

COVID-19

A helping hand for customers and small businesses.

We're here to support you.



A helpful list of support services and information.

The widespread impact of COVID-19 has been felt by all Australians. During this period of uncertainty, we're committed to supporting our customers and providing them with practical assistance.

Please note: the information on this page is current as of 25.03.20 and we have endeavoured to be as comprehensive as possible.

Support for Westpac small business customers.

Our support measures are here to help our business customers impacted by COVID-19 and related disruption to trade and cash flow.

COVID-19 support measures may include:

	What's available?	Eligibility	More information
Business Lending	<p>Repayment Relief:</p> <p>Business loan principal and interest repayments deferred for 6 months for all eligible Business Loans (excludes credit cards, overdrafts, cashflow/invoice/trade finance and commercial bills), equipment finance facilities and equipment loans</p> <p>No establishment fees for equipment finance loans until the end of June 2020:</p> <p>Helping small and medium businesses take advantage of the increased instant asset write-off and accelerated depreciation provisions in the Federal Government stimulus package</p>	<p>Total business lending balance(s) of less than \$3 million calculated on whichever is the higher of the balance at close of business on 29 February 2020 or at the time of application; and</p> <p>Current facilities including those that have been in arrears or hardship since 1 January 2020 (facilities in arrears prior to 1 January 2020 where the arrears have been cured are also eligible)</p>	<p>Repayment Relief</p> <p>Apply online westpac.com.au/business-banking/small-business-relief</p>

	What's available?	Eligibility	More information
Business Unsecured Lending	<p>Unsecured 3-year term loan:</p> <p>Up to \$250,000 to all businesses with a turnover of less than \$50million</p> <p>6 month payment free option (interest capitalised at the end of the 6 month period)</p>	<ul style="list-style-type: none"> - Small to medium businesses with annual turnover of less than \$50M - The business must be based, registered and operating in Australia - Your business has less than \$3m in existing business lending at a connection level - Loans must be used to support current and upcoming cash flow needs - Loans must be used for business purposes only - Westpac or any other lender - You must not have applied for a similar facility with any other institution. - Both existing Westpac customers and new-to-bank customers are eligible - Finance is only to be used for business purposes and will not be used to finance other lending, start a business, fund a property development or purchase residential property 	Apply via email here or speak to your Relationship Manager
Business Unsecured Lending	<p>1% p.a. interest rate reduction for small business cash-based loans</p> <p>Effective Monday 6, April 2020</p>	Normal credit criteria applies	westpac.com.au/business-banking/business-loans/small-business-loans/unsecured-business-loan
Business Unsecured Lending	<p>2% p.a. interest rate reduction on overdrafts</p> <p>Effective Monday 6, April 2020</p>	Normal credit criteria applies	westpac.com.au/business-banking/business-loans/small-business-loans/unsecured-business-overdraft

	What's available?	Eligibility	More information
Business Lending Equipment Finance	<p>Repayment Relief: Loan principal and interest repayments deferred for up to 6 months for all eligible Business Auto* and Equipment Finance Loans.</p> <p>*Applied to STG and BOM only</p> <p>No establishment fees for equipment finance loans until the end of June 2020: Helping small and medium businesses take advantage of the increased instant asset write-off and accelerated depreciation provisions in the Federal Government stimulus package</p>	<p>Total business lending balance(s) of less than \$3 million calculated on whichever is the higher of the balance at close of business on 29 February 2020 or at the time of application; and</p> <p>Current facilities including those that have been in arrears or hardship since 1 January 2020 (facilities in arrears prior to 1 January 2020 where the arrears have been cured are also eligible)</p>	<p>Repayment Relief Apply online: westpac.com.au/business-banking/small-business-relief</p>
Term Deposits	<p>Term Deposit special offer: 1.7% p.a. interest for 12 months</p>	<p>For personal, business and SMSF customers (up to \$500,000 per customer)</p>	<p>westpac.com.au/business-banking/savings-accounts/term-deposits</p>
Credit Cards Westpac – Altitude Business Cards	<p>Defer Payment' option for 90 days*</p> <p>Deferral of annual fees for 3 months is available if required</p>	<p>Any SME customer who holds a Business Credit Card product, but who are not in the Commercial segment. The Disaster Relief Package is not available for Commercial customers</p>	<p>Call: 1800 067 497</p>
Credit Cards Westpac Business Choice Cards	<p>Defer Payment' option for 90 days*</p> <p>Deferral of annual fees for 3 months is available if required</p> <p>Apply for an Emergency Limit Increase</p>	<p>Any SME customer who holds a Business Credit Card product, but who are not in the Commercial segment. The Disaster Relief Package is not available for Commercial customers</p>	<p>Call: 1800 067 497</p>

Next steps.

- Visit our [COVID-19 hub](#)
- Visit our FAQs
- Speak with your Relationships Manager or visit your local branch

Repayment relief for small business customers.

Eligible Westpac small business customers who need help managing their cash flow, can defer principal and interest payments¹ of business term loans (excluding credit cards, overdrafts, cashflow/invoice/trade finance and commercial bills), equipment finance facilities and equipment loans for six months.²

Eligibility for payment relief.

The deferred payment period applies to small business connections with:

- Total business lending balance(s) of less than \$3 million calculated on whichever is the higher of the balance at close of business on 29 February 2020 or at the time of application; and
- current facilities including those that have been in arrears or hardship since 1 January 2020 (facilities in arrears prior to 1 January 2020 where the arrears have been cured are also eligible)

For small business customers with Home Loans, you may also be eligible for up to six months of deferred payments on your home loan if you (jointly or as a director of an entity or partner of a partnership being the eligible small business) have a Home Loan with Westpac.

The deferred payment period applies to eligible small business customers with business loans (excluding credit cards, overdrafts, cashflow/invoice/trade finance and commercial bills) and Equipment Finance (Lease, Hire Purchase and Goods Mortgage).

Please note that:

- Interest deferred will be capitalised and fees will continue to be debited to the account;
- Any current fixed rate period will also be extended by 6 months at that fixed term rate; and
- Your loan term will be extended by at least 6 months.

¹ Interest capitalised

² Eligibility conditions apply

Support for Westpac personal banking.

COVID-19 support measures for our customers may include:

What's available?	Where is it available?	Who is eligible? ¹	Where to go for more information and how to apply
<p>Reduced Fixed Home Loan Rates:</p> <p>A 2.29% p.a. fixed rate home loan for one, two and three years for owner occupied customers on principal and interest repayments with a Premier Advantage Package.</p> <p>- Effective 27 March 2020.</p>	Australia-wide	New fixed home loan customers with Premier Advantage Package	<p>For more information, visit: westpac.com.au/help/disaster-relief/coronavirus/</p> <p>To apply for fixed rate home loan visit: westpac.com.au/personal-banking/home-loans/</p> <p>To apply for term deposit visit westpac.com.au/personal-banking/bank-accounts/term-deposit/</p>
<p>Term Deposit special offer of 1.7% p.a. interest for 12 months for all Australians: special rate with interest paid monthly to provide customers with a higher return on their savings (up to \$500,000 per customer). Available online and in-branch.</p> <p>For Australians aged 65 years and over the rate will be 2% p.a. for eight months (up to \$500,000 per customer).</p> <p>- Effective 27 March 2020</p> <p>Customers can choose to have interest paid monthly to provide them with regular income.</p>		New term deposit customers	

Repayment relief for home loan customers.

Westpac customers who have lost their job or suffered loss of income as a result of COVID-19 should contact us for three months deferral on their home loan mortgage repayments (with extension for a further three months available after review). For terms, conditions and eligibility visit westpac.com.au/help/disaster-relief/coronavirus/

These measures reflect our ongoing support of customers facing Financial Hardship due to illness, a natural disaster, loss of employment, relationship breakdown or something else. For any customer experiencing Financial Hardship at any time, Westpac Assist may be able to help.

To find out more information, and if you are eligible, visit the Westpac [COVID-19 hub](#) or contact your Relationship Manager.

¹ Eligibility conditions apply.

Emergency relief and financial assistance from federal and state governments.

What's available?	Where is it available?	Where to go for more information
<p>Tax-free payments to eligible small business employers</p> <ul style="list-style-type: none"> - Up to \$25,000 to assist with wage payments, or investment protection in cases of activity downturn 	National - Federal Government	<p>Information and fact sheets downloadable at:</p> <p>treasury.gov.au/coronavirus/businesses</p> <p>treasury.gov.au/coronavirus</p>
<p>Government guarantees on new loans</p> <ul style="list-style-type: none"> - 50% of your loan guaranteed by the government for small and medium sized businesses 	National - Federal Government	
<p>Wage subsidies for apprentices and trainees</p> <ul style="list-style-type: none"> - Small businesses with less than 20 full-time workers will receive 50% of an apprentice or trainee's wage (up to \$7,000 in assistance per quarter) - This is also available to small businesses with less than 20 full-time workers who re-employ someone who loses their position as a result of COVID-19 	National - Federal Government	
<p>Increased instant asset write-off for asset investment of up to \$150,000</p> <ul style="list-style-type: none"> - Threshold applies on a per asset basis, so immediate write-offs on multiple assets are possible 	National - Federal Government	
<p>Accelerated depreciation deductions providing a 15-month investment incentive</p> <ul style="list-style-type: none"> - Available for businesses with turnover less than \$500 million 	National - Federal Government	
<p>Income support for those who can't go to work because of COVID-19</p> <ul style="list-style-type: none"> - For those without employer leave entitlements to assist when diagnosed with COVID-19, or are in isolation 	National - Federal Government	

What's available?	Where is it available?	Where to go for more information
Administrative relief from the ATO <ul style="list-style-type: none"> - Applies to certain tax obligations for taxpayers affected by COVID-19 - Assessed on a case-by-case basis 	National - Federal Government	Contact the ATO on 1800 806 218 or visit the ATO website at ato.gov.au/ for more information. Emergency Support Line:
ATO Payment deferrals and varied instalment options (for up to 4 months) covering: <ul style="list-style-type: none"> - Income tax - Activity statements (including PAYG instalments) - FBT - Excise payments 	National - Federal Government	1800 806 218
Faster access to GST credits <ul style="list-style-type: none"> - Businesses on a quarterly reporting cycle may elect to change their GST reporting and payment to monthly, to get quicker access to GST refunds - Note changes occur at the start of each quarter, to the next change will be effective April 1, 2020 	National - Federal Government	ato.gov.au/business/gst/lodging-your-bas-or-annual-gst-return/options-for-reporting-and-paying-gst/monthly-gst-reporting/ You will need to change your GST reporting cycle through your tax or BAS agent or by phoning the ATO on 13 72 26.
Vary your PAYG instalments for the March 2020 quarter <ul style="list-style-type: none"> - Business that vary their PAYG instalment rate or amount can also claim a refund for any instalments made for the September 2019 and December 2019 quarters 	National - Federal Government	ato.gov.au/general/payg-instalments/how-to-vary-your-payg-instalments/
Remitting interest and penalties applied to tax liabilities incurred after 23 January 2020	National - Federal Government	Penalties: ato.gov.au/General/Dispute-or-object-to-an-ATO-decision/Request-remission-of-interest-or-penalties/Remission-of-penalties/ Interest charges: ato.gov.au/General/Dispute-or-object-to-an-ATO-decision/Request-remission-of-interest-or-penalties/Remission-of-interest-charges/
Low interest payment plans <ul style="list-style-type: none"> - Assistance in paying existing and ongoing tax liabilities 	National - Federal Government	ato.gov.au/General/Paying-the-ATO/Help-with-paying/
Mental Health assistance for Small Business owners	National - Federal Government	ato.gov.au/General/Financial-difficulties-and-serious-hardship/small-business-owners-experiencing-mental-health-issues/

What's available?	Where is it available?	Where to go for more information
<p>Assistance available for Child Care services</p> <ul style="list-style-type: none"> - Special circumstances funding to stop your business from closing due to COVID-19 related influences outside control of your organisation - Applications for \$10,000 or less can be processed in as little as 4 working days - Larger grants are available 	National - Federal Government	education.gov.au/cccfsspecialcircs

State-specific

NSW

What's available?	Where is it available?	Where to go for more information
<p>Payroll tax waiver</p> <ul style="list-style-type: none"> - For businesses with payrolls of up to \$10 million (for three months (remainder 2019-2020)) - This saves businesses a quarter of their annual payroll tax bill 	NSW	revenue.nsw.gov.au/taxes-duties-levies-royalties/payroll-tax

VIC

What's available?	Where is it available?	Where to go for more information
<p>Training and support credits for members of the Victorian Chamber of Commerce</p> <p>For non-members who sign up:</p> <ul style="list-style-type: none"> - NETWORKER MEMBERSHIP: Free for 12 months (\$350 waiver) and \$350 Training and Consulting Credit, plus 1 free call to the Advice Line - ESSENTIALS MEMBERSHIP: Free for 12 months (\$700 waiver) and \$700 Training and Consulting Credit, plus 2 free calls to the Advice Line 	VIC	<p>freemembership.victorianchamber.com.au/</p> <p>Or call 03 8662 5333</p>

What's available?	Where is it available?	Where to go for more information
<p>Relief and assistance enquiry prioritisation</p> <ul style="list-style-type: none"> - Online form live for small businesses to fill out in order to receive expedited assistance 	<p>QLD</p>	<p>Supporting Small Business Assistance Coronavirus Outbreak</p>
<p>ATO temporary shopfront</p> <ul style="list-style-type: none"> - Dedicated staff specialising in assisting small businesses will be set up in Cairns 	<p>Cairns</p>	<p>Location TBC</p> <p>For updates visit: ato.gov.au/Individuals/Dealing-with-disasters/In-detail/Specific-disasters/COVID-19/</p>
<p>Payroll tax support</p> <ul style="list-style-type: none"> - Deferment of lodging and paying payroll tax returns until July 2020 	<p>QLD</p>	<p>business.gov.au/Grants-and-Programs/Payroll-Tax-Support-QLD</p>
<p>Fees and charges relief for tourism operators and hospitality providers</p> <ul style="list-style-type: none"> - Waiving application fees for some variations to liquor licences - Waiving registration renewal fees for Inbound Tour Operators - Waiving of daily fees for commercial activity agreements and permits - Rebate on Marina Charges and Passenger Levies - Deferral of Tourism Lease Rent Payments 	<p>QLD</p>	<p>business.gov.au/Grants-and-Programs/Support-for-Tourism-Operators-and-Hospitality-Providers-QLD</p>
<p>Matched funding for QLD agriculture, food and fishing exporters</p> <ul style="list-style-type: none"> - Funding of up to \$50,000 for projects such as: staff training, market evaluation studies, market visits, boat modifications to meet market requirements - Funding of up to \$7,500 for new equipment. For example: refrigerators, storage equipment, freezers, filleting machines 	<p>QLD</p>	<p>business.gov.au/Grants-and-Programs/Market-Diversification-and-Resilience-Grants-QLD</p>

What's available?	Where is it available?	Where to go for more information
<p>Low interest loans of up to \$250,000 for carry on finance</p> <ul style="list-style-type: none"> - Plus, an initial 12-month interest free period to help retain staff 	QLD	http://www.grida.qld.gov.au/current-programs/covid-19-business-support/queensland-covid19-jobs-support-scheme
<p>COVID-19 business planning and strategy workshops</p>	QLD	business.gov.au/Events-and-training/Business-planningstrategies-in-response-to-COVID19

NT

What's available?	Where is it available?	Where to go for more information
<p>Business Improvement Grant</p> <ul style="list-style-type: none"> - \$10,000 grants for businesses to complete jobs on their premises. - To be used for the purchase of goods and services to make permanent physical improvements to a business improving efficiency and customer experience - Registration from 30 March 2020, grant applications from 13 April 2020 	NT	business.nt.gov.au/recovery/business-improvement-grant
<p>Structural adjustment package</p> <ul style="list-style-type: none"> - \$5 million program designed to assist businesses with installing partitioning in order to meet the new requirements for gatherings of less than 100 people indoors, - Develop online processes for conducting business 	NT	business.nt.gov.au/recovery/business-structural-adjustment-package
<p>Immediate Work Grant</p> <ul style="list-style-type: none"> - Up to \$100,000 will be given to non-for-profit and community organisations to engage local businesses to manage property and facility repairs, upgrades and renovations - Registration for businesses to provide services open 30 March 2020 	NT	business.nt.gov.au/recovery/immediate-work-grant

ACT

What's available?	Where is it available?	Where to go for more information
Advice and support services for Canberra businesses	ACT	Canberra Business Advice and Support Service Call: 6297 3121 Located: Canberra Business Chamber, Level 3, 243 Northbourne Avenue, Canberra.
Business Liaison phone line <ul style="list-style-type: none">- To assist businesses in understanding the support available to them through the ACT Economic Survival Package- Practical advice for changed business operations	ACT	Call: 6205 0900
Food, outdoor dining and liquor licencing fees <ul style="list-style-type: none">- Licenced venues will receive a 12-month waiver of their food and business registration and on-licence liquor licencing fees from 1 April and outdoor dining fees for 2020-2021- Prepaid registrations will receive an additional 12 months added to their license Vocational Education and Training <ul style="list-style-type: none">- Increased subsidies for apprenticeships and traineeships ACT Community Clubs Package <ul style="list-style-type: none">- Payments to the Clubs Diversification Fund to keep staff employed at the award rate Small Business Electricity rebate <ul style="list-style-type: none">- Rebates of \$750 automatically applied to next electricity bill in around June or July 2020	ACT	apps.treasury.act.gov.au/budget/covid-19-economic-survival-package/local-business-and-industry

What's available?	Where is it available?	Where to go for more information
<p>Rideshare and taxi vehicle licence fees</p> <ul style="list-style-type: none"> - Rideshare vehicle fee waived for 12 months from 1 April 2020 - Prepaid licences will receive 12 months credit added to their license at next due date <p>Waiver of all government leased taxi plate fees, including wheelchair accessible taxis</p> <p>One-off six-month waiver of payroll tax</p> <ul style="list-style-type: none"> - Applies to hospitality (cafes, pubs, hotels, clubs and restaurants), creative arts and entertainment industries - From April to September 2020 <p>Payroll tax deferral</p> <ul style="list-style-type: none"> - All ACT businesses with Group Australia-wide wages of up to \$10 million can defer their 2020-21 payroll tax interest free until 1 July 2020 <p>Commercial general rates rebate</p> <ul style="list-style-type: none"> - Commercial property owners with an Average Unimproved Value below \$2 million on their property are eligible for a rebate on their commercial rates fixed charge - Commercial rate payers will receive a credit of \$2,622 to the 2019-2020 general rates, in quarter four 	ACT	apps.treasury.act.gov.au/budget/covid-19-economic-survival-package/local-business-and-industry

SA

What's available?	Where is it available?	Where to go for more information
<p>General Federal Government assistance advised</p>	SA	business.sa.gov.au/COVID-19-business-information-and-support?fbclid=IwAR22Wk4XO5EaviK-MUPNC6DqEani4KFwm8NHXSMr3II6POv2utpeBYrmDJw

WA

What's available?	Where is it available?	Where to go for more information
Grants for small businesses <ul style="list-style-type: none"> - Up to \$17,500 for small businesses with a turnover between \$1 million and \$4 million 	WA	wa.gov.au/organisation/department-of-the-premier-and-cabinet/coronavirus-covid-19-business-and-industry-advice
Tax-free threshold <ul style="list-style-type: none"> - The \$1 million payroll tax threshold announced in October 2019 will be brought forward to 21 July, 2020 	WA	wa.gov.au/organisation/department-of-the-premier-and-cabinet/coronavirus-covid-19-business-and-industry-advice
Deferment of payroll tax <ul style="list-style-type: none"> - Businesses impacted by COVID-19 can apply to defer payment of their 2019-20 payroll tax until 21 July 2020 	WA	wa.gov.au/organisation/department-of-the-premier-and-cabinet/coronavirus-covid-19-business-and-industry-advice

TAS

What's available?	Where is it available?	Where to go for more information
Interest-free loans (up to 3 years) <ul style="list-style-type: none"> - For businesses with a turnover of less than \$5 million to assist with the purchase of equipment or the restructure of business operations 	TAS	business.tas.gov.au/_data/assets/pdf_file/0009/226377/Stimulus_Packages-Small_business_-_COVID-19_Fact_Sheet.pdf
Waiver of payroll tax <ul style="list-style-type: none"> - Covers the last four months of this financial year (2019-2020) - Applied to the hospitality, tourism and seafood industry businesses with an annual turnover of less than \$5 million 	TAS	business.tas.gov.au/_data/assets/pdf_file/0009/226377/Stimulus_Packages-Small_business_-_COVID-19_Fact_Sheet.pdf
Trainee and Apprentice grants <ul style="list-style-type: none"> - One-off \$5,000 grant to businesses that hire an apprentice or trainee 	TAS	business.tas.gov.au/_data/assets/pdf_file/0009/226377/Stimulus_Packages-Small_business_-_COVID-19_Fact_Sheet.pdf
Government agency payment terms reduced <ul style="list-style-type: none"> - Payment terms from government agencies to small and medium businesses will be reduced from 30 days to 14 days 	TAS	business.tas.gov.au/_data/assets/pdf_file/0009/226377/Stimulus_Packages-Small_business_-_COVID-19_Fact_Sheet.pdf

Please note, in most cases these relief packages are not automatically applied to your business. Contacting the relevant relief authority is required in order to receive assistance. Additionally, there will be terms, conditions and eligibility requirements to all grants and assistance offerings.

Looking after your mental health.

Feelings of worry and anxiety can be expected during stressful events, however, it is important that during this challenging time we are aware of the resources available to help manage our mental health and wellbeing.

Below are a list of useful organisations that may be helpful:

What's available?	Where is it available?
Emergency	000
Australian Psychological Society	1800 333 497
Lifeline	13 11 14
Kids Helpline	1800 55 1800
Beyond Blue	1300 224 636

What's available?	Where is it available?
Mensline	1300 789 978
Relationships Australia	1300 364 227
Confidential Helpline	1800 737 732
Dad's in Distress	1300 853 437