

When to use this form



Use this form to claim Crisis Payment if you:

- have been released from prison or psychiatric confinement in the last 7 days
- will be released from prison confinement in the next 21 days.

Online account



Applying online

Access your Centrelink online account through myGov and select:

- Payments and claims
- then Claims
- then Make a claim.

If you do not have a myGov account, you can create one at my.gov.au and then link Centrelink to it.

Crisis Payment eligibility

To get this payment you must meet all of the following:

- be eligible for, or getting an income support payment or ABSTUDY Living Allowance
- be in severe financial hardship
- be charged with committing an offence
- have spent 14 or more days in prison or psychiatric confinement
- be in Australia when you make your claim
- contact us or make a claim up to 21 days before your expected release date, or within 7 days after.

Important information

If you are not getting an income support payment or ABSTUDY Living Allowance, you should claim one first. Go to servicessaustralia.gov.au/paymentfinder to see if you can get a payment.

Severe financial hardship means you are either:

- single and your liquid assets total less than 2 weeks of the maximum rate of your income support payment or ABSTUDY Living Allowance
- a member of a couple and your liquid assets total less than 4 weeks of the maximum rate of your income support payment or ABSTUDY Living Allowance.

Liquid assets include all of the following:

- cash on hand
- money in the bank
- shares and bonds
- gifts
- other money available at short notice.

Keep these Notes (pages 1 and 2) for your information.

For more information

Go to servicesaustralia.gov.au/crisispayment or visit one of our service centres.
Call us on **132 850**.



Information in your language

We can translate documents you need for your payment for free.

To speak to us in your language, call **131 202**.

Call charges may apply.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to servicesaustralia.gov.au and search 'other support and advice'.

Claim for Crisis Payment

Release from prison or psychiatric confinement (SU508)


Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, and some browsers, or you can print it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this **Go to 1** skip to the question number shown.


1 Are you in Australia right now?

No  You are not eligible. Call us on **132 850** if you want to discuss your eligibility.

Yes **Go to next question**


2 Do you currently get an income support payment or ABSTUDY Living Allowance, or have you claimed one?

This includes where your payment has been restored.

No  You should submit a claim or call us to get your payment restored before submitting this form.

Yes **Go to next question**


3 Are you, or were you, in prison or psychiatric confinement?

No  You are not eligible. Call us on **132 850** if you want to discuss your eligibility.

Yes **Go to next question**

4 Will the period you have been in prison or psychiatric confinement be 14 days or more?

You must be in prison or psychiatric confinement because you were charged with committing an offence.

No  You are not eligible. Call us on **132 850** if you want to discuss your eligibility.

Yes **Go to next question**

5 What is the date you will be, or were, released?

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6 What is your Prison ID number?

This could also be known as your MIN, IOMS or DCS Number.

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7 Provide the details of the facility held in:

Name of facility

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Address of facility

Postcode

8 Can you provide evidence confirming you have been released from prison or psychiatric confinement?

No **Go to next question**

Yes  Provide a copy of any proof.
▶ **Go to next question**

About you

9 Your Customer Reference Number (if known)

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10 Name

Mr Mrs Miss Ms Mx Other

Family name

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First given name

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Second given name

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11 Date of birth (DD MM YYYY)

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12 Have you been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No Go to next question

Yes Give details below

1 Other name

Type of name (for example, name at birth)

2 Other name

Type of name (for example, name before marriage)

If you need more space, provide a separate sheet with details.

13 Permanent address

Postcode

14 Postal address (if different to above)

Postcode

15 Can we call you by phone if we need to speak to you?

No Go to next question

Yes What number can we call you on?

16 Do you have any cash on hand?

Cash on hand can include notes and coins that:

- you have in your wallet, purse or handbag
- you have in a safety deposit box
- you are holding instead of putting it into a bank account
- someone else is looking after for you.

No Go to next question

Yes How much?

17 Give details below of all accounts held by you in banks, building societies or credit unions.

Include:

- savings accounts
- cheque accounts
- term deposits
- joint accounts
- accounts you hold in trust or under any other name
- money held in church or charitable development funds.

Accounts and term deposits outside Australia should be included, with the current balance in the type of currency in which it is invested. We will convert this into Australian dollars.

Do not include:

- shares
- managed investments
- an account used exclusively for funding from the National Disability Insurance Scheme.

1 Name of bank, building society or credit union

Account number (this may not be your card number)

Balance of account

Currency if not AUD

Your share

 %

Your partner's share

 %

2 Name of bank, building society or credit union

Account number (this may not be your card number)

Balance of account

Currency if not AUD

Your share

 %

Your partner's share

 %

If you need more space, provide a separate sheet with details.

18 How much do you have in your prison trust and phone account?

19 Do you (and/or your partner) own any shares, options, rights, convertible notes or other securities listed on a stock/securities exchange in and/or outside Australia?

Include:


- futures
- options
- derivatives
- rights
- convertible notes.

Do not include:

- managed investments
- investments purchased with a margin loan.

No Go to next question

Yes Give details below

 Provide a copy of the latest statement detailing the shareholding in each company.

1 Name of the public company or ASX code

Number of shares held Country if not Australia

Your share % Partner's share %

2 Name of the public company or ASX code

Number of shares held Country if not Australia

Your share % Partner's share %

3 Name of the public company or ASX code

Number of shares held Country if not Australia

Your share % Partner's share %

If you need more space, provide a separate sheet with details.

20 Read this before answering the following question.

If you have authorised someone to deal with us on your behalf, consider ending these arrangement to help keep your information safe.

Person permitted to enquire – can ask questions on your behalf
Person permitted to update – can ask questions and make updates to your information.

Payment nominee – receives your payments on your behalf.

Correspondence nominee – can act on your behalf.


You cannot end your nominee arrangement if legal documents were used to set it up. All other arrangements can be ended at any time by using your Centrelink online account through myGov or calling us.

For more information, go to servicesaustralia.gov.au/authorisedrepresentative or talk to your prison welfare officer.

Do you want to authorise a person or organisation to make enquiries, make updates, act and/or get payments on your behalf?

No Go to next question

Yes Give details below

 You need to fill in and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. You can also do this online. You and the person or organisation will need a Centrelink online account.

If you want more information or to download the form, go to servicesaustralia.gov.au/authorisedrepresentative

21 Where do you want your payment made?

The account must be in your name. A joint account is acceptable.

If you have ended your payment nominee arrangement you need to provide us new bank account details for your payments.

Payments cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

Questions continue 

Checklist

22 Which of the following documents are you providing with this form?

You must provide **copies** of documents. The copies will not be returned.

If you are not sure, check the question to see if you should provide the documents.

Copy of any proof of the circumstance that led you to claim
(if you answered Yes at **question 8**)

Copy of of the latest statement detailing the shareholding in each company
(if you answered Yes at **question 19**)

Authorising a person or organisation to enquire or act on your behalf (SS313)
(If you answered yes at **question 20**)

Privacy notice

23 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to Services Australia, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacypolicy

Declaration

24 I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

I have read, understood and agree to the above.

Date (DD MM YYYY) (you **must** date this declaration)

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Your signature (**only** required if returning by post or in person)



Next steps

- 1 Check that you have answered all the questions that you need to.
- 2 Check you have signed and dated this form.
- 3 Provide all supporting documents to us so we can process your claim.

Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account.
For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- in person at one of our service centres.