

# CORONAVIRUS (COVID-19) EXTREME HARDSHIP SUPPORT PROGRAM

## How to Submit your Application

This page is also available in Farsi, Nepali, Tamil and Urdu.

### About the Emergency Relief Program

Emergency relief is to help people meet their basic needs, like food, medicine or shelter.

Australian Red Cross has received Victorian Government funding specifically to support people who do not have access to Commonwealth income support (including JobSeeker and JobKeeper) or the Victorian Government's International Student Emergency Fund.

The support is targeted to the most vulnerable temporary and provisional visa holders and undocumented migrants. Depending on individual need, up to three small emergency relief payments can be made per person or family over the next six months.

### Before Starting Your Application

Before starting your application, review the eligibility criteria on the [Emergency Relief Support website](#).

### How to Apply

This document provides step-by-step instructions for submitting your application via the [Emergency Relief Support website](#). The website application are also available in Simplified Chinese, Malay, Spanish and Vietnamese languages. You will complete four steps, as outlined in Figure 1.

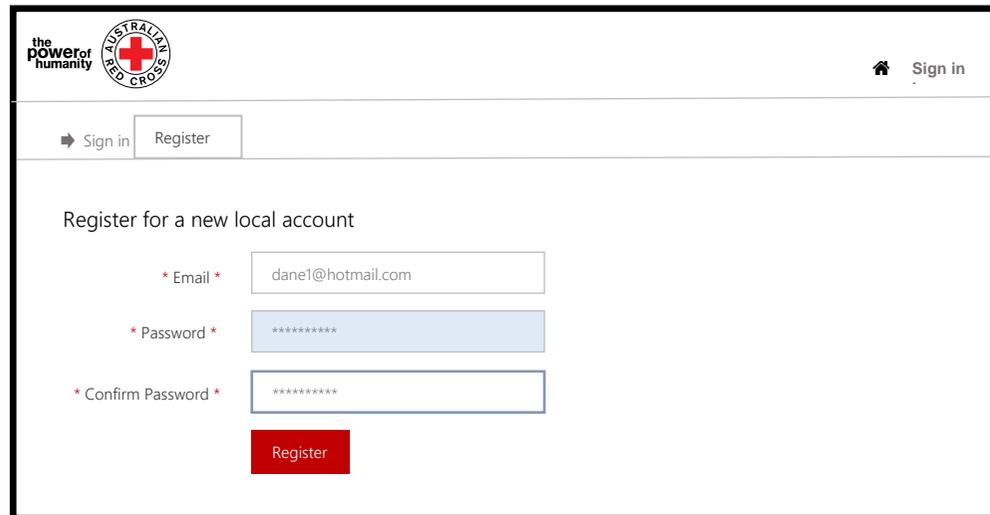
Figure 1. **Four steps to submit your application**



## Step 1: Start your application

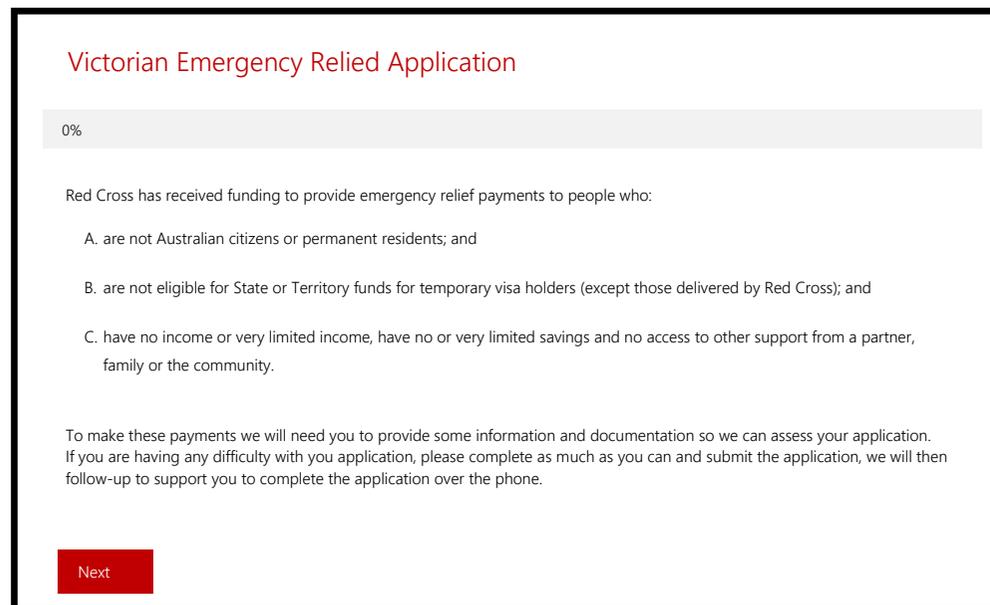
- A. Visit the [Emergency Relief Support portal](#)
- B. Register for an account with the Red Cross, by clicking on the **Register** tab

*Note you will need to create a password that is at least eight characters long that includes numbers, symbols, lower case and capital letters.*



The screenshot shows the registration page for a new local account. At the top left is the logo for 'the power of humanity AUSTRALIAN RED CROSS'. At the top right is a 'Sign in' link with a house icon. Below the logo is a navigation bar with 'Sign in' and 'Register' tabs, where 'Register' is selected. The main heading is 'Register for a new local account'. There are three input fields: '\* Email \*' with the value 'dane1@hotmail.com', '\* Password \*' with masked characters '\*\*\*\*\*', and '\* Confirm Password \*' with masked characters '\*\*\*\*\*'. A red 'Register' button is at the bottom.

- C. Review the information provided, and click **Next**



The screenshot shows the 'Victorian Emergency Relied Application' page. At the top is the title 'Victorian Emergency Relied Application' in red. Below it is a progress bar showing '0%'. The text reads: 'Red Cross has received funding to provide emergency relief payments to people who:'. Below this are three bullet points:
 

- A. are not Australian citizens or permanent residents; and
- B. are not eligible for State or Territory funds for temporary visa holders (except those delivered by Red Cross); and
- C. have no income or very limited income, have no or very limited savings and no access to other support from a partner, family or the community.

 Below the bullet points is a paragraph: 'To make these payments we will need you to provide some information and documentation so we can assess your application. If you are having any difficulty with you application, please complete as much as you can and submit the application, we will then follow-up to support you to complete the application over the phone.' At the bottom is a red 'Next' button.

## Step 2: Tell us about yourself

A. Enter your personal information into the form

25%

<p>First Name <input type="text" value="Will"/></p> <p>Primary phone (if landline, include area code) <input type="text" value="0402160987"/></p> <p>Date Of Birth (DD/MM/YYYY) <input type="text" value="10/12/1967"/> </p> <p>Gender <input type="text" value="Male"/></p> <p>Street Address <input type="text" value="90 Albion Street"/></p> <p>Post Code <input type="text" value="3128"/></p>	<p>Last Name * <input type="text" value="Smith"/></p> <p>E-mail <input type="text" value="johnstest@hotmail.com"/></p> <p>Interpreter Required <input type="text" value="Yes"/></p> <p>Language at home <input type="text" value="German"/>  </p> <p>Suburb <input type="text" value="Box Hill, Melbourne"/></p> <p>State <input type="text" value="VIC"/></p>
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B. Enter your visa information and family composition into the form

To assess your eligibility we need you to verify your visa status

Visa Type  
 

Travel Document Type

Document Number

Nationality as per your travel document  
 

Family Composition  
Please select the option that best describes your family unit living with you in Australia

Please enter visa details for each additional person on this application [Add Dependant](#)

First Name	Last Name	Date Of Birth	Nationality	Travel Document Type	Document Number
There are no records to display					

C. Enter your visa information and family composition into the form

 Create

First Name \*

Last Name \*

Date Of Birth  
 

Travel Document Type

Document Number

Nationality  
 

D. Tick your reasons for needing emergency food relief, and what you need to pay for

What led to you requiring emergency relief (tick all that apply)?

I've lost my job

Family Breakdown

My family overseas can't support me anymore

I've run out of savings

Large utility bill

Unexpected Expense

Other

What led to you requiring emergency relief (tick all that apply)?

Utilities

Food

Rent

Medical Treatment

Clothes

Medication

Legal Costs

School Expenses

Transport

Fines

Infant Supplies

Other

### Step 3: Upload supporting documentation

A. Enter your bank details, including:

- Account name
- BSB number
- Account number

B. Click **Upload** to provide a copy of your latest bank statement

*Note this must be less than two weeks old and cover three months' worth of transactions*

Home > My application > Draft Application > Victorian Emergency Relief Application

#### Victorian Emergency Relief Application

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Please provide details for your bank account

#### Bank Statement Requirements

We require your bank statement to assess your eligibility and if found eligible we will use your bank details to make payment. Payments can only be made to an Australian bank account. The following should be provided:

- D. all adult members of the family must submit a current bank statement dating back three months from the date of application
- E. If you have regular transfers to another bank account you will need to provide a bank statement for that account
- F. Screenshots are acceptable only if they show your name, account number and residential address

Account Name

BSB Number

Account Number

**Upload**

C. Click **Upload** to provide a copy of your visa

D. When you finish uploading all the documents, click **Next** to proceed

#### Additional documents

To support your application you may be asked to provide additional documents.

**Upload**

## Step 4: Confirm and submit your application

- A. Read the declaration
- B. If you understand and accept the declaration, tick the box at the bottom of the screen
- C. Click **Submit** to finalise your application

**You have now successfully completed your application.**

100%

*Declaration*

By submitting this application you declare that:

1. All information that you have provided to Australian Red Cross as part of the application is true and correct.
2. IF your application contains information or documentation believed to be false or misleading including concealing any relevant circumstances, you application will be rejected.
3. You are not an Australian citizen or permanent resident.
4. You and any family member/s covered by this application:
  - (a) currently reside in the state of Victoria; and
  - (b) are experiencing significant financial hardship as a result of COVID-19 and any income received of the time of the application is below the Centrelink equivalent for a family of like composition; and
  - (c) do not have any access to Commonwealth income support or the Victorian Government's International Student Emergency Funds; and
  - (d) are not receiving family support from another organisation, family or community at the time of the application.
5. The funds provided to you will be used for the intended purposes to meet your essential needs like food and medicine.
6. All personal information contained in your application will be collected and used as set out in our Privacy Collection Notice.
7. Representatives of Australian Red Cross may contact third party organisations mentioned in your application to verify the information you have provided is correct and that those third parties may disclose such information to Australian Red Cross.
8. You understand that only one application per household will be considered.

By ticking this box, I confirm my understanding and acceptance of this declaration \*

Previous
Submit

## What's next?

- Red Cross will check that your application is complete and correct, and contact you if any further information is needed.
- If you are not eligible, Red Cross will send you an email to let you know within 5 business days.
- If you are eligible, Red Cross will send you an email and make a payment directly into your nominated bank account within 5 business days.

For more information, visit the [Extreme Hardship Program Overview](#) on the Department of Human Services website.