



Crisis Payment (Kev them nyiaj thaum muaj kev txom nyem)

Peb nkag siab tias muaj tej lub sij hawm uas koj yuav tau txais txoj kev txhawb nqa ntxid los ntawd peb. Crisis Payment tau muaj them ib zaug rau koj thaum muaj kev tshwj xeeb tshwm sim.

Yog vim li cas ho muaj txoj kev them no?

Crisis Payment kuj yuav muaj rau koj thaum koj:

- muaj kev qhuab yuam kom koj tawm koj lub tsev los yog koj yuav mus ua tsev tshiab los yog muaj tswv yim yuav mus ua tsev tshiab vim tias muaj kev tshwm sim loj xws li muaj kev sawv cev sib ntaus raug mob hauv koj lub tsev los yog kev xwm txheej puas tsuaj loj.
- yog neeg seem nyob rau huav koj lub tsev tom qab uas koj tau ntsib kev sawv cev sib ntaus es tus neeg uas yog tus ntaus koj ntawd khiav tawm los yog raug tshem tawm ntawm lub tsev.
- tau muaj kev tso tawm ntawm chaw kaw neeg los yog chaw kaw neeg uas qhuab qhia kom xyaum tej yam zoo (correctional center) tom qab uas koj tau muaj kev txhaum loj thiab tau raug kaw rau sij hawm tsawg kawg nkaus mas 14 hnuv, los yog
- tuaj txog rau teb chaws Australia thawj zaug raws li ntaub ntawv hla ntawm txoj kev pab tib neeg txom nyem (humanitarian visa)

Kuv puas yuav tsim nyog txais tau?

Yog koj yuav muaj peev xwm txais qhov Crisis Payment no, koj yuav tsum muaj kev txom nyem nyiaj txiag loj heev thiab koj yuav tsum tau thov noj cov nyiaj no ntawm 7 hnuv uas thaum ntsib ib yam kev tshwm sim hauv qab no:

- thaum muaj txoj kev tshwm sim loj
- thaum tus neeg uas yog tus ntaus koj kom koj ntsib kev sawv cev sib ntaus khiav tawm los yog raug tshem tawm ntawm koj lub tsev
- Hnuv uas koj tau raug tso tawm ntawm chaw kaw neeg los yog chaw kaw neeg uas qhuab qhia kom xyaum tej yam zoo (correctional center)
- thaum koj tuaj txog rau teb chaws Australia thawj zaug raws li ntaub ntawv hla ntawm txoj kev pab tib neeg uas txom nyem (humanitarian visa)

Thiab koj yuav tsum txais los yog muaj peev xwm txais :

- ib yam nyiaj noj los ntawm Centrelink – Qho no muaj raws li cov nyiaj hu Parenting Payment, Newstart Allowance, Youth Allowance, Disability Support Pension thiab Age Pension, los yog ABSTUDY Living Allowance.

Koj yuav tsis muaj peev xwm txais tau nyiaj noj Crisis Payment yog hais tias koj tsuas muaj cai txais nyiaj noj Family Tax Benefit payment los yog Child Care Subsidy los ntawm peb xwb.

Cov nyiaj noj Crisis Payment yuav yog pes tsawg?

Cov nyiaj Crisis Payment yuav yog npaum li ib asthiv ntawm cov nyiaj uas koj tab tom noj ntawm Centrelink. Nws tsis xam txog cov nyiaj Rent Assistance los yog Pharmaceutical Allowance. Qhov



nyiaj no tsuas yog them ib zaug nrog rau koj cov nyiaj noj uas koj ib txwm txais txhua txhua ob asthiv.

Hardship Advance

Koj kuj muaj peev xwm thov kom koj tau txais ib txhia nyiaj noj ua ntej nrog rau nyiaj Crisis Payment. Cov nyiaj no hu ua Hardship Advance.

Yog xav muaj xov xwm ntxiv hu xov tooj rau

Employment Services (Kev pab cuam ntawm kev nrhiav hauj lwm)

132 850

Older Australians line (Kab xov tooj uas neeg laus hu)

132 300

Disability and Carers (Hais txog neeg xiam oob khab thias neeg saib xyuas lwm tus)

132 717

Families and Parents line (Kab xov tooj rau tib tse neeg thiab niam txiv)

136 150

Youth and Students (Neeg hluas thiab neeg kawm ntawv)

132 490

TTY* enquiries (Kev nug ntawm TTY*)

hu dawb 1800 810 586

*TTY tsuas yog rau tib neeg uas lag ntseg los yog muaj kev tsis hnov lus los hais lus tsis tau xwb. Yuav tsum muaj ib lub xov tooj TTY thiaj li siv tau txoj kev pab no.

Yog xav tau xov xwm ntawm lwm hom lus mus xyuas peb lub website ntawm

humanservices.gov.au thiab khlij (click) rau qhov hais tias 'Information in your language' los yog hu rau peb txoj kev pab ntau yam lus hauv xov tooj ntawm **131 202***.

Tus nqi hu xov tooj tom koj lub tsev rau koom haum no cov naj npawb pib nrog '13' yuav sib txawv tsuas yog nyob ntawm koj lub xov tooj koj hu tuaj los qhov chaw uas txuas xov tooj rau koj . Yog hu nrog xov tooj tom kev los yog xov tooj ntawm tes (mobile) tus nqi yuav siab zog.



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

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Disability and Carers	132 717
Families and Parents line	136 150
Youth and Students	132 490
TTY* enquiries	Freecall 1800 810 586

*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 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.