

Urgent Payments



What's an Urgent Payment

An Urgent Payment is part of your current income support payment that is paid before the usual payday.

How to qualify for an Urgent Payment

To be eligible for an Urgent Payment you must provide proof that you are suffering financial hardship due to exceptional and unforeseen circumstances. Urgent Payments will be made from most payment types only if there is no suitable alternative support.

During times of hardship what assistance is available

Centrelink will try to find you assistance, before an Urgent Payment is paid. You may be referred to one of the following:

- charity/community organisations
- Centrelink social worker
- accommodation assistance, or
- financial counselling.

What are exceptional and unforeseen circumstances

Exceptional and unforeseen circumstances are events that happen unexpectedly and are not part of your day-to-day routine. For example:

- loss of possessions due to fire, flood or other forces of nature
- removal expenses or bond money, where relocation becomes necessary due to exceptional and unforeseen circumstances
- costs to attend or associated with the funeral of a close family member
- medical emergencies and medication (excluding non-life threatening, ongoing medication or treatment)
- cost of providing support to newly arrived refugees until their payment is available
- expenses relating to a confirmed job offer, such as essential clothing or equipment
- administrative error or system fault causing delay in regular payment.

Proof of your circumstances must be provided, such as a police report verifying goods damaged by fire.

Proving your identity to Centrelink

To receive an Urgent Payment you must provide proof of your identity. To do this you will need to supply at least one current document with your photo and/or signature, listed on the form *'Proving your identity to Centrelink'*.



How will you be paid

If an Urgent Payment is approved it is paid by direct credit into the same account as your regular Centrelink payment. Where an Urgent Payment is to be paid to a third party on your behalf, it will be made as a cheque addressed to the third party.

If an approved Urgent Payment is not paid by direct credit to your bank account you will need to complete the *Record of Immediate or Replacement Payment* form.

Do you need to pay the money back

The amount paid to you as an Urgent Payment will be deducted in full from your next payment. For this reason Centrelink looks for other ways to assist you during times of hardship.

How to find out more

Employment Services	13 2850
Youth and Student Services	13 2490
ABSTUDY	13 2317
Family Assistance Office	13 6150
Disabilities, Sickness and Carers	13 2717
Retirement Services	13 2300
Indigenous Call Centre (available only in NT, North QLD and WA)	13 6380
Drought Assistance	13 2316
Farmer Assistance	Freecall™ 1800 050 585
Customer Relations	Freecall™ 1800 050 004
For information in languages other than English	13 1202
Australian Government Services Fraud Tip-off Line	13 1524
TTY* payment 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

Important: Calls to '13' numbers from a standard telephone service can be made from anywhere within Australia for not more than the cost of a local call (call charges may vary depending upon the telephone service provider). Calls to '1800' numbers are free of charge. Calls from public and mobile telephones may be charged at a higher rate.

Disclaimer

The information in this brochure is accurate as at November 2006, but may of course change. If you use this publication after that date, please check with Centrelink that the details are up to date.