



Australian Government
Services Australia

People who don't get a payment from Australian Government – coronavirus (COVID-19)

<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/people-who-dont-get-payment-from-us-coronavirus-covid-19>

You may get help from Australian Government if you or your family are affected by the coronavirus pandemic.

This includes any of the following circumstances, if you're:

- unable to work
- in isolation or hospitalised
- caring for children.

To get a payment, you'll need to meet all the eligibility rules including residence rules and income and assets.

You may get 1 of the following payments:

- Newstart Allowance
- Youth Allowance
- Parenting Payment
- Sickness Allowance.

From 20 March 2020, [JobSeeker Payment](#) will replace Newstart Allowance and Sickness Allowance. If you get one of these payments, you may transfer to JobSeeker Payment.

We've changed our rules for people who are affected by coronavirus.

You may be exempt from [mutual obligation or participation requirements](#).

You won't need to provide medical evidence if you claim Sickness Allowance.

From 12 March, you won't have a 1 week [waiting period](#) if you're claiming:

- Newstart Allowance
- Youth Allowance (job seeker)
- Parenting Payment
- JobSeeker Payment.

Call the Australian Government departments if you're having any trouble claiming a payment. You can use the following numbers:

- [Newstart Allowance](#) 132 850
- [Youth Allowance](#) 132 490
- [Parenting Payment](#) 136 150

The Department of Health [coronavirus \(COVID-19\) health alert](#) has more information about the coronavirus situation.

Mutual obligation or participation requirements.

<https://www.servicessaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/job-seekers-coronavirus-covid-19>

Job seekers - coronavirus (COVID-19)

Find out about your mutual obligations if you're a job seeker affected by coronavirus (COVID-19).

If you're not affected by coronavirus your mutual obligations won't change. However if you're isolated at home because of coronavirus, the Australian Government will grant you a Major Personal Crisis exemption for 14 days.

For the Government to do this you need to tell them as soon as possible after you're isolated by [calling them](#) on 132 850 or your regular payment line. You need to tell them why you're isolated, for example, if any of the following apply:

- a doctor or government authority has told you to isolate yourself because of possible exposure to coronavirus
- you need to isolate yourself after reading the [latest health alerts](#) from the Department of Health.

You don't need to give proof to support your exemption. However, if you need to stay in isolation longer, you'll need to [call us](#) on your regular payment line to update us on your circumstances.

If you're a Principal Carer you may also be exempt. You may be exempt if either:

- your child's school or childcare centre has closed
- you're caring for an adult with a disability or special needs whose day service or supported workplace premises closes.

You'll need to [call us](#) on your regular payment line to let us know.

During your exemption period you won't need to:

- attend appointments
- look for work
- do any of the activities in your Job Plan.

If you're not affected by coronavirus

At this stage, you should continue to do your normal activities such as:

- attend your appointments
- do the activities in your Job Plan.

If you have any concerns, contact your employment services provider.