



**Australian Government**  
**Department of Veterans' Affairs**

# **Application for Crisis Payment - Extreme Circumstances and Domestic or Family Violence**

## **What is a Crisis Payment?**

A crisis payment is a one-off payment payable to assist people in severe financial hardship, who are forced to leave their home due to extreme circumstances, who choose to remain in their home after being subjected to domestic or family violence, and who have been released from confinement/custody. This application form is specific to those persons who are in crisis due to extreme circumstances, or victims of domestic or family violence. A separate form is available for claimants who are released from confinement/custody.

## **Who is eligible?**

**New and existing DVA pensioners who have claimed a service pension or income support supplement and who are in financial hardship; and**

- **are forced to leave their home, being their principal place of residence, and establish a new one because of a crisis, which might include an event such as household fire or fleeing domestic violence; or**
- **are the victim of domestic or family violence and choose to remain in their home after the perpetrator of the violence has left or been removed from the home.**

**NOTE: This form must be lodged within 7 days of the extreme circumstances or domestic or family violence occurring unless you contact this Department within that period in which case you will have 14 days to lodge the form.**

**In case pages of this form become separated, please place your name on top of each page.**

## Privacy notice

Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the Department of Veterans' Affairs (DVA) for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

[Read more: How DVA manages personal information](#)

### Giving false or misleading information is a serious offence.

If any of the details you give in this form change, you are required under section 54 of the *Veterans' Entitlements Act 1986*, to notify the Department within 14 days (28 days if you receive Remote Area Allowance). There are penalties for failure to notify the Department.

## How to contact DVA

For information, please call the Department of Veterans' Affairs  
(from anywhere in Australia) on:

**1800 555 254**

State	Address	Postal address
New South Wales	Centennial Plaza Tower B 280 Elizabeth Street Sydney NSW	GPO Box 9998 Brisbane QLD 4001
Victoria	300 Latrobe Street Melbourne VIC	GPO Box 9998 Brisbane QLD 4001
Queensland	480 Queen Street Brisbane QLD	GPO Box 9998 Brisbane QLD 4001
South Australia	Westpac House 91 King William Street Adelaide SA	GPO Box 9998 Brisbane QLD 4001
Western Australia	AMP Building 140 St Georges Terrace Perth WA	GPO Box 9998 Brisbane QLD 4001
Tasmania	Barrack Place 254 - 286 Liverpool Street Hobart TAS	GPO Box 9998 Brisbane QLD 4001
Northern Territory	Winnellie Central 14 Winnellie Road Winnellie NT 0820	GPO Box 9998 Brisbane QLD 4001
Australian Capital Territory	2 - 6 Bowes Street Woden ACT	GPO Box 9998 Brisbane QLD 4001

Please write in BLOCK LETTERS using a blue or black pen (not pencil)

## Your details

1. Surname

2. Given names

3. Date of birth

4. Residential address

  

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5. Contact telephone number

6. Reference number (if known)

7. What type of income support payment are you currently receiving or applying for (e.g. Service Pension, Income Support Supplement)?

8. On what date did the crisis happen?

9. Were you in Australia when this event occurred?

 No  Yes

10. Are you able to provide proof of this event?

 No Yes - please **attach** documentation.

If no documentation is available is there a third party we can talk to about the event?

 No Yes - please provide details below

Name

Address

  

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Telephone number

11. Have you received any crisis payments in the last 12 months?

 No  Yes

**NOTE:** A person is not eligible if more than 3 crisis payments for extreme circumstances or domestic or family violence have been made in the 12 months immediately preceding this claim.

## Extreme circumstances details - forced to leave the home

(Only complete this section if you have been forced to leave your home).

12. Are you currently living at home?

 No Yes - a Crisis Payment is not payable under this section as it is only paid to pensioners who have left home and cannot return (you may qualify under the domestic and family violence section)

Continued next page...

13. Are you able to return to your home?

No

Yes - a Crisis Payment is only paid under this section where it is **unreasonable** to expect a person to return to their home.

14. Why can't you return to your home?

Four empty rectangular boxes for text input.

15. Have you established or do you intend to establish a new home?

No

Yes - please provide details (e.g. lease agreement)

Four empty rectangular boxes with horizontal dotted lines for text input.

**Domestic and family violence - remaining in the home**

*(Only complete this section if you are remaining in your home).*

16. Have you been subjected to domestic or family violence?

No

- a Crisis Payment is not payable under this section as it is only paid to pensioners who have been subjected to domestic or family violence.

Yes

17. Is the perpetrator of the violence a family member, including a partner, who was living with you at the time the violence occurred?

No

- a Crisis Payment is not payable under this section as it is only paid to pensioners who have been subjected to domestic or family violence by a family member.

Yes

18. Has the family member left or been removed from the home?

No

- a Crisis Payment is not payable under this section as it is only paid to pensioners who have been subjected to domestic or family violence by a family member who has left or been removed from the home.

Yes

19. Are you remaining in the home?

No

- a Crisis Payment is not payable under this section as it is only paid to pensioners who have been subjected to domestic or family violence and choose to remain in their home *(you may qualify for payment under extreme circumstances).*

Yes

**Financial circumstances details**

20. Have you received any disaster relief from any other source?

No

Yes - please provide details of source

Three empty rectangular boxes with horizontal dotted lines for text input.

How much?

A rectangular box with a dollar sign (\$) inside.

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21. Do you have any cash on hand?

No

Yes - How much?

\$

22. Do you have any money in bank, building society or credit union accounts?

No - **Go to question 23**

Yes - What is the total balance of your account(s)?

\$

Please complete the account details below

Name of bank, building society or credit union	Branch or BSB number	Type of account (e.g. passbook, ATM, cheque)	Account held in the name(s) of	Account number	Account balance
					\$
					\$

23. Are you the applicant?

Yes - **Complete declaration below**

No - If you are completing this form on behalf of the applicant, please complete the following details **before** completing the declaration below.

Name

Address

  
.....  
Postcode

Telephone numbers

 Home Work

## Declaration

Please read the following statement and sign the form.

*I declare that:* • The information on this form is complete and correct.

*I understand that:* • There are penalties for deliberately giving false or misleading information.

Your signature (or authorised person)

Date

**Payment will usually be made direct to the account into which your regular payments are currently made.**