

# COVID-19 Emergency Relief



Australian Red Cross is providing emergency relief to people on temporary visas in Australia who have been impacted by the COVID-19 pandemic. We can help with food parcels, casework and one off payments, with support funded by a range of Australian governments and agencies.

## You may be eligible if you meet the following criteria:

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

## How do I apply?

You **must** apply via our online portal [redcross.org.au/emergencyrelief](https://redcross.org.au/emergencyrelief)

Before your application you will need to prepare these documents:

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

If you are uncertain or do not have a valid visa right now, you can still apply and we will contact you to discuss your application.

## Why do you want my personal information?

The information you provide in your online application is sent to a Red Cross portal. It is not a government database or system, and will not affect your current or future visas.

## What if I need help with the application?

If you cannot complete the application on your own, you can seek help from a family member, friend or another organisation. After your application is submitted, a Red Cross team member will review your application and may contact you by telephone. A step by step guide is also available on the Red Cross [website](#).

## How long will it be until I receive my payment?

Due to the high number of applications we have received, there will be a delay in responding to your application. Please do not email or call with queries regarding your payment date, and wait for a staff member to contact you.