



Crisis Payment for Humanitarian Entrants

我们理解，有时候您可能需要我们提供的额外帮助。

Crisis Payment 是一项特别的一次性发放的补助，帮助那些在人道主义援助下刚刚抵达澳大利亚的人，满足紧迫的安家之需。

哪些人可以得到这项补助？

这项补助仅发给那些在初次抵达澳大利亚之前，获取了 **Australian Humanitarian Visa** 的人。

您必须满足以下条件，才可以领取到 **Crisis Payment**：

- 有资格领取 **Centrelink** 的养老金或福利津贴
- 在申请之日，处于严重的财务困境
- 在申请之日，身在澳大利亚
- 持有以下符合条件的人道主义签证：
 - subclass 200—Refugee
 - subclass 201—In Country Special Humanitarian
 - subclass 202—Global Special Humanitarian
 - subclass 203—Emergency Rescue
 - subclass 204—Woman at Risk
- 在持符合条件的人道主义签证，并在初次抵达澳大利亚后的七日内提出申请（或在初次抵达澳大利亚后的七日内与我们联系，表明申请意向，并于此次联系后的十四日内递交申请）。

Crisis Payment 的金额是多少？

Crisis Payment 的金额等同于您一周的基本 **Centrelink** 养老金或福利金。这不包括额外的补助项目，例如 **Rent Assistance** 或 **Pharmaceutical Allowance**。这是在您每两周领取的补助之外，额外发放的一次性补助金。

Hardship Advance

除了 **Crisis Payment**，如果您符合一定的条件，您还可以申请提前领取属于您的第一笔养老金或福利金。这笔提前发放的津贴叫做 **Hardship Advance**。

欲了解更多信息，请联系

就业专线	132 850
澳大利亚老年人专线	132 300
残疾人与护理人员	132 717
家庭与家长专线	136 150
青少年与学生	132 490
TTY*咨询电话	Freecall™ 1800 810 586

*TTY 仅为聋人, 或患有听力或语言障碍的人服务。必须用 TTY 电话机才可以使用该项服务。

欲了解其它语言的信息，请访问我们的网站 humanservices.gov.au 并点击‘翻译为您语言的信息’ (‘Information in your language’), 或致电 **131 202**, 联系我们的多语种电话服务。

用家庭座机拨打本部门以‘13’开头的电话号码时，电话费的多少取决于您的通讯服务商。用公用电话和手机拨打费用较高。



Crisis Payment for Humanitarian Entrants

We understand there may be times when you need additional support from us. Crisis Payment is a special one-off payment to assist with your immediate settlement needs if you are a newly arrived humanitarian entrant.

Who can receive the payment?

This payment is only available if you were issued with an Australian Humanitarian Visa before your first arrival in Australia.

To receive Crisis Payment, you must:

- be eligible for a Centrelink pension or benefit
- be in severe financial hardship on the day of claim
- be in Australia on the day of claim
- hold one of the following qualifying humanitarian visas:
 - subclass 200—Refugee
 - subclass 201—In Country Special Humanitarian
 - subclass 202—Global Special Humanitarian
 - subclass 203—Emergency Rescue
 - subclass 204—Woman at Risk
- claim within seven days of your first arrival in Australia on a qualifying humanitarian visa (or contact us with an intent to claim within seven days and lodge a claim within 14 days of that contact).

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

Employment line	132 850
Older Australians line	132 300
Disability and Carers	132 717
Families and Parents line	136 150
Youth and Students	132 490
TTY* enquiries	Freecall™ 1800 810 586

*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** 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.