







# Crisis Payment

We understand there may be times when you need additional support from us. Crisis Payment is a special one-off payment that may be paid to you in certain special circumstances.

## Why is it paid?

Crisis Payment may be paid when you:

- have been forced to leave your home and establish, or intend to establish, a new home because of an extreme circumstance such as domestic violence or a natural disaster
- remain in your home after experiencing domestic violence and the family member responsible has left or been removed from the home
- have been released from prison or a correctional centre after being imprisoned for a period of at least 14 days as a result of being charged with an offence, or
- have arrived in Australia for the first time on a qualifying humanitarian visa.

## Am I eligible?

To be eligible for a Crisis Payment, you must be in severe financial hardship and must make a claim within seven days of one of the following events:

- an extreme circumstance
- the family member responsible for you experiencing domestic violence leaves, or is removed from your home
- the date you were released from prison or correctional centre, or
- your first arrival in Australia on a qualifying humanitarian visa.

You must also be receiving, or be eligible to receive:

- a Centrelink pension or benefit – this includes payments such as Parenting Payment, Newstart Allowance, Youth Allowance, Disability Support Pension and Age Pension, or ABSTUDY Living Allowance.

You will not be eligible for a Crisis Payment if your only entitlement from us is a Family Tax Benefit payment or Child Care Subsidy.

## How much is the Crisis Payment?

The amount of Crisis Payment is equal to one week's payment of your basic Centrelink pension or benefit. This doesn't include additional payments such as Rent Assistance or Pharmaceutical Allowance. This payment is a one-off addition to your regular fortnightly payment.



## Hardship Advance

In addition to Crisis Payment, you may also apply to have part of your first instalment of pension or benefit paid early if eligible. This is called a Hardship Advance.

## For more information

<b>Employment Services</b>	<b>132 850</b>
<b>Older Australians line</b>	<b>132 300</b>
<b>Disability and Carers</b>	<b>132 717</b>
<b>Families and Parents line</b>	<b>136 150</b>
<b>Youth and Students</b>	<b>132 490</b>
<b>TTY* enquiries</b>	<b>Freecall 1800 810 586</b>

\*TTY is only for people who are deaf or have a hearing or speech impairment. A TTY phone is required to use this service.

For information in other languages visit our website at [humanservices.gov.au](http://humanservices.gov.au) and click on 'Information in your language' or call our multilingual phone service on **131 202\***.

Charges for calls from your home phone to the department's '13' numbers vary depending on your telephone service provider. Calls from public and mobile phones are charged at a higher rate.