

# 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:

1

## 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**)

2

## 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?

## 1 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)

## 2 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](https://emergencypayments.dffh.vic.gov.au)**

OR

Ring the Emergency Recovery  
Hotline:  **1800 560 760**

OR

Visit nearest Emergency Relief Centre

Call the Emergency Recovery Hotline:

 **1800 560 760**

### Further information and reading:

 [services.dffh.vic.gov.au/  
personal-hardship-assistance-  
program](https://services.dffh.vic.gov.au/personal-hardship-assistance-program) **OR CALL:**

Emergency Recovery Hotline:

 **1800 560 760**

VicEmergency Hotline:

 **1800 226 226**

