Crisis Payments Centrelink Services Australia

Important for noting:

If you are eligible through Centrelink/Service Australia - ensure you claim the Crisis payment through Centerlink before applying for Victorian payments.

This information is developed at a point in time - please ensure you keep up to date for relevant information for every emergency.

Extreme circumstances are events such as severe property damage from a house fire or flood. It can also be community violence.

Step 1 -You must tick all the boxes below to be eligible



To get this payment you must be all of the following:



- Moving house due to an extreme circumstance, such as fire, flood or community violence
- Eligible for, or getting, an income support payment or ABSTUDY Living Allowance
- Be in severe financial hardship
- In Australia when the extreme circumstance happened and when you submit your claim
- Experienced an extreme circumstance where it's unreasonable for you to return to your home in the near future
- Intend to establish or have established a new home
- Couldn't have predicted that the extreme circumstance would happen
- Couldn't have avoided the extreme circumstances



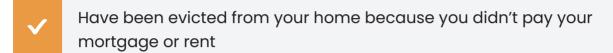






Crisis Payments Centrelink Services Australia

Centrelink/Services Australia will not support a Crisis Payment if you:



✓ Haven't experienced an extreme circumstance but chose to move homes

✓ Haven't established or intend to establish a new home



How to apply:



To get this payment you must contact us within **7 days** of deciding that you can't return to your home.

The easiest way to claim is **online**.

- To do this, you'll need a Centrelink online account linked to myGov. If you have a nominee they can claim online for you, but they'll need to have their own account.
- If you don't have a myGov account or a Centrelink online account you'll need to set them up.
- You can also prepare supporting documents before you claim like police or fire reports.









Crisis Payments -**Centrelink Services Australia**



How to apply (continued):



If your Centrelink account is linked to myGov you can claim online To do this:

- Sign into myGov.
- Select 'Make a Claim' or 'View Claim Status', then 'Make a Claim'.
- Select 'Crisis Payment'.
- Select 'Apply for Crisis Payment for Other Extreme Circumstances', then follow the prompts to complete your claim.
- We'll ask you to give us documents to support your claim. This could be evidence of the extreme circumstance that led you to claim, such as a police or fire report.

Or you can call:

Call this line if you're affected by a natural disaster and need help to claim a payment:



180 22 66



OR YOU CAN VISIT YOUR NEAREST CENTRELINK OFFICE







