

When to use this form



Use this form if you are a new or existing customer who has claimed and is eligible for a Centrelink payment or ABSTUDY Living Allowance, and you are in severe financial hardship, and:

- required to be in quarantine or self-isolation as a result of advice from, or a requirement made by the Commonwealth, State or Territory Government or a health professional regarding COVID-19, or
- caring for an immediate family member, or a member of your household, who is required to be in quarantine or self-isolation as a result of advice from, or a requirement made by the Commonwealth, State or Territory Government or a health professional regarding COVID-19.

For more information about Centrelink payments, go to servicesaustralia.gov.au/incomesupportpayments

Important information

You will not be eligible for a Crisis Payment if your only entitlement from Centrelink is a Family Tax payment.

Online services



You can complete this form on your computer, print and sign it, and upload it in your Centrelink online account. You can access your Centrelink online account through myGov. myGov is a secure way to access a range of government services online with one username and password.

Select **Upload documents** from **Favourite services** on your homepage, choose 'Centrelink form code' and type 'SU717'.

Go to servicesaustralia.gov.au/submitdocumentsonline

For more information



Go to servicesaustralia.gov.au/crisispayment

Call us on **132 850**.

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

To speak to us in other languages, call **131 202**.

Note: Call charges may apply.

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


Keep these Notes (page 1) for your information.

This page has been left blank intentionally.

Filling in this 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. You do not need to answer the questions in between.

1 Are you currently in Australia?

No  You may not be eligible for Crisis Payment.
Call us on **132 850** if you want to discuss your eligibility.

Yes Go to next question

2 Are you required to be in quarantine or self-isolation as a result of COVID-19?

No Go to next question


Yes Go to 6

3 Are you caring for an immediate family member or member of your household who is required to be in quarantine or self-isolation as a result of COVID-19?

Caring for another person means you must be providing daily care for them.

The person being cared for can be;


- a child under 16 years of age
- elderly or frail parents or grandparents
- someone else who requires help with daily tasks, such as taking medication and meal preparation.

No  You may not be eligible for Crisis Payment.
Call us on **132 850** if you want to discuss your eligibility.

Yes Go to next question

4 Has anyone else claimed Crisis Payment due to caring for this person(s) while they are required to quarantine or self-isolate?

No Go to next question

Yes  You may not be eligible for Crisis Payment.
Call us on **132 850** if you want to discuss your eligibility.

5 What is the full name of the person(s) you are caring for?

1 Family name

First given name

2 Family name

First given name

3 Family name

First given name

If you are caring for more than 3 people, provide a separate sheet with details.

About you

6 Your Centrelink Reference Number (if known)

 - - -

7 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name



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8 Have you been known by an other name?

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

Other name

Type of name (for example, name at birth)

If you have more than 1 other name, provide a separate sheet with details.

9 Your gender

- Male
Female

10 Your date of birth

11 Your permanent address

Postcode

12 Your postal address (if different to above)

Postcode

13 Read this before answering the following question.

If you provide an email address or mobile phone number, you may receive electronic messages (SMS or email) from us. To read the Terms and Conditions, go to servicesaustralia.gov.au/em or visit one of our service centres.

Your contact details

Home phone number ()

Is this a silent number? No Yes

Mobile phone number

Alternative phone number ()

Email

14 What type of payment are you currently receiving or applying for (for example, JobSeeker Payment, Parenting Payment, Disability Support Pension)?

15 What date did you or the person you are caring for enter quarantine or self-isolation?

16 Do you have any cash on hand?

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, 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.

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 %

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 %

Continued

3 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 %

4 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 %

If you have more than 4 accounts, provide a separate sheet with details.

18 Provide the bank account details for where you would like your payment to be made.

The bank, building society or credit union account must be in your name. A joint account is acceptable.

Do not include 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

Privacy notice

19 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, 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

20 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.

Your signature

Date

Next steps

- Check that you have answered all the questions that you need to.
- Check you have signed and dated this form.

Returning this form

Return this form:

- online** using your Centrelink online account. For more information, go to servicesaustralia.gov.au/submitdocumentsonline
- in person** at one of our service centres, if you are unable to use your Centrelink online account.