

# How to get help with money in a major emergency

Easy Read version



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# About this guide

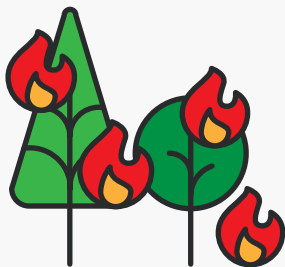


Families,  
Fairness  
and Housing

This guide is from the Department of Families, Fairness and Housing. We are part of the Victorian Government.



We wrote this guide to tell you how to get help with money if there is a major emergency where you live.



A major emergency might be:

- a bushfire
- a flood
- a big storm
- an earthquake.

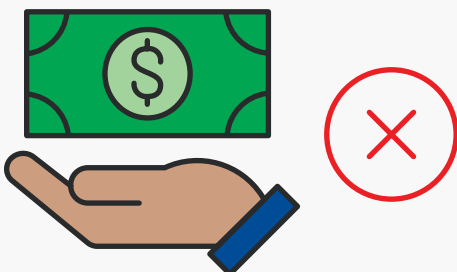
# How we can help you with money



You can sometimes get money from us when there is a major emergency where you live.



There are rules that say if you can get money.



You do not need to pay the money back.

# About the emergency relief payment



The emergency relief payment is money that helps you with things you need when there is a major emergency.

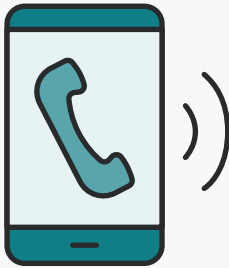


You can ask for this money if you cannot stay in your home when there is a major emergency.



You can use the money to pay for things you need the most, like a safe place to stay and food.

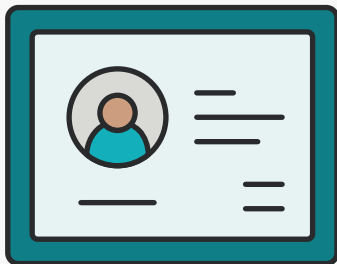
# How to apply for the emergency relief payment



Call 1800 226 226 to apply.



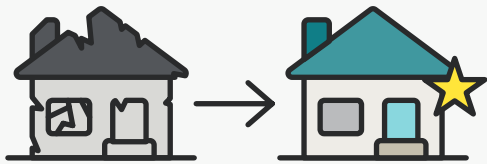
Apply means you ask us for money.



You must give us a document that shows who you are. For example:

- your Medicare card
- your driver licence
- a letter that has your address on it.

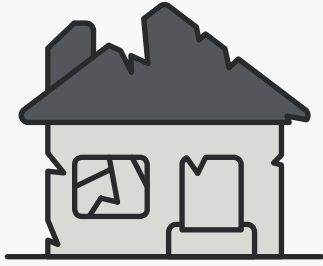
# About re-establishment assistance



Re-establishment assistance is money to fix very damaged homes after a major emergency. For example, to repair or rebuild your home.



You can also get this money to replace damaged things in your home or pay for a place to stay for a short time.



You can apply for this money if your home is very damaged in a major emergency or you cannot live in your home for more than 7 days.



You can apply if you do not have:

- home insurance
- much money.



# How to apply for re-establishment assistance



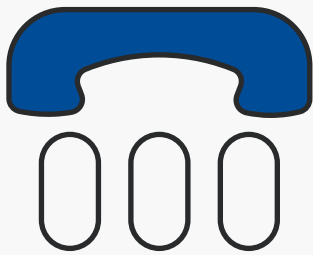
Call 1800 226 226 to apply.



You might need to show us:

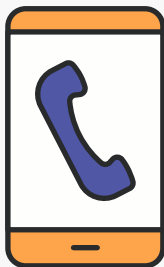
- your Medicare card
- photos of the damage to your home
- documents that show how much money you earn
- a letter from your insurance company.

# How to get help in a major emergency

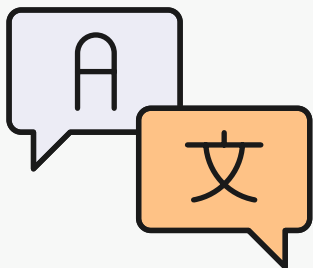


Call 000 if you are in danger now.

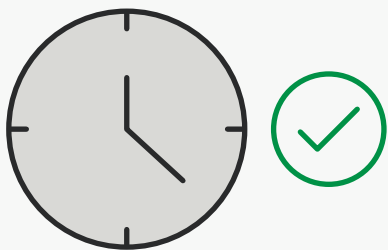
## How to get information when there is a major emergency where you live



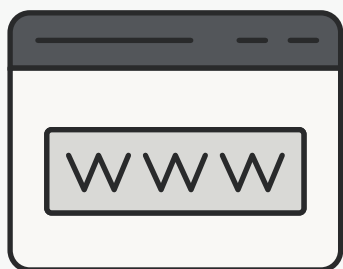
Call the Victorian emergency hotline for information if you are safe.



Call 1800 226 226. Press 9 if you do not speak English.



You can call any time of the day or night.



You can also visit the  
[Emergency Victoria website](#).

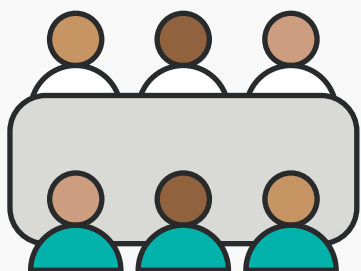
## What you can find out from the hotline

The hotline can tell you about  
services that can help you:



- find a safe place to stay for a short time
- get food and clothes
- find someone you can talk to about your feelings and what has happened
- find out what money you can get in a major emergency.

## Where to get more support in a major emergency



You can get support from your local council.



You can find contact details on the [Know Your Council website](#).

## Where to get help if you do not feel safe because of family violence

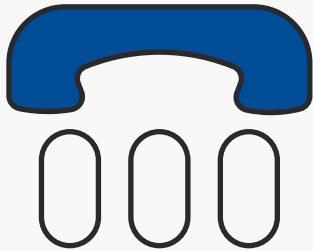


Safe Steps is a free service that can help you be safe from family violence.

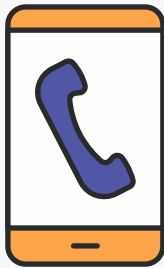


Call 1800 015 188. You can also get information from the [Safe Steps website](#).

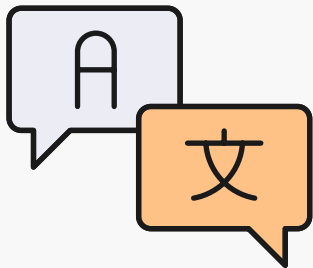
# Contact information



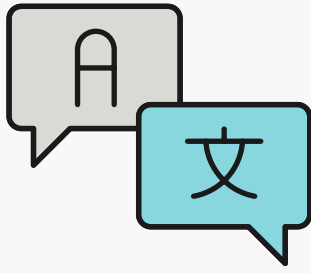
Call 000 if you are in danger now.



Call the Victorian emergency hotline  
for information if you are safe.



Call 1800 226 226. Press 9 if  
you do not speak English.



## Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to a person to translate information in your language.



## Use the National Relay Service (NRS)

Visit the [National Relay Service website](#).

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