**Disclaimer:** The information below represents an overview based on publically available information which may be subject to change as new announcements are made at the Federal, State or Territory Level. This is a general guidance document only and should not be considered a definitive assessment. Ultimate determination of eligibility lies with appropriate authorities.

### Table 1: Key Social Services Related to COVID-19: Amendments & Eligibility Related to Migrants With Temporary Visas

<table>
<thead>
<tr>
<th>Support Type</th>
<th>Key Details</th>
<th>Temporary Visa Holder (In)Eligibility</th>
<th>More Info &amp; COVID Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>CORONAVIRUS SUPPLEMENT for Centrelink Payments:</td>
<td>Coronavirus supplement is an additional $550 per fortnight</td>
<td>Eligible: The following temporary visa holders may be eligible for the Coronavirus Supplement via Jobseeker Payment, Youth Allowance, Austudy, Parenting Allowance &amp; Special Benefit, if they meet the additional criteria for the specific category of payment:</td>
<td>• <a href="https://www.servicesaustralia.gov.au/individuals/services/entitlements-welfare/jobseeker-payment">21.07.20 JobSeeker and JobKeeper payments have been extended until December 2020 and March 2021 respectively.</a></td>
</tr>
<tr>
<td>- JobSeeker Payment</td>
<td></td>
<td>- Protected Special Category Visa (SCV) (i.e. NZ citizens on subclass 444 who arrived prior to 26 Feb 2001)</td>
<td>• Payment amounts will reduce over time and mutual obligations and asset tests will exist for JobSeeker payments. For more information and updates visit the <a href="https://www.servicesaustralia.gov.au/">Services Australia website</a>.</td>
</tr>
<tr>
<td>- Youth Allowance Jobseeker</td>
<td></td>
<td>- Non-protected SCV holders (i.e. NZ citizens arriving after 26 Feb 2001) eligible if they have lived in Australia without a break for at least 10 years. Non-protected SCV holders may only get the JobSeeker Payment for one single period of up to 6 months.</td>
<td></td>
</tr>
<tr>
<td>- Youth Allowance for Students and Apprentices</td>
<td></td>
<td></td>
<td>• 15.05.20 Temporary Visa Holders and Social Security: A quick guide (Parliament of Australia)</td>
</tr>
<tr>
<td>- Austudy for Students and Apprentices</td>
<td></td>
<td></td>
<td>• Visa Holder Updates from Home Affairs</td>
</tr>
<tr>
<td>- ABSTUDY for students getting Living Allowance</td>
<td></td>
<td></td>
<td>• 04.04.20 - NZ citizens on 444 visas and who arrived before 26.02.2001 can access welfare payments and JobKeeper. 444 visa holders who arrived after 2001 have access to the JobKeeper payment. Those who have lived in Australia for 10 years or more have access to JobSeeker payments for six months.</td>
</tr>
<tr>
<td>- Farm Household Allowance</td>
<td></td>
<td></td>
<td>• Newly Arrived Residents Waiting Period &amp; Seasonal Work Preclusion Periods waived for these payments as of 25 March 2020.</td>
</tr>
<tr>
<td>- Parenting Allowance</td>
<td></td>
<td></td>
<td>• Expanded Jobseeker and Youth Allowance Jobseeker criteria applies to sole traders, self-employed, casual workers, contract workers who meet the income tests as a result COVID-19.</td>
</tr>
<tr>
<td>- Special Benefit</td>
<td>The Coronavirus Supplement and expanded access for payments will commence from 27 April 2020.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* [Services Australia (Centrelink) website](https://www.servicesaustralia.gov.au/) notes the following may be exempt from being an Australian resident, for limited payments and concessions: |
  - subclass 060 - Bridging visa F |
  - subclass 070 - Bridging (Removal Pending) |
  - subclass 785 - Temporary Protection |
  - subclass 785 - Temporary Protection |
  - subclass 786 - Temporary (Humanitarian Concern |
  - subclass 790 - Safe Haven Enterprise |
### Coronavirus Economic Support & Crisis Payments

<table>
<thead>
<tr>
<th>1st $750 Economic Support Payment</th>
<th>Same potential eligibility (or Lack thereof) for Temporary Visa Holders as Above based on Services Australia information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-off Crisis Payment</td>
<td>o 1st Economic Support Payment issued if person is getting an eligible payment on any day from 12 March to 13 April 2020.</td>
</tr>
<tr>
<td>2nd $750 Economic Support Payment</td>
<td>o Crisis Payment (one week of base income support rate) available if in severe financial hardship and either: need to self-isolate or are caring for someone self-isolating.</td>
</tr>
<tr>
<td></td>
<td>o 2nd Available from 13 July 2020 getting an eligible payment or have an eligible concession card on 10 July 2020. You will not receive if you are getting the Coronavirus supplement</td>
</tr>
</tbody>
</table>

### JobKeeper Payment

JobKeeper is a subsidy of $1500 per employee to eligible businesses and non-profit organisations.

Eligible employees:
- Holder of a permanent visa
- Protected Special Category Visa Holder (i.e. NZ citizens on 444 visa who arrived prior to 26 February 2001)
- Non-Protected SCV holders (NZ citizens on 444 visa who arrived after 26 February 2001)

Ineligible Employees
- All other temporary visa holders at this time

*Note Employers apply for this payment directly on behalf of eligible employees. It is administered by the ATO.

### Medicare

**What’s Covered by Medicare**

Eligible:
- NZ citizens (SCV holders – protected and non-protected)
- A temporary resident with a visa covered by a Ministerial Order; Fulbright scholars / Witness Protection (Trafficking) Temporary visa (subclass 787)/ De facto partners of Australian citizens or permanent residents /Support for Victims of People Trafficking Program / Temporary Humanitarian Concern visa (subclass 786) / Contributory Parent visas (subclasses 173, 143, 884, 864) /Temporary Protection visa (subclass 785) /Removal Pending Bridging visa (subclass 070) /Illegal maritime arrivals holding a Bridging E (Class WE) visa / Illegal maritime arrivals holding a Humanitarian Stay visa (subclass 449) /Secondary Movement Offshore Entry visa XB (subclass 447) /Safe Haven Enterprise visa (subclass 790) /Skilled Work Regional Provisional visa (subclass 491) /Skilled Employer Sponsored Regional Provisional visa (subclass 494)

Not Eligible:
- International Students, Working Holiday Maker, Visitors / Tourists, Pacific Island and seasonal workers / Temporary Graduate

**Medicare Eligibility and Enrollment Process**

UPDATE 21.0.207: The JobKeeper amount will reduce after September 2020 to $1200/$750 and end in March 2021. For more information visit JobKeeper Payment (Services Australia).

Information for New Zealand citizens claiming payments in Australia.

UPDATE: COVID19-related fees for testing and treatment have been waived in all States and Territories for persons who are Medicare ineligible. See the Table 3 below.

Residents of some countries may qualify for access to Medicare via Reciprocal Health Care Agreements (RHCA). (Belgium, Finland, Italy, Malta or the Maltese Islands, the Netherlands, New Zealand, Norway, Republic of Ireland, Slovenia, Sweden, United Kingdom) Country specific information.
- Bridging Visa holders (with the exception of BVE), unless their initial substantive visa upon arrival in Australia had Medicare entitlements, which is unlikely

| Temporary Early Release of Superannuation | From 25 March 2020, changes will allow employees to submit two applications for up to $10,000 each from their Superannuation fund (1/FY) | Eligible:  
  - Australian citizens and permanent residents as well as NZ citizens with Australian held super can access $10,000/FY for this year and next  

Applications for eligible temporary residents for the 2019–20 financial year closed on 30 June 2020. Temporary residents are not eligible to apply in the 2020–21 financial year. | For more information visit the Australia Tax Office (ATO) website.

Table 2: State and Territory Government Funding Announcements for Temporary Visa Holders, Including International Students

| VIC | **Australian Red Cross**  
Australian Red Cross has received Victorian Government funding specifically to support people who do not have access to Commonwealth income support (including Job Seeker and Job Keeper) or the Victorian Government’s International Student Emergency Fund.  

**International Student Emergency Relief Fund**  
The VIC Government is providing Emergency Support For Victoria’s International Students by establishing a $45 million International Student Emergency Relief Fund.  
  - The fund will provide one-off payments of up to $1100 to students in need while expanding emergency provisions for those experiencing exceptional circumstances.  
  - Up to 40,000 international students enrolled at Victorian universities, TAFEs, private vocational education and training providers and English language colleges who have lost wages and work due to the coronavirus pandemic could benefit from the relief payment.  
  - The payments will require co-contributions from university hardship funds, build on existing Victorian Government support provided to international students through the Study Melbourne Student Centre such as free legal aid and mental health services  

**More information:** Applications are still open. Visit the specific Study Melbourne homepage [here](#).  

**Coronavirus (COVID-19) rent relief grant**  
The VIC Government established an $80 million rental assistance fund to provide rent relief payments of up to $2,000 to Victorians experiencing rental hardship due to the coronavirus (COVID-19) pandemic. There are no citizenship or permanent residency requirements for applicants. Eligibility:  
  - The grant will assist renters in Victoria experiencing financial hardship due to coronavirus (COVID-19), who have, or will shortly have, a bond registered with the Victorian Residential Tenancies Bond Authority.  
  - Need to have registered revised rental agreement with Consumer Affairs Victoria or gone through mediation, have less than $5,000 in savings and still be paying at least 30 per cent of your income in rent. Your household income must be less than $1,903 per week.  

**More information:** If you have lodged your new rental agreement with Consumer Affairs Victoria, you can apply for a [Rent Relief Grant online](#).
**ACT**

**Temporary visa holders and international students support package**

Temporary visa holders and international students affected by COVID-19 who are ineligible for Commonwealth assistance programs, are able to access support through a $450,000 ACT Government support package.

- Under the new funding package, the RASH Coordination Committee – made up of groups working with asylum seekers including Companion House – will receive $140,000 to provide urgent support to asylum seekers living in Canberra.
- The Australian Red Cross will also see an extension to their existing emergency support program, receiving $160,000 to assist other temporary visa holders including people on temporary work visas and safe haven enterprise visas.
- The Red Cross will also work with tertiary institutions to provide $150,000 in ACT Government support to international students who have been impacted by COVID-19 and fallen onto financial hardship.

**More information:**

People seeking asylum can contact Companion House on 02 6251 4550 or via email: info@companionhouse.org.au
Temporary visa holders and international students can contact 02 6234 7695 or via email: hspcanberra@redcross.org.au.

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**NT**

**International Students and Visa Holders Emergency Relief**

The Northern Territory Government has established the Worker and Wellbeing Fund Worker for people who have lost their jobs because of coronavirus (COVID-19) are not already receiving financial and/or wellbeing support, including Centrelink benefits. It includes support for International students and temporary visa holders.

Red Cross have partnered with Melaleuca Refugee Centre to provide emergency relief for international students and visa holders and Territorians who have lost their job or their income has been reduced because of coronavirus (COVID-19) and are not eligible for other supports including Centrelink.

**More information:** Please contact Red Cross on 0403 987 018 to access emergency relief and support.

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**QLD**

**$900,000 COVID-19 package to support vulnerable communities**

On 22 May, the QLD Government announced a dedicated $900,000 COVID-19 connections package for refugees, asylum seekers and migrants. The **Community Connections Support Package** includes $132,000 to scale up the I Speak Your Language telephone support program delivered by the Multicultural Communities Council Gold Coast and $141,000 to fund a community connector role in the Australian Red Cross. Other funding for existing programs includes $420,000 to Community Queensland to respond to increased demand from people seeking asylum who are on temporary visas, and a $90,000 boost for providers funded through the Community Action for a Multicultural Society (CAMS) program to support technology enhancements enabling online service provision and engagement.


**Additional Support for International Students**

As announced by Study Queensland on 20 May 2020, the QLD Government has boosted its state-wide international education assistance and recovery package to $15 million. As part of this, an additional $10 million will now be made available to support international students experiencing severe financial hardship as a result of COVID-19. Currently, the Queensland Government is working on a process to distribute: additional funding to Queensland-based universities and TAFE Queensland to top-up their bursaries and student support services and one-off payments to private VET and ELICOS students.

- **University and TAFE Queensland students** are advised to contact their institution student support teams which will undertake a process to assess eligibility for financial support.
• International students at private education and training providers may be eligible for a one-off $500 payment. Application is via online portal which will be open soon. The portal will remain open until all allocated funding is exhausted. [Eligibility information](#)

More information: Follow the [Study Queensland Facebook page](#) to know when the portal is open and to keep up to date with announcements.

The [Queensland government has allocated $2.2 million to helping international students](#). The package covers access to professional support counsellors, isolation care-packs, pre-prepared meals and other living expense payments to students. Students will be able to connect with professional support counsellors through the Online Student Hub – a digital platform that will link caseworkers with students to guide them through mental health, visa, crisis accommodation and other essential needs. Multicultural Australia will provide the online counselling resources. Students in demonstrated financial hardship may also be referred to GIVIT for emergency assistance.

More Information: Visit the [Online Student Hub](#) or contact 1 800 QSTUDY (1800 778 839)

### SA

**International Student Support Package**

The SA government will provide further funding, on top of the funds made available by the University of Adelaide, Flinders University and the University of South Australia. Each university will distribute funds to international students both currently enrolled or studying in a pathway course, and suffering hardship. The International Student Support Package will include:

- $10 million fund for university students significantly impacted by COVID-19 restrictions at the University of Adelaide, Flinders University and University of South Australia to distribute to their pathway and international students.
- A $500 emergency cash grant to other international students significantly impacted by the restrictions, currently enrolled in a course, living in South Australia and who meet the criteria.
- And a one-off $200 assistance payment per student living with South Australian families provided to homestay families.

More information: Visit [www.studyadelaide.com](#) or to register your details please click [here](#).

### TAS

**Temporary Visa holders support – Pandemic Isolation Assistance Grants**

The Tasmanian government announced up to $3 million to assist temporary visa holders affected by COVID-19, including:

- immediate extension of eligibility for [Pandemic Isolation Assistance Grants](#), if they can demonstrate genuine financial hardship as a result of the coronavirus pandemic. This will provide an immediate payment of $250 per individual or up to $1000 per family
- for those whose country is safe to return to, assist with travel advice, and if necessary due to genuine financial hardship we will on a case by case basis assist with financial support to do so.

More information: To register your interest in support to return to your country of origin, call the public health hotline on 1800 671 738 by 23 May 2020

**COVID19 Rental Relief Fund**

- Up to $2000 or four weeks rent for tenants suffering from extreme hardship.
- Assistance to tenants paying more than 30% of their income in rent and with less than $5000 in savings.
- Eligible: Tenants covered by the Residential Tenancy Act 1997, tenants who rent rooms, are part of a share-house or are sub-tenants, migrants and temporary visa holders subject to them meeting all other eligibility criteria.
- Payments will be made to landlords and it will be a requirement they pass on this level of assistance to their tenant via rent reductions.
- Administered by Communities Tasmania through Housing Connect.

| NSW | **NSW Government supporting international students through COVID-19**: The NSW Government announced on 15 May 2020, that it will fund temporary crisis accommodation for stranded international students as part of a $20 million package. The package includes a temporary housing scheme, targeted at students in genuine need and delivered through approved student accommodation or homestay providers. It also provides increased support via the International Legal Service NSW, making available 50,000 free subscriptions to the multilingual My Legal Mate student app. A new 24/7 international student support service, through the NSW Government COVID-19 hotline (13 77 88), will offer free advice and information about other measures, including the moratorium on rental evictions and medical, mental health, legal and emergency support.  
**More information**: Contact the NSW Government COVID-19 hotline (13 77 88)  
**Multicultural NSW COVID19 Community Support Grants Program**  
On 3 June, the NSW Government announced it would **provide over $6 million to support multicultural communities**, including migrants and temporary visa holders, affected by COVID-19. The NSW Government will distribute **Funding to Support Multicultural Communities during COVID-19** to specialist migrant and settlement NGOs, and multicultural community organisations. Multicultural community organisations are encouraged to apply for over $500,000 in funding to provide immediate assistance for basic necessities like food, transport and language support for vulnerable people. Applications are now open and close 9am, 13 June 2020.  
**More information**: Visit the Multicultural NSW Grants [webpage](#). |

| WA | **Rental Relief Scheme**  
- The State Government is making available **$30 million for grants of up to $2,000** for Western Australian private residential tenants who lost their jobs on or after 20 March 2020 and are facing financial hardship due to the COVID-19 coronavirus pandemic.  
- Eligibility: The scheme is open to tenants or sub-tenants who:  
  - are a permanent resident, Australian citizen, or have a temporary or permanent protection visa or bridging visa  
  - live in a private residential property, rooming house or residential park  
  - have, or shortly will have, lodged a tenancy bond with the Bond Administrator  
  - are in ‘financial hardship’, meaning: have lost their job on or after 20 March 2020 due to COVID-19; have applied for or are receiving Centrelink income support; applicant and all tenants have less than $10,000 of total household savings; applicant and all tenants contribute more than 25 per cent of the total household income (after-tax) towards rent  
  - have agreed to a reduction in rent with the landlord or have engaged in Consumer Protection’s conciliation service  

**More information** is available [here](#). |
### TABLE 3: STATE AND TERRITORY ACCESS TO HEALTHCARE FOR TEMPORARY VISA HOLDERS

<table>
<thead>
<tr>
<th>State</th>
<th>COVID-19 WAIVER OF FEES – What if I am from overseas and not eligible for Medicare?</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIC</td>
<td>Overseas travellers who fall ill in Australia (and are not eligible for Medicare) often have health or travel insurance. For those who do not have adequate insurance coverage, <strong>Victorian hospitals will waive the costs of treatment</strong>. This includes waiving payment and debt recovery procedures for ambulance transfers of people suspected to have coronavirus (COVID-19), who are taken to Victorian hospitals for assessment. These arrangements have been put in place to ensure payment issues are not a barrier for people from overseas with symptoms seeking early medical advice. All people seeking asylum are entitled to free medical care in Victorian hospitals. For more information: <a href="https://www.rch.org.au/immigranthealth/clinical/Asylum_seekers">https://www.rch.org.au/immigranthealth/clinical/Asylum_seekers</a> &amp; <a href="https://services.dhhs.vic.gov.au/dental-services">https://services.dhhs.vic.gov.au/dental-services</a> <a href="https://www2.health.vic.gov.au/hospitals-and-health-services/patient-care/ambulance-and-nept/ambulance-payment/payment-responsibilities">https://www2.health.vic.gov.au/hospitals-and-health-services/patient-care/ambulance-and-nept/ambulance-payment/payment-responsibilities</a></td>
</tr>
</tbody>
</table>
| NSW   | **COVID-19 WAIVER OF FEES - What if I don’t have Medicare?**  
Most people that are not eligible for Medicare will have health or travel insurance. For those that do not have adequate insurance coverage, **NSW Health will waive these costs**. This includes the waiving of payment and debt recovery procedures for ambulance transfers of people suspected to have COVID-19 infection, who are taken to NSW Health facilities for assessment.  
As of October 2009, asylum-seekers that are not Medicare-eligible can have their fees waived for some public health services in NSW. These services are:  
- emergency care for acute medical and surgical conditions, including admission  
- some elective surgery (for conditions listed as Clinical Priority Categories 1 & 2)  
- ambulatory and outpatient care required to maintain health status of asylum seekers with acute and chronic health conditions (eg diabetes)  
- maternity services, including pregnancy care, delivery, and post-natal care mental health services (inpatient and community based).  (See [NSW Health](https://www.health.nsw.gov.au/search?search=asylum%20seeker)) |
| ACT   | **COVID-19 – access to medical care**  
The Act Government has announced that during the COVID-19 pandemic, Medicare ineligible people requiring testing, treatment or other public health supports related to COVID-19 will have free access to medical care. This includes pathology, diagnostic, pharmaceutical and outpatient care in the ACT public health system.  
| WA    | **COVID-19 WAIVER OF FEES What if I don’t have Medicare?**  
Most travellers to WA will have travel insurance. To support the WA Health response to COVID-19, the Minister for Health has confirmed that those people who are **not eligible for Medicare AND who present to WA Health facilities for assessment in relation to COVID-19 infection, will not be charged out of pocket expenses**. |
| SA    | **COVID-19 WAIVER OF FEES - What if I’m not eligible for Medicare?**  
Overseas travellers who fall ill in Australia (and are not eligible for Medicare) often have health or travel insurance. For those who do not have adequate insurance coverage, **South Australian hospitals will waive the costs of diagnosis and treatment of coronavirus (COVID-19)**. This includes waiving payment and debt recovery procedures for ambulance transfers of people suspected to have COVID-19, who are taken to South Australian hospitals for assessment. These arrangements have been put in place to ensure payment issues are not a barrier for people from overseas with symptoms seeking early medical advice. |
Asylum-seekers can access limited medical care through the SA Refugee Health Service  

<table>
<thead>
<tr>
<th>State</th>
<th>COVID-19 WAIVER OF FEES</th>
<th>Description</th>
</tr>
</thead>
</table>
| QLD   | **COVID-19 WAIVER OF FEES** | **What if I don’t have Medicare cover?**  
Most people who are not eligible for Medicare will have health or travel insurance. To support Queensland’s response to COVID-19, people who do not have adequate insurance coverage and are not eligible for Medicare **will not be charged out of pocket expenses** if they present to any Queensland Health facility for assessment and treatment in relation to COVID-19 infection. These arrangements have been put in place to ensure payment issues are not a barrier for people from overseas to protect their own and their families’ health and to play their part in reducing transmission of the disease.  

| NT    | **COVID-19 WAIVER OF FEES** | Testing and treatment for coronavirus (COVID-19) is free for everyone including those who are ineligible for Medicare. See [here](#) for more information. |
| TAS   | **COVID-19 WAIVER OF FEES** | **What if I’m from overseas and I’m not eligible for Medicare**  
Overseas travellers who get sick in Australia (and are not eligible for Medicare) often have health or travel insurance.  

For those who do not have adequate insurance coverage, **Tasmanian hospitals will waive the costs of treatment and testing for COVID-19.** This includes waiving payment and debt recovery procedures for ambulance transfers of people suspected to have coronavirus, who are taken to Tasmanian hospitals for assessment. These arrangements have been put in place to ensure payment issues are not a barrier for people from overseas with symptoms of COVID-19 seeking early medical advice. |
Additional Resources

**Reciprocal Health Care Agreements** with 11 countries that cover the cost of medically necessary care when Australians visit certain countries and visitors from these countries visit Australia. Those visiting Australia from the following countries may be eligible for Medicare while in Australia, information for each country is available here:
- Belgium, Finland, Italy, Malta or the Maltese Islands, the Netherlands, New Zealand, Norway, Republic of Ireland, Slovenia, Sweden, United Kingdom

**Temporary Visa Categories Covered by Ministerial Orders (eligible for Medicare):**
You can enrol in Medicare if you have a valid temporary visa covered by 1 of these Ministerial Orders:
- Witness Protection (Trafficking) Temporary visa (subclass 787)
- De facto partners of Australian citizens or permanent residents
- Support for Victims of People Trafficking Program
- Temporary Humanitarian Concern visa (subclass 786)
- Contributory Parent visas (subclasses 173, 143, 884, 864)
- Temporary Protection visa (subclass 785)
- Removal Pending Bridging visa (subclass 070)
- Illegal maritime arrivals holding a Bridging E (Class WE) visa
- Illegal maritime arrivals holding a Humanitarian Stay visa (subclass 449)
- Secondary Movement Offshore Entry visa XB (subclass 447)
- Safe Haven Enterprise visa (subclass 790)
- Skilled Work Regional Provisional visa (subclass 491)
- Skilled Employer Sponsored Regional Provisional visa (subclass 494)

**ADDITIONAL INFORMATION FOR TEMPORARY MIGRANTS IN LIGHT OF COVID-19**
- Update 20.07.2020: Australia announces five major visa changes to support international students during coronavirus pandemic (SBS news)
- Temporary Visa Holders and Social Security: A quick guide (Parliament of Australia)
- Covid-19 Staying in Australia – Home Affairs information for Visa Holders (by Visa Type)
- Acting Immigration Minister Press Release Coronavirus and Temporary Visa Holders
- Home Affairs COVID Update Page for All Visa Holders
- Free Financial Counselling through the National Debt Helpline