

financial support for young people impacted during COVID-19



With COVID-19 changing the way we live, your work situation might have abruptly changed, leaving you feeling increasingly anxious or unsure about your future.

Find out what financial assistance you might be eligible for and how to navigate Centrelink and other Government support options available during this time. For the most up-to-date information, please visit [Services Australia](https://servicesaustralia.gov.au). (servicesaustralia.gov.au)

Centrelink (Services Australia)

Services Australia (commonly known as Centrelink) is responsible for government payments and financial support. Whilst lodging a claim to receive financial help is relatively easy, there is a lot of information to consider. So, we've outlined the financial support available.

Not receiving a payment and need financial support

Check your eligibility and sign up for financial support through the [Services Australia website](https://servicesaustralia.gov.au).

To do this:

- Create a myGov account: <https://www.servicesaustralia.gov.au/individuals/online-help/create-mygov-account>
- When you sign-in, you will be prompted to complete an 'intention to claim' for a Centrelink payment.
- Explore which payment options you might be eligible for. If you have questions, call Centrelink or talk to them online.

Please note

The latest medical information for COVID-19/Coronavirus is changing on a regular basis. If you suspect you are at risk, or would simply like to understand COVID-19 more, please visit the Department of Health's website.

health.gov.au

You can also find more COVID-19 mental health information at:

headspace.org.au/covid-19

- If you are 21 or younger and looking for work, or temporarily unable to work, you may be able to claim [Youth Allowance for job seekers](#) so explore this.
- If you are 22 and over, and looking for work you may be eligible for [JobSeeker Payment](#).
- If you are studying full time, you may be eligible for [Youth Allowance for students and Australian Apprentices](#).
- A wide range of other payments are available so check out the website.

Already receive a government payment

From 27 April 2020, the Jobseeker Allowance (previously 'Newstart'), Youth Allowance, Austudy and Abstudy will all be increased by \$275 per week for the next six months.

If you're already getting one of these payments, you don't need to do anything. The supplement will automatically be added to your payment from 27 April 2020.

Additional payments for people on other income support

The Australian Government is providing two separate \$750 payments to people on other types of income support, including those on a Disability Support Pension, and eligible concession card holders.

You don't need to do anything if you are eligible, it will be paid to you automatically. The first of these payments will be made from 31 March 2020 and the second from 13 July 2020.

Suspension of mutual obligation

Mutual Obligation requirements (the normal requirements you have to receive payment, e.g. visiting your employment service provider, following a Job Plan) have been suspended for people receiving *Jobseeker* and *Youth Allowance for Jobseekers*.

You now have the option to request meetings with your employment service provider over the phone or online. This means you can still receive support without the need to go into their office.

Employer impacted by COVID or you were recently stood-down

The government recently announced the JobKeeper payment to help keep people in jobs and support businesses affected by the economic impact of COVID-19.

If you are currently employed or have recently been stood down by an eligible employer or were employed on

1 March 2020, you may receive a minimum payment of \$1,500 per fortnight, before tax. This payment also applies to some casual staff who meet eligibility requirements.

Find more information and see if you are eligible: <https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/jobkeeper-payment>

Worried about rent

The Federal Government has announced measures to help protect people who can't afford to pay their rent because of the financial impacts of COVID-19.

The measures vary by state or territory so find out more about your housing rights by contacting the relevant consumer protection agency:

<https://www.accc.gov.au/contact-us/other-helpful-agencies/consumer-protection-agencies>

Need to talk with someone?

If you're experiencing work challenges, it can help to talk with a professional. If you're aged 15-25, headspace's team of qualified work and study specialists provide free and confidential support to help you prepare and look for work.

Visit digitalworkandstudy.org.au or phone 1800 810 794.

Questions

If you have any questions on your eligibility or need help submitting a claim, please contact [Services Australia](#).

The information in this document is subject to change, please refer to [Services Australia](#) for the latest information.

When should I get help?

If you ever feel unable to cope because of overwhelming or intense emotions, or if you have any thoughts of harming yourself, then ask for help immediately.

National 24/7 crisis services

- **Lifeline:** 13 11 14 or lifeline.org.au
- **Suicide Call Back Service:** 1300 659 467 or suicidecallbackservice.org.au
- **Beyond Blue:** 1300 224 636 or beyondblue.org.au

Additional youth support services

- **headspace:** visit headspace.org.au to find your nearest centre or call headspace on 1800 650 890
- **Kids Helpline:** 1800 55 1800 or kidshelpline.com.au
- **ReachOut:** reachout.com
- **SANE Australia:** 1800 187 263 or sane.org

Talk with a trusted adult, such as a parent, teacher, school counsellor or find out if there is a headspace centre near you.

Speak to your local doctor or General Practitioner (GP) and help make a plan for your recovery. Or you can search for a health service and GP on [healthdirect](#).