

Our payments and services

Our locations

If you're affected by a natural disaster, you can find us in our usual service centres, mobile service centres, in your community, in temporary service centres or in recovery hubs.

For more information go to servicesaustralia.gov.au/findusdisaster

Disaster payments

If the floods have directly affected you, we have a lump sum payment and an ongoing, short term allowance to help you.

You may be eligible for:

- Australian Government Disaster Recovery Payment (AGDRP)
- New Zealand Disaster Recovery Payment (NZDRP)
- Disaster Recovery Allowance (DRA)
- New Zealand Disaster Recovery Allowance (NZDRA).

The quickest way to claim is online using your myGov account. If you can't claim online, you can call **180 22 66**.

For more information, go to servicesaustralia.gov.au/disaster

Australian Government Disaster Recovery Payment – Special Supplement

The Special Supplement is for eligible people living in heavily impacted areas.

To be eligible, you must have already got or will get AGDRP or NZDRP for one of the declared heavily impacted areas. You don't need to claim this supplement, we'll pay it into your nominated bank account.

For more information, go to servicesaustralia.gov.au/disasterevents

Income support payments

You may be able to get an income support payment. The type of payment you may get depends on your situation. These include:

- **Jobseeker Payment** – financial help if you're between 22 and Age Pension age, and looking for work. It's also for when you are sick or injured and can't do your usual work or study for a short time
- **Youth Allowance** – financial help if you're 24 or younger and a student or Australian Apprentice, or 21 or younger and looking for work
- **Parenting Payment** – the main income support payment while you're a carer for a child under 8 if you're single, or under 6 if you're partnered
- **Family Tax Benefit** – There are 2 parts to FTB:
 - **Part A** – the amount we pay depends on your family's circumstances
 - **Part B** – We may pay you if you're a single parent or non-parent carer, a grandparent carer or if you're a member of a couple with one main income
- **Retirement** – you may be eligible for payments and services to support you if you're retired, including payments and services from us, or concessions and help from other departments and agencies
- **Disability Support Pension** – financial help if you have a permanent physical, intellectual or psychiatric condition that stops you working
- **Carer Payment** – When you're providing constant care in the home for someone who has a severe disability or illness, someone who is frail aged, or a child younger than 16 with severe needs
- **Carer Allowance** – for people who give additional daily care to someone with a disability, medical condition or an adult who is frail aged
- **Rent Assistance** – a regular extra payment if you pay rent and get certain payments from us
- **Special Benefit** - If you aren't eligible for a payment, Special Benefit may be able to help support you or your dependants. This is only if you can't get any other income support payment or benefit from us.

You can use our online tool Payment and Service Finder to see what payments and services you may be eligible for.

For more information, go to servicesaustralia.gov.au/paymentfinder

Advance payment

If you get an income support payment or Family Tax Benefit (Part A), you may be eligible for an advance payment. You'll need to pay it back later out of your payments from us.

Centrelink debt

We're pausing Centrelink debt raising and new debt recovery in the affected locations in Queensland and New South Wales.

If you owe us money, you don't need to repay anything until August 2022, unless you choose to.

If you want to update or stop other current payment repayments, you can do this using the Money you owe service in your Centrelink online account. You can also call our Centrelink debt recovery line on **1800 076 072**.

Additional Child Care Subsidy (ACCS) Temporary Financial Hardship

If you've been affected by the floods you may be able to access ACCS Temporary Financial Hardship.

This gives you a higher subsidy for your child care fees if you're experiencing temporary financial hardship.

For more information, go to servicesaustralia.gov.au/accs

Update your details with Child Support

If you have a child support assessment and your situation has changed, make sure you update your details. For example, if your income or care of your children has changed. This is important so we can make sure your assessment is correct. You can update your details using the Express Plus Child Support mobile app, your myGov account or by calling **131 272**.

Update your details with Centrelink

If your details or circumstances change, tell us as soon as you can, as changes could affect your Centrelink payments. You can update your details using your Express Plus Centrelink mobile app, your myGov account, by calling your regular payment line or by visiting us.

Replace a lost card

You can request a replacement concession or health care card at any of these:

- a service centre
- a mobile service centre
- an agent or access point.

You can replace your Medicare card or get an extra card.

You can also get a digital copy of your Medicare card through the Express Plus Medicare mobile app.

Specialist services

- **Social workers** – if you're going through a difficult time, our social workers can help you with short term counselling, information and referrals to support services. You can call your regular payment line or **132 850** and ask to speak to a social worker.
- **Financial Information Service (FIS)** – this is a free service that can inform and educate you about financial matters. You can call your regular payment line or **132 300** and ask to speak to a FIS Officer.
- **Indigenous Service Officers** – we support Aboriginal and Torres Strait Islander communities to improve access to, and understand our payments and services.
- **Multicultural Service Officers** – we work closely with multicultural community groups, staff and other government departments to help migrant and refugee communities connect with our services.
- **Community Engagement Officers** – we can help you if you're having trouble accessing our payments and services, and connect you with other support services you may need.
- **Interpreter services** – we have free interpreter and translation services in over 200 languages. This includes:
 - Auslan or sign language
 - Aboriginal and Torres Strait Island languages
 - International services.

Ask for an interpreter when you call or visit us.

Additional help

- **Family and domestic violence** – if you're experiencing family and domestic violence you can get help from us to access our payments and connect you to other support services. You can also call **1800RESPECT** on **1800 737 732**.
- **Mental health help** – experiencing a natural disaster can be stressful and affect your mental health.

To talk to someone, you can call any of the following hotlines:

- Lifeline on **13 11 14**
- Beyond Blue on **1300 224 636**
- Kids Helpline on **1800 55 1800**