

Online services



Completing this form online is faster and easier.

You can claim Crisis Payment using your Centrelink online account through myGov. For help, go to servicessaustralia.gov.au/onlineguides

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

When to use this form



Use this form if you are in severe financial hardship and all of the following apply:

- you have been released from prison or psychiatric confinement in the last 21 days, or
- you will be released from prison or psychiatric confinement within the next 21 days, and
- you spent 14 or more days there as a result of being charged with committing an offence
- you are in Australia when you submit your claim
- you are currently getting or have claimed an income support payment or ABSTUDY Living Allowance.

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, or
- 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.

For more information



Go to servicessaustralia.gov.au/crisispayment or visit one of our service centres.

Call us on **132 850**.

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.

If you have a hearing or speech impairment, you can contact the **TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Keep these Notes (page 1) for your information.

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Claim for Crisis Payment

Release from Prison or Psychiatric Confinement (SU508)


Filling in this form

You can complete this form on your computer, print and sign 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 currently in prison or psychiatric confinement?

No **Go to 9**

Yes *Go to next question*

4 On your day of release, will you have been in prison or psychiatric confinement for 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 your expected release date?

6 What is your Prison ID number?

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


7 What is the name of the facility you are being held in?

8 What is the address of the facility you are being held in?

Postcode

Go to 15


9 Have you been released from prison or psychiatric confinement in the last 21 days?

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

Yes *Go to next question*

10 On the day of your release, had you been in prison or psychiatric confinement for 14 days or more?

You must have been 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*

11 What date were you released?

12 What was your Prison ID number?

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

13 What is the name of the facility where you were last held?



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14 What is the address of the facility where you were last held?

Form with dotted lines and a Postcode label at the bottom.

15 Are you able to give proof of the extreme circumstance that led you to claim Crisis Payment, for example, release documents?

No Go to next question

Yes



Provide a copy of any proof.
Go to next question

About you

16 Your Customer Reference Number (if known)

Form with four boxes separated by dashes: [] - [] - [] - []

17 Name

Mr Mrs Miss Ms Other

Family name

[]

First given name

[]

Second given name

[]

18 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.

19 Date of birth

[] / [] / []

20 Permanent address

Form with dotted lines and a Postcode label at the bottom.

21 Postal address (if different to above)

Form with dotted lines and a Postcode label at the bottom.

22 Can we contact you by phone if we need to speak to you?

No Go to next question

Yes What number can we contact you on?

[]

23 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?

\$ []

24 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, or 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 or an account used exclusively for funding from the National Disability Insurance Scheme.



Provide evidence from your financial institution that shows your current account balance, account number and account holder name(s). Copies can be provided.

ATM slips are not acceptable.

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.

25 Where do you want your payment made?

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

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

Checklist

26 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 15**)

Copy of evidence from your financial institution that shows your current account balance, account number and account holder name(s)
(If you answered **question 24**)

Questions continue ►

Privacy notice

27 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 need to 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/privacy

Declaration

28 I declare that:

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

I understand that:

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

Your signature



Date

/ /

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, if you are unable to use your Centrelink online account.