

Services Australia mobile services



As part of our response to declared disasters, we deploy Mobile Service Teams on the ground in the affected communities. We also have a purpose built, self-contained mobile service centre that can be located where it's needed most.

Mobile Service Teams service offer

- Our staff support customers to claim Australian Government Disaster Recovery Payment and Disaster Recovery Allowance.
- We do this by:
 - directing them to the fastest claiming option for their payment
 - providing a phone for people to use if they don't have one
 - distributing information about how to claim and other available support.

- Our social workers help customers in need, either face-to-face or over the phone.
- We can confirm people's identity so they don't need to go to a service centre.
- We can help customers do their business with us online. If they need to call, we direct them to the relevant payment line.

To help customers in affected areas we may pause:

- debt repayments
- mutual obligation requirements
- reporting.



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