



Australian Government



Services
Australia

Talking points

Natural disaster payments

COMMUNICATIONS DIVISION

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Support and information to help you claim natural disaster payments

- When there is a declared natural disaster, the Australian Government may provide the following financial support:
 - Australian Government Disaster Recovery Payment (AGDRP)
 - Disaster Recovery Allowance (DRA).
- AGDRP is a lump sum payment to help if you have been directly affected by a disaster in a declared area.
- If you're eligible for AGDRP you'll get \$1,000 per adult and \$400 for each child under 16 DRA is a short-term allowance to help if you have lost income as a direct result of a declared disaster.
- If you're eligible for DRA, you'll get the maximum equivalent rate of [JobSeeker Payment](#) or [Youth Allowance](#), depending on your personal circumstances, for a maximum of 13 weeks
- There's a version of both AGDRP and DRA for New Zealanders directly affected by a declared disaster. You must have a non-protected Special Category Visa (subclass 444).
- There are eligibility rules you must meet for all natural disaster support payments.
- To check which payments are available for this disaster event
 - go to [servicesaustralia.gov.au](#) and type 'QC 60504' into the search, or visit [servicesaustralia.gov.au/disastersupport](#).
 - select your state or territory and the disaster that has affected you
 -

Australian Government Disaster Recovery Payment (AGDRP)

- You can only get AGDRP once for each a disaster event.
- To be eligible for AGDRP, you need to be both:
 - adversely affected in a declared area
 - an Australian resident or meet other residence rules.
- If you're a protected special category visa holder, you're considered an Australian resident.
- Go to [servicesaustralia.gov.au](#) and type 'QC 61777' into the search to see the residence rules or go to [servicesaustralia.gov.au/residencedisastersupport](#).
- Adversely affected means that you or an eligible child you care for must have been directly affected by the declared disaster. This includes one or more of the following:
 - major damage to your principal place of residence
 - major damage to a major asset or assets that you own at your principal place of residence
 - serious injury
 - an immediate family member who is an Australian citizen or resident has died or is missing.

- To claim AGDRP, at the time of the disaster you must be either:
 - 16 or older
 - under 16 and get an eligible payment.
- You can include any eligible child you care for at the time of the disaster in your claim.
- You can claim AGDRP if you're the immediate family member of an Australian citizen or resident who has died or is missing.
- You can't claim AGDRP on behalf of a person who has died, or their estate.
- You can still be eligible for AGDRP or NZ DRP if you're getting an income support payment.
- AGDRP is not taxable and doesn't need to be included in your tax return.

AGDRP for a person under 16

- If you're under 16, you can get AGDRP in 1 of 2 ways:
 - You need to be getting one of the following payments to make your own claim for AGDRP:
 - Carer Allowance
 - Carer Payment
 - Double Orphan Pension
 - Disability Support Pension
 - Parenting Payment
 - Special Benefit
 - Youth Allowance.
 - If you're a parent or carer, you can claim for an eligible child who's under 16 if, on the first day you or they were affected by the declared disaster, and any of the following apply:
 - you have a legal responsibility for the day-to-day care, welfare and development of the child who's dependent on you
 - you get Parenting Payment, JobSeeker Payment, Youth Allowance for job seekers or Special Benefit as a principal carer of the child
 - you get Family Tax Benefit for the child and have at least 66% care of the child.
 - If you share the care of a child, only one of you can get AGDRP for the child

Key terms for this payment

For this payment, we use the following definitions.

Principal place of residence

- Your principal place of residence is the main place where you have a right or licence to live. It doesn't include holiday homes, investment properties, temporary stays with family or friends, detention facilities or prison.
- If you have more than one principal place of residence, you'll be asked to give details of each residence.

Major damage to your principal place of residence

- Your principal place of residence has experienced major damage if, for example:
 - it's been destroyed or must be demolished
 - it's been declared structurally unsound
 - the disaster has exposed the interior to the elements
 - sewage has gotten inside it.

- Examples of major damage to the interior of your principal place of residence are:
 - flooring or furniture needs refinishing or replacing
 - electrical items such as a refrigerator or washing machine have been damaged and need replacing
 - metal has begun to rust, pit and corrode and needs replacing.

Major damage to a major asset or assets

- A major asset or assets you own must be located at your principal place of residence.
- Your major assets have had major damage if:
 - they have become unusable or need to be replaced
 - a water tank is damaged and needs repairing or cleaning or the water needs to be replaced.
- The asset or assets must have a combined market value of \$20,000 or more. This may include buildings, vehicles, caravans, water tanks or large-scale machinery.

Serious injury

- A serious injury is when a person is hurt in the disaster and admitted to hospital or would have been admitted to hospital under normal circumstances.

What to do if you're a New Zealander

- If you're a New Zealander who has a non-protected Special Category Visa (subclass 444) and meet other eligibility rules, you can apply for New Zealand Disaster Recovery Payment.
- For information about eligibility for this payment:
 - go to servicesaustralia.gov.au and type 'QC 60504' into the search tab or visit servicesaustralia.gov.au/disastersupport
 - select your state or territory and the disaster that has affected you and then select New Zealand Disaster Recovery Payment and Who can get it.

Disaster Recovery Allowance (DRA)

- To get DRA, you must meet all the following. You:
 - lost some or all of your income as a direct result of the disaster
 - earn less than the average Australian weekly income in the 13 weeks after you had this income loss
 - work or live in a declared area
 - were 16 or older at the time of the disaster
 - are an Australian resident or meet other residence rules.
- If you're a protected special category visa holder, you're considered an Australian resident.
- Go to servicesaustralia.gov.au and type 'QC 61777' into the search or go to servicesaustralia.gov.au/residedisastersupport.

- You don't need to have lost all your income to be eligible for this payment. You can get DRA for a maximum period of 13 weeks, for each week your income is below the average weekly income.
- We use Australian Bureau of Statistics figures to tell us what the average weekly income is. Go to servicesaustralia.gov.au and type 'QC 60504' into the search or go to servicesaustralia.gov.au/disastersupport and select your state or territory then disaster event to see the average weekly income we'll use.
- DRA is a taxable payment and needs to be included in your tax return.
- If you get DRA and still need support when it ends, check what help is available. Go to servicesaustralia.gov.au and type 'QC 53372' into the search to use the [Get a Centrelink payment finder](#) to see what payments you can get.

When you can't get this payment

- You can't get DRA if you get any of the following income support payments during your claim period:
 - Age Pension
 - Austudy
 - Carer Payment
 - Disability Support Pension
 - JobSeeker Payment
 - Parenting Payment
 - Special Benefit
 - Youth Allowance
 - a Service Pension, Income Support Supplement or veteran payment from the Department of Veterans' Affairs.
- You also can't get DRA if you get any of the following payments or allowances during your claim period:
 - ABSTUDY Living Allowance
 - Farm Household Allowance
 - Parental Leave Pay
 - Self-Employment Allowance.
- If you're getting Self-Employment Allowance, you can speak to your provider about pausing your payment so you can claim DRA. You can read more about Self-Employment Assistance on the Workforce Australia website: workforceaustralia.gov.au/individuals/training/activities/self-employment-assistance.

If you're aged between 16 and 21

- If you're aged between 16 and 21, you can get DRA if any of the following apply:
 - you're not dependent on another person, except your partner
 - you're a parent
 - your partner is a parent
 - you earned more than \$6,403 before tax in the financial year the disaster has been declared.
- Go to servicesaustralia.gov.au and type 'QC 60504' into the search or visit servicesaustralia.gov.au/disastersupport and select your state or territory and disaster event to see the payment declaration date.

What to do if you're a New Zealander

- If you're a New Zealander who has a non-protected Special Category Visa (subclass 444) and meet other eligibility rules, you can apply for New Zealand Disaster Recovery Allowance.
- For information about eligibility for this payment:
 - go to **servicesaustralia.gov.au** and type 'QC 60504' into the search or visit [servicesaustralia.gov.au/disastersupport](https://www.servicesaustralia.gov.au/disastersupport)
 - select your state or territory and the disaster that has affected you and then select New Zealand Disaster Recovery Allowance and Who can get it.

What you need to do

- You can claim disaster payments online or over the phone.
- The quickest way to claim is online
- If you need help with claiming, call **180 22 66**

To claim online, you need a Centrelink online account linked to myGov. If you don't have one, you can set one up online.

- You can find the natural disaster event that affects you by going to [servicesaustralia.gov.au](https://www.servicesaustralia.gov.au) and type 'QC 60504' into the search or visiting [servicesaustralia.gov.au/disastersupport](https://www.servicesaustralia.gov.au/disastersupport).
- You can find more information about claiming on the 'How to claim' page of your disaster event.
- If you can't use myGov or need help with claiming, you can call **180 22 66** and speak to a staff member. You can let us know if you need an interpreter and we'll arrange one for free.

If you're a member of a couple, you can both claim either payment. You and your partner must make separate claims.

- If you have a nominee, your nominee can't claim online and must call **180 22 66** to claim on your behalf.
- If you have a Centrelink debt, you may be able to pause or change your repayments. You can find more information by going to **servicesaustralia.gov.au** and type 'QC 63371' into the search or visiting [Disaster events where you have flexible debt repayment choices](#).
- We have tips and tools to help you manage your money, including how to budget and save, and information about loans and debt. Find out more by going to **servicesaustralia.gov.au** and type 'QC 60292' into the search, or visiting [servicesaustralia.gov.au/manageyourmoney](#)

Where you can find more information

- Go to **servicesaustralia.gov.au** and type 'QC 60504' into the search or visit [servicesaustralia.gov.au/disastersupport](https://www.servicesaustralia.gov.au/disastersupport) for more information.
- Go to [servicesaustralia.gov.au/yourlanguage](https://www.servicesaustralia.gov.au/yourlanguage) where you can find information about [Australian Government Disaster Recovery Payment](#) and [Disaster Recovery Allowance](#) in 20 languages.
- Go to **servicesaustralia.gov.au** where you can listen to information about disaster assistance payments [Disaster assistance payments audio - Information in your language - Services Australia](#) and in Indigenous languages [Natural disaster payments audio - Information in your language - Services Australia](#).
- We may be in the community to help people claim disaster payments and access other services. Go to **servicesaustralia.gov.au** and type 'QC 62229' into the search, or visit [servicesaustralia.gov.au/findusdisaster](https://www.servicesaustralia.gov.au/findusdisaster).
- Go to **servicesaustralia.gov.au** and type 'QC 61353' into the search or visit [servicesaustralia.gov.au/disasterhelp](https://www.servicesaustralia.gov.au/disasterhelp) for information about additional help that is available.
- People can call our [Multilingual Phone Service](#) on **131 202** to speak with Services Australia in their language.
- Aboriginal and Torres Strait Islander Australians can call the [Indigenous call centre](#) on **1800 136 380** to speak with Services Australia in their language.
- For information in other languages about how to create a myGov account, you can go to [my.gov.au/languages](https://www.my.gov.au/languages)
- Go to [servicesaustralia.gov.au/yourlanguage](https://www.servicesaustralia.gov.au/yourlanguage) to find information about natural disaster support in different languages.
- People can stay up to date with Services Australia's latest news by:
 - subscribing to [news channels](#)
 - following Services Australia on [social media](#).

Temporary Financial Hardship Subsidy

- You may be eligible for the Additional Child Care Subsidy Temporary Financial Hardship subsidy. This gives a higher subsidy for child care fees during temporary financial hardship.
- Go to **servicesaustralia.gov.au** and type 'QC 42246' into the search for more information on [Temporary Financial Hardship subsidy](#).

Disclaimer: This information is accurate as of December 2025. The information contained in this publication is intended only as a guide to payments and services. It's their responsibility to decide if they wish to apply for a payment and to make an application, regarding their circumstances.

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