

Available supports during Covid-19

Covid-19 and Centrelink

From 20 March 2020, your Sickness Allowance will be transferred into a new payment called 'JobSeeker Payment'. This will become the main income support payment if you're at least 22 years of age and under Age Pension age. For more information:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment>

Economic support payment for Centrelink recipients

- If you receive an eligible Centrelink payment (e.g., Sickness Allowance; JobSeeker Payment; Disability Support Pension) and you were living in Australia on 12 March, you will automatically get two \$750 one-off Economic Support Payments:
 - The first payment will start on 31 March, and most people will receive it by 17 April.
 - The second payment will start on 13 July (note: you are not eligible for this second payment if you have received the Coronavirus Supplement (see below)).
- To ensure you receive this payment, make sure Centrelink has your correct details by checking myGov or calling the relevant Centrelink contact line.

Mutual obligations

- Mutual obligation requirements have been suspended for JobSeeker Payment until 27 April 2020. You will be informed once these start again.
- This means that your payment cannot be suspended and you cannot receive any demerit points or have your payment reduced or cancelled for not meeting your mutual obligations.

Coronavirus supplement for Centrelink recipients

- If you receive an eligible Centrelink payment (e.g., Sickness Allowance; JobSeeker Payment), you will automatically be paid an extra \$550 a fortnight from 27 April 2020 for 6 months.
- You do not need to do anything if you're already receiving one of these payments. Centrelink will pay you automatically from 27 April 2020.
- Note: if you receive this supplement, you will not be eligible to also receive the second Economic Support Payment.

For more information

- <https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support>
- <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-already-get-payment-from-us-coronavirus-covid-19>

NSW Government: Easing the cost of living

The NSW Government is helping ease the cost of living with more than 70 rebates and savings. Visit <https://www.service.nsw.gov.au/campaign/cost-living> and use the **Saving Finder** to find relevant savings from you.

These may include:

- **Low Income Energy Rebate** helps eligible low income NSW households cover the costs of their energy bills. It is paid once each financial Low Income Energy Rebate year.
- **No Interest Loans Scheme (NILS)** offers people on low incomes safe and affordable access to credit of up to \$1500.
- **Pensioner Water Rebate** if you receive a pension, you may qualify for a rebate on your water bill.

Further information can be found on Services NSW website:

<https://www.service.nsw.gov.au/services/concessions-rebates-and-assistance>

Phone/internet support during Covid-19

Not everyone can afford internet at home, and therefore rely solely on their phone data. This can then make it hard to link in with supports/services through 'telehealth', and can also impact their ability to connect with friends and family during Covid-19 isolation/distancing. As part of the Covid-19 response plan, many phone companies are helping people to stay connected whilst we are told to stay home.

Telstra customers

- No late payment fees or suspending services for bills that become overdue between 19 March 2020 and 30 April 2020
- Mobile (excluding pre-paid) and mobile broadband customers can register for an extra 25GB of data at no extra charge. Need to register before 19 April 2020 via the Telstra 24x7 and My Telstra apps.
- Unlimited data for customers with home broadband plans (ADSL, NBN and cable). This will be automatically applied from 19 March 2020.

For more information, visit: https://www.telstra.com.au/covid19/supporting-you-during-covid19?gclid=EAlaIqobChMI78nyqNS56AIVk4aPCh2kHA_MEAAYASAAEgLf3_D_BwE&gclidsrc=aw.ds

Optus customers

- All eligible post-paid mobile customers can get a one-off add-on of 20GB bonus data per service. Need to activate through the My Optus app anytime during the month of April.
- All eligible pre-paid customers can get 10GB of additional data when you recharge \$40 or more during April 2020.
- Unlimited data for eligible Optus Home Broadband customers for the months of April and May. This will be automatically applied.
- We'll be offering to our customers, including small businesses:
 - All late payment fees will be waived for all customers until 30 April 2020
 - All disconnection and credit collection activities will be ceased until 30 April 2020

For more information, visit: <https://www.optus.com.au/about/media-centre/coronavirus-support#get-intouch>

Information correct as at 1 April 2020

This information was collated by Zoe Hughes, Social Worker/Rehabilitation Coordinator, **South West Brain Injury Rehabilitation Service**.
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Grocery shopping during Covid-19

If you are struggling to get to the supermarket and/or are having difficulty getting the items you need, the following information may apply to you:

Woolworths

Woolworths Basics Box

Woolworths have developed the Woolworths Basics Box to help provide essential products to customers who are currently unable to visit in-store – this includes the elderly, people with a disability, those with compromised immunity, and people in mandatory isolation. The boxes come with a set list of contents, so you won't be able to choose, switch or select the products you'll receive. The contents include household essentials (e.g., flour, toilet paper), breakfast (e.g., juice, milk, cereal), lunch & dinner (e.g., pasta, canned items), & snacks (e.g., tea, biscuits, muesli bars).

For more information, and to apply visit <https://www.woolworths.com.au/shop/page/woolworths-basicsbox>
Alternatively, call the Customer Care team on 1800 904 698.

Priority Assistance

To ensure vulnerable customers in the community have access to delivery services at this time, Woolworths is providing a Priority Assistance service with dedicated delivery windows. Eligible customers include seniors, people with a disability and those with compromised immunity or who are required to self-isolate. To apply, visit: <https://www.woolworths.com.au/shop/discover/priorityassistance>

Coles

Home Delivery with Coles Online Priority Service (COPS)

For customers who can't shop in-store, who instead can have groceries delivered to their home. For more information, visit: <https://www.coles.com.au/customernotice#coles-online>

To sign up, head to: <https://shop.coles.com.au/a/alexandria/promo/welcome-to-coles?cid=wsm>

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