

Translated flood resources

Stakeholder kit – October 2022

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Families,
Fairness
and Housing

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Introduction

This stakeholder pack contains translated resources to help people stay informed about the October 2022 flood emergency.

You can help by sharing these resources with your communities and networks.

You can find many of these resources on the [VicEmergency Relief webpage](#).

Factsheet: Financial support in a natural disaster

Available in these languages:

- [Albanian](#)
- [Arabic](#)
- [Chinese – Simplified](#)
- [Chinese – Traditional](#)
- [Croatian](#)
- [Dari](#)
- [English](#)
- [Greek](#)
- [Hazaragi](#)
- [Italian](#)
- [Karen](#)
- [Malay](#)
- [Punjabi](#)
- [Swahili](#)
- [Thai](#)
- [Turkish](#)
- [Vietnamese](#)



About the Emergency Relief Payment

Available in these languages:

- [Arabic](#)
- [Chinese – Simplified](#)
- [Chinese – Traditional](#)
- [English](#)
- [Greek](#)
- [Hindi](#)
- [Italian](#)
- [Punjabi](#)
- [Vietnamese](#)



Emergency relief assistance payments
Personal Hardship Assistance Program

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 experiencing financial hardship because of a single house fire or a natural disaster related emergency such as bushfire, flood, severe storm or earthquake. 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 needs, including emergency food, shelter, clothing, medication and accommodation.
- Payments are needs tested and not income tested.
- You can choose to receive payment via direct deposit or prepaid debit card.
- 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.

Relief payments are **not** available for:

- damage caused by construction or building works
- business losses
- motor vehicle repairs or towing
- compensation for the loss of income
- paying insurance excess
- loss resulting from power outages.

Applying for assistance

If emergency relief payments are activated, you can find information about how to apply by visiting www.emergency.vic.gov.au/relief or services.dfh@vic.gov.au or personal-hardship-assistance-program

If the online application form is not activated, please contact your local council.

VICTORIA
GOVERNMENT
Housing, Business and Planning

Getting the Emergency Relief Payment

Available in these languages:

- [Arabic](#)
- [Chinese – Simplified](#)
- [Chinese – Traditional](#)
- [English](#)
- [Greek](#)
- [Hindi](#)
- [Italian](#)
- [Punjabi](#)
- [Vietnamese](#)



Audio explainer: Financial support for people in flooded areas

Available in these languages:

- [Arabic](#)
- [Croatian](#)
- [Dari](#)
- [Dinka](#)
- [Hazaragi](#)
- [Italian](#)
- [Karen](#)
- [Mandarin](#)
- [Punjabi](#)
- [Swahili](#)
- [Tagalog](#)
- [Thai](#)
- [Turkish](#)
- [Vietnamese](#)
- [English script \(text only\)](#)



Audio explainer: Accommodation and other support for people in flooded areas

Available in these languages:

- [Arabic](#)
- [Croatian](#)
- [Dari](#)
- [Dinka](#)
- [Hazaragi](#)
- [Italian](#)
- [Karen](#)
- [Mandarin](#)
- [Punjabi](#)
- [Swahili](#)
- [Tagalog](#)
- [Thai](#)
- [Turkish](#)
- [Vietnamese](#)
- [English script \(text only\)](#)



Multilingual News Service

The Multilingual News Service is produced by the National Ethnic and Multicultural Broadcasters' Council (NEMBC) in more than 15 languages.

You can listen to the Multilingual News Service on [SoundCloud](#).



Flood recovery hotline – social media tile

Social media tiles are available in these languages:

- [Arabic](#)
- [Chinese – Simplified](#)
- [Greek](#)
- [English](#)
- [Italian](#)
- [Punjabi](#)
- [Vietnamese](#)



Flood recovery hotline - poster

Posters are available in these languages:

- [Arabic](#)
- [Chinese – Simplified](#)
- [Dari](#)
- [Dinka](#)
- [Greek](#)
- [English](#)
- [Italian](#)
- [Karen](#)
- [Punjabi](#)
- [Vietnamese](#)



The poster for the Flood Recovery Hotline features a blue header with the 'EMERGENCY RECOVERY VICTORIA' logo on the left and an illustration of a woman with purple hair wearing a headset and working on a laptop on the right. Below the header, the text 'FLOOD RECOVERY HOTLINE' is prominently displayed in white on a blue background. The phone number '1800 560 760' is shown in large blue digits, with the instruction 'Press 9 for an interpreter' underneath. A list of services is provided with checkmark icons: 'Find out about clean-up services for your property', 'Find financial, mental health and other support', and 'Find somewhere to stay'. A blue banner at the bottom states 'The Flood Recovery Hotline is open every day 7:30am – 7:30pm'. At the very bottom, it says 'If your home is flooding and you need emergency help Call 000' next to the 'VICTORIA' logo.

EMERGENCY RECOVERY VICTORIA

**FLOOD RECOVERY
HOTLINE**

1800 560 760

Press 9 for an interpreter

- ✓ Find out about clean-up services for your property
- ✓ Find financial, mental health and other support
- ✓ Find somewhere to stay

The Flood Recovery Hotline is open every day
7:30am – 7:30pm

If your home is flooding and you need emergency help
Call 000

VICTORIA
State Government

How to get help in a natural disaster – Easy English

Easy English information:

- [How to get help in a natural disaster](#)



How to get help in natural disasters



Easy English

Other Victorian Government translated resources

- [Victoria State Emergency Service](#) translated resources on floods and storms
- [Energy Safe Victoria](#) translated resources including information on energy safety during floods
- [Returning home safely after a flood](#) – HealthTranslations

Accessibility statement and publisher information

To receive this presentation in another format [email Multicultural Communications](mailto:multicultural.communications@dffh.vic.gov.au) <multicultural.communications@dffh.vic.gov.au>.

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Available at [Personal Hardship Assistance Payment](https://services.dffh.vic.gov.au/personal-hardship-assistance-program) <https://services.dffh.vic.gov.au/personal-hardship-assistance-program>