

Accessing services

Your local council coordinates recovery from emergencies, and will be able to connect you with all available services and support.

The Victorian Department of Health and Human Services assists local councils with community recovery by providing financial assistance, as well as health and wellbeing support and advice on emergency housing.

Local Council

www.knowyourcouncil.vic.gov.au

Department of Health and Human Services

Find a DHHS office at:

www.dhs.vic.gov.au/about-the-department/contact-us

VicEmergency hotline

Free call: **1800 226 226**

VicEmergency website

www.emergency.vic.gov.au

Emergency services

In an emergency call **000** for Police, Fire and Ambulance.

Family violence services

Safe Steps Family Violence Response Centre:
1800 015 188

Emergency relief assistance payment

Personal Hardship
Assistance Program

To receive this publication in an accessible format phone (03) 9096 8103, using the National Relay Service 13 36 77 if required, or email: emb@dhhs.vic.gov.au

Translated copies of this brochure available at:
www.dhs.vic.gov.au/emergency

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The aftermath of a natural disaster can place a direct financial burden on you, as well as an emotional one.

Emergency relief assistance can help support you if you are unable to live in your home following an emergency. This assistance is made available by the Victorian Government to help meet your immediate health, safety and wellbeing needs.

Key points

- A relief payment can help to pay for immediate essential health, safety and wellbeing needs.
- Payments are needs tested and not income tested
- You can lodge an application up to seven days after a disaster.

Eligibility

Emergency relief assistance payments are available for seven days after an emergency event to assist you if you have suffered hardship, or are likely to suffer hardship, as a result of an emergency.

The payment can be used to provide your household with shelter, food, clothing or personal items if you are unable to live in your home for a short period as the result of a disaster, such as:

- bushfire
- flood
- severe storm
- earthquake
- house fire.

Applying for assistance

A staff member from the Department of Health and Human Services will meet with you to help identify your needs.

You will need to provide evidence of your identity and place of residence. Evidence can be any of these documents:

- driver's licence
- passport
- health care/concession card
- Medicare card
- bank account statements
- recent property rates or utilities notice.

If you are not able to provide any of these documents, a staff member from the Department of Health and Human Services may seek further information about your circumstances to assess your application.

Assistance amounts

Emergency relief assistance is based on a fixed amount for each member of your household (adults and children).

This assistance will be paid to you after the Department of Health and Human Services has confirmed your eligibility.

Other forms of assistance

Other forms of relief assistance may also be available to assist you following an emergency. The department works to connect you with the services that provide this assistance. To assist this process, you will be asked if your contact details can be shared with other organisations, such as Victorian or Commonwealth governments or charitable sources.

More information

If you need more information about emergency relief assistance, please contact the VicEmergency hotline on **1800 226 226**.