



## Crisis Payment

我們知道，有時您可能需要我們的更多支援。Crisis Payment ( 危機求助金 ) 是一種特別的一次性福利金，可以在某些特殊的情況下支付給您。

### 為何提供此類福利金？

Crisis Payment 可以在您符合以下條件的情況下支付給您：

- 您由于家庭暴力或自然災難等極端境況而被迫離家，并且建立了 ( 或打算建立 ) 新家；
- 您在經歷家庭暴力后留在家中，而對此負責的家庭成員已經離家或逐出家門；
- 您在因被控犯罪而被關押至少 14 天后，已從監獄或矯正中心釋放；或者
- 您憑藉符合條件的人道主義簽證初次入境澳洲。

### 我是否符合條件？

要符合 Crisis Payment 的條件，您必須處於嚴重的財務困境，并且在發生以下事件之一后七天內提出申請：

- 遭遇極端境況；
- 應當對您經歷的家庭暴力負責的家庭成員已經離開，或被從家中逐出；
- 您從監獄或矯正中心釋放；或者
- 您憑藉符合條件的人道主義簽證初次入境澳洲。

您還必須正在接受或有資格接受：

- Centrelink 補助金或福利金 - 這包括 Parenting Payment、Newstart Allowance、Youth Allowance、Disability Support Pension 和 Age Pension；或者 ABSTUDY Living Allowance。

如果您僅有權從我們這裡獲得 Family Tax Benefit payment 或 Child Care Subsidy、則不符合的條件。



## Crisis Payment 金額是多少？

Crisis Payment 的金額等於您一週所獲得的基本 Centrelink 補助金或福利金。這不包括附加福利金，例如 Rent Assistance ( 租金援助 ) 或 Pharmaceutical Allowance ( 藥物津貼 )。這項福利金將一次性發放，作為您隔週領取的定期福利金的補充。

## Hardship Advance ( 救急預支 )

除了 Crisis Payment 外，您還可以申請提前發放您的第一期補助金，但須符合相應的條件。這稱為 Hardship Advance。

## 獲取更多資訊

<b>就業服務</b>	<b>132 850</b>
<b>澳洲老年人專線</b>	<b>132 300</b>
<b>殘障與護理人員</b>	<b>132 717</b>
<b>家庭與家長專線</b>	<b>136 150</b>
<b>青少年與學生</b>	<b>132 490</b>
<b>TTY* 問詢</b>	<b>免費電話 1800 810 586</b>

\*TTY ( 文字電話 ) 僅適用於患有耳聾或者聽力或語言能力受損的人士。必須備有 TTY 電話方可使用此服務。

若需其他語言的資訊，請造訪我們的網站 [humanservices.gov.au](http://humanservices.gov.au)，並點按「您的語言的資訊」(Information in your language)，或致電 **131 202\*** 以使用我們的多語言服務。

如果您使用家中的電話聯絡本部門，撥打「13」開頭的電話號碼的收費因不同電話服務提供商而有所差異。從公共電話和行動電話的通話可能會按較高的費率收費。



# 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.