



How we can help with money in an emergency

Department of Families, Fairness and Housing



Easy English

Help with this book



You can get someone to help you

- understand this book



- find more information.

Blue words



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

We write what the blue words mean.

About this book

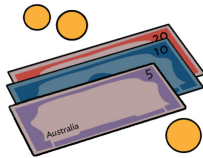


Families,
Fairness
and Housing

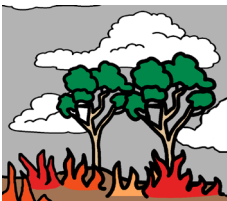
This book is from the Department of Families,
Fairness and Housing.



We are a part of the Victorian government.



This book is about how we may help with money
if a **major emergency** happens where you live.



A major emergency can be

- a bushfire



- a flood



- a storm



- an earthquake.

People who can help you

If you are in danger now



Call Triple Zero.

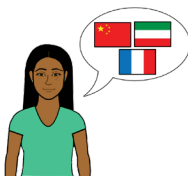
Call 000

For information when you are safe

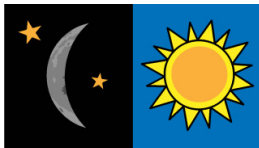


Call the Victorian emergency hotline.

Call 1800 226 226



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



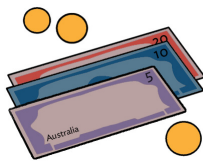
You can call any time night or day.

What can the hotline do?

The hotline can give you information about the emergency.



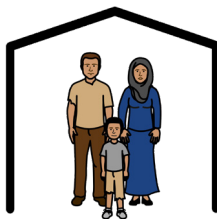
For example, what is happening where you live.



The hotline can tell you if the government might help you with money.

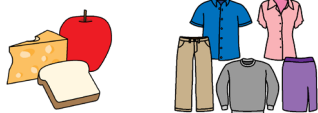


The hotline can also connect you with people who can help you.



For example, you might get help to

- find a safe place to stay

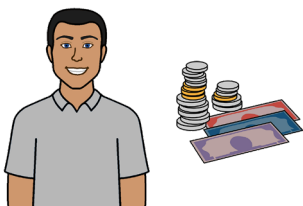


- get food and clothes

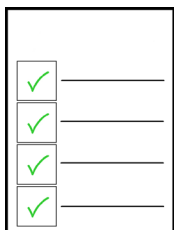


- find someone to talk to about your feelings and what has happened to you.

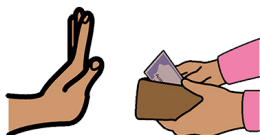
How can the government help you with money?



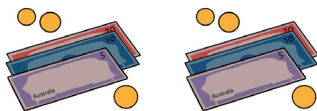
The government may give you money if a major emergency happens where you live.



You **must** meet some rules to get this money.

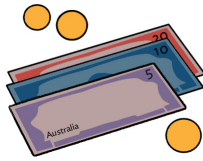


If you get this money you do **not** need to pay it back.

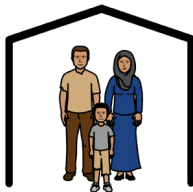


There are 2 types of emergency money.

1 Emergency relief payment

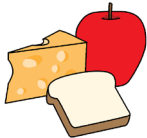


The **emergency relief payment** is money to help you pay for things you need most.



Things you need most can be

- a safe place to stay



- food



- clothes



- medicine.

Who can apply?



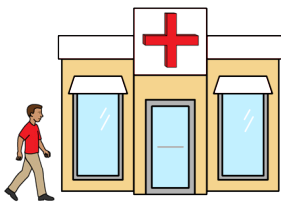
You can apply for this money if you **cannot** stay in your home because of a major emergency.

How to apply



Call the hotline for more information.

Call 1800 226 226



The hotline might tell you where you can apply in person.



You **must** bring a document to show who you are.

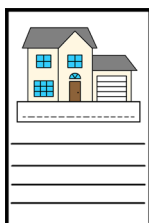


The document can be

- a Medicare card

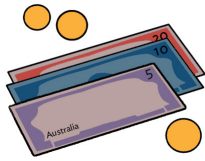


- a driver licence



- a letter showing your address.

2 Re-establishment assistance



The **re-establishment assistance** is money to fix very damaged homes after a major emergency.

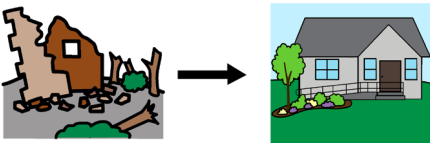


You may get this money to

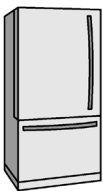
- clean up your home



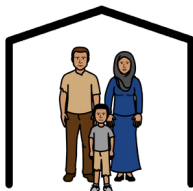
- repair your home



- rebuild your home



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



- pay for place to stay for a short time.

Who can apply?



You can apply for this money if

- your home got very damaged in a major emergency

or



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



You can only apply if

- you do **not** have home insurance



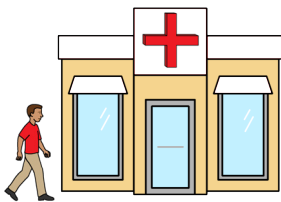
- you do **not** have much money.

How to apply



Call the hotline for more information.

Call 1800 226 226

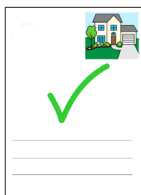
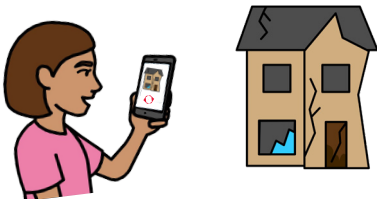


The hotline might tell you where you can apply in person.



You may need to show

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



The hotline can tell you more.



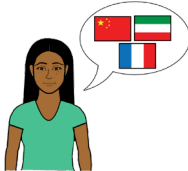
More help

Victorian emergency hotline



The hotline can give you information about many people who can help you.

Call 1800 226 226



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



You can call any time night or day.



Website emergency.vic.gov.au

Local council



Contact your council for local support.

You can find contact details for your local council online.



Website vic.gov.au/know-your-council

Safe Steps

This service can help you for free if you do **not** feel safe because of family violence.

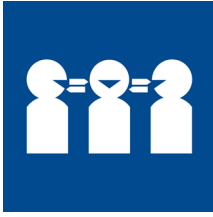


Call 1800 015 188



Website safesteps.org.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

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



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

Notes

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