

Domestic Violence and Centrelink Crisis Payment

This Fact Sheet explains how you can apply for a Crisis Payment from Centrelink if you have experienced domestic violence and you have left home, or your partner has left or been removed from your home because of violence.

What is Domestic Violence?

Domestic violence refers to acts of violence that occur between people who have, or have had, an intimate relationship in domestic settings. These acts may include but are not limited to physical, sexual, financial, emotional and psychological abuse.

What is a Crisis Payment?

- A Crisis Payment is a one-off payment, in addition to regular Centrelink payments
- To be eligible for a Crisis Payment you must be eligible for ongoing Centrelink payments (either as an existing or new customer)
- The amount of the Crisis Payment is half of your normal fortnightly payment
- You will only get a Crisis Payment if you have little or no savings.

You need to contact Centrelink within seven (7) days from the day that:

- You decided not to go home; or
- You decided not to have your partner back into your home.

How do I apply for Crisis Payment?

For a Crisis Payment or immediate assistance – go into your local Centrelink Office or

- Call Centrelink on 132 850
- Call and talk or make an appointment with a Centrelink Social Worker on 132 850
- If you are Aboriginal or Torres Strait Islander, you can call an Indigenous Officer on 136 380

Verifying domestic violence

Centrelink usually seeks verification of your circumstances when you are claiming a benefit or special treatment. It is important that you attempt to provide Centrelink with as much information as possible.

What do I need to give Centrelink?

Documents

- Documents from the police or court about the domestic violence (Protection orders, police reports etc)
- Letters or reports from doctors / counsellors / caseworkers / social workers / domestic violence services / community agencies, etc
- Personal statements or statements from family and friends or statutory declarations.

Identification

- If you have not been receiving a Centrelink payment you will need original identity documents for yourself and children such as birth certificates, passports, marriage certificates, immigration documents

- All information about your new details such as new address, phone contacts and bank accounts in your own name.

Financial Information

- Any information about your financial situation such as income and assets.

What if I cannot get verification?

A Centrelink social worker will usually be involved in the assessment of circumstances of domestic violence. Where verification is not possible, a Centrelink social worker may use their professional judgement to determine or recommend that a favourable decision be made.

If you are concerned about people being contacted on your behalf, make sure you tell Centrelink.

Other helpful contacts:

- DV Connect Women's Line: 1800 811 811
- DV Connect Men's Line: 1800 600 636
- 1800 Respect Qld: 1800 737 732
- Immigrant Women's Support Service: 3846 3490
- Homeless Hotline: 1800 474 753 or 13 74 68
- Legal Aid Qld: 1300 6651 188
- Women's Legal Service: 1800 957 957
- Aboriginal and Torres Strait Islander Legal Service (Qld): 1800 012 255
- Translating and Interpreting Service: 131 450
- If you are struggling financially contact a charity or emergency relief provider in your area such as Salvation Army or St Vincent de Paul.

Please Note:

This Fact Sheet contains general information only. It does not constitute legal advice. If you need legal advice please contact Basic Rights Qld on **3421 2510** or if outside of Brisbane on **1800 358 511**.

Basic Rights Qld is a statewide community legal centre, which provides specialist advocacy and legal services in Social Security and Disability Discrimination in employment law, administration and policy.

We are independent of Centrelink and all assistance is free.

If you need legal advice in relation to any of these matters please contact the National Welfare Rights member closest to you:

	Metropolitan	Regional
Adelaide:	(08) 8223 1338	1800 246 287
Brisbane:	(07) 3421 2510	1800 358 511
Canberra:	(02) 6218 7977	
Darwin:	(08) 8982 1111	1800 812 953
Freemantle:	(08) 9432 9790	1300 430 599
Geelong:	(03) 5221 4744	
Hobart:	(03) 6223 2500	1800 066 019
Launceston:	(03) 6334 1577	1800 094 164
Melbourne:	(03) 9481 0355	
Perth (Nth):	(08) 9328 1751	1800 642 791
(Sth):	(08) 6253 9500	
Sydney:	(02) 9211 5300	1800 226 028
Townsville:	(07) 4721 5511	
Wollongong:	(02) 4276 1939	

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