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| Personal Hardship Assistance Program – general information  |
| Emergency relief payments and emergency re-establishment assistance  |

# Financial support in a major emergency

A major emergency could be a:

* bushfire
* flood
* storm
* earthquake.

These emergencies can cause damage to:

* homes
* buildings
* roads
* trees.

If a major emergency happens where you live, the Victorian Government may give you money to help you. You do not need to pay this money back.

There are two types of payments:

1. Emergency relief payment
2. Emergency re-establishment assistance.

## Emergency relief payment

You might be able to get this payment if it is available.

An emergency relief payment can help you to pay for things you need most, including:

* food
* clothing
* medication
* accommodation.

Emergency relief payments are based on a fixed amount for each member of your household.

The payment is not calculated based on how much money you earn.

### Who can get an emergency relief payment

You can apply for this payment if:

* your home has been impacted by a major emergency
* you had to leave your home, or can’t get back to your home because of a major emergency
* you need money to buy things like food or accommodation.

### Applying for an emergency relief payment

You will need to apply for a payment. The Department of Families, Fairness and Housing will look at your application. They will let you know if you qualify for the payment.

Depending on the emergency, there might be a few different ways to apply for an emergency relief payment.

#### In person

You can check if there is an Emergency Relief Centre open near you at [www.emergency.vic.gov.au/relief](https://www.emergency.vic.gov.au/relief/). If there is, you can go there in person. Bring some ID with you if you can, like:

* driver licence
* Medicare card
* letter or utility bill showing your address.

Once you arrive, someone from the Victorian Government will talk to you to see if you are eligible. If you are, they will help you apply for an emergency relief payment.

#### Online

Sometimes you might be able to apply for an emergency relief payment online. For instructions, check: at [www.emergency.vic.gov.au/relief](https://www.emergency.vic.gov.au/relief/)

## Emergency re-establishment assistance

You might be able to get this payment, if it is available, if you:

* do not have much money to fix your home damaged by a major emergency
* do not have building or contents insurance
* cannot return home because it is damaged or destroyed
* cannot get to your home for more than 7 days because of a major emergency.

### Payment amount

The amount of money you get depends on things like:

* the number of people who live in your home
* how much of your house is damaged
* how much money you earn.

You can use this money for:

* cleaning up your home staying somewhere else
* repairs to your home
* rebuilding your home
* replacing damaged contents.

### How to apply

For information about how to apply for this payment:

* call the VicEmergency hotline on 1800 226 226 (press 9 for an interpreter)
* visit [www.emergency.vic.gov.au/relief](https://www.emergency.vic.gov.au/relief/).

Someone from the Department of Families, Fairness and Housing might also talk to you about applying for a re-establishment payment. They will be able to help you apply.

You will need to show us some documents as part of your application. You will need to show proof of:

* identity, for example, a driver licence or passport
* income, for example, a payslip or Centrelink payment summary
* insurance status, for example, a document from your insurance company
* impact on your home, for example, photos of damages or quotes for repairs.

# More help and support

The Victorian Government and your local council can help you find other relief and recovery services.

If you need help, please call the VicEmergency hotline on 1800 226 226. Press 9 for an interpreter.

You can find relief and recovery information at [www.emergency.vic.gov.au/relief](http://www.emergency.vic.gov.au/relief). You can also check your local council's website and social media pages.

## Personal Hardship Assistance Program information

For more information about the Personal Hardship Assistance Program, visit [www.services.dffh.vic.gov.au/personal-hardship-assistance-program](https://services.dffh.vic.gov.au/personal-hardship-assistance-program)

## Key contacts

Council:

* Search for your local council at [www.vic.gov.au/know-your-council](https://www.vic.gov.au/know-your-council)

VicEmergency:

* Call the hotline on 1800 226 226
* Visit the website at [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

Family violence services:

* Call the Safe Steps Family Violence Response Centre on 1800 015 188

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