



Australian Government



Services
Australia

Western Arrernte
IND016.2507 are

Nhanha atha ilama Crisis Payment ipenha

Thunga paka unta inatjina Crisis Payment nhanha. Parta nhanha nurna nganha nthama. Nurna nthama relha imamburla ngerra namanga parta kuka warra kurta.

Imampurla nama tjina ntjarra nhanha:

- domestic violence-lela
- prison-ela namalanga, mental health care or
- parta itja kurta.

Thunga unta paka arrama tjina unkwanganha domestic violence-lela pmara-la namanga:

- thunga nganha teraltha nthama unta pmara unkwanganha empurlalha ilatjika pmara arrpunha inatjika thunga
- unta pmara unkwangala namanga etna relha kornana rraatalitjika.

Thunga nhanha irrkuntjalela charge-melakala, unta paka irrputjina 2 weeks:

- in prison thunga paka
- etna nhanha hospital-la arrarnamala ntarntarama kapurta kornanga.

Thunga unta pmara unkwanganha empurlalhaka:

- kwatja ngarra nthurranga
- ura ngarra nthurranga
- community trouble-lela.

Unta yaarna pmara urna alpuma.

Nhanha ingkarraka nakalanga unta nurnaka nhanha ilatjika 7 days-nga.

Unta nurnaka ilatjika or mpaaratjika Crisis Payment nhanha ipenha or lhatjika unkwanganha local service centre-urna or irrputjika unkwanganha Centrelink online account myGov-lela or ringamelatjika **132 850**.

Unta nurnaka ilatjika, unta paka antjanama interpreter-ka nurna paka unkwanga free one inatjinanga.

Parta nhanha ipenha unta inamanga Crisis Payment nhanha kuka warra unkwanga Centrelink payment. Nhanha itja nama kngarra parta nhanha-ngerra Rent Assistance ngerra.

Crisis Payment nhanha nama unta inatjika nyinta erranga warra inama fortnight payment-lela. Unta itja tax paymelatjika nhanhanga.

Unta arratjika yia wurtha English-anga servicesaustralia.gov.au/crisispayment

Unta paka yia wutha wutjika antjanama, nhanha aratjika:

- unta lhatjika etnanha aratjika Services Australia (Centrelink) service centre pmara unkwanganhanga
- unta angkitjika Services Australia (Centrelink)-lela etna pitjima pmara unkwanganha-urna
- unta ring-melitjika Indigenous Call Centre nhanhanga **1800 136 380**.

Unta paka nurnanha ring-melamala, nurnaka ilatjika Customer Reference Number (CRN) unkwanganha, ilatjika yia unkwanga epenha turta. Nurna lhangkaratjinanga nganha.

Unta ring-melamanga, thunga unta pitjimanga nurnanha aratjika, unta paka antjanama interpreter-ka, nurna nganha free one nthima.



Crisis Payment

A Crisis Payment is money you may be able to get from us if you have experienced an extreme circumstance and are in severe financial hardship.

An extreme circumstance can be:

- family and domestic violence
- prison and mental health care
- emergency events.

If you have experienced family and domestic violence at home and:

- you were forced to leave your home and are trying to start a new home somewhere or
- you stayed in your home and the violent person was taken away.

You have been charged with a criminal offence and had to spend 2 weeks or more:

- in prison or
- in hospital to look after your mental health.

If you were forced to leave your home because of an extreme circumstance like:

- flooding
- fire
- community unrest.

And you are unable to return to your home in the near future.

If any of these have happened to you, it is important that you tell us within 7 days.

You can tell us or claim a Crisis Payment by visiting your local service centre, using your Centrelink online account through myGov, or calling **132 850**. Let us know if you need an interpreter and we will arrange one for free.

The money you get for a Crisis Payment is half your normal Centrelink payment that does not include extra payments like Rent Assistance. Crisis Payment is an extra one-off non-taxable payment added to your normal fortnightly payment.

You can find out more in English at servicesaustralia.gov.au/crisispayment

If you need more information you can:

- visit your local Services Australia (Centrelink) service centre
- talk to Services Australia (Centrelink) when they visit your community
- call the Indigenous Call Centre on **1800 136 380**.

If you call us, you will need to tell us your Customer Reference Number (CRN) and answer some questions about who you are, so that we make sure it is you.

You can also ask for an interpreter when you call or visit us. We will provide one for free.