

# Crisis Payment for Humanitarian Entrants



## What is Crisis Payment for Humanitarian Entrants?

Crisis Payment is a special one-off payment to assist newly arrived humanitarian entrants with their immediate settlement needs.

## Who can receive the payment?

This payment is only available to people issued with an Australian Humanitarian Visa before their first arrival in Australia. To receive Crisis Payment, a person must:

- be eligible for a Centrelink pension or benefit
- be in severe financial hardship on the day of claim
- be in Australia on the day of claim
- hold one of the following qualifying humanitarian visas:
  - subclass 200—Refugee
  - subclass 201—In-country Special Humanitarian
  - subclass 202—Global Special Humanitarian
  - subclass 203—Emergency Rescue, **and**
  - subclass 204—Woman at Risk
- **claim within seven days of their first arrival in Australia on a qualifying humanitarian visa** (or contact Centrelink with an intent to claim within seven days and lodge a claim within 14 days of that contact), **and**
- have arrived in Australia for the first time on or after 1 January 2008.

## How much is the Crisis Payment?

The amount of Crisis Payment is equal to one week's payment of a person's basic Centrelink pension or benefit (excluding add-ons such as Rent Assistance or Pharmaceutical Allowance). This payment is a one-off addition to the regular fortnightly payment.

## Hardship Advance

Newly arrived humanitarian entrants may also apply to have part of their first instalment of pension or benefit paid early if eligible. This is called a Hardship Advance.



## How to find out more

Employment Services	13 2850
Retirement Services	13 2300
Disability, Sickness and Carers	13 2717
Family Assistance Office	13 6150
Youth and Student Services	13 2490
Languages other than English	13 1202
Customer Relations (for complaints, compliments and suggestions)	Freecall™ 1800 050 004
Australian Government Services Fraud Tip-off Line	13 1524
TTY* enquiries	Freecall™ 1800 810 586
*TTY is only for people who are deaf or have a hearing or speech impairment. A TTY phone is required to use this service.	
To make an appointment	13 1021
Go to our website at <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>	

**Important:** To speak to Centrelink in languages other than English, call **13 1202\***. Information in other languages can also be found on the website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Note:** Calls from your home phone to Centrelink "13" numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to "1800" numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is accurate as at December 2007, but may of course change. If you use this publication after that date, please check with Centrelink that the details are up to date.