



Crisis Payment

Crisis Payment Dema ku we rewşek tund dît û di tengasiyek darayî ya giran de bin, dravdanek yekcar bê bac e.

Destûra ji bo Crisis Payment

Ji bo wergirtina Crisis Payment, divê hûn **hemû** yên jêrîn bicîh bînin:

- di tengasiyek aborî ya giran de be
- bistînin, an jî bibin mafdar ji bo dravdana desteka hatinê an ABSTUDY Living Allowance
- bi rewşek dijwar re rû bi rû bimîne
- di roja dozê de li Australia be
- bi me re têkilî daynin, an jî di nav 7 rojan de ji rewşa dijwar de îdîayek bikin.

Hûn nikarin Crisis Payment bistînin ger hûn tenê dravdana Family Tax Benefit payment an Child Care Subsidy.

şert û mercên Extreme

Em rewşek dijwar wekî **yek** ji van jêrîn dihesibînin:

- we bûyerek tundûtûjiya malbatî û navmalî dît ku we neçar kir ku hûn ji malê derkevin û xaniyek nû ava bikin, an jî niyeta we heye ku hûn xaniyek nû ava bikin
- piştî ku tu rastî şîdeta nav malê hatiyî tu li mala xwe mayî û endamê malbatê yê berpirsiyar ji malê derketiye yan jî ji malê hatiye derxistin
- we ji ber felaketeke xwezayî an jî ji ber karesateke din ji ber dravdana alîkariyê ji bo karesatê nayê girtin ji mala xwe derket
- hûn ji zindanê an jî ji hucreya psîkiyatîkî ji bo heyama herî kêr 14 rojan têne berdan
- hûn cara yekem hatine Australia bi ya bi kalîte humanitarian visa.

Crisis Payment mîqdara

Mîqdara Crisis Payment bi dayîna hefteyekê ya teqawidiya weya bingehîn an qezenca Centrelink re ye. Di vê yekê de dravdanên zêde yên wekî Rent Assistance an Pharmaceutical Allowance. Ev dravdanek yek-yek-ne-bacê ye ku li dravdana weya her du hefte ya birêkûpêk tê zêdekirin.

Ger hûn Crisis Payment wergirin, hûn dikarin her weha serlêdan bikin ku hûn beşek ji teqşîta yekem a teqawidbûnê an berjewendiya xwe zû were dayîn heke mafdar bin. Em ji vê re dibêjin Hardship Advance.

Daxwaza Crisis Payment

Hûn dikarin bi rêya myGov bi karanîna hesabê xweya serhêl a Centrelink bi serhêl serlêdana Crisis Payment bikin.

Ger hesabê weya myGov an serhêl a Centrelink tune be, hûn hewce ne ku wan saz bikin.

Ji bo afirandina hesabek myGov, biçin my.gov.au/en/about/mygov-community-resources da ku rêberên wergerandî bi rêya eKit dakêşin.

Heke hûn nekarin serhêl îdia bikin, hûn dikarin têlêfonê bidin **132 850** an jî xeta dravdana xweya asayî. Hûn dikarin jimareyên têlêfona me bi Îngilîzî li ser servicesaustralia.gov.au/phoneus bibînin. Ger hewcedariya we bi wergêrek hebe, ji me re agahdar bikin, û em ê yekî belaş saz bikin.

Ji bo bêtir agahdarî

- Ji bo bêtir agahîya bi Îngilîzî biçin servicesaustralia.gov.au/crisispayment.
- Biçe servicesaustralia.gov.au/yourlanguage li wir tu dikarî bi zimanê xwe agahî bixwînî, guhdarî bikî an jî temaşe bikî.
- Têlêfonê **131 202** bikin ku bi zimanê xwe bi me re li ser dayin û karûbarên Centrelink biaxivin.
- Têlêfon bikin **132 011** Ji bo Medicare û **131 272** ji bo Child Support. Ger hewcedariya we bi wergêrek hebe, ji me re agahdar bikin, û em ê yekî belaş saz bikin.
- Heke hûn ji **malbat û şideta nav malê** bandor bûne, alîkarî heye. Duşem heta Înî, 8 danê sibê heta 5 êvarî bi dema herêmî, têlêfonî **132 850** bikin û bixwazin ku bi xebatkarek civakî re biaxivin.
- Serdana navendek xizmetê bikin.

Bangên ji têlêfona weya malê bi 13 jimareyan ji her deverê li Australia bi rêjeyek diyar in. Dibe ku ew rêje ji bihayê têlêfonê herêmî diguhere û dibe ku di navbera pêşkêşkerên karûbarê têlêfonê de jî cûda bibe. Ji têlêfona weya malê bangî jimareyên 1800 belaş in. Bangên ji têlêfonên giştî û desta dibe ku li gorî demê bi rêjeyek bilindtir bin.

Tenasal

Agahiyên ku di vê weşanê de hene tenê rêbernameyek dravê û karûbaran e. Berpirsiyariya we ye ku hûn biryar bidin ka hûn dixwazin serlêdana dravdanê bikin û li gorî mercên xwe yê taybetî serlêdanek bikin.



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 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. Let us know if you need an interpreter, and we will arrange one for free.

For more information

- Go to servicesaustralia.gov.au/crisispayment for more information in English.
- Go to 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.