

**COVID-19 relief**

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**Support if you are experiencing difficulties**

The information below will provide guidance on assistance available based on your circumstances.

If you prefer to speak to us in a language other than English, phone the Translating and Interpreting Service (TIS) on 13 14 50 for help with your call.

If you have difficulty hearing or speaking to people who use a phone, you can contact us through the National Relay Service (NRS).

**What we can do**

If you are experiencing difficulties meeting your obligations due to COVID-19, please contact us to discuss your payment options, apply for a payment plan or apply for a fee waiver.

**What your application must include**

Your application must include:

* your name and contact details
* your entity name and ACN or licence number
* details of your current situation
* evidence supporting your application

Make sure you include all relevant information and supporting evidence as we need to consider all facts and circumstances of your individual case.

Once a decision has been made, we’ll respond to you in writing to your contact address and let you know if your request has been approved or rejected.

It can take up to 28 days to process your request.

**How to apply for relief**

You can apply for relief online by sending us an online enquiry and including all your application details.

Select ‘Company’ and ‘Account enquiry’.

**Related links**

You can access the latest information on COVID-19 from the Australian Government Department of Health.