



COVID-19 Information and Support Guide

Services Australia

Information and services to help you if you're affected by coronavirus (COVID-19) or looking for more details.

Information for people who **already receive a payment** from Centrelink for: (job seekers, students or trainees, families, carers, Indigenous Australians, older Australians, rural and remote people and people with a disability)

<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-already-get-payment-from-us-coronavirus-covid-19>

Information for people who need help and currently don't receive anything from Centrelink: You may get a payment in any of the following circumstances. These include if you're:

- not able to work or don't have work
- in isolation or hospitalised
- caring for children

To see what you are eligible for and to register your intention to claim follow this link:

<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-need-payment-coronavirus-covid-19>

Telehealth

Temporary Medicare Benefits Schedule (MBS) and Department of Veterans' Affairs (DVA) items will allow doctors, nurses, midwives and mental health professionals to deliver services via telehealth, provided those services are bulk billed.

Telehealth services will be available to:

- people isolating themselves at home on the advice of a medical practitioner or in accordance with home isolation guidance issued by the AHPPC;
- people who meet the testing guidelines for COVID-19;
- people aged over 70;
- Aboriginal and Torres Strait Islander people aged over 50;
- people with chronic health conditions or who are immunocompromised; and
- parents with new babies and people who are pregnant.

To access telehealth call your local GP to arrange an appointment.

Additional needs and services

Lifeline

We would like to reassure Australians that the Lifeline telephone, text and webchat services will continue as normal throughout the COVID-19 crisis.

Phone: 13 11 14 (24 hours/7 days)

Text: 0477 13 11 14 (6pm – midnight AEDT, 7 nights)

Chat online: <https://www.lifeline.org.au/crisis-chat> (7pm - midnight, 7 nights)

St Vincent De Paul

Please call us as you normally would, but please be patient. Some things have changed. We can no longer visit you in your home. We can stay in touch by phone or social media platforms like FaceTime and Skype. In most cases, we will drop things at your door. Visits will continue to take place in hospitals, aged care facilities and prisons until further notice. We are taking advice from the relevant government authorities.

Call 13 18 12

Beyond Blue

Beyond Blue is working around the clock to build a dedicated COVID-19 Mental Health Support Service. This is in response to the growing demand for mental health support as a result of the coronavirus outbreak. This new service will be funded by the Australian Government.

The Beyond Blue Support Service offers short term counselling and referrals by phone and webchat on 1300 22 4636.

National Debt Helpline:

National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. We're not a lender and we don't 'sell' anything or make money from you. Our professional financial counsellors offer a free, independent and confidential service.

Call 1800 007 007

Open Monday to Friday, 9.30 am – 4.30 pm.

COVID-19 Financial Survival Guide - <https://ndh.org.au/debt-problems/covid19/>

1800RESPECT

For some people, home is not the safest place. Self-isolation and increased stress during COVID-19 will likely see an increase in domestic violence incidents.

Call 1800 737 732 (24hrs/7days)

Covid-19 Sole Trader Advice

The Australian Government has announced measures to support businesses impacted by the coronavirus (COVID-19). If you're a sole trader, learn what your business can get and where to go for help.

If you're a **sole trader** you may be eligible for:

JobKeeper Payment

You may be eligible to receive the JobKeeper Payment if your turnover has been reduced because of the coronavirus. Following registration by the eligible business, the Government will provide \$1,500 per fortnight per eligible employee for a maximum of 6 months.

<https://www.business.gov.au/Risk-management/Emergency-management/Coronavirus-information-and-support-for-business/JobKeeper-payment>

The increased instant asset write-off

Under normal circumstances, individual assets less than \$30,000 are eligible for the instant asset write off. The Government has lifted this threshold to \$150,000 for assets that are either installed or ready for first use by 30 June 2020.

<https://www.business.gov.au/Risk-management/Emergency-management/Coronavirus-information-and-support-for-business/Increasing-the-Instant-Asset-Write-Off>

Backing Business Investment (BBI)

A time limited 15 month investment incentive (through to 30 June 2021) to support business investment and economic growth over the short term, by accelerating depreciation deductions. Businesses with a turnover of less than \$500 million will be able to deduct 50 per cent of the cost of an eligible asset on installation, with existing depreciation rules applying to the balance of the asset's cost.

<https://www.business.gov.au/Risk-management/Emergency-management/Coronavirus-information-and-support-for-business/Backing-Business-Investment>

The Australian Banking Association has announced that Australian banks will defer loan repayments for small businesses affected by COVID-19 for 6 months.

Find more information <https://www.ausbanking.org.au/banks-small-business-relief-package/>