

COVID-19

Government Assistance Guide



A quick reference guide to general Government support available to eligible Residential or Business customers impacted by COVID-19.

As the situation may change rapidly, we recommend checking the websites listed below for the most up to date information.

Federal / State Government	Assistance for Residential customers	Assistance for Business customers
Federal	<p>Income Support Payment: Temporary fortnightly \$550 Coronavirus supplement from 27 April 2020 if receiving an eligible payment. Click here for more information.</p> <p>Household Support Payments: Two \$750 payments between 12 March and 13 April 2020, and from 13 July 2020. Click here for more information.</p> <p>Early Access to Superannuation: From 20 April, some people can apply to access up to \$10,000 of super in 2019-20 and another \$10,000 in 2020-21. Click here for more information.</p> <p>Child Care Subsidy: You won't need to pay childcare fees when you access childcare between 6 April and 28 June 2020. Click here for more information.</p> <p>Job Seeker Payments: The Government temporarily expanded eligibility and qualification criteria from 25 March 2020. Click here for more information.</p> <p>Rent Assistance: An extra payment if you pay rent and get certain payments from Government. Click here for more information.</p>	<p>Cashflow Assistance to Business: Up to \$100,000 for eligible small and medium-sized businesses, and not-for-profits. Click here for more information.</p> <p>Temporary Relief: Increased threshold at which creditors can issue a statutory demand on a company. Click here for more information.</p> <p>JobKeeper Payment: Businesses (including self employed) will be able to claim a fortnightly payment of \$1,500 per eligible employee from 30 March 2020. Click here for more information.</p> <p>Backing Business Investment: The Government is providing a time limited 15-month investment incentive. Click here for more information.</p> <p>Non-Profit Organisation: The Government is providing support for Not-for-profit organisations (NFPs) to withstand the economic impacts of the Coronavirus. Click here for more information.</p>
NSW	<p>Energy Accounts Payments Assistance – EAPA:  The EAPA scheme helps customers experiencing financial difficulty in paying their utility bills. Click here for more information.</p> <p>Further Concessions Include:  NSW Family Energy Rebate, click here NSW Electricity, click here & Gas Concessions, click here</p>	<p>Small Business COVID-19 Recovery Grant: This grant helps small businesses meet the costs of safely reopening or up-scaling operations. Click here for more information.</p>
QLD	<p>Home Energy Emergency Assistance Scheme HEEAS:  Receive up to \$720 towards your energy bills. Click here for more information.</p> <p>Further Concessions Include:  QLD Electricity & Gas Concessions, click here</p>	<p>Industry Support Package:  Package will assist large businesses through this period. Click here for more information.</p> <p>SME Electricity bill Rebate:  \$500 rebate on electricity bills for small-medium businesses. Click here for more information.</p>
SA	<p>Cost Of Living Concession:  Helps with electricity, water, gas or medical bills. Click here for more information.</p> <p>Further Concessions Include:  SA Emergency Energy Payment Scheme (EEPS), click here SA Electricity Concession, click here</p>	<p>Job Rescue Package: To help drive the economy, secure jobs and support industry through COVID-19. Click here for more information.</p>
VIC	<p>Utility Relief Grant Scheme – URGS:  Provides help to pay electricity, gas or water bill. Click here for more information.</p> <p>Rent Relief Grant: Up to \$2,000 assistance with rent. Click here for more information.</p> <p>Extra Support for COVID-19 Hotspot Postcodes: Extra support for Housing Estates and Hotspot postcodes. Click here for more information.</p> <p>Further Concessions Include:  VIC Electricity & Gas Concessions, click here</p>	<p>Restricted Postcodes Business Support Program: Help for businesses impacted by COVID-19 lockdown orders and restrictions. Click here for more information.</p>
WA	<p>Hardship Utility Grant Scheme – HUGS:  The grant assists utility customers who are in financial hardship and are unable to pay their utility bills. Click here for more information.</p>	<p>Payroll Tax Relief: One off \$17,500 grant for small and medium businesses. Click here for more information.</p>

