

INCOME SUPPORT FOR INDIVIDUALS

COVID-19 FACT SHEET

Providing support for individuals to assist them during the next six months.

The Government is temporarily expanding eligibility to income support payments and establishing a new, time-limited coronavirus supplement to be paid at a rate of \$550 per fortnight.

This supplement will be paid to both existing and new recipients of the eligible payment categories. These changes will apply for the next six months.

PEOPLE NEW TO CENTRELINK

Create a myGov account at my.gov.au – it's quick and easy to do. You'll need an email address, mobile phone number and to answer some basic questions. Once you've created your account, link it to a government service, like Medicare or the Australian Taxation Office. Once you do this, you'll get a prompt to register your intention to claim a Centrelink payment.

Register your intention to claim a Centrelink payment. This simple process will let you give basic details so you can be contacted later to help you with your claim.

You'll need a Centrelink Customer Reference Number (CRN). The easiest way to do this is to wait until contacted after you've registered your intention to claim a payment. You can also contact 132 850 and answer some simple questions about your identity.

Once you've completed these steps and set up your Centrelink online account, you can start your claim for an income support payment.

You may choose to do your full claim through myGov using your Centrelink online account without registering your intention to claim. To do this you'll need to know your CRN.

EXISTING CENTRELINK USERS

If you already get a Centrelink payment, you don't need to get in touch to get additional payments. This includes the two lump sum \$750 Economic Support Payments to support households and the \$550 additional Coronavirus Supplement. This will happen as part of your usual payment. You can't nominate a particular day to get your payment.

The first lump sum payment will be paid up to April 13, 2020. The second will be paid from July 13, 2020. From April 27, 2020, you'll also be paid a temporary fortnightly \$550 Coronavirus Supplement if you're already getting an eligible payment.

NOTE

You may already have a (CRN) from when you got student or family payments or even from when your parents received benefits for you. CRNs don't change, you have them for life.

Fast facts...

- The Australian Government's economic response to the COVID-19 coronavirus totals \$189 billion across the forward estimates.
- Existing Centrelink customers do not need to do anything to get the additional support payments.
- People new to Centrelink can register for a Customer Reference Number through myGov – my.gov.au – and the entire process can be completed online.
- Asset testing for JobSeeker Payment, Youth Allowance Jobseeker and Parenting Payment will be waived for the period of the Coronavirus supplement. Income testing will still apply to the person's other payments, consistent with current arrangements
- Services Australia has effective measures in place to detect those seeking to defraud the social security system. Anyone fraudulently claiming a payment will need to pay the money back and may face imprisonment.