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Financial difficulties and disasters

Information about managing tax and super if you experience financial difficulties or disasters.

Support to lodge and pay



Help when unexpected life events make it hard to pay your tax and super.

Crisis support



We are committed to providing support to those who need help with their tax and super obligations.

Support in difficult times



How we can help if you're affected by a natural disaster, a crisis of any kind or in difficult times.

COVID-19



Find the latest information and tailored support during COVID-19 (novel coronavirus).

Verify or report a scam



QC 81466

Crisis support

We are committed to providing support to those who need help with their tax and super obligations.

Last updated 25 May 2021

Whether you are affected by COVID-19, natural disasters, mental health issues, serious illness, family and domestic violence, financial difficulties or family tragedy talk with us about the support available.

We understand that family and property are your priority during disaster events. Once the immediate crisis has passed, we can help you get your tax affairs back on track.

We can help you reconstruct tax records when documents have been destroyed so you can access government payments.

To find out about the support options available for anyone affected by an event, see:

- Natural disasters
- COVID-19

Other crisis support

To find out about support available for your circumstances, visit:

- Support in difficult times
- Deceased estates
- Financial difficulties and serious hardship
- Early access to your super
- Your identity security – get help

Speak to us

If you have been affected by a crisis and want to speak to someone directly, phone our **Emergency Support Infoline** on **1800 806 218** during operating hours.

If you would prefer someone else to speak to us on your behalf:

- nominate an authorised contact using ATO Online
- talk to your tax professional about your situation and support available.

For immediate mental health and wellbeing support phone:

- Beyond Blue on **1300 224 636**
- Lifeline on **13 11 14**.

For information in other languages see:

- Other languages

See also:

- Early access to your super
- Health and wellbeing organisations

QC 65749

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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