານບໍ່ຈຳເປັນຕ້ອງເຮັດຫຍັງເພື່ອຂໍເອົາມື້ຂາດໂຮງຮຽນດັ່ງກ່າວນີ້. ຖ້າທ່ານມີສິດໄດ້ຮັບ, ເງື່ອນໄຂນີ້ກໍຈະຖືກນຳມາໃຊ້ໂດຍອັດຕະໂນມັດ.

ໃຫ້ເຂົ້າໄປເບິ່ງ [ເວັບໄຊຂອງ Department of Health](https://servicessaustralia.gov.au/department-of-health) ເພື່ອກວດເບິ່ງລາຍຊື່ຂອງເຂດທີ່ພະຍາດລະບາດຫຼາຍໃນປັດຈຸບັນ.

## ການອັບເດດຊົ່ວໂມງກິດຈະກຳຂອງທ່ານ

ຈຳນວນຊົ່ວໂມງຂອງ Child Care Subsidy ທີ່ທ່ານໄດ້ຮັບທຸກໆສອງອາທິດນັ້ນ ຂຶ້ນກັບຊົ່ວໂມງກິດຈະກຳທີ່ທ່ານແລະຄູ່ຄອງຂອງທ່ານເຮັດ. ຖ້າວ່າຊົ່ວໂມງກິດຈະກຳທີ່ຖືກຮັບຮູ້ຂອງທ່ານໄດ້ມີການປ່ຽນແປງ, ໃຫ້ໝັ້ນໃຈວ່າທ່ານຕ້ອງອັບເດດຂໍ້ມູນອັນນີ້.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/childcaresubsidy](https://servicessaustralia.gov.au/childcaresubsidy)

## Parental Leave Pay ແລະ Dad and Partner Pay

ເພື່ອຂໍເອົາ Parental Leave Pay ຫຼື Dad and Partner Pay ທ່ານຕ້ອງຖືກກັບເງື່ອນໄຂການເຮັດວຽກ.

ຖ້າ COVID-19 ມີຜົນກະທົບຕໍ່ວຽກຂອງທ່ານ, ທ່ານອາດໄດ້ຮັບ JobKeeper Payment ຫຼື COVID-19 Disaster Payment. ເບິ່ງລ້ຽງທັງສອງຢ່າງນີ້ຖືກນັບວ່າເປັນວຽກສຳລັບກວດເບິ່ງເງື່ອນໄຂການເຮັດວຽກ.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມກ່ຽວກັບ Parental Leave Pay ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/parentalleavepayworktestexceptions](https://servicessaustralia.gov.au/parentalleavepayworktestexceptions)

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມກ່ຽວກັບເບິ່ງລ້ຽງ Dad and Partner Pay ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/dadpartnerpayworktestexceptions](https://servicessaustralia.gov.au/dadpartnerpayworktestexceptions)

## ຜູ້ທີ່ຖືວິຊາຊີວຄາວ

ເຮົາມີເບັ້ຍລ້ຽງ, ການບໍລິການ ແລະ ຂໍ້ມູນໄວ້ຄອຍຊ່ວຍເຫຼືອທ່ານຖ້າວ່າທ່ານຢູ່ໃນອອສເຕຣເລັຍໂດຍມີວິຊາທີ່ຖືກຕ້ອງ. ວິຊາຊີວຄາວປະເພດຍ່ອຍ 060, 070, 309, 449, 785, 786, 790 ແລະ 820 ອາດຈະຕົກຖືກເງື່ອນໄຂໄດ້ຮັບ:

- 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.

ສໍາລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/visaholders](https://servicessaustralia.gov.au/visaholders)

## ການແຈ້ງລາຍງານເລື່ອງລາຍໄດ້ (Income reporting)

ເມື່ອເຮົາອະນຸມັດເບັ້ຍລ້ຽງສິ່ງເສີມລາຍໄດ້ໃຫ້ແກ່ທ່ານ, ທ່ານຕ້ອງແຈ້ງລາຍໄດ້ຂອງທ່ານແລະຂອງຄູ່ຄອງຂອງທ່ານໃຫ້ເຮົາຊາບ. ເຮົາບໍ່ສາມາດຈ່າຍເງິນງວດທໍາອິດໃຫ້ທ່ານໄດ້ຈົນກວ່າທ່ານຈະແຈ້ງລາຍໄດ້ນີ້.

ນອກນີ້ ທ່ານກໍຍັງຕ້ອງແຈ້ງລາຍໄດ້ຂອງທ່ານແລະຂອງຄູ່ຄອງຂອງທ່ານໃຫ້ເຮົາຊາບ ທຸກໆສອງອາທິດ, ເຖິງແມ່ນວ່າລາຍໄດ້ນັ້ນຈະແມ່ນ \$0 ກໍຕາມ.

ທັງນີ້ ກໍເພື່ອວ່າພວກເຮົາຈະສາມາດຈ່າຍເງິນໃຫ້ທ່ານໄດ້ຖືກຕ້ອງຕາມຈໍານວນ.

ສໍາລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/incomereporting](https://servicessaustralia.gov.au/incomereporting)

## Mutual obligation requirements

ມີບາງຢ່າງທີ່ທ່ານຕ້ອງປະຕິບັດເພື່ອຈະໄດ້ເງິນເບັ້ຍລ້ຽງຕໍ່ໄປ. ເຮົາເອີ້ນສິ່ງນີ້ວ່າ ເງື່ອນໄຂທີ່ຕ້ອງປະຕິບັດຕໍ່ກັນ ຫຼື ເງື່ອນໄຂການປະກອບສ່ວນ. ທ່ານອາດຕ້ອງເຮັດຕາມເງື່ອນໄຂດັ່ງກ່າວຖ້າທ່ານໄດ້ຮັບເບັ້ຍລ້ຽງໃດໜຶ່ງດັ່ງຂ້າງລຸ່ມນີ້:

- JobSeeker Payment
- Parenting Payment
- Special Benefit

- Youth Allowance as a job seeker.

ໃຫ້ເຂົ້າໄປທີ່ [servicessaustralia.gov.au/mutualobligation](https://servicessaustralia.gov.au/mutualobligation) ຫຼື ໄປທີ່ບັນຊີ myGov ຂອງທ່ານເພື່ອທຳການ ອັບ ເດດ.

## ບໍລິການຢ່າງອື່ນທີ່ອາດຊ່ວຍທ່ານໄດ້

### Payment and Service Finder

ໃຫ້ໃຊ້ Payment and Service Finder ເພື່ອຄົ້ນຫາບໍລິການອຸ້ມອຸ່ງຕ່າງໆໃນເຂດທ້ອງຖິ່ນຂອງທ່ານ. ອັນນີ້ ລວມ ເຖິງບໍລິການໃຫ້ຄຳປຶກສາດ້ານຈິດໃຈແລະສຸຂະພາບທາງຈິດໃຈ.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/servicefinder](https://servicessaustralia.gov.au/servicefinder)

### ຄວາມຮຸນແຮງໃນຄອບຄົວແລະຄວາມຮຸນແຮງພາຍໃນ (Family and domestic violence)

ຖ້າທ່ານຖືກກະທົບໂດຍຄວາມຮຸນແຮງໃນຄອບຄົວແລະພາຍໃນ, ເຮົາສາມາດຊ່ວຍໄດ້. ເຮົາໃຫ້ຂໍ້ມູນ, ການອຸ້ມອຸ່ງ ແລະ ສິ່ງຕໍ່ຫາບໍລິການທີ່ເໝາະສົມ.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/domesticviolence](https://servicessaustralia.gov.au/domesticviolence)

### ບໍລິການດ້ານສັງຄົມສົງເຄາະ (Social work services)

ພະນັກງານສົງເຄາະຂອງເຮົາໃຫ້ຄວາມຊ່ວຍເຫຼືອໃນການໃຫ້ຄວາມປຶກສາທາງຈິດໃຈ-ລະຍະສັນ, ໃຫ້ຂໍ້ມູນ ແລະ ສິ່ງຕໍ່ ໄປຫາບໍລິການອຸ້ມອຸ່ງອື່ນໆ.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/socialwork](https://servicessaustralia.gov.au/socialwork)

### Financial Information Service

ເຮົາມີບໍລິການຟຣີເພື່ອຊ່ວຍທ່ານກ່ຽວກັບເລື່ອງການເງິນ. ທ່ານບໍ່ຈຳເປັນຕ້ອງເປັນຜູ້ຊົມໃຊ້ບໍລິການຂອງເຮົາ ໃນການ ເຂົ້າເຖິງການໃຊ້ບໍລິການໃຫ້ຂໍ້ມູນເລື່ອງການເງິນນີ້.

ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ ໃຫ້ເຂົ້າໄປເບິ່ງທີ່ [servicessaustralia.gov.au/fis](https://servicessaustralia.gov.au/fis)

## ສຳລັບຂໍ້ມູນເພີ່ມເຕີມ

- ໃຫ້ໂທຫາສາຍທີ່ທ່ານເຄີຍໂທຖາມກ່ຽວກັບເບີຍຳລັງຕາມປົກກະຕິ ແລະ ແຈ້ງໃຫ້ເຮົາຊາບຖ້າວ່າທ່ານຕ້ອງການ ນາຍແປພາສາ. ເຮົາສາມາດຫານາຍພາສາຟຣີໃຫ້ທ່ານໄດ້. ສຳລັບບັນຊີໝາຍເລກໂທລະສັບຂອງເຮົາ, ໃຫ້ເຂົ້າ ໄປທີ່ [servicessaustralia.gov.au/phoneus](https://servicessaustralia.gov.au/phoneus)

- ໃຫ້ໂທຫາ **131 202** ເພື່ອເວົ້າລົມກັບພວກເຮົາ ເປັນພາສາຂອງທ່ານເອງກ່ຽວກັບເບ້ຍລ້ຽງຂອງ Centrelink ແລະ ບໍລິການຕ່າງໆ.
- ໃຫ້ໂທຫາເລກ **132 011** ສໍາລັບ Medicare ແລະ **131 272** ສໍາລັບ Child Support. ຈົ່ງແຈ້ງໃຫ້ເຮົາຊາບຖ້າວ່າທ່ານຕ້ອງການນາຍພາສາ, ແລະພວກເຮົາຈະຈັດຫາມາໃຫ້ທ່ານຟຣີ.
- ໃຫ້ເຂົ້າໄປທີ່ [servicesaustralia.gov.au/covid19](https://servicesaustralia.gov.au/covid19) ສໍາລັບຂໍ້ມູນເພີ່ມເຕີມເປັນພາສາອັງກິດ.
- ໃຫ້ເຂົ້າໄປທີ່ [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) ເຊິ່ງເປັນບ່ອນທີ່ທ່ານສາມາດອ່ານ, ຟັງ ແລະ ເບິ່ງຂໍ້ມູນຕ່າງໆ ເປັນພາສາຂອງທ່ານເອງ.
- ໃຫ້ເຂົ້າໄປທີ່ [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides) ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອໃນການສ້າງແລະເຊື່ອມຕໍ່ໄປຫາບໍລິການທາງອອນລາຍນື່ງ, ໃນບາງພາສາ.

ບໍລິສັດໂທລະສັບຂອງທ່ານອາດຈະເກັບເງິນຄ່າໂທເປັນແບບອັດຕາຕາຍໂຕ ສໍາລັບການໂທຈາກເຮືອນຂອງທ່ານໄປຫາໝາຍເລກທີ່ເລີ່ມດ້ວຍເລກ '13'. ອັນນີ້ ແມ່ນໝາຍເຖິງການໂທຈາກທຸກໆແຫ່ງໃນອອສເຕຣເລັຍແລະອັດຕາຄ່າໂທອາດປ່ຽນໄປຕາມແຕ່ບໍລິສັດທີ່ສະໜອງບໍລິການໃຫ້ທ່ານ. ການໂທໄປຫາເລກ '1800' ຈາກເຮືອນຂອງທ່ານແມ່ນໂທຟຣີ. ບໍລິສັດໂທລະສັບອາດຕັ້ງເວລາໃນການໂທຂອງທ່ານແລະອາດຈະເກັບເງິນດ້ວຍອັດຕາສູງຂຶ້ນຖ້າທ່ານໂທຈາກໜ່ວຍໂທລະສັບສາທາລະນະຫຼືຈາກມືຖື.

#### ຂໍ້ຈໍາກັດຄວາມຮັບຜິດຊອບ

ຂໍ້ມູນທີ່ຂຽນໄວ້ໃນບົດພິມນີ້ເປັນພຽງຂໍ້ຊີ້ແນະກ່ຽວກັບບັນດາເບ້ຍລ້ຽງແລະບໍລິການເທົ່ານັ້ນ, ແລະຖືວ່າຖືກຕ້ອງໃນວັນທີ 6 ຕຸລາ 2021. ກະລຸນາກວດເບິ່ງເວັບໄຊຂອງພວກເຮົາສໍາລັບຂໍ້ມູນທີ່ຖືກຕ້ອງໃນປັດຈຸບັນ. ແມ່ນຄວາມຮັບຜິດຊອບຂອງທ່ານເອງໃນການຕັດສິນໃຈວ່າຈະຍື່ນຂໍເບ້ຍລ້ຽງໃດໜຶ່ງຫຼືບໍ່ ໂດຍອີງຕາມສະພາບການສະເພາະສ່ວນຕົວຂອງທ່ານເອງ.



## 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 [servicesaustralia.gov.au/jobseekers](https://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](https://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](https://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](https://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](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.