

# DBLR Financial Support Guide

## Centrelink Crisis Payment

### ***What this is?***

A Crisis Payment is a one-off payment from Centrelink to help if you are leaving domestic or family violence or facing an extreme situation.

It can provide urgent financial support when you need it most.

You may be eligible if:

- You are experiencing domestic or family violence
- You have left, or are planning to leave, your home
- You are in severe financial hardship
- You receive, or are eligible for, a Centrelink payment

### **Important**

You usually need to apply within 7 days of leaving your home.

### **How do I Apply?**

#### *Option 1: Online*

- Log in to your myGov account
- Open Centrelink
- Go to: Payments and Claims → Claims → Make a Claim
- Select: Crisis Payment for Extreme Circumstances
- Complete the questions
- Submit your claim

### *Option 2: In Person*

- Visit a Centrelink Service Centre
- Tell staff: "I need to apply for a Crisis Payment due to domestic and family violence"

### *Option 3: Phone Support*

- Call Centrelink
- Ask to speak to a social worker if needed

### **What do I Say?**

"I need to apply for a Crisis Payment due to domestic and family violence."

### *Helpful things to Have*

- ID or personal details
- Centrelink CRN
- Bank details
- Basic details of your situation

*\*If you don't have these, still apply.*

### Important to Know

- You may receive this payment once per event
- You may be eligible multiple times in a year (different events)
- Centrelink may ask questions about your situation
- You may be contacted by a social worker
- We may be able to confirm your contact with our service if required

**WWW.DBLLR.ORG.AU** 1300078711 We can guide you through your next steps. **OPS@DBLLR.ORG.AU**