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

