What can I access to help me financially after an emergency?

Emergency Relief Payments are available for people who have been impacted by a natural disaster. There are two payments available:

Emergency Relief **Payment**

What are the key points?

- Helps pay for immediate needs including food, shelter, clothing, accommodation and medication
- Not income tested
- Can be used to provide financial assistance if you are unable to live in your home for a short period as a result of a natural disaster



You are eligible for up to \$580 per adult and \$290 per child (up to a maximum of \$2030 per eligible family)

Emergency Re-Establishment **Assistance**

What are the key points?

- ✓ Only available if your home is directly impacted by a natural disaster (you can't return home due to damage or destruction of your primary place of residence)
- Is means tested and you are deemed to have limited financial means
- You don't have building or contents insurance



(\$) You are eligible for up to **\$43,000** to help with clean-up, repairs, rebuilding and replacement of damaged contents









What can I access to help me financially after an emergency?

Emergency Relief **Payment**

Documents needed to apply:

- Driver's licence with your current address
- ✓ Passport (if you have one)
- Medicare card
- **Health Care Card**
- **Birth Certificate**
- **Bank Details**

(An email address if applying online)

Emergency Re-Establishment Assistance

Documents needed to apply:

- Driver's Licence with your current address
- ✓ Passport (if you have one)
- ✓ Income Payslip or Centerlink Payment Summary
- ✓ Insurance Status (if available)
- Impact on your home (photos)
- **Bank Details**

(An email address if applying online)

How to apply:



Once you have everything you need and an emergency has been 'activated', you can apply the following ways:



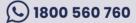
Apply online at:

emergencypayments.dffh.vic.gov.au

Ring the Emergency Recovery Hotline: (1800 560 760

Visit nearest Emergency Relief Centre

Call the Emergency Recovery Hotline:



Further information and reading:

services.dffh.vic.gov.au/ personal-hardship-assistanceprogram OR CALL:

Emergency Recovery Hotline:



(4) 1800 560 760

VicEmergency Hotline:



(1800 226 226







