



Australian Red Cross

THE POWER OF HUMANITY

Covid-19 emergency relief

The Australian Red Cross has been funded to provide emergency relief to people on temporary visas in Western Australia who have been impacted by the COVID-19 pandemic.

How can the Red Cross help me?

The Red Cross can provide you with food parcels and one-off payments for urgent financial needs. We may also support you with casework and ongoing financial payments if you are in a particularly difficult situation.

Am I eligible for this support?

You may be eligible for Red Cross Emergency Relief if:

- You are not an Australian citizen or permanent resident
- You have an immediate need such as food and;
- You have no income or savings to meet your needs

How do I apply?

To receive assistance, you **must apply via our online portal**:

<http://www.redcross.org.au/emergencyrelief>

Before you start your application you will need to prepare supporting documents to be uploaded. These documents are:

- **Evidence of your visa status** eg. passport number
- A **bank document** showing your account name, BSB and account number.

Without these documents your application will be delayed.



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What if I need help with the application?

Any service provider can support you with the online application process.

Red Cross staff and volunteers are also available to help you—please visit us at:

- The **Asylum-Seeker Hub** at Riverview Church (1 Thorogood Street Burswood) between **2pm and 5pm every Tuesday**, or
- The **Red Cross office** (110 Goderich Street East Perth) between **9am and 11am every Thursday**.

You may also send an email to wamsphub@redcross.org.au requesting assistance. Be sure to include a contact telephone number and someone from our team will phone you as soon as possible.

What happens after I lodge my application?

A Red Cross team member will contact you by telephone to assess what kind of support you need.

How long will it be until I receive my payment?

We are currently receiving a high number of applications and we are working through these as fast as possible.

Once you have lodged your application, you are welcome to email us at wamsphub@redcross.org.au to ask for an estimated date of payment.



Australian Government
Department of Social Services

