Red Cross - Migration Support Programs

FDV Application Guide

1. Before applying, please ensure you are using Google Chrome and have read the information provided about what you will need to ask for support.

> + **Is this program able to support me?**
> + **What sort of support can I get?**
> + **What documents do I need to provide?**

APPLY NOW

2. i.
If you have previously completed any application for a Red Cross Emergency Relief Program, please click "Sign In" and use your previous log in details.

If you have forgotten your password, please select "Forgot your password?" to reset it.
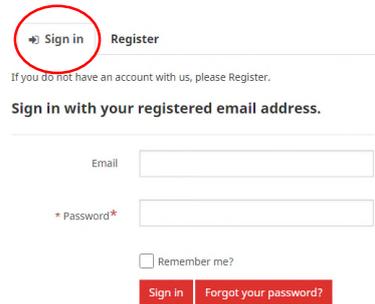
ii.
If you are new to the portal, please click "Register" button, to register your email address and select a password to set up your log-in.
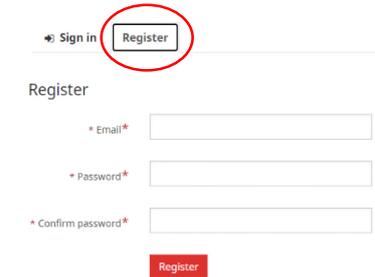
3. Complete the first page with your personal information such as name, phone number, email, date of birth, gender, preferred language and complete address.
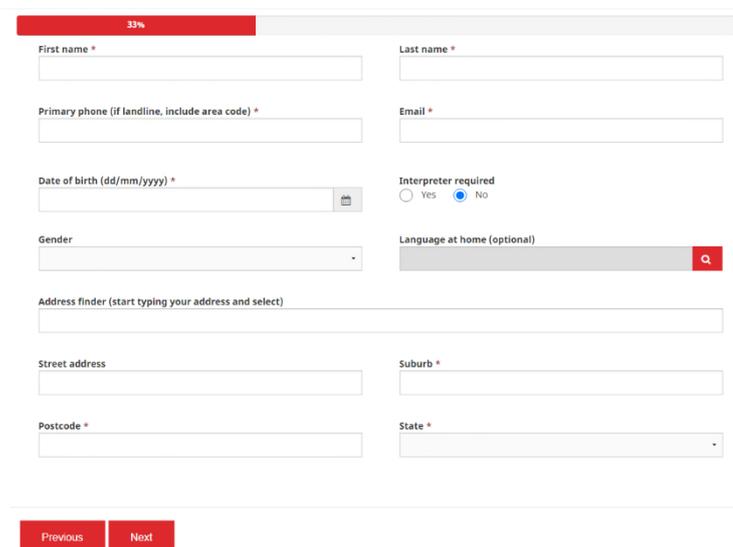
Please provide the best phone number to contact you on, should we need to call you to discuss your application.

You must complete each of the fields with an asterisk (*) to continue.
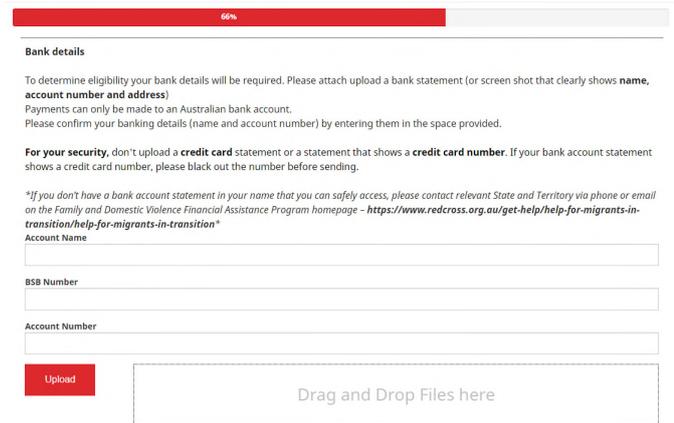
Then click **NEXT.**

4. Fill in your bank details as shown on the account of the statement you are uploading.

Ensure the name on your statement matches the name used in your application (see Step Three).

Then click **UPLOAD** to add a copy of bank statement document from your device.

You may upload an unedited screenshot of your bank account information - this MUST include your Name, BSB, and Account number)

*If you are experiencing technical issues with uploading a document, you can send your files to Nat_FDV_Pilot@redcross.org.au

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Bank details

To determine eligibility your bank details will be required. Please attach upload a bank statement (or screen shot that clearly shows **name, account number and address**)
Payments can only be made to an Australian bank account.
Please confirm your banking details (name and account number) by entering them in the space provided.

For your security, don't upload a **credit card** statement or a statement that shows a **credit card number**. If your bank account statement shows a credit card number, please black out the number before sending.

If you don't have a bank account statement in your name that you can safely access, please contact relevant State and Territory via phone or email on the Family and Domestic Violence Financial Assistance Program homepage – **https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition*

Account Name

BSB Number

Account Number

[Upload]   Drag and Drop Files here

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5. Please provide evidence of your TEMPORARY visa status.

Select 'Visa Type' by clicking the red question mark [🔍]

Scroll through the options or use the search bar to find and **tick** the relevant visa that applies to you.
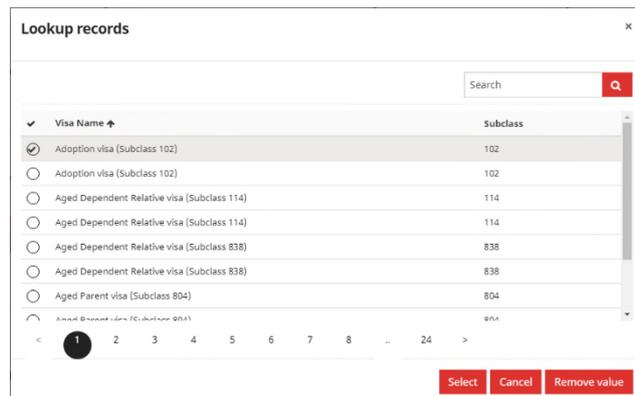
If you are unsure or cannot confirm your current visa status/are undocumented, please select "uncertain".

Then complete the 'Travel Document Type' by clicking on the drop down menu arrow to the right, and select one of the options shown.

Lookup records   ✕

Search [🔍]

✓	Visa Name ↑	Subclass
⊘	Adoption visa (Subclass 102)	102
○	Adoption visa (Subclass 102)	102
○	Aged Dependent Relative visa (Subclass 114)	114
○	Aged Dependent Relative visa (Subclass 114)	114
○	Aged Dependent Relative visa (Subclass 838)	838
○	Aged Dependent Relative visa (Subclass 838)	838
○	Aged Parent visa (Subclass 804)	804
○	Aged Parent visa (Subclass 804)	804

< 1 2 3 4 5 6 7 8 .. 24 >

[Select] [Cancel] [Remove value]

Travel Document Type

ImmiCard Number
Passport
Convention Travel Document – also known as a Titre de Voyage
Document for Travel To Australia (DFTTA)
PLO56 Evidence Card

Input your document number as shown on your travel document.

Please provide your visa information which will be used to check you eligibility.
(If your visa has lapsed or do not have these details please select 'uncertain')

Visa Type

Travel Document Type

Document Number

Nationality

Select 'Nationality' by clicking the red question mark 🔍 .

Upload

Drag and Drop Files here

Scroll through the options or use the search bar to find and **tick** the relevant visa that applies to you.

To search on partial text, use the asterisk (*) wildcard character as shown here >

Lookup records

To search on partial text, use the asterisk (*) wildcard character.

Som*

✓ Nationality ▲

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Click **select**.
Then click **UPLOAD** to add your document.

Select Cancel Remove value

6. If you are already linked with an FDV agency who has referred you, and have a completed

If you have been referred by another agency, please upload the completed Red Cross referral form.

https://www.redcross.org.au/about/how-we-help/migration-support

Upload

Drag and Drop Files here

referral form, click **UPLOAD** to add the complete Red Cross referral form.

The referral form can be found by clicking on the link circled above.

7. Make sure the uploaded documents are listed at the bottom of the page.

To remove a document, click the red trash can next to the file name.

Then click **NEXT.**

Documents to be submitted

🗑 Red Cross Referral form.pdf

🗑 Passport.pdf

🗑 Bank Statement.pdf

Previous   Next

8. Read through the terms and conditions numbered 1 to 7.
If you have any issues or queries with the terms and conditions, please contact us on 1800REDCROSS where a member of staff can assist you.
You can find our Privacy Collection Notice, by clicking on the link (bold text) on number 5.

9. If you understand and accept the terms of the declaration, tick the box to accept.

Then click **SUBMIT.**

10. You have now completed your application.

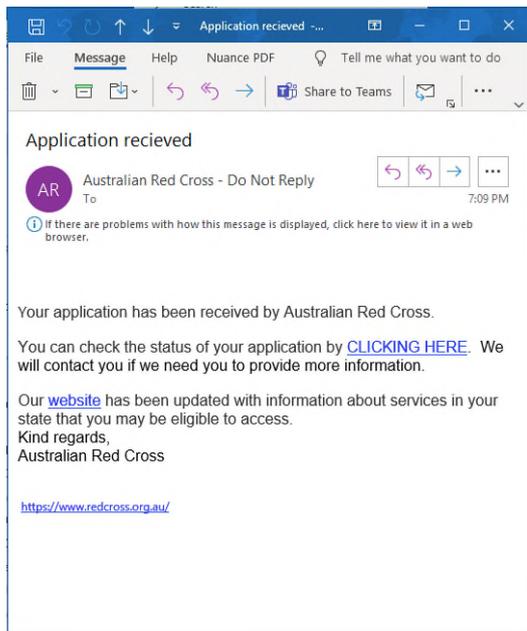Home > Thank you for submitting your application.

Thank you for submitting your application.

Notifications on the progress of your application will be sent to your registered email.

Please **click here** to return to the Red Cross homepage.

You will receive an email confirmation to your registered email address.

Do not reply to this automated email.

Your application will now be processed by a member of staff and notifications on the progress of your application will be sent to your registered email.

Checking on the STATUS of your application

You can do this by logging into the portal and clicking on your Dashboard button located on the top right of the screen (*circled in red below*).
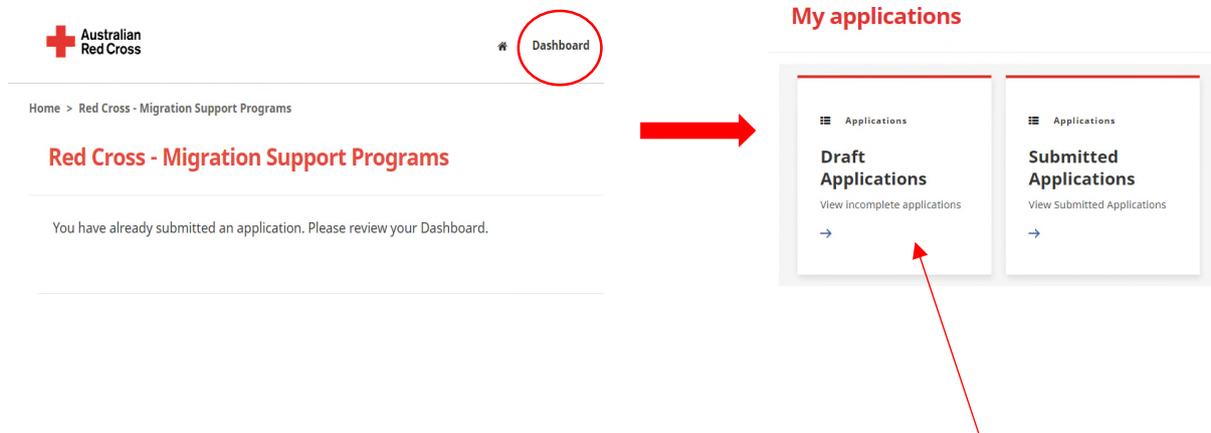
Draft Applications - if your application requires more information, it will show here.

1. Click on your Application ID *(circled below).*

Home > My applications > Draft Application

Draft Application

Application ID ↑	Application Type	Application Status	Status Last Updated Date	
191522	MSP FDV 2021	More Information Required	26/05/2021	

2. Read the instructions (*circled below*) - these will detail which documents are missing from your application.

Emergency relief support for people on temporary visas

Red Cross has received funding to provide emergency relief payments to temporary visa holders in severe financial hardship, who are experiencing, or at risk, of domestic violence. To make these payments Red Cross will need you to provide some information and documentation so we can assess your application.

- Visa information
- Bank details

Please complete as much as you can and submit. You will receive notification on the progress of your application, and Red Cross will contact you if more information is required. Once you have submitted you will receive notifications informing you of the progress of this application.

Application Messages

Add Message

less than a minute ago
Modified on 26/05/2021 13:06

SEE INSTRUCTIONS HERE

From Australian Red Cross

3. Click NEXT to open your application draft and update any missing information.

4. Click NEXT to upload any missing documents.

Home > My applications > Draft Application > Red Cross - Migration Support Programs

Red Cross - Migration Support Programs

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Bank details

To determine eligibility your bank details will be required. Please attach upload a bank statement (or screen shot that clearly shows **name, account number and address**)
Payments can only be made to an Australian bank account.
Please confirm your banking details (name and account number) by entering them in the space provided.

Please upload bank statements below

For your own security, do not upload a credit card statement or a bank statement that contains a credit card number.

If you don't have a bank account statement in your name that you can safely access, please contact relevant State and Territory via phone or email on the Family and Domestic Violence Financial Assistance Program homepage – https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition

Account Name

BSB Number

Account Number

Upload | Drag and Drop Files here

5. Click NEXT. Read and tick the declaration if you understand and agree.

6. Click SUBMIT to resubmit your application for processing.
Notifications on the progress of your application will be sent to your registered email.

Submitted Applications – your application is being assessed by a member of staff and no action from you is required.

My applications

Applications	Applications
Draft Applications	**Submitted Applications**
View incomplete applications	View Submitted Applications
→	→

Home > My applications > Submitted Application

Submitted Application

Application ID ↑	Application Type	Application Status	Application Submitted Date	Status Last Updated Date
191522	MSP FDV 2021	Submitted	13/05/2021	13/05/2021

Red Cross - Migration Support Programs

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Application ID
191522

Application Status
Submitted

Application Messages

There are no records to display

Next