

Claim for Pandemic Leave Disaster Payment

When to use this form



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

If you are claiming for a period of isolation, quarantine or caring on or after 10 January 2022

Use this form if you are in need of financial support because you are required to self-isolate or quarantine from 10 January 2022 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 as a close contact, you would have been contacted directly by phone, email, SMS or letter.

If you are claiming for a period of isolation, quarantine or caring between 9 December 2021 and 9 January 2022

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.

For more information on a health official in your state or territory or claims for periods before 9 December 2021, go to **servicesaustralia.gov.au/covid19**

Online services



You can upload this form, with any supporting documents, online using your Centrelink online account.

For more information about how to access an online account or how to lodge documents online, go to **servicesaustralia.gov.au/centrelinkuploaddocs**

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, and some browsers, or you can print 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.

If you need help to claim this payment, call us on **180 22 66**.

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 required 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/covid19**

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, agents or access points **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 for yourself or the person you are caring for
- 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 for you or the person you are caring for. The test needs to be from a testing centre or health professional, or evidence that you have registered a positive test with a health authority.

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 112 days**.

For more information

Go to **servicesaustralia.gov.au/covid19**

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 will not be eligible for this payment.
For more information, go to
servicesaustralia.gov.au/covid19
To check which claim is suitable for you, go to
servicesaustralia.gov.au/paymentfinder

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 will not be eligible for this payment.

For more information, go to
servicesaustralia.gov.au/covid19
To check which claim is suitable for you, go to
servicesaustralia.gov.au/paymentfinder

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 who has been in close contact with someone who has tested positive with COVID-19 ☐ **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 will not be eligible for this payment.

For more information, go to
servicesaustralia.gov.au/covid19
To check which claim is suitable for you, go to
servicesaustralia.gov.au/paymentfinder

4 Are you living with the person?

No ☐  You will not be eligible for this payment.

For more information, go to
servicesaustralia.gov.au/covid19

To check which claim is suitable for you, go to
servicesaustralia.gov.au/paymentfinder

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 will not be eligible for this payment.

For more information, go to
servicesaustralia.gov.au/covid19
To check which claim is suitable for you, go to
servicesaustralia.gov.au/paymentfinder

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 will not be eligible for this payment.

For more information, go to
servicesaustralia.gov.au/covid19

To check which claim is suitable for you, go to
servicesaustralia.gov.au/paymentfinder



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7 What is the name and address of the person you are caring for?

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

Family name

First given name

Residential address

Postcode

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 start the period of isolation or quarantine?

If you are claiming for a period that commences on or before 8 December 2021, call **180 22 66**.

9 What 7 day period are you claiming for?

From

To


10 Are you claiming for a period of isolation or caring that commenced on or after 10 January 2022?

No ☐ Go to next question

Yes ☐ Go to 12

11 Can you provide a copy of the direction from the required authority that confirms you:

- have tested positive for COVID-19
- are a close contact with someone who has tested positive with COVID-19 and required to isolate
- are caring for someone who has been in close contact with someone who has tested positive with COVID-19?

No ☐  You will not be eligible for this payment.

For more information, go to


servicesaustralia.gov.au/covid19

To check which claim is suitable for you, go to **servicesaustralia.gov.au/paymentfinder**

Yes ☐ Go to 13

12 Can you provide evidence that you or the person you are caring for:

- were directly informed to self isolate as a close contact
- were given a positive test result for COVID-19 from a testing centre or health professional, or
- have registered a positive test with a health authority?

No ☐  You will not be eligible for this payment.

For more information, go to

servicesaustralia.gov.au/covid19

To check which claim is suitable for you, go to **servicesaustralia.gov.au/paymentfinder**

Yes ☐ Go to next question

13 Who informed you or the person you are caring for to self-isolate as a close contact, or who did you register your positive COVID-19 test with?

14 How were you notified?

SMS ☐

Phone ☐

Email ☐

Letter ☐

Other ☐ Give details below

15 What date were you notified?

Questions continue ►

About you

16 Your name

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Family name

First given name

Second given name

17 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.

18 Your gender

Male ☐

Female ☐

19 Your date of birth

20 Your residential address

Postcode

21 Your postal address (if different to above)

Postcode

22 Read this before answering the following question.

Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to servicesaustralia.gov.au/em

Your contact details

Home phone number ()

Is this a silent number? No ☐ Yes ☐

Mobile phone number

Alternative phone number ()

Email

23 Are you an Australian citizen who was born in Australia?

No ☐ Go to next question

Yes ☐ Go to 27

24 What is your country of birth?

25 What is your country of citizenship?

Australia ☐ Date citizenship granted

/ / Go to 27


Other ☐ Give details below

Country of citizenship

Passport number

Country of issue

26 Do you hold a visa that entitles you to work in Australia?

No ☐  You will not be eligible for this payment.

For more information, go to servicesaustralia.gov.au/covid19

To check which claim is suitable for you, go to servicesaustralia.gov.au/paymentfinder


Yes ☐ Give details below

Visa subclass

Date visa granted

27 Have you/will you receive an Australian Government income support payment, ABSTUDY Living Allowance, Paid Parental Leave or Dad and Partner Pay for any day within the 7 day period you are claiming for?

No ☐ Go to next question

Yes ☐  You will not be eligible for this payment.
For more information, go to **servicesaustralia.gov.au/covid19**
To check which claim is suitable for you, go to **servicesaustralia.gov.au/paymentfinder**

About your employment

28 Your employer details

Name of employer

Australian Business Number (ABN) (if known)

Employer's address

Postcode

Contact phone number

29 Is it likely you would have worked during the period you are required to self-isolate, quarantine or care for another person?

No ☐  You will not be eligible for this payment.

For more information, go to **servicesaustralia.gov.au/covid19**
To check which claim is suitable for you, go to **servicesaustralia.gov.au/paymentfinder**

Yes ☐ Go to next question


30 Date last worked

31 Does this employer provide access to appropriate leave entitlements (including any special pandemic leave)?

No ☐ Go to 33

Yes ☐ Go to next question

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

No ☐  You will not be eligible for this payment.
You must use all your 'appropriate' leave entitlements before claiming this payment.

Yes ☐ Give details below

From

To

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

From

To

34 Do you have another employer?

No ☐ Go to next question

Yes ☐



You need to provide details from questions **28 to 33** for each additional employer.

Payment

35 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

36 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 **servicessaustralia.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.

Declaration


37 I declare that:

- I have read the privacy notice on this page.
- the information I have provided in this claim is complete and correct.

I understand that:

- I must have evidence to support this claim and Services Australia may request evidence at any time
- I must tell Services Australia of any changes to this information or my circumstances **within 14 days**.
- any overpayment will be recovered.
- Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

Have you read, understood and agree to the above declaration?

No ☐  You will not be eligible for this payment.

For more information, go to **servicessaustralia.gov.au/covid19**

To check which claim is suitable for you, go to **servicessaustralia.gov.au/paymentfinder**

Yes ☐  Go to next question

Consent

38 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 completed the signature section and dated this form.

Returning this form

Return this form **online** using your Centrelink online account. For more information, go to **servicessaustralia.gov.au/centrelinkuploaddocs**

You can **fax** a printed and signed form to **1300 727 760**. Make sure any accompanying documentation is also clearly identified with your name.