



New Business Assistance with NEIS

Frequently Asked Questions

NEIS participants

Contents

JobSeeker Payment and the Coronavirus Supplement	2
JobKeeper Payment	4
Requirements and obligations for participating in NEIS.....	5
Suspension and Terminations.....	6



JobSeeker Payment and the Coronavirus Supplement

Can I participate in new Business Assistance with NEIS and access the Coronavirus Supplement?

The Coronavirus Supplement is available to recipients of eligible income support payments. Further information about eligibility for the Coronavirus Supplement and other income support payments (including rental assistance) can be found on the [Services Australia](#) website.

The option to access the Coronavirus Supplement is available to both existing and new NEIS participants (if eligible). Participants should talk to their NEIS provider to determine the best arrangements for their particular circumstances.

Already operating a NEIS Business

Existing NEIS participants can choose to access the Supplement while still participating in the NEIS program.

Each person's circumstances are different and the income from each NEIS business will also be different. As such, it may be more beneficial for some participants to remain on their NEIS Allowance payment. The benefit of NEIS Allowance is that the payments are not affected by the earnings a participant makes through their NEIS Business, whereas these earnings may preclude them from receiving income support.

For this reason, all NEIS participants should work with their NEIS provider to determine the best arrangements for their particular circumstances.

Current NEIS Allowance recipients seeking to apply for income support through Services Australia must lodge a claim for an income support payment with Services Australia who will determine their eligibility for the payment, including the Coronavirus Supplement. Participants should check their eligibility for income support with Services Australia before cancelling their NEIS Allowance payment.

Participants who decide to cancel their NEIS Allowance will need to contact their NEIS provider to request the cancellation. Once the cancellation has been confirmed, participants will receive an email to provide to Services Australia.

New to NEIS

People on income support (such as the JobSeeker Payment) who commence a NEIS business will have the choice to remain on their current income support payment or move onto NEIS Allowance. New participants can choose to move onto NEIS Allowance at any time during the first 39 weeks after starting to operate their new business.

NEIS Allowance is paid fortnightly in arrears from the time a participant moves across from their previous income support payment until the end of the NEIS Allowance period (39 weeks). NEIS Allowance is not backdated to the start of NEIS Assistance.



What are the benefits of remaining on NEIS Allowance?

NEIS Allowance is designed to ensure the rate of payment is not affected by the earnings a person makes through their NEIS business. The benefit of this is that participants can earn any amount through their NEIS business without their NEIS Allowance payment being affected.

What income support payments am I eligible for?

Services Australia have developed a guide which helps people impacted by COVID-19 to determine if they may be eligible to receive a payment. For information about what income support payments you may be eligible for, please visit the [Services Australia](#) website.

Can my NEIS provider submit a claim for income support on my behalf?

No. To make a claim for income support through Services Australia, participants need to set up a Centrelink account through myGov or contact Services Australia directly. Participants can visit the [Services Australia](#) website for more information.

What can I expect when making a claim with Services Australia?

NEIS participants who registered an intention to claim a payment through Services Australia will have their payment backdated if the claim is granted. Any participants who did not register their intent to claim can contact Services Australia directly.

Existing NEIS participants will need their CRN and the email confirming cancellation of their NEIS Allowance. A step by step guide on how to submit a claim is available on the [Services Australia](#) website, including how participants can provide confirmation that they are no longer in receipt of NEIS Allowance.

Can I continue operating my NEIS business if I am receiving an income support payment from Services Australia?

Yes. NEIS participants can continue operating their NEIS business and receive mentoring from their NEIS provider while receiving an income support payment from Services Australia.

Can I transfer back to NEIS Allowance if I have been receiving an income support payment from Services Australia?

Yes. NEIS participants who wish to transfer to NEIS Allowance must contact their NEIS provider.

NEIS Allowance is payable for up to the first 39 weeks of NEIS Assistance. If a NEIS participant transfers to NEIS Allowance after commencing in NEIS Assistance, their NEIS Allowance will be paid fortnightly in arrears from that time until the end of the NEIS Allowance period (39 weeks). NEIS Allowance is not backdated to the start of NEIS Assistance.



Can I choose to remain on the JobSeeker Payment instead of changing to NEIS Allowance once the Coronavirus Supplement ceases?

Eligible NEIS participants will be assisted by NEIS Providers to transition to NEIS Allowance following the cessation of the Coronavirus Supplement. The benefit of NEIS Allowance is that it is not affected by the earnings a person makes through their NEIS business. This means that participants can earn any amount through their NEIS Business without their NEIS Allowance payment being affected.

The Coronavirus Supplement is paid fortnightly until 31 December 2020, subject to further announcements by the Australian Government. If the Coronavirus Supplement is extended by the Government, further advice will be provided.

What are my income reporting obligations if I am receiving the JobSeeker Payment?

Income support payments from Services Australia have different reporting requirements and may be income tested. This means a NEIS participant's NEIS business income may impact upon the rate of income support they receive. For more information, please visit the [Services Australia](#) website.

If a participant is receiving an income support payment with Mutual Obligation or Compulsory Participant Requirements, they will continue to fully meet these requirements by participating in NEIS Assistance and operating their NEIS business.

Who can I call to speak to about my income support payments?

Services Australia are best placed to answer any questions relating to income support payments.

- For the JobSeeker payment - 22 years of age or over, please call 132 850.
- For Youth Allowance – jobseeker under 22 years of age, please call 132 490.

Further information about income support payments can be found on the [Services Australia](#) website.

JobKeeper Payment

What is the JobKeeper payment?

The JobKeeper payment supports businesses significantly affected by the Coronavirus to help keep more Australians in jobs. More information about the JobKeeper payment can be found on the [ATO website](#), including eligibility requirements and how to determine a [fall in turnover](#) in your business.

I have a part-time/casual job in addition to my NEIS business. Will my NEIS Allowance be impacted if my employer receives the JobKeeper Payment?

Any income earned outside a NEIS business during a Financial Quarter will be considered when a NEIS provider conducts an External Income Test. A NEIS participant's NEIS Allowance may be impacted if they fail



the External Income Test for a Financial Quarter. Further information on the JobKeeper payment is available on the [ATO website](#).

Requirements and obligations for participating in NEIS

I had to close my physical business. Can I make changes to the way I operate my business?

Yes. If a NEIS participant is unable to continue with their business in its current form, their NEIS provider can help them to adapt their business to the current environment in the first instance – for example by moving the business online.

NEIS participants are also encouraged to use this time to undertake a range of back-of-house operations such as bookkeeping, promotion or marketing. NEIS businesses could also use the time to revisit their business plan and, in conjunction with their NEIS provider, implement changes to their business which respond to the current circumstances and maximise areas of new demand.

NEIS participants can amend their NEIS business plan after they have started NEIS Assistance. However, they should retain the core elements of their NEIS business.

I am unable to provide a witnessed Statutory Declaration to confirm my business insurance. What can I do?

It is preferable that NEIS participants provide the agreed forms of documentary evidence, where possible.

Where a participant has paid their business insurance upfront for the full 12 months and is not able to complete the statutory declaration, they may send an email to their NEIS provider declaring that their insurance is still current and paid for, preferably with a screenshot showing the proof of payment.

Any participants that pay their insurance monthly can provide a screenshot showing the proof of monthly payments or a Certificate of Currency dated within the relevant quarter.

If I can no longer operate my business and I exit the NEIS program, will I have to wait 12 months before I can access NEIS again?

NEIS providers can work with NEIS participants to provide advice on how to continue operating the business or adjust the business to refocus on areas of demand in the first instance.

Any requests to waive the 12 month waiting period will be considered on a case-by-case basis for any participants who wish to access the program again after exiting.



Suspension and Terminations

Can I temporarily suspend my NEIS Assistance until I am able to operate my NEIS business again?

NEIS participants are encouraged to work with their NEIS provider to find ways to continue to operate their business rather than suspend NEIS Assistance. While some participants may find that their best or only option is to stop their business temporarily or permanently, they should first discuss the options with their NEIS provider.