

It is faster and easier to claim over the phone by calling us on **180 22 66**.

## When to use this form



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 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, 16 years or under, who has tested positive with COVID-19
- you care for a child, 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 someone (other than a child) who has tested positive with COVID-19.

For more information, go to [servicessaustralia.gov.au/disaster](https://servicessaustralia.gov.au/disaster)

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 from:

- QLD Health, or
- a person who is employed by a state or regional department of health.

## 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 Queensland
- were informed to self-isolate or quarantine, or are caring for someone who has tested positive with COVID-19
- were likely to have worked during the period of self-isolation, quarantine or caring for someone who has tested positive with COVID-19
- 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
- have not received the Queensland Hardship Payment for the same 14 day period
- are not receiving the JobKeeper Payment or 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 \$1,500.

One lump sum payment is payable per person for each 14 day period of directed quarantine or self-isolation or caring. The 14 day period or part thereof must fall on or after 7 October 2020.

A separate application must be made for each 14 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 2020-21 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 2020-21 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/disaster](https://servicesaustralia.gov.au/disaster)

## What I may need to provide

You may need to provide one document showing your proof of birth or proof of arrival in Australia or any other approved documents that add up to the value of 50 points. For example, driver licence (40 points), bank or financial institution card (40 points).

You may also need to provide additional evidence that you are eligible for this payment, for example:

- proof of your residential address
- 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.

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 28 days**.

## Filling in this form

You can complete this form on your computer, print and sign 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.

## For more information

Go to [servicesaustralia.gov.au/disaster](https://servicesaustralia.gov.au/disaster)

Call us on **180 22 66**.

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 Queensland (EM228)

1 Your Customer Reference Number (if known)

-  -  -

2 Are you currently in Australia?

No   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

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 JobKeeper Payment or a payment, pension or benefit (not including Family Tax Benefit) from the Australian Government
  - have received the Queensland Hardship Payment for the same period you are claiming
  - have access to appropriate leave from your employer
- then you may not be eligible for this payment. Call us on **180 22 66** if you want to discuss your eligibility.

I am not able to attend work and earn an income because:

**Tick all that applies**


I am caring for a child aged 16 years and under who has tested positive with COVID-19  **Go to 4**

I am caring for a person who has tested positive with COVID-19  **Go to 4**

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 4**


I have tested positive with COVID-19  **Go to 6**

I have been in close contact with someone who has tested positive with COVID-19  **Go to 6**

None of the above   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

4 Has anyone else claimed this payment due to caring for the child or person while they are required to quarantine or self-isolate?

No  **Go to next question**

Yes   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

5 What is the name of the child or person you are caring for?

If you are caring for a person other than your child that has tested positive with COVID-19, you must have their consent to provide their name below.

1 Family name

First given name

2 Family name

First given name

3 Family name

First given name

If you need more space, provide a separate sheet with details.

6 What date did you, the child or the person you are caring for enter quarantine or self-isolation?

/  /



CLK0EM228 201009

7 What 14 day period are you claiming for?

Only one claim can be made for each 14 day period of quarantine, self-isolation or caring.

If your quarantine, self-isolation or caring period extends past 14 days or you have a new period of quarantine, self-isolation or caring, you **must** make a new claim.

From

To

8 Were you directly informed to self-isolate?

No

Yes

9 Who informed you to self-isolate?

10 How were you notified?

SMS

Phone

Email

Letter

Other  Give details below

11 What date were you notified?

### About you

12 Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

13 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.

14 Your gender

Male

Female

15 Your date of birth

16 Your Queensland residential address

17 Your postal address (if different to above)

18 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](https://servicesaustralia.gov.au/em)

Your contact details

Home phone number

Is this a silent number? No  Yes

Mobile phone number

Alternative phone number

Email

19 Are you an Australian citizen **who was born in Australia**?

No  Go to next question

Yes  **Go to 23**

20 What is your country of birth?

21 What is your country of citizenship?

Australia  Date citizenship granted

 /  /  **Go to 23**


Other  Give details below

Country of citizenship

Passport number

Country of issue

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

No   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

Yes  Give details below


Visa sub class

Date visa granted

 /  / 

23 Are you receiving an Australian Government income support payment, ABSTUDY Living Allowance, Paid Parental Leave or Dad and Partner Pay?

No  Go to next question

Yes   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

## About your employment

24 Your employer details

Name of employer

Australian Business Number (ABN) (if known)

 -  -  - 


Employer's address

  
  
 Postcode


Contact phone number

25 Has your employer claimed JobKeeper Payment for you?

No  Go to next question

Yes   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

26 Is it likely you would have worked during the period you are required to self-isolate, quarantine or care for someone who has tested positive with COVID-19?

No   You may not be eligible for this payment.  
Call us on **180 22 66** if you want to discuss your eligibility.

Yes  Go to next question

27 Date last worked


 /  / 

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

No  **Go to 31**

Yes  Go to next question

29 Have you already claimed for this leave?

No   You must use all your leave entitlements before claiming this payment.  
Call us on **180 22 66**.

Yes  Give details below

From

 /  / 

To

 /  /


**30** What is the period of time you did not work while you were in self-isolation, quarantine or caring for someone who has tested positive with COVID-19?

From  To

**31** Do you have another employer?

No  **▶** Go to next question

Yes  **▶**

 You need to provide details from questions **24 to 30** for each additional employer.

### Payment

**32** 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

**33** 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 [servicesaustralia.gov.au/privacy](https://servicesaustralia.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.

### Consent

**34** 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 signed and dated this form.

### Returning this form

Return this form:

- **online** using your Centrelink online account. For more information, go to [servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)
- fax your claim form to: **1300 727 760**  
Make sure any accompanying documentation is also clearly identified with your name.