







# Crisis Payment

Crisis Payment is a one-off non-taxable payment when you have experienced an extreme circumstance and are in severe financial hardship.

## Eligibility for Crisis Payment

To get a Crisis Payment, you must meet **all** of the following:

- be in severe financial hardship
- get, or be eligible for, an income support payment or ABSTUDY Living Allowance
- be experiencing an extreme circumstance
- be in Australia on the day of claim
- contact us, or make a claim within 7 days of the extreme circumstance.

You cannot get Crisis Payment if you are only getting a Family Tax Benefit payment or Child Care Subsidy.

## Extreme circumstances

We consider an extreme circumstance to be **one** of the following:

- you experienced an incident of family and domestic violence that forced you to leave home and set up, or intend to set up, a new home
- you stayed in your home after experiencing domestic violence and the family member responsible left or was removed from the home
- you left your home because of a natural or other disaster not covered by a disaster relief payment
- you get released from prison or psychiatric confinement for a period of at least 14 days
- you arrived in Australia for the first time on a qualifying humanitarian visa.

## Crisis Payment amount

The amount of Crisis Payment is equal to one week's payment of your basic Centrelink pension or benefit. This does not include additional payments such as Rent Assistance or Pharmaceutical Allowance. This is an extra one-off non-taxable payment added to your regular fortnightly payment.

If you get a Crisis Payment, you may also apply to have part of the first instalment of your pension or benefit paid early if eligible. We call this a Hardship Advance.

## Claim Crisis Payment

You can claim Crisis Payment online using your Centrelink online account through myGov.

If you do not have a myGov account or Centrelink online account, you need to set them up.

To create a myGov account, go to [my.gov.au/en/about/mygov-community-resources](https://my.gov.au/en/about/mygov-community-resources) to download translated guides via the eKit.

If you cannot claim online, you can call **132 850** or your regular payment line. You can find our phone numbers in English at [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus). Let us know if you need an interpreter, and we will arrange one for free.

## For more information

- Go to [servicesaustralia.gov.au/crisispayment](https://servicesaustralia.gov.au/crisispayment) for more information in English.
- Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language.
- Call **131 202** to speak with us in your language about Centrelink payments and services.
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free.
- If you are affected by **family and domestic violence**, there is help available. Call **132 850** Monday to Friday, 8 am to 5 pm local time, and ask to speak to a social worker.
- Visit a service centre.

Calls from your home phone to 13 numbers from anywhere in Australia are at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to 1800 numbers from your home phone are free. Calls from public and mobile phones may be at a higher rate depending on time.

## Disclaimer

The information contained in this publication is only a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.