

Crisis Payment for released prisoners



www.centrelink.gov.au



Australian Government



Centrelink

giving you options

English

To speak to Centrelink in languages other than English, call **13 1202***. Information in your language can also be found on the website at **www.centrelink.gov.au**

* 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.

Arabic

لتحدث مع العاملين في Centrelink باللغة العربية، اتصل على الرقم **13 1202***. توجد معلومات بلغتك أيضاً على شبكة الإنترنت على العنوان:

www.centrelink.gov.au

* يمكن إجراء مكالمات للأرقام التي تبدأ بالعدد “13” من أي مكان داخل أستراليا باستخدام التليفونات للعبادة بتكلفة لا تتعدى ثمن المكالمات المحلية (قد تختلف التكلفة وفقاً لموفر خدمة التليفون). المكالمات التي تُجرى للأرقام التي تبدأ بالعدد “1800” مجانية. قد تُفرض على المكالمات التي يتم إجراؤها من التليفونات العمومية أو باستخدام التليفونات الجوّالة "الموبايل" رسوم بمعدلات أعلى.

Lao

ເພື່ອຈະໂອ້ລົມກັບ Centrelink ເປັນພາສາ ລາວ, ຈົ່ງໂທລະສັບຫາ ເບີ **13 1202***. ຫ້າມຍິ່ງສາມາດ ຊອກເອົາຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍຕາມເວັບໄຊຕ໌

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* ເບີໂທລະສັບທີ່ຂຶ້ນຕົ້ນດ້ວຍ ເລກ “13” ທີ່ໂທລ.ຈາກ ບໍລິການໂທລະສັບທົ່ວໄປນັ້ນ ສາມາດໂທລ.ໄດ້ຈາກທຸກໆແຫ່ງພາຍໃນອອ້ສເດອເລັຍ ດ້ວຍຄ່າ ໂທລ. ທີ່ບໍ່ເກີນຄ່າ ໂທລ.ທອງຖິ່ນ (ຄ່າໂທລ.ອາດຈະປ່ຽນແປງໄປຕາມອັດຕາທີ່ຜູ້ໃຫ້ບໍລິການນັ້ນວາງໄວ້). ເບີໂທລະສັບທີ່ຂຶ້ນຕົ້ນດ້ວຍເລກ “1800” ແມ່ນເບີທີ່ບໍ່ຕ້ອງເສັຍຄ່າໂທລ. ການໂທລ.ອອກຈາກ ໂທລະສັບສາທາລະນະ ແລະ ໂທລະສັບມືຖື ອາດຈະເສັຍຄ່າໂທລ.ໃນອັດຕາສູງຂຶ້ນ.

Serbian

Да бисте разговарали са Centrelink-ом на српском, назовите **13 1202***. Информације на вашем језику можете такође да нађете на вебсајту на **www.centrelink.gov.au**

* Позиви на бројеве који почињу са “13” са стандардног телефона из било ког места у Аустралији неће коштати више од цене локалног позива (цене позива могу бити различите код различитих телефонских компанија). Позиви на бројеве који почињу са “1800” су бесплатни. Позиви са јавних и мобилних телефона могу да се наплате по вишој тарифи.

Turkish

Centrelink ile Türkçe olarak konuşmak için **13 1202*** nolu telefonu arayınız. Kendi dilinizdeki bilgileri ayrıca **www.centrelink.gov.au** sitesinde de bulabilirsiniz.

* “13” ile başlayan telefonları Avustralya’nın her yerinden standart bir telefon servisi kanalıyla, yerel telefon konuşması ücretinden daha fazlasına mal olmayacak bir ücret karşılığında arayabilirsiniz (telefon ücretleri, telefon hizmetini sağlayan şirkete göre değişebilir). “1800” ile başlayan numaralara yapılan aramalar ücretsizdir. Umumi telefonlar ile cep telefonlarından yapılan aramalar için daha yüksek bir tarife uygulanabilir.

Vietnamese

Muốn nói chuyện với Centrelink bằng tiếng Việt, xin điện thoại số **13 1202***. Ngoài ra, thông tin bằng tiếng Việt còn được phổ biến tại website: **www.centrelink.gov.au**

* Dùng điện thoại bình thường gọi đến số bắt đầu bằng số “13” từ khắp nơi trên nước Úc chỉ tốn nhiều nhất bằng cước điện thoại gọi địa phương (các công ty điện thoại có thể tính cước điện thoại khác nhau). Gọi đến số điện thoại bắt đầu bằng số “1800” thì miễn phí. Gọi bằng điện thoại công cộng và điện thoại di động có thể phải trả theo giá biểu mức hơn.

What is Crisis Payment?

When you get out of prison or psychiatric confinement, you will need money to pay for things like buying clothes, food or finding somewhere to live. If you are in financial hardship, you may be able to get a one-off Crisis Payment to help with these costs in addition to your Centrelink benefit or pension.

How do I get a Crisis Payment?

There are several conditions you must meet to get a Crisis Payment:

- You must make a claim for Crisis Payment and a Centrelink pension or benefit **up to 21 days before** you are released. Centrelink officers visit most prisons and can interview you before you are released. By making your claim early you can be given your money on the day you are released.

or

- You must make a claim for Crisis Payment and a Centrelink pension or benefit **within seven days after** you are released.

If you can't see a Centrelink Officer before you are released, or if you are released from a Court, you will need to go into a Centrelink Office to make a claim. Your money will usually be available on the same day as you claim but you need to go to a Centrelink Office as soon as possible to allow Centrelink time to process your claim.

- You must have been in prison or psychiatric confinement for **at least 14 consecutive days** as a result of being charged with an offence.

The 14 days spent in custody can include time you have spent in a Watch House, police cell, prison or psychiatric confinement ward. If your prison release papers do not include time you have spent in a Watch House or police cell, let Centrelink know so they can confirm how long you actually spent in custody.

- You must be **entitled to a Centrelink pension or benefit** on your release.

You can claim Crisis Payment at the same time as you claim a pension or benefit. Crisis Payment cannot be paid if you are in a non-payment period because of previous participation failures.

- You must be in **severe financial hardship** when you claim Crisis Payment.

You will need to show Centrelink a statement of your prison trust account, your bank accounts and any other investments so they can confirm that you are in severe financial hardship. If you are living with a partner (or will be after you're released), you will also need to show statements for their bank accounts, investments and how much they earn if they are working.

- You must be **in Australia** when you make a claim for payment and not be subject to an Assurance of Support.

How much money will I get?

Crisis Payment is equal to one week's payment of your basic Centrelink pension or benefit, without any add-ons such as Rent Assistance. The amount of Crisis Payment you get paid may be different to someone else's payment because it depends on which pension or benefit you qualify for and other factors such as your age.

You may also apply to have part of your first pension or benefit paid early. This is called a Hardship Advance.

What proof will I need?

Centrelink needs proof that you have been imprisoned for at least 14 days. This information is usually provided on a Discharge Certificate issued to you on release by the prison.

To prove that you are in severe financial hardship, Centrelink will need to verify the balance of your prison trust account and any other bank accounts or investments. If you will be living with a partner after you are released, you will need to show proof of their severe financial hardship.

You will also need to provide proof of your identity. Your prison will have a Centrelink pamphlet you can have about what counts as proof of identity. If you are having trouble with getting proof of identity, ask your Prison Welfare Officer for help and let Centrelink know as soon as possible.

How can I make a claim before I'm released?

Speak to your Prison Welfare Officer and ask them to book an interview for you with a Centrelink Officer within 21 days of when you expect to be released.

What if I need to make a claim after I get out?

If you are not able to make a claim before you are released, you must claim within seven days after you are released. If you can't get to a Centrelink office on the day you're released you should ring **13 1021** and tell them you will be making a claim. This will ensure that if you are eligible your claim is paid from the day you contacted Centrelink and not from the day you actually make the claim.

What if I get released from a Court?

If you are released from a Court you may not be given a Discharge Certificate or have your identification with you. You will need to go to a Centrelink office the same day you are released or ring Centrelink on **13 1021** to let them know you will be making a claim. Centrelink will need to check your release details—sometimes this can take a while so get to the Centrelink Office early to get things started.

Your nearest Centrelink Office is:

How to find out more

Employment Services	13 2850
Retirement Services	13 2300
International Services	13 1673
Disability, Sickness and Carers	13 2717
Family Assistance Office	13 6150
Youth and Student Services	13 2490
ABSTUDY	13 2317
Assistance for Isolated Children	13 2318
In languages other than English	13 1202
Customer Relations	Freecall™ 1800 050 004
(for complaints, compliments and suggestions)	
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 www.centrelink.gov.au	

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Disclaimer

The information contained in this publication is intended only as a guide to payments available.

What are your responsibilities?

- It is your responsibility to decide if you wish to apply for a payment and to make the application, having regard to your particular circumstances.
- The information is accurate as at December 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.

From what date are benefits payable?

Most government payments are paid from, or after, the date on which the application is made. So the sooner you lodge your application, the quicker you may be paid.

What is the position if you deal with a third party?

You may deal with a third party who is not a member of Centrelink's staff. If you do so, please remember that Centrelink has not authorised any third parties to provide information or advice to you about payments.