



## Afai o e a'afia i le coronavirus (COVID-19)

E iai tupe totogi e ono fesoasoani ia te oe pe a fai o afaina oe po'o lou aiga i le coronavirus. E mafai ona fa'aaoga la matou Totogi fa'atatau e siaki ai po'o fea le tupe totogi e fetau ma oe. Alu i le [servicesaustralia.gov.au/covid19](https://servicesaustralia.gov.au/covid19)

E mafai ona e talosagaina le tele o tupe otogi i luga o upega tafa'ilagi. Mo talosaga i luga o 'upega tafa'ilagi, e mana'omia sau myGov e feso'ota'i i lau Centrelink account.

Afai e leai sau myGov, alu i le [my.gov.au](https://my.gov.au) e amata ai sau account.

Mo se fesoasoani e amata ai lau myGov account, alu i le [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)

### COVID-19 Disaster Payment

O leni tupe totogi e fesoasoani ai i tagata faigaluega ua lē mafai ona galulue pe maua se tupe ona o se fa'atonuga mai le soifua malōlōina lautele a se setete po'o le teritori ona o le COVID-19. E ono aofia ai le tapunia o feoa'iga, nofoaga o vevela ai le fa'ama'i, po'o le fa'atapula'aina o feoa'iga.

O tupe totogi otometi o le a fa'amutaina pe a ausia le 70% of tagata 16 tausaga le matutua ma luga atu i totonu o setete po'o teritori ua ma'ea ona faia latou tui ta'i lua o le COVID-19.

Afai o a'afia lava oe ona o tapula'a o feoa'iga, e tatau ia te oe ona toe talosaga mo le tupe totogi i vaiaso ta'itasi ina ia mautinoa o lo'o tumau pea lou agava'a.

Pe a ausia e lou setete po'o le teritori le 80% o i latou ua ma'ea uma tui e lua, o le a fa'aitiitia le tupe totogi i le lua vaiaso, pe a tumau pea lou agava'a.

O le ā le telē e te maua e fa'amoemoe i lou tulaga. A'o e te le'i talosagaina, siaki pe e te agava'a.

O tagata nofo mau i Ausetalia, e tatau ona talosaga i luga o upega tafa'ilagi, o le auala vave ma faigofie lea. E tatau ia i latou o umia visa faigaluega ona vala'au le Emergency information line i le **180 22 66**.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/covid19disasterpayment](https://servicesaustralia.gov.au/covid19disasterpayment)

### Pandemic Leave Disaster Payment

O se tupe totogi atoa lea e fesoasoani ai i tagata faigaluega ua lē mafai ona maua se tupe ona:

- ua fa'atonuina oe ina ia nofo'esea pe kuarinitini, ona o le COVID-19
- o lo'o e tausia se tasi ua a'afia i le COVID-19.

Pe a e agava'a, o le a e maua le \$1500 mo le fa'atulagaga o le 14 aso e te fa'anofesea ai, kuarinitini pe tausia seisi o lo'o maua i le COVID-19.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/pandemicleavepayment](https://servicesaustralia.gov.au/pandemicleavepayment)

### Lagolago mo tupe maua

Afai e te mana'omia se fesoasoani tau tupe, e ono mafai ona e maua se fesoasoani tau tupe e pei o le:

- JobSeeker Payment, pe afai o oe e i le va o le 22 ma Age Pension ma o lo'o saili sau galuega

- Youth Allowance, pe afai e 24 ou tausaga pe laititi ifo ma o se tamaititi aoga po’o se Aperenitisi Ausetalia, pe 21 tausaga pe laititi ifo ma o lo’o saili se galuega
- Parenting Payment, pe afai o oe o le tausaga matua fa’apitoa o se tamaititi.

Pe a fai e te mana’omia se fesoasoani tau tupe, e mafai ona e su’eina lou agava’a mo se fesoasoani tau tupe. Fa’aaoga la matou COVID-19 [payment guide](#) e siaki ai po’o le a se fesoasoani e mafai ona e maua.

Mo nisi fa’amatalaga, alu i le [servicesaustralia.gov.au/jobseekers](https://servicesaustralia.gov.au/jobseekers)

## **Fa’amanuiaga Fa’apitoa (Special Benefit)**

Afai e lē mafai ona e maua se isi tupe maua mai ia I matou, ma ua e feagai ma ni faigata tau tupe, e ono mafai ona maua le Fa’amanuiaga Fa’apitoa (Special Benefit).

E tatau ona e ausia ni tulafono. Mo nisi fa’amatalaga, alu i le [servicesaustralia.gov.au/specialbenefit](https://servicesaustralia.gov.au/specialbenefit)

## **Tupe Totogi o Fa’alavelave (Crisis Payment) - National Health Emergency**

O Crisis Payment e tasi lava le totogiina. E te ono agava’a mo le Crisis Payment pe a e ausia mea nei:

- ia iai ni faigata tautupe mo Crisis Payment
- maua, pe, ono agava’a mo se tupe maua pe o le ABSTUDY Living Allowance
- o lo’o feagai ma ni tulaga ogaoga
- i totonu o Ausetalia pe a fai lau talosaga
- o oe po’o se isi o lo’o e tausaga e mana’omia le kuarinitini pe fa’anofesea ona o le COVID-19.

E tatau fo’i ona ausia isi tulafono e agava’a ai e fua i le ituaiga o Crisis Payment o lo’o e talosaga iai. Mo nisi fa’amatalaga, alu i le [servicesaustralia.gov.au/crisispayment](https://servicesaustralia.gov.au/crisispayment)

## **Tupe Fa’aagaga mo le Tausia o Tamaiti ma Tupe Fa’aagaga Fa’aopopo mo le Tausia o Tamaiti (Child Care Subsidy and Additional Child Care Subsidy)**

Afai e lē mafai ona alu lou alo i le aoga fa’ata’ita’i ona o le COVID-19, e tatau ona e talanoa i le auaunaga o tausia tamaiti.

E mafai lava ona e maua le Child Care Subsidy e o’o atu i le 42 aso e lē aoga ai lou alo i tausaga ta’itasi mo so’o se mafua’aga lava.

E mafai ona e maua nisi aso lē aoga pe a e nofo i totonu, po’o le auaunaga mo le tausia o tamaiti o lo’o i se eria o le Malo o Taupulega o a’afia i le COVID-19. E fa’atoa mafai ona e mauaina nei aso lē aoga pe a fai o iai se fa’asilasilaga aloa’ia mo le 7 aso. O le a lē fa’aaogaina le 42 aso fa’atagaina. E leai se gaioga e te faia e maua ai nei aso lē aoga fa’atagaina. Pe a e agava’a, e otometi lava le fa’aaogaina.

Asiasi i le upega tafa’ilagi a le [Department of Health](#) mo se lisi o nofoaga o lo’o a’afia.

## Fa'afouina o itula o au gaioiga

O le aofa'i o itula mo le Child Care Subsidy e mafai ona e mauaina i le ta'i lua vaiaso, e fa'amoemoe i itula o gaioiga e te faia ma lau pa'aga. Afai o itula e aloa'ia gaioiga ua suia, ia mautinoa le fa'afouina o lea tulaga.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/childcaresubsidy](https://servicesaustralia.gov.au/childcaresubsidy)

## Parental Leave Pay ma le Dad and Partner Pay

Ina ia maua le Parental Leave Pay po'o le Dad and Partner Pay, e mana'omia le ausia o se su'ega fa'alegaluega.

Afai ua a'afia lau galuega ona o le COVID-19, e ono mafai ona e maua le JobKeeper Payment po'o le COVID-19 Disaster Payment. O nei tupe totogi e faitau o galuega mo su'ega fa'alegaluega.

Mo nisi fa'amatalaga e fa'atatau i le Parental Leave Pay, alu i le [servicesaustralia.gov.au/parentalleavepayworktestexceptions](https://servicesaustralia.gov.au/parentalleavepayworktestexceptions)

Mo nisi fa'amatalaga e fa'atatau i le Dad and Partner Pay, alu i le [servicesaustralia.gov.au/dadpartnerpayworktestexceptions](https://servicesaustralia.gov.au/dadpartnerpayworktestexceptions)

## Visa Lē Tumau mo Tagata e anaina

O lo'o iai tupe totogi, auaunaga ma fa'amatalaga e lagolagoina ai oe pe a fai o e nofo i Ausetalia ma se visa e te agava'a ai.

Vasega o Visa Lē Tumau 060, 070, 309, 449, 785, 786, 790 and 820 ono agava'a mo:

- 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.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/visaholders](https://servicesaustralia.gov.au/visaholders)

## Lipotia o tupe maua

Pe a matou fa'amaonia lau talosaga mo se fesoasoani o tupe maua, e tatau ona ta'u mai ia i matou tupe maua a oe ma lau pa'aga.

E lē mafai ona matou faia lou totogi muamua se'i vaganā ua e faia mea nei.

E tatau fo'i ona e lipoti maia lou totogi ma le tupe maua a lau pa'aga i le ta'i lua vaiaso, e tusa lava pe \$0.

E faia lea tulaga ina ia matou totogi atu ia te oe le aofa'i sa'o.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/incomereporting](https://servicesaustralia.gov.au/incomereporting)

## Mutual obligation requirements

E iai mea e tatau ona e faia e maua ai pea lea totogi. E ta'ua ia o Tiute Fai Fa'atasi po'o o le auai i mana'oga. E ono maua ia i latou pe a fai o lo'o e mauaina se tasi o nei totogi:

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

Alu i le [servicesaustralia.gov.au/mutualobligation](https://servicesaustralia.gov.au/mutualobligation) po'o lau myGov account mo nisi mea fou.

## Isi auaunaga lagolago e mafai ona fesoasosani mo oe

### Payment and Service Finder

Fa'aaogā lā matou tautua o le Payment and Service Finder e va'ai ai mea e mafai ona e maua i lou lotoifale. E mafai ona aofia ai fautuaga ma auaunaga tau le mafaufau.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/servicefinder](https://servicesaustralia.gov.au/servicefinder)

### Sauāga i totonu o Aiga

Afai o e a'afia i ni sauāga i totonu o aiga, e mafai ona matou fesoasoani. Matou te tu'uina atu fa'amatalaga, lagolago ma fa'asino oe.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

### Galuega auaunaga lautele

O a tatou tagata faigaluega lautele e fesoasoani i tagata mo se taimi pu'upu'u e faufautua, fa'amatala ma fa'asino le tautua lagolago.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/socialwork](https://servicesaustralia.gov.au/socialwork)

### Auaunaga ma Fa'amatalaga Tau Tupe (Financial Information Service)

O se tautua maua fua e fesoasoani ia te oe i mea tau tupe. E le mana'omia le avea o oe ma se tagata auai e te ulufale ai i lenei tautua.

Mo nisi fa'amatalaga, alu i le [servicesaustralia.gov.au/fis](https://servicesaustralia.gov.au/fis)

## Mo nisi fa'amatalaga

- Vala'au lau laina masani ma fa'ailoa mai ia matou pe a mana'omia se fa'amatala upu. O le a matou fa'atulagaina se tasi e fai fua. Mo se lisi o numera o telefoni, alu i le [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- Vala'au **131 202** e talanoa mai ia i matou i lau gagana e fa'atatau i totogi ma auuanaga a le Centrelink.
- Vala'au **132 011** mo le Medicare ma le **131 272** mo Child Support. Fa'ailoa mai pe a e mana'omia se fa'aliliu'upu, ona matou feso'otai lea mo lea auaunaga maua fua.
- Alu i le [servicesaustralia.gov.au/covid19](https://servicesaustralia.gov.au/covid19) mo nisi fa'amatalaga i le Fa'aperetania.
- Alu i le [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) e mafai ona e faitau ai, fa'alogi ai pe matamata ai i fa'amatalaga i lau lava gagana.

- Alu i le [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides) mo se fesoasoani i le amataina po’o le fesoasoani i le faia ma feso’ota’i au auauanaga i upega tafa’ilagi, i isi gagana.

E ono e totogia se tau tumau mo telefoni mai lau telefoni fale i le numera ‘13’. O lenei tau e mai so’o se mea o Ausetalia ma o le tau e fuafua i le faletelefoni o lo’o tu’uina atu lea auauanaga ia te oe. O telefoni i le numera ‘1800’ mai lau telefoni fale, e lē totogia. O telefoni mai tagata lautele po’o telefoni feavea’i e ono tāmia ma totogi i sē tau maualuga atu.

#### Puipuiga

O fa’amatalaga i totonu o lenei lomiga ua fuafuaina na’o se ta’iala mo totogi ma ‘au’auanaga ma e sa’o uma mai le aso 6 Oketopa 2021. Fa’amolemole, siaki le matou upega tafa’ilagi mo fa’amatalaga e sili ona lata mai. O lau matāfaioi, o le filifili lea pe e te mana’o e te talosaga mo sē totogi, e tusa ai ma lou tulaga fa’apitoa.



## 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.