



Senator The Hon Linda Reynolds CSC
Minister for the National Disability Insurance Scheme
Minister for Government Services

MEDIA RELEASE

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Update on COVID-19 Disaster Payments

Services Australia has already granted more than 500,000 claims for COVID-19 Disaster Payments, totalling more than \$245 million.

Payments are mostly being made the next day, and in some instances within 40 minutes.

Yesterday, the agency received almost 71,000 claims – more than the daily inflows experienced at the height of Job Seeker Payment claims in 2020.

Minister for Government Services Senator the Hon Linda Reynolds CSC said Services Australia has significantly bolstered systems since the peak of the pandemic to give Australians the best possible support.

‘The agency has worked hard to provide a faster and more seamless online claim option,’ Minister Reynolds said.

‘MyGov is the easiest way to claim COVID-19 Disaster Payments, with around 93% of claims made this way.’

‘Everyone who can claim online should, so the phone lines are free for those who need extra support.’

‘To support those who do need to call, the agency has mobilised over 14,500 staff. These staff are also helping process claims as quickly as possible.’

‘At every stage of the pandemic, Services Australia has worked around the clock to support Australians and I’m incredibly proud of their work.’

Claims will open for affected Victorians on Friday 23 July and for South Australians on Wednesday 28 July. More information is available at:
servicesaustralia.gov.au/covid19disasterpayment

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