



Crisis Payment

Sisi tunaelewa kuwa kunaweza wakati unapohitaji usaidizi zaidi kutoka kwetu sisi. Crisis Payment ni malipo maalum yanayolipwa mara moja ambayo yanaweza kulipwa kwako kwa matukio katika wakati maalum.

Bona inalipwa?

Crisis Payment inawezalipwa wakati wewe:

- umelazimika kutoka nyumbani na kuanzisha, au unakusudia kuanzisha, nyumba mpya kwa sababu ya tukio kupita kadiri kama vile vurugu nyumbani au msiba wa kawaida
- kubakia katika nyumba yako baada ya kupata ujuzi wa vurugu nyumbani na jukumu ya mmoja wapo wa jamii imeondolewa au imetolewa nyumbani
- umewachiliwa kutoka jela au kituo cha magereza baada ya kufungiwa kwa muda wa zaidi ya siku 14 baada ya kupatwa na hatia, au
- amewasili Australia kwa mara yake ya kwanza kwa viza la humanitarian.

Mimi ninastahili?

Ili kustahili kwa malipo ya Crisis Payment, wewe lazima uwe katika shida mbaya ya kifedha na lazima udai ndani ya siku saba za matukio yafuatayo:

- tukio mbaya kupita kadiri
- mojawapo wa jamii aliye na jukumu kwako kwa uzoefu wako wa vurugu nyumbani anaondoka, au anaondolewa kutoka kwa nyumba yako
- tarehe uliyowachiliwa kutoka kwa jela au kituo cha gereza, au
- kuwasili kwako Australia kwa mara ya kwanza kupitia kutuzwa kwako kwa viza la humanitarian.

Unafaa pia uwe unapokea, au unastahili kupokea:

- manufaa au pesheni ya Centrelink – hii ikiwa ni pamoja na malipo kama Parenting Payment, Newstart Allowance, Youth Allowance, Disability Support Pension pamoja na Age Pension, au ABSTUDY Living Allowance.

Hutafaa kustahili kwa Crisis Payment kama kustahili kwako pekee kutoka sisi ni Family Tax Benefit payment au Child Care Subsidy.

Crisis Payment ni kiasi ngani?

Kiasi cha Crisis Payment ni sawa na malipo yako ya wiki moja ya pensheni yako ya Centrelink or manufaa. Hii si pamoja na malipo nyongeza kama vile Rent Assistance au Pharmaceutical Allowance. Malipo haya ni nyongeza ya mara moja kwa malipo yako ya kawaida kwa wiki mbili.



Hardship Advance

Kwa nyingeza ya Crisis Payment, wewe unaweza kutia ombi ili kupata fungu ndogo la pensheni yako au manufaa yako yalipwe mapema kama ukistahili.

Hii inaitwa Hardship Advance.

Kwa maelezo zaidi

Huduma ya Ajira	132 850
Laini ya Wazee wa Australia	132 300
Ulemavu na Watunzaji	132 717
Laini ya Jamii na Wazazi	136 150
Vijana na Wanafunzi	132 490
Ulizaji wa TTY*	Simubure 1800 810 586

*TTY ni ya watu pekee walioviziwi au wanaulemavu wa kusikia au kuogea. Simu ya TTY inahitajika ili kutumia huduma hii.

Kwa maelezo zaidi kwenye lugha zingine tembelea tuvuti katika **humanservices.gov.au** na ubwenyeze kwenye 'maelezo kwenye lugha yako' au upigie huduma yetu ya simu ya lugha nyingi kwenye **131 202***.

Gharama za kupiga simu kutoka simu yako ya nyumbani kwa nambari zinazoanza na '13' inabadilika kulingana na huduma yako ya mtoaji simu. Simu kutoka simu za umma pamoja na simu za mkono zinagharamika bei ya juu zaidi.



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

Employment Services	132 850
Older Australians line	132 300
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.