

# 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

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



Have been evicted from your home because you didn't pay your mortgage or rent



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.

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## 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

