



Operation Civil Assist 2025

Advice about applying for the ESPS during a call out exercise

What you need to know:

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

In order to assist with the costs associated with the absence of a Reserve member during Operation (OP) Civil Assist 2025, the following beneficial changes have been made to the ESPS eligibility requirements to increase access to these payments for the call out exercise:

For employers of Reserve members:

- The minimum period of defence service has been reduced from at least five consecutive days to two consecutive days,
- The minimum three month employment requirement has been waived, and
- The requirement to provide evidence of your employee's actual working hours, and salary, has been waived.

For self-employed Reserve members:

- The minimum period of defence service has been reduced from at least five consecutive days to two consecutive days, and
- A self-employed member applicant does not need to provide the member's principal source of income for the previous 12 months.

How to make an application?

All applications must be made online within 12 months of the first day of defence service being claimed.

ESPS applications must be made via the *ESPS Online Claim System* which is accessible at, www.reserveemployersupport.gov.au. In order to make an application, you will need to use your Digital Identity (eg. myID) and Relationship Authorisation Manager tool.

Making an ESPS application when a Reserve member is on call out or call out exercise in the case of OP Civil Assist 2025, is different to making a standard application, and **you need to follow the below instructions** to make a *special* application, so the beneficial changes made to the ESPS eligibility requirements can be applied, and your application prioritised.

Instructions:

1. Log in to the ESPS Online Claim System.
2. Select "Other Application".
3. Read and accept the *Privacy Statement* and select "Start with New Member".
Note: If you've made an ESPS application for the Reserve member before, select the member as you normally would from the drop-down menu, then and select 'Start'.
4. Select "Yes" to, "*Are you seeking support payments under Modified Circumstances*" and then select, "Continue".
Note: If you've made an ESPS application for the Reserve member before, you will be asked if three or four questions that you must answer "No" to, before you see the question, "*Are you seeking support payments under Modified Circumstances?*"
5. In the new, "Start a New Special Application" page:
 - **Service Period Start Date** - Enter the date of the first day of defence service being claimed,
 - **Type of Application** - Select '*employer application*' if you employ the member or select '*member application*' if the member is related to the business,
 - **Nature of Application** – Select '*I am seeking a modification...*', and
 - **Specify Modification** – Enter "Call out exercise – OP Civil Assist 2025".
6. Select "Continue" and complete all required information as requested.

7. Once at the "Evidence Attachment" page:

Employer applicants

- **Evidence that you employ the member and have done so for three months** – attach your evidence that you employ the member only
- **Evidence that the employee/member's normal working hours** - select "Not required"
- **Evidence of the employee/member's absence from your business, during the service periods being claimed** - select "Not required"
- **Evidence of the employee/member's absence from your business, during the service periods being claimed** - select "Not required"
- **Evidence for your Special Application** - attach your evidence.

Note: Letters for 'Evidence for your Special Application' will be made available to all Reserve members at their Units confirming their requirement for OP Civil Assist. If you haven't received a copy of this letter, speak to your Reserve member or contact 1800 DEFENCE.

Member applicants

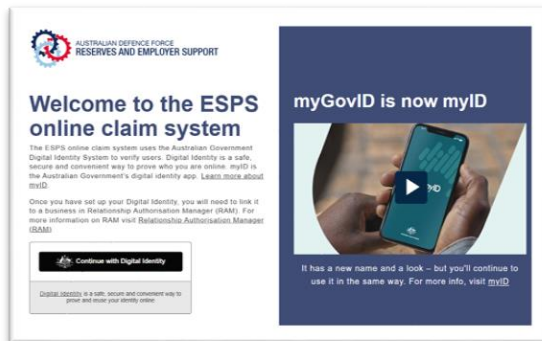
- **Evidence of the member's actual work hours** - select "Not Required"
- **Evidence that the business is bona fide** - attach your evidence
- **Evidence that the business is operating or trading** - attach your evidence
- **Evidence relating to the Assessment Period, that the business provided the member's principal source of income (PSI)** - select "Not Required"
- **Evidence for your Special Application** - attach your evidence.

8. Select "Continue", review your application and then submit!

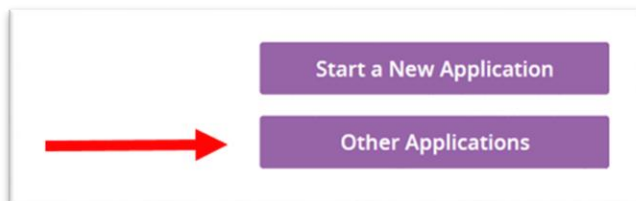
Where can I get more information?

Instructions (with images):

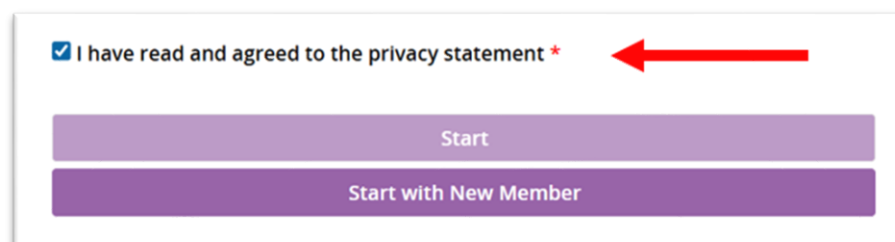
1. Log in to the ESPS Online Claim System.



2. Select "Other Application"

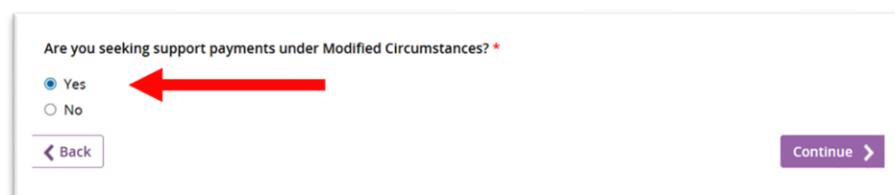


3. Read and accept the *Privacy Statement* and select "Start with New Member".



Note: If you've made an ESPS application for the Reserve member before, select the member as you normally would from the drop-down menu, then and select 'Start'.

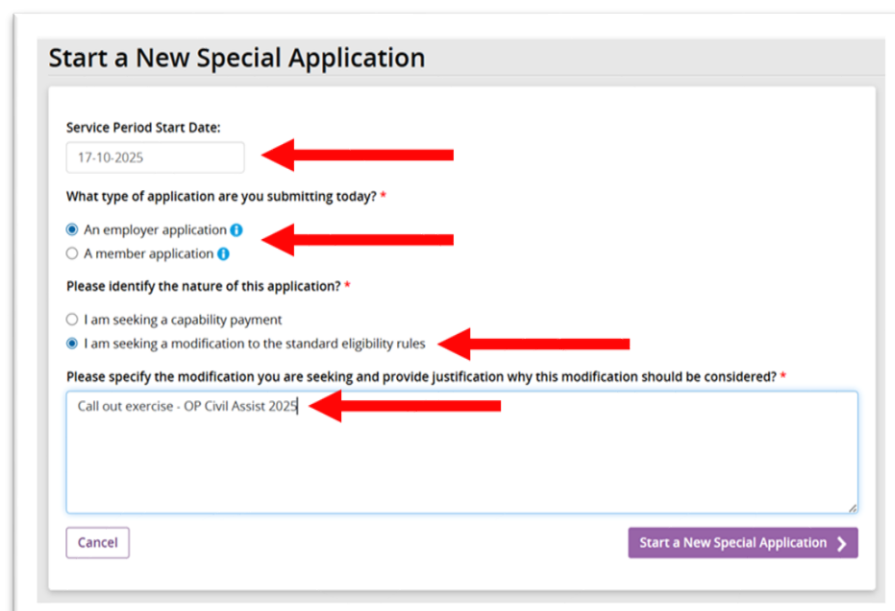
4. Select 'Yes' to, "Are you seeking support payments under Modified Circumstances?" and then select, "Continue".



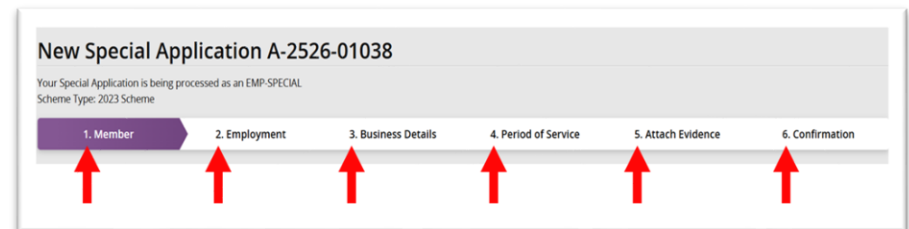
Note: If you've made an ESPS application for the Reserve member before, you will be asked if three questions that you must answer 'No' to, before you see the question, "Are you seeking support payments under Modified Circumstances?"

5. On the new, "Start a New Special Application" page:

- **Service Period Start Date** - Enter the date of the first day of defence service being claimed
- **Type of Application** - Select 'employer application' if you employ the member or select 'member application' if the member is related to the business.
- **Nature of Application** - Select 'I am seeking a modification...'
- **Specify Modification** - Enter "Call out exercise - OP Civil Assist 2025"



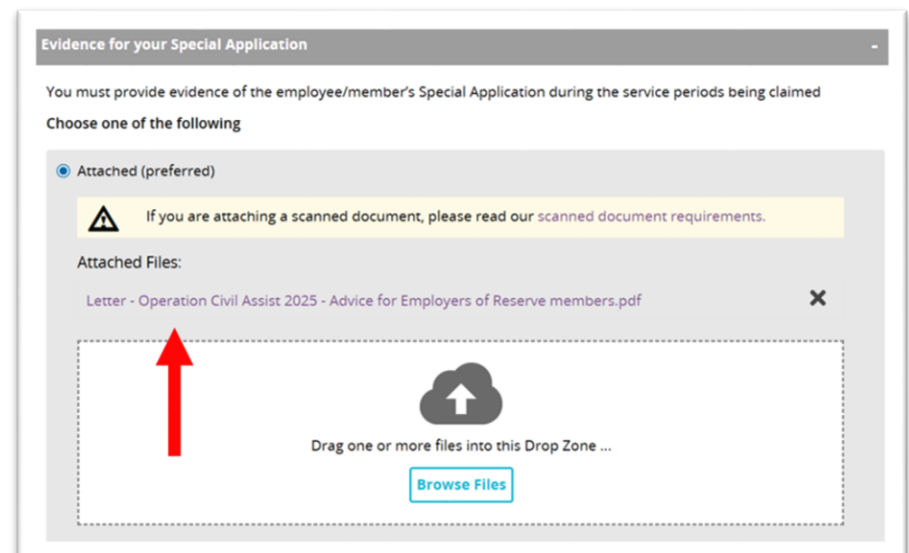
6. Select "Continue" and complete all required information as requested.



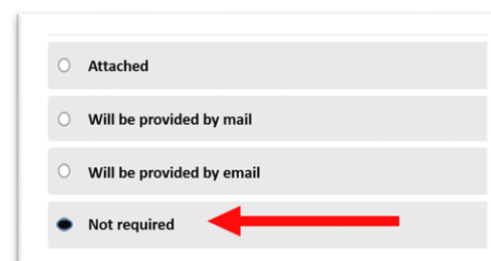
7. Once at the "Evidence Attachment" page:

Employer applicants

- **Evidence that you employ the member and have done so for three months** – you should attach your evidence that you employ the member, but you don't have to attach evidence you have done so for three months.



- **Evidence that the employee/member's normal working hours** - select "Not required"

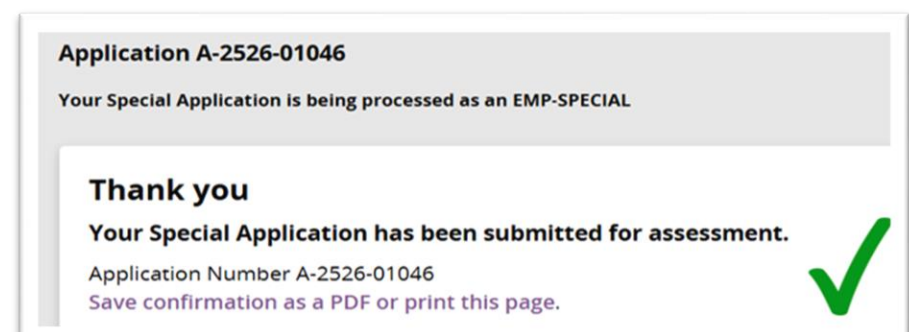


- **Evidence of the employee/member's absence from your business, during the service periods being claimed** - select "Not required"
- **Evidence of the employee/member's absence from your business, during the service periods being claimed** - select "Not required"
- **Evidence for your Special Application** - you should attach evidence that supports the Reserve member rendered defence service on OP Civil Assist 2025.

Member applicants

- **Evidence of the member's actual work hours** - select "Not required"
- **Evidence that the business is bona fide** - attach your evidence
- **Evidence that the business is operating or trading** - attach your evidence
- **Evidence relating to the Assessment Period, that the business provided the member's principal source of income (PSI)** - select "Not required"
- **Evidence for your Special Application** - attach your evidence.

8. Select "Continue", review your application and then submit!



Where can I get more information?