



# Crisis Payment

Crisis Payment 是针对遭遇某种极端情况并且面临财务困境而提供的一次性免税补助。

## Crisis Payment 申领资格

领取 Crisis Payment 必须满足以下**所有**条件：

- 陷入严重的经济困境
- 正在领取或有资格领取收入支持津贴或 ABSTUDY Living Allowance
- 遭遇极端情况
- 提出申请当天在 Australia 境内
- 在极端情况发生后的 7 天内与我们取得联系或提交申请。

若仅可领取 Family Tax Benefit payment 或 Child Care Subsidy, 则不能申领 Crisis Payment。

## 极端情况

以下几种均属于极端情况：

- 因家庭暴力事件被迫离家，开始或计划开始新的生活
- 在遭遇家庭暴力后选择留在家中，并且施暴者已经离家或被带离家中
- 遭遇了灾难救济金不覆盖的自然或其他类型的灾难，不得不离家
- 出监狱或精神病院至少 14 天
- 持合格的 humanitarian visa 首次抵达 Australia。

## Crisis Payment 金额

Crisis Payment 金额等于您一周的 Centrelink 基本养老金或福利金。这不包含 Rent Assistance 或 Pharmaceutical Allowance 等额外津贴。该津贴为一笔单次免税的额外补助，不影响您每两周领取的常规津贴。

如果已在领取 Crisis Payment, 如果符合条件 则还可申请提前领取部分首笔养老金或福利金金额。我们称之为 Hardship Advance。

## 申领 Crisis Payment

可通过 myGov 使用 Centrelink 在线帐户在线申请 Crisis Payment。

如果没有 myGov 帐户或 Centrelink 在线帐户，则需要进行设置。

要创建 myGov 帐户，请访问 [my.gov.au/en/about/mygov-community-resources](https://my.gov.au/en/about/mygov-community-resources)，通过 eKit 下载译文版指南。

如果无法在线申请，则可拨打 **132 850** 或常规福利金热线。请访问 [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus) 查找相关电话号码。如需口译服务，请告诉我们，我们将免费安排一名口译员。

## 了解更多信息

- 如需了解更多英文信息，请访问 [servicesaustralia.gov.au/crisis-payment](https://servicesaustralia.gov.au/crisis-payment)。
- 请访问 [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)，获得中文版本的文本、音频或视频信息
- 请致电 **131 202**，使用中文咨询 Centrelink 福利金和服务的相关信息。
- 有关 Medicare 事宜，请致电 **132 011**；有关 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员。
- 如果受到**家庭暴力**的影响，请寻求相关支持服务。请致电 **132 850**（周一至周五，当地时间上午 8 点至下午 5 点），并要求与社工交谈。
- 访问服务中心。

从 Australia 任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。使用座机拨打“1800”开头的电话号码免费。通话费率可能会因时间和使用的电话类型（如公共电话或手机）而异。

## 免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



# 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.