

# Australian Government Community Recovery Assistance



2

## Disaster Income Recovery Subsidy Flooding and Severe Weather – November 2010/January 2011

### What is the Income Recovery Subsidy?

The Prime Minister has authorised financial assistance through Disaster Income Recovery Subsidy for employees, small business persons and farmers who can demonstrate they have experienced a loss of income as a direct result of the flooding and severe weather that commenced on 29 November 2010 and continued in December 2010, January 2011 and February 2011.

### Am I eligible?

You are eligible for assistance if you:

- are 16 years of age, or older, and are not a dependent child
- are an Australian resident and living in Australia for the period of time you receive the subsidy, or a foreign national living or working in Australia at the time of the disaster and for the period of time you are in receipt of the subsidy
- derive an income from the area affected by the disaster, or resides in the area affected by the disaster; and
  - have experienced a loss of income as a direct result of the disaster
  - can show evidence supporting the claimed loss of income within 28 days
  - is not currently (at the time of lodgement) receiving another income support payment or pension (such as Age Pension, Newstart Allowance, service pension from the Department of Veterans' Affairs, or Exceptional Circumstances Income Relief Payment).

Each member of a couple must qualify in their own right.

### What do I get?

If you are eligible you will receive:

- \$469.70 per fortnight for a single adult
- \$424.00 per fortnight per adult who is a member of a couple
- \$508.20 per fortnight for a single adult with a dependent child

- \$388.70 per fortnight for a person who is under 21 years of age.
  - from 29 November to 31 December 2010: under 21 rate is \$377.00/fortnight; From 1 January 2011 to 28 February 2011: under 21 rate is \$388.70/fortnight.
  - where a claimant is under 21 years of age, single and has a child, the \$508.20 rate will apply.

### What information do I need to provide Centrelink?

Before you can get paid, you (and your partner if he/she is also claiming) may need to show Centrelink one document showing 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's licence (40 points), bank card/statement (40 points), Medicare card (20 points). Even if you cannot provide this immediately, you should lodge a claim without delay and provide the supporting documents to Centrelink **within 28 days**.

Please contact Centrelink if you have difficulty obtaining the documents.

You will also need to provide evidence supporting the claimed loss of income **within 28 days**, for example, pay slips from an employer, bank statements showing previous bank deposits from an employer, a letter from the employer, BAS statements, income tax returns, or other account documents identifying cash flow.

If you have difficulty obtaining this information, please contact Centrelink.

### How long do I have to claim?

To receive the Income Recovery Subsidy you must lodge your claim form by **28 February 2011**.



Australian Government



[www.centrelink.gov.au](http://www.centrelink.gov.au)

## How do I claim?

You can:

- call Centrelink on **180 22 66**
- print a claim on line at [www.centrelink.gov.au](http://www.centrelink.gov.au) then complete, sign and take your claim form to your nearest Centrelink Customer Service Centre or Centrelink Agent, or post to:

**Centrelink Emergency Management**  
**Reply Paid 7815**  
**Canberra BC**  
**ACT 2610**

If you have registered for Centrelink online services, you can also lodge your claim online.

You can also fax your form to **1300 727 760**. Please ensure any accompanying documentation is also clearly identified with your name.

## Newstart Allowance, Youth Allowance (jobseeker) or Parenting Payment

If you are on Newstart Allowance, Youth Allowance (jobseeker), or Parenting Payment and live in an area that was seriously affected by the flooding and severe weather, you may not be required to look for work or meet your activity test/participation requirements for up to 4 weeks to receive your income support payments. If you require more time to recover, your situation will be reviewed by Centrelink to see if these special arrangements can be extended.

It is important that you speak to a Centrelink officer, to confirm that these arrangements apply to you.

## Where can I get further assistance?

Centrelink social workers can provide counselling, support and information regarding services available. If you would like to speak with a Centrelink social worker please phone **180 22 66**.

Assistance is also available under the Australian Government Disaster Recovery Payment (AGDRP)—a one-off payment for people who have been adversely affected by a disaster and who meet the eligibility criteria. If you are eligible, you may receive \$1000 per adult and \$400 for each child (under 16 years of age). For more information, contact Centrelink on **180 22 66**.

## More information

Call Centrelink on **180 22 66** visit your local Centrelink Customer Service Centre or Centrelink Agent or go to our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

To speak to Centrelink in languages other than English, call **13 1202**.

## Privacy and your personal information

Personal information is protected by law, including the *Privacy Act 1988*.

The information you provide when you claim will be used to determine your eligibility for, and provide payments and services to you, and where relevant, third parties. Certain information may be used to detect or prevent fraud.

Centrelink may disclose limited personal information about you to other individuals when your circumstances affect their entitlement to payments and services.

Relevant information from your claim will be given to Australian and State Government Departments and Agencies who are involved in the joint administration of this Disaster.

Centrelink may give your information (including information that you have received assistance from Centrelink) to humanitarian, welfare and charitable organisations for the purposes of providing assistance to persons affected by the major Disaster.

In order to collect relevant immigration records, Centrelink will disclose information needed to identify you, and where applicable your partner and child(ren), to the Department of Immigration and Citizenship.

Limited personal information collected from you may be used to conduct customer research run by Centrelink, Government Departments or by research organisations on their behalf. Your participation in customer research is valued, however if you do not wish to take part please call the Customer Relations number on **Freecall™ 1800 050 004** (refer to the factsheet titled *Market research and you* for more information).

Centrelink can give your information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure.

You can get more information from the factsheet titled *Your Right to Privacy*. You can get this from any Centrelink Customer Service Centre, or by calling Centrelink on **180 22 66** or go to our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

## Disclaimer

The information contained in this publication is intended only as a guide to payments available.

### What are your responsibilities?

It is your responsibility to decide if you wish to apply for a payment and to make the application, having regard to your particular circumstances.

The information is accurate as at 14 January 2011 but may change. If you use this publication after that date, please check with Centrelink that the details are up to date.

### What if you deal with a third party?

You may deal with a third party who is not a member of Centrelink's staff. If you do so, please remember that Centrelink has not authorised any third parties to provide information or advice to you about payments.



Australian Government



# Ex-gratia Disaster Income Recovery Subsidy Flooding and Severe Weather – Nov 2010/Feb 2011 Self-declaration

## When to use this form

Use this form only if you have lodged a claim for the Ex-gratia Disaster Income Recovery Subsidy Flooding and Severe Weather – Nov 2010/Feb 2011 over the phone.

### 1 Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

### 2 Your date of birth

### 3 Your Customer Reference Number (if known)

### 4 Statement

#### I declare that:

- the information provided in the claim lodged over the phone is complete and correct.
- I have been advised of my rights to privacy.

#### I understand that:

- giving false or misleading information is a serious offence.
- Centrelink can make relevant enquiries to ensure I receive my correct entitlement.
- I need to notify Centrelink of any changes in my circumstances **within 14 days** of the change(s) occurring.
- any overpayment will be recovered.

Your signature

Date

### Return this form

Please return this form to one of the following:

- by Post – **Centrelink Emergency Management  
Reply Paid 7815  
Canberra BC ACT 2610**
- by Fax – **1300 727 760**
- or in person to your local Centrelink Customer Service Centre, Centrelink Agent or Medicare offices.



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