



# How to get help in natural disasters



Easy English

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.

## About this book



This book is by the Department of Families, Fairness and Housing or DFFH.



We are a part of the government who works to keep people in Victoria safe.



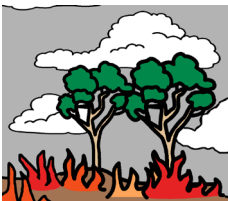
This book is about help you can get in a **natural disaster**.

A natural disaster is when extreme weather causes lots of damage.



For example

- a flood



- a bushfire



- a storm



- an earthquake.

## Who to call in a natural disaster

### If you are in danger now



Call Triple Zero.

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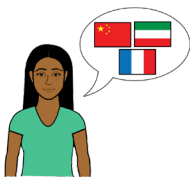


### If you need information in a natural disaster

Call our hotline for help once you are safe.



Call 1800 226 226

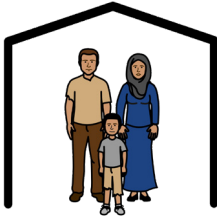


Press **9** if you do **not** speak English.



You can call any time night or day.

## How we can help

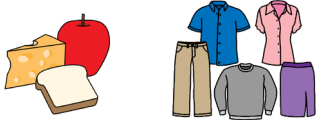


When you call the hotline we can help you to

- find a safe place to live



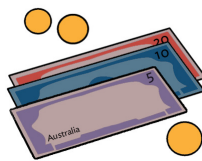
- clean up your home



- get food and clothes



- find someone to talk to about your feelings and what has happened to you



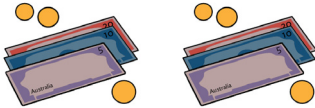
- get an **emergency payment**.

An emergency payment is money from the government to keep you safe in natural disasters.

## How we can help you with money



If your home is damaged in a natural disaster we can give you an emergency payment.



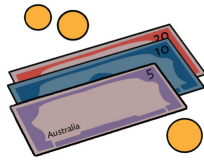
There are 2 types of emergency payments.



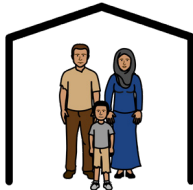
You **must** contact us to apply.

If you get an emergency payment you do not need to pay it back.

# 1 Emergency Relief Payment



The **Emergency Relief Payment** is money to help you get the things you need most.



Things you need most can be

- a safe place to sleep



- food



- clothes



- medicine.

## Can you get this payment?

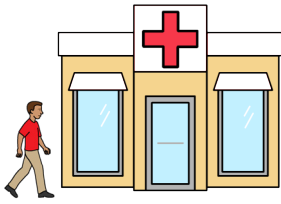


You can get the Emergency Relief Payment if your home is damaged in a natural disaster.



We do **not** need to know your income.

## How to apply in person



You can go to an emergency relief centre to apply.

You **must** show us documents to say who you are.

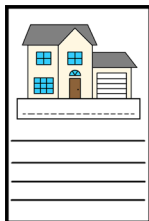
For example



- a Medicare card



- a driver licence



- a letter showing your address.



You can find out if there is an emergency relief centre near you online.

Website [emergency.vic.gov.au/relief](https://emergency.vic.gov.au/relief)



## How to apply online

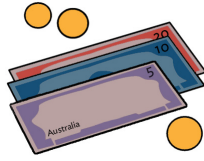
You can sometimes apply for the Emergency Relief Payment online.



Find out if you can apply online.

Website. [emergency.vic.gov.au/relief](https://www.emergency.vic.gov.au/relief)

## 2 Re-establishment Assistance



The **Re-establishment Assistance** is money to help you repair a very damaged home.

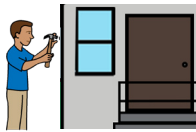


For example, after a flood.

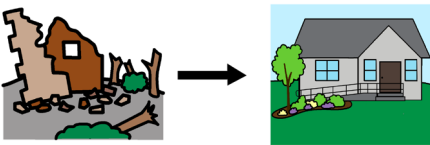


You can use the Re-establishment Assistance to

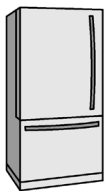
- clean up your home



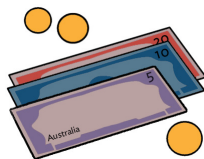
- repair your home



- rebuild your home



- replace damaged things in your home
  - for example, the fridge



- pay for another home where you can stay for a short time.

## Can you get this payment?

You can only get the Re-establishment Assistance if



- your home is very damaged

and



- you **cannot** go back to your home for 7 days or longer

and



- you do **not** have home insurance

and



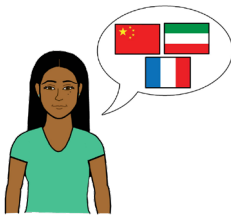
- you do **not** have much money.

## How to apply by phone

You can call us to find out about the Re-establishment Assistance.



Call 1800 226 226



Press **9** if you do **not** speak English.

## How to apply online

You can apply for the Re-establishment Assistance on our website.



Website [emergency.vic.gov.au/relief](https://emergency.vic.gov.au/relief)

We can help you apply.

## What you need

You **must** show us documents to say who you are.

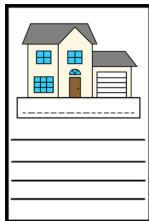


For example

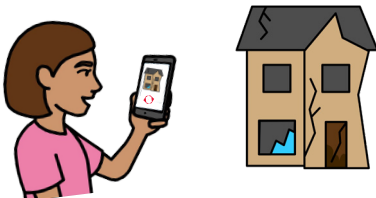
- a Medicare card



- a driver licence



- a letter showing your address.

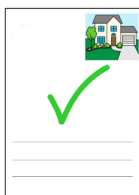


You **must** show us a photo of the damage to your home.



You must also show us documents that say

- how much money you earn
  - for example, from Centrelink



- if you have home insurance.



## More information

For information about natural disasters near you go to our emergency website.



[emergency.vic.gov.au/respond](https://www.emergency.vic.gov.au/respond)

## If you are in danger now

Call Triple Zero.



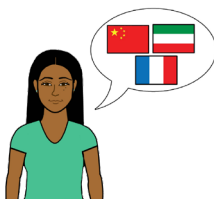
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## If you need help after a natural disaster

Call our hotline once you are safe.



Call 1800 226 226



Press **9** if you do **not** speak English.



You can call any time night or day.

## If you do not speak English



Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



The National Relay Service can help you make a phone call.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)

Give the relay officer the phone number you want to call.

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