



## Combined list of help for individuals and families

The COVID-19 pandemic adds further strain to bushfire affected communities, many of which were already under pressure from drought or flood events.

A list of Australian Government support, and how to access it, is below.

It includes bushfire, drought, flood and COVID-19 assistance.

Bushfire help is in white | COVID-19 help is in blue | Drought & flood help is in orange

We are updating this list as things change. Check the web for the latest information:

- See [combined list of help for individuals and families](#)
- See [combined list of help for small business and not-for-profits](#)
- See [combined list of help for primary producers](#)

All of these measures have eligibility criteria, so make sure you check out the detail to see if they match your circumstances.

For details of the response to COVID-19 visit [australia.gov.au](http://australia.gov.au) or [covid19.qld.gov.au](http://covid19.qld.gov.au).

**Prefer to talk?** Call the Queensland Community Recovery Hotline on **1800 173 349**.

### Help for individuals

Who you are	Type of support available	How to access it
I want to talk to someone about how I'm feeling	<b>Bushfire - Mental health</b> <ul style="list-style-type: none"><li>• For people directly affected by the fires</li><li>• Up to 10 <b>free counselling</b> sessions, and Medicare rebates for up to 10 psychological therapy sessions</li><li>• Access to help lines</li></ul>	Call <b>180 22 66</b> and ask about the free counselling To access Medicare rebated sessions, <b>contact your preferred psychologist</b> For <b>help over the phone</b> call: Lifeline Bushfire 13 43 57 Mensline 1300 78 99 78 Kids helpline 1800 55 1800
	<b>COVID-19 - Mental health</b> <ul style="list-style-type: none"><li>• Get help to cope with life's changes as a result of COVID-19</li></ul>	Visit <a href="http://headtohealth.gov.au">headtohealth.gov.au</a> for links to online counselling or call: Lifeline 13 11 14 (24 hours) Kids helpline 1800 55 1800

Who you are	Type of support available	How to access it
I am experiencing <b>domestic violence</b>	<b>For anyone who needs it</b> <ul style="list-style-type: none"> <li>Support services are available to help you</li> </ul>	Call <b>1800 RESPECT</b> (1800 737 732)
I need a bit of <b>money</b> for short term living costs	<b>Bushfire – Emergency Relief</b> <ul style="list-style-type: none"> <li>Emergency relief to help with things like bills, food, clothing</li> </ul>	Salvation Army <b>1300 662 217</b> St Vincent de Paul <b>13 18 12</b>
	<b>Bushfire – Financial assistance</b>	<a href="#">Red Cross</a> <b>1800 733 276</b>
	<b>Bushfire - Disaster Recovery Payment</b> <ul style="list-style-type: none"> <li>For people who suffered loss in the fires (property, injury or loss of a family member)</li> <li>\$1000 per adult</li> <li>\$800 per child</li> </ul>	Call Services Australia on <b>180 22 66</b> or visit <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a> and search for <b>bushfires</b>
	<b>Drought Community Support Initiative</b> Apply for immediate financial support of up to <b>\$3,000</b>	<a href="#">Salvation Army</a> <b>1300 551 030</b> <a href="#">St Vincent de Paul</a> <b>1300 846 643</b>
	<b>Bushfire – For customers of Indigenous Business Australia</b> <ul style="list-style-type: none"> <li>Relief from <b>loan</b> repayments</li> </ul> <b>\$2,000 bushfire crisis grants</b>	Call IBA on <b>1800 107 107</b>
	<b>COVID-19 - Early release of super</b> <ul style="list-style-type: none"> <li>Individuals affected by COVID-19 can access up to \$10,000 of their superannuation in 2019-20 and a further \$10,000 in 2020-21</li> </ul>	Apply to the ATO through <b>My Gov</b> ( <a href="http://www.my.gov.au">www.my.gov.au</a> ), from mid-April <a href="http://Treasury.gov.au/coronavirus">Treasury.gov.au/coronavirus</a>
	<b>COVID-19 - Support for retirees</b> <ul style="list-style-type: none"> <li>Temporary reduction to <b>minimum drawdown requirements</b> for account based pension</li> <li>Reduces the need to sell investment assets to fund minimum drawdowns</li> </ul>	Find out more at <a href="http://Treasury.gov.au/coronavirus">Treasury.gov.au/coronavirus</a>
	<b>COVID-19 - Support for retirees</b> <ul style="list-style-type: none"> <li>Changes to <b>deeming rates</b>, to acknowledge the impact of low interest rates on income from savings</li> </ul>	This change will be <b>applied automatically</b> <a href="http://Treasury.gov.au/coronavirus">Treasury.gov.au/coronavirus</a>

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<p><b>I need income support</b> for living costs longer term</p>	<p><b>Bushfire - Disaster Recovery Allowance</b></p> <ul style="list-style-type: none"> <li>Income support payment for up to 13 weeks.</li> <li><b>For people who lost income</b> as a direct result of the fires</li> </ul>	<p>Call Services Australia on <b>180 22 66</b> or visit <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a> and search for <b>bushfires</b></p>
	<p><b>COVID-19 – Financial support for people affected by COVID-19</b></p> <ul style="list-style-type: none"> <li>Expanded eligibility for some payments and moves to make them easier to claim</li> </ul>	<p>Claim online at <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a> Or over the phone on <b>132 850</b>.</p>
	<p><b>COVID-19 - Economic Support Payment</b></p> <ul style="list-style-type: none"> <li><b>\$750 payments</b> for people on certain government payments</li> </ul>	<p>Will be <b>paid automatically</b> to people who are eligible <a href="http://Treasury.gov.au/coronavirus">Treasury.gov.au/coronavirus</a></p>
	<p><b>COVID-19 - Supplement</b></p> <ul style="list-style-type: none"> <li>Higher rate of support, through <b>\$550/fortnight Coronavirus Supplement</b></li> </ul>	<p>Will be <b>paid automatically</b> to people on relevant payments. <a href="http://Treasury.gov.au/coronavirus">Treasury.gov.au/coronavirus</a></p>
	<p><b>Drought– Farm Household Allowance (FHA)</b></p> <ul style="list-style-type: none"> <li>Four years of support (in every 10) for eligible farming families, usually at the <b>same rate as JobSeeker Payment</b></li> <li>Activity Supplements of up to \$4,000 are also available to help primary producers improve their financial position</li> <li>People who reach their limit of FHA before 1 July 2020 will also get a one-off relief payment of \$7,500 (single recipient) or \$6,500 (couple recipients)</li> </ul>	<p>For more information visit <a href="http://agriculture.gov.au/fha">agriculture.gov.au/fha</a> or call the Farmer Assistance Hotline on <b>132 316</b></p> <p>To apply visit <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a> and search for 'farm household allowance'</p>
<p>I am worried about <b>losing my job</b></p>	<p><b>COVID-19 Job Keeper</b></p> <ul style="list-style-type: none"> <li>Businesses significantly impacted by COVID-19 will be able to access a subsidy from the Government to continue paying their employees</li> <li><b>A subsidy of \$1,500/fortnight</b> per employee for up to six months</li> <li>Available to businesses, not-for-profits and sole traders</li> </ul>	<p>Your employer will notify you if they intend to claim the payment on your behalf. Employers can register interest at <a href="http://ato.gov.au">ato.gov.au</a> (search for JobKeeper) <a href="http://Treasury.gov.au/coronavirus">Treasury.gov.au/coronavirus</a></p>

Who you are	Type of support available	How to access it
I need advice on debt or an urgent personal loan	<b>For anyone who needs it</b> <ul style="list-style-type: none"> <li>Free financial counselling, funded by the government</li> </ul>	Call the <b>National Debt Helpline</b> on <b>1800 007 007</b>
	<b>COVID-19 – Relief services</b> <ul style="list-style-type: none"> <li>Expanding access to the <b>No Interest Loans Scheme</b> (alternative to high-risk, high-interest products like credit cards or payday loans)</li> </ul>	Find out more on at <a href="http://moneysmart.gov.au">moneysmart.gov.au</a> (search ‘No Interest Loans Scheme’)
I am a parent or carer	<b>COVID-19 - Early Childhood Education and Care Relief</b> <ul style="list-style-type: none"> <li>Gives families fee relief while supporting child care services to keep their doors open and employees in their job.</li> </ul>	Talk to your childcare provider For more information visit <a href="http://australia.gov.au">australia.gov.au</a> and scroll down to ‘Education & child care information’
	<b>Drought – Isolated Children Scheme</b> <ul style="list-style-type: none"> <li>Assistance if your child can't go to a local government school because of geographical isolation, disability or special needs.</li> </ul>	Visit <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a> and search ‘Isolated children’
	<b>Drought – In Home Care</b> <ul style="list-style-type: none"> <li>For families with child care requirements</li> <li>Provides flexible care that supports families’ workforce participation and child care requirements where other options are not available or appropriate</li> </ul>	Visit <a href="http://education.gov.au/in-home-care">education.gov.au/in-home-care</a>
	<b>Additional Child Care Subsidy Temporary Financial Hardship</b> <ul style="list-style-type: none"> <li>This is short-term help for families who use child care and are experiencing significant financial hardship</li> </ul>	Visit <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a> and search for ‘additional child care subsidy temporary financial hardship’
I rent my home	<b>COVID-19 – Evictions</b> <ul style="list-style-type: none"> <li><b>Evictions will be put on hold</b> for six months by the states and territories, for those in financial distress because of COVID-19</li> </ul>	Landlords and renters are encouraged to talk about short term agreements. Visit <a href="http://business.gov.au">business.gov.au</a> (click on for ‘COVID-19 information’)