

It is faster and easier to claim over the phone by calling us on **180 22 66**.

When to use this form



Use this form if you are in need of financial support because you have been informed by a health official to self-isolate or quarantine from 9 December 2021 because of the following reasons:

- you have tested positive with COVID-19
- you have been in close contact with a person who has tested positive with COVID-19
- you care for a child, aged 16 years or under, who has tested positive with COVID-19
- you care for a child, aged 16 years or under, who has been in close contact with a person who has tested positive with COVID-19.

You can also use this form if you are caring for a person (other than a child) who has tested positive with COVID-19, or if you are caring for a person who has a disability or severe medical condition who must self-isolate or quarantine.

If you have been informed by a health official to self-isolate or quarantine, you would have been contacted directly by phone, email, SMS or letter.

You cannot use this form for a period before 9 December 2021.

For more information on a health official in your state or territory or claims for periods before 9 December 2021, go to servicessaustralia.gov.au/disaster

Who is eligible to receive this payment?

You may be eligible to receive this payment if you:

- are aged 17 years and over
- are an Australian resident or the holder of an eligible visa
- live in a state or territory of Australia
- were informed to self-isolate or quarantine, or are caring for someone who has tested positive with COVID-19, or who is under instruction to self-isolate or quarantine
- were likely to have worked during the period of self-isolation, quarantine or caring for someone who has tested positive with COVID-19, or who is under instruction to self-isolate or quarantine
- are not able to work and are not receiving any income, earnings or salary from employment
- have no appropriate leave entitlement left (including any special pandemic leave) or your employer is not able to pay your leave entitlements due to their financial hardship. Appropriate leave includes:
 - sick leave
 - leave for the purposes of caring for another person (personal leave or carer's leave)
 - pandemic leave
- are not receiving an Australian Government income support payment, ABSTUDY Living Allowance, Paid Parental Leave or Dad and Partner Pay.

How much will I be paid?

The Pandemic Leave Disaster Payment is a lump sum payment of \$750.

One lump sum payment is payable per person for each 7 day period of directed quarantine, self-isolation or caring. The 7 day period or part thereof must fall on or after 9 December 2021.

A separate application must be made for each 7 day period being claimed. Each applicant must apply separately.

The Pandemic Leave Disaster Payment is exempt from all Australian Government means testing.

Is this payment taxable?

The Pandemic Leave Disaster Payment is taxable.

This means you will need to include it in your income tax return.

If you get family assistance, you will need to include the Pandemic Leave Disaster Payment in your family income estimate as taxable income.

You need to do this if you or your partner get:

- Family Tax Benefit
- Child Care Subsidy.

The easiest way to view and update your family income estimate is online. You can use your Centrelink online account through myGov or the Centrelink Express Plus mobile app.

If you have a child support assessment, the payment will form part of your adjusted taxable income for Child Support. It must be included in any income estimate you lodge for the current financial year. The easiest way to view and update your information is online. You can use your Child Support online account through myGov or the Child Support Express Plus mobile app.

How will payments be made?

Payments will be made to a nominated account held in your name. A joint account is acceptable. If you do not have an account, contact Services Australia on **180 22 66** for alternative arrangements.

How long do I have to claim?

For details on closing dates for this payment, go to servicesaustralia.gov.au/disaster

What I may need to provide

You may need to provide 1 document showing your proof of birth or proof of arrival in Australia, and 2 other approved documents, for example, a drivers licence and bank or financial institution card to prove your identity. We may ask you to provide approved photo identification at one of our service centres **within 112 days**.

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

You may also need to provide additional evidence that you are eligible for this payment, for example:

- proof of your residential address
- proof of employment such as payslips or letter of employment
- evidence of instructions from the state or territory government to quarantine or self-isolate
- proof of a positive test result for COVID-19.

If you cannot provide any of the above information to us with your claim, you should submit this claim without delay and provide the supporting documents to us **within 28 days**.

Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ► **Go to 1** skip to the question number shown.

For more information

Go to servicesaustralia.gov.au/disaster

Call us on **180 22 66**.

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.

Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.




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Claim for Pandemic Leave Disaster Payment (EM252)

1 Your Customer Reference Number (if known)

- - -

2 Are you currently in Australia?

No  You may not be eligible for this payment.
Call us on **180 22 66** if you want to discuss your eligibility.

Yes *Go to next question*

3 This question will help us determine your eligibility for this payment.

If you:

- are in Australia on a visa that does not allow you to work here
 - are receiving a payment, pension or benefit (not including Family Tax Benefit) from the Australian Government
 - have received a state or territory based COVID-19 payment for the same period you are claiming
 - have access to appropriate leave from your employer
- then you may not be eligible for this payment. Call us on **180 22 66** if you want to discuss your eligibility.

I am not able to attend work and earn an income because:

Tick all that applies

I am caring for a person with a disability or severe medical condition who must self-isolate or quarantine *Go to 4*


I am caring for a child aged 16 years and under who has tested positive with COVID-19 *Go to 6*

I am caring for a person who has tested positive with COVID-19 *Go to 6*


I am caring for a child aged 16 years and under who has been in close contact with someone who has tested positive with COVID-19 *Go to 6*

I have tested positive with COVID-19 *Go to 8*

I have been in close contact with someone who has tested positive with COVID-19 *Go to 8*

None of the above  You may not be eligible for this payment.
Call us on **180 22 66** if you want to discuss your eligibility.

4 Are you living with the person?

No  You may not be eligible for this payment.
Call us on **180 22 66** if you want to discuss your eligibility.

Yes *Go to next question*

5 This question is about the person, with a disability or severe medical condition, you are caring for.

Tick all that applies

The person has a carer in receipt of Carer Payment on their behalf *Go to 6*


The person receives assistance under the NDIS scheme *Go to 6*

The person would normally attend a specialist school or workplace for a person with a disability *Go to 6*

None of the above  You may not be eligible for this payment.
Call us on **180 22 66** if you want to discuss your eligibility.

6 Has anyone else claimed this payment due to caring for the person while they are required to quarantine or self-isolate?

No *Go to next question*

Yes  You may not be eligible for this payment.
Call us on **180 22 66** if you want to discuss your eligibility.



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7 What is the name of the person(s) you are caring for?

If you are caring for a person(s) other than your child, you must have their consent, or the consent of their legal guardian, to provide their name below.

1 Family name

First given name

Are you this person's legal guardian? No Yes

2 Family name

First given name

Are you this person's legal guardian? No Yes

3 Family name

First given name

Are you this person's legal guardian? No Yes

If you need more space, provide a separate sheet with details.

8 What date did you, or the person you are caring for, enter quarantine or self-isolation?

9 What 7 day period are you claiming for?

Only one claim can be made for each 7 day period of quarantine, self-isolation or caring.

If your quarantine, self-isolation or caring period extends past 7 days or you have a new period of quarantine, self-isolation or caring, you **must** make a new claim.

From

To

10 Were you directly informed to self-isolate?

No

Yes

11 Who informed you to self-isolate?

12 How were you notified?

SMS

Phone

Email

Letter

Other Give details below

13 What date were you notified?

About you

14 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

15 Have you been known by an other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No Go to next question

Yes Give details below

Other name

Type of name (for example, name at birth)

If you need more space, provide a separate sheet with details.


16 Your gender

Male

Female

17 Your date of birth

30 Have you exhausted all appropriate leave entitlements from this employer?

No  You must use all your leave entitlements before claiming this payment.
Call us on **180 22 66**.

Yes Give details below


From To

31 What is the period of time you did not work while you were in self-isolation, quarantine or caring for another person?

From To

32 Do you have another employer?

No Go to next question

Yes  You need to provide details from questions 26 to 31 for each additional employer.

Payment

33 Where do you want your payment made?

The account must be in your name. A joint account is acceptable.
Payment cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

Privacy notice

34 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us and is protected under the *Privacy Act 1988*. For more information about how we manage your personal information, go to servicesaustralia.gov.au/privacy
Services Australia needs to collect your personal information so we can:

- verify your identity
- assess your eligibility to receive the Pandemic Leave Disaster Payment
- process and manage your application and payments provide related services to you.

Your personal information, including your health information if relevant, may be shared with Commonwealth, state or territory government bodies that are assisting with the public health response to COVID-19. Your information may also be shared with other parties where you have given your consent, or where permitted by law.

Consent

35 For the purposes of assessing my application and managing any payment, I give consent for Services Australia to:

- collect my personal information from other Commonwealth or state or territory government agencies and organisations, including my employer, including my name, address, date of birth, phone number, employer details and relevant health information
- use or disclose any relevant information previously collected about me for Centrelink purposes
- disclose my personal or relevant health information to other Commonwealth, state or territory government agencies and organisations or my employer.

Your signature

Date

Next steps

- 1 Check that you have answered all the questions that you need to.
- 2 Check you have signed and dated this form.

Returning this form

Return this form:

- **online** using your Centrelink online account. For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- fax your claim form to: **1300 727 760**
Make sure any accompanying documentation is also clearly identified with your name.