



Claim for Crisis Payment

Humanitarian Entrants

Purpose of this form

Use this form if you are claiming Crisis Payment because you have recently arrived in Australia for the first time and have one of the following offshore 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.

Who should use this form

Holders of the above humanitarian visas who:

- have claimed and are eligible for payment of a social security pension or benefit, **and**
- have arrived in Australia for the first time while holding a qualifying offshore humanitarian visa, **and**
- make a claim for Crisis Payment within 7 days of that arrival, **and**
- are in severe financial hardship on the day the claim is made.

Definition of a partner

For the Australian Government Department of Human Services purposes a person is considered to be **your partner** if you and the person are living together, or usually live together, and are:

- married, **or**
- in a registered relationship (opposite-sex or same-sex), **or**
- in a de facto relationship (opposite-sex or same-sex).

We consider a person to be in a de facto relationship from the time they commence living with another person as a member of a couple.

We recognise all couples, opposite-sex and same-sex.

For more information

Go to our website humanservices.gov.au/crisispayment or call us on **132 850** or visit one of our Service Centres.

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

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

If you have a hearing or speech impairment

TTY service Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Interpreters and translations

If you need an **interpreter** or **translation** of any documents for our business, we can arrange this for you free of charge.

What else you will need to provide

You may need to **confirm your identity**. There is a complete list of acceptable documents in the **Confirming your identity** form (**SS231**). Multilingual versions are available.

The form also tells you which **other documents** you need to provide to support your claim.

Please keep these Notes (pages 1 and 2) for your information.

Filling in this form

- Please use black or blue pen.
- Print in BLOCK LETTERS.
- Mark boxes like this ☐ with a ✓ or ✗.
- Where you see a box like this ☐ ► **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

Returning your form(s)

Check that all required questions are answered and that the form is signed and dated.

Return this form and any additional documents online or to one of our Service Centres **within 7 days** of your arrival in Australia.

If you cannot return all forms or documents **within 7 days**, contact us.


For more information on how to access Online Services or how to lodge documents online, go to **humanservices.gov.au/submitdocumentsonline**



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- 1** Have you arrived in Australia for the first time while holding a qualifying offshore humanitarian visa?

No ☐  You are not eligible for this type of Crisis Payment. Please call us on **132 850**.

Yes ☐ **Go to next question**

- 2** Your name

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Family name

First given name

Second given name

- 3** Have you ever used or been known by any other name (e.g. name at birth, maiden name, previous married name, Aboriginal or tribal name, alias, adoptive name, foster name)?

No ☐ **Go to next question**

Yes ☐ **Give details below**

1 Other name

Type of name (e.g. name at birth)

2 Other name

Type of name (e.g. maiden name)

If you have more than 2 other names, attach a separate sheet with details.

- 4** Your sex

Male ☐

Female ☐

- 5** Your date of birth

- 6** Your permanent address

 Postcode

- 7** Your postal address (if different to above)

 Postcode

- 8** Your contact details

Home phone number ()

Is this a silent number? No ☐ Yes ☐

Mobile phone number

Fax number ()

Work phone number ()

Alternative phone number ()

Email

@

- 9** When did you start living in Australia?

- 10** What type of visa did you arrive on?

Permanent ☐ **Go to next question**

Temporary ☐ **Go to next question**

Unknown (e.g. arrived on parent's passport) ☐ **Go to 12**

- 11** Your visa details on arrival

Visa sub class

Date visa granted



CLK0SU622 1503

- 12** What type of Centrelink payment are you currently receiving or applying for (e.g. Newstart Allowance, Parenting Payment, Disability Support Pension)?

- 13** Your Centrelink Reference Number (if known)

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- 14** How much money do you (and your partner) have access to?

Include money in bank accounts, investments and any cash you have available to you.

Amount

\$

Currency if not AUD


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- 15** Give details below of all accounts held by you (and/or your partner) 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 or managed investments.

 Attach proof of all account balances (e.g. ATM slip, statements, passbooks).

1

Name of bank, building society or credit union			
Account number (this may not be your card number)			
Type of account			
Balance of account	\$		
Currency if not AUD			
Your share	%	Partner's share	%

Continued

2

Name of bank, building society or credit union			
Account number (this may not be your card number)			
Type of account			
Balance of account	\$		
Currency if not AUD			
Your share	%	Partner's share	%

3

Name of bank, building society or credit union			
Account number (this may not be your card number)			
Type of account			
Balance of account	\$		
Currency if not AUD			
Your share	%	Partner's share	%

If you (and/or your partner) have more than 3 accounts, attach a separate sheet with details.

- 16** How would you like your payment to be made?

Electronic Benefits Transfer (EBT) ☐ **Go to next question**

Note: All the money must be drawn in one transaction

Cheque ☐ **Go to next question**

Direct credit ☐ **Give account details below**

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

Name of bank, building society or credit union	
Branch where your account is held	
Branch number (BSB)	
Account number (this may not be your card number)	
Account held in the name(s) of	

17 If you are eligible for a Centrelink payment, do you want an advance of up to 7 days of your payment as well?

No ☐ **Go to 19**

Yes ☐ **Go to 18**

18 How would you like your advance payment of pension or benefit to be made?

Electronic Benefits Transfer (EBT) ☐ **Go to next question**

Note: All the money must be drawn in one transaction

Cheque ☐ **Go to next question**

Direct credit ☐ **Give account details below**

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

Name of bank, building society or credit union

Branch where your account is held

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

19 IMPORTANT INFORMATION

Privacy and your personal information

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at **humanservices.gov.au/privacy** or by requesting a copy from the department.

20 Statement

I declare that:

- the information provided in this form is complete and correct.

I understand that:

- giving false or misleading information is a serious offence.
- if I receive an Electronic Benefits Transfer (EBT) card, and receive more money from the Automatic Teller Machine than I am entitled to, I will have been overpaid and will be required to pay back the overpayment. I will destroy the EBT card once I have withdrawn the full amount.
- the Australian Government Department of Human Services can make relevant enquiries to make sure I receive the correct entitlement.

Your signature

Date

