

Call out order – Operation Bushfire Assist 2026

Applying for the Employer Support Payment Scheme

Overview

The Employer Support Payment Scheme (ESPS) provides financial assistance to employers and self-employed reserve members when a member is absent from their civilian workplace on eligible periods of continuous defence service.

For Operation Civil Assist, the Chief of the Defence Force has modified some standard eligibility requirements to improve access to the Scheme. Follow the instructions below to ensure these concessions are applied.

Instructions

1. Log in to the [ESPS Online Claim System](#).
2. Select **Other Applications**.

If you have previously submitted an ESPS claim for the applicable member, progress to Step 3. If not, jump to Step 5.

3. Select the member from the drop-down list, read and accept the *Privacy Statement*, and select **Start**.
4. Answer **No** to each question until 'Are you seeking support payments under modified circumstances'. Select **Yes**, then **Continue**. Now jump to Step 7.

Steps to follow when you have not previously submitted a claim for this reserve member:

5. Accept the *Privacy Statement* and then select **Start with New Member**.
6. For 'Are you seeking support payments under modified circumstances', select **Yes**, then **Continue**.

7. On the next page, enter:

- **Service Period Start Date:** the first day of defence service being claimed
- **What type of application are you submitting today:** select 'Employer Applicant' **OR** 'Member Applicant'
- **Please identify the nature of this application:** select 'I am seeking a modification to the standard eligibility rules'
- **Please specify the modification you are seeking and provide justification ...:** enter *Operation Civil Assist*
- Select **Start a New Special Application**.

8. Complete the remaining fields with the required information and submit the application.

Important

If an error appears on the *Periods of Service page* requiring an *exemption type* to be selected, select **Continuous to defence service previously claimed**.

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