



Crisis Payment (Kev them nyiaj thaum muaj kev txom nyem) rau cov neeg tuaj uas yog neeg txom nyem (Humanitarian Entrants)

Peb nkag siab tias muaj tej lub sij hawm uas koj yuav tau txais txoj kev txhawb nqa ntxid los ntawd peb. Crisis Payment yog ib yam tshwj xeeb tau muaj los them ib zaug rau koj kom pab tau koj txoj kev nyob kom ruaj rau chaw yog hais tias koj yog ib tug neeg txom nyem tuaj tshiab.

Leej twg yuav txais tau cov nyiaj no?

Cov nyiaj no tsuas yuav muaj them rau koj yog hais tias koj tau muaj ib daim Australian Humanitarian Visa (daim ntawv uas pub koj hla teb chaw rau Australia vim tias koj yog neeg txom nyem) ua ntej koj tau tuaj txog rau Australia.

Yog koj yuav muaj peev xwm txais Crisis Payment, koj yuav tsum:

- muaj peev xwm txais ib yam nyiaj noj los ntawm Centrelink
- muaj kev ntxhov siab loj rau kev nyiaj txiag hnuv uas koj thov cov nyiaj no
- nyob rau hauv teb chaw Australia hnuv uas koj thov cov nyiaj no
- muaj ib daim ntawv tsim nyog hlab teb chaws (visas) raws li cov hauv qab no:
 - subclass 200—Refugee
 - subclass 201—In Country Special Humanitarian
 - subclass 202—Global Special Humanitarian
 - subclass 203—Emergency Rescue
 - subclass 204—Woman at Risk
- thov nyiaj noj no ntawm xya hnuv uas koj tuaj txog rau teb chaws Australia thiab koj yog tus neeg muaj ib daim ntawv uas tsim nyog hla teb chaws rau neeg txom nyem (humanitarian visa) (los yog tiv tauj peb ntawm xya hnuv es hais qhia peb tias koj xav thov cov nyiaj no thiab xa ib daim ntawv thov nyiaj (claim) rau peb tom qab ntawm 14 hnuv uas koj tau tiv tauj peb)

Cov nyiaj noj Crisis Payment yuav yog pes tsawg?

- Cov nyiaj Crisis Payment yuav yog npaum li ib asthiv ntawm cov nyiaj uas koj tab tom noj ntawm Centrelink. Nws tsis xam txog cov nyiaj Rent Assistance los yog Pharmaceutical Allowance. Qhov nyiaj no tsuas yog them ib zaug nrog rau koj cov nyiaj noj uas koj ib txwm txais txhua txhua ob asthiv.

Hardship Advance

Koj kuj muaj peev xwm thov kom koj tau txais ib txhia nyiaj noj ua ntej nrog rau nyiaj Crisis Payment. Cov nyiaj no hu ua Hardship Advance.

Yog xav muaj xov xwm ntxiv hu xov tooj rau

Employment Services (Kev pab cuam ntawm kev nrhiav hauj lwm)

132 850

Older Australians line (Kab xov tooj uas neeg laus hu)

132 300

Disability and Carers (Hais txog neeg xiam oob khab thias neeg saib xyuas lwm tus)

132 717

Families and Parents line (Kab xov tooj rau tib tse neeg thiab niam txiv)

136 150

Youth and Students (Neeg hluas thiab neeg kawm ntawv)

132 490

TTY* enquiries (Kev nug ntawm TTY*)

hu dawb 1800 810 586

*TTY tsuas yog rau tib neeg uas lag ntseg los yog muaj kev tsis hnov lus los hais lus tsis tau xwb. Yuav tsum muaj ib lub xov tooj TTY thiaj li siv tau txoj kev pab no.

Yog xav tau xov xwm ntawm lwm hom lus mus xyuas peb lub website ntawm **humanservices.gov.au** thiab khlij (click) rau qhov hais tias 'Information in your language' los yog hu rau peb txoj kev pab ntau yam lus hauv xov tooj ntawm **131 202***.

Tus nqi hu xov tooj tom koj lub tsev rau koom haum no cov naj npawb pib nrog '13'yuav sib txawv tsuas yog nyob ntawm koj lub xov tooj koj hu tuaj los qhov chaw uas txuas xov tooj rau koj . Yog hu nrog xov tooj tom kev los yog xov tooj ntawm tes (mobile) tus nqi yuav siab zog.

CRISIS PAYMENT FOR HUMANITARIAN ENTRANTS



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), and

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.