Red Cross Emergency Relief

How to submit your application

What is emergency relief?

Red Cross Emergency Relief provides limited support to help people meet essential basic needs like food, medicine, and housing.

Red Cross can provide some financial and casework support for people on temporary visas, people seeking asylum, and people with uncertain visa status.

An application for support can be made if you are experiencing financial hardship, which will be assessed against the eligibility criteria of any funding available in your State or Territory at the time you apply.

Emergency Relief payments are not income support. They are limited payments, which we understand may not meet all needs that you have.

Before Starting Your Application

You can find a list of additional supports and other resources available on the Emergency Relief Support website.

How to Apply

This document provides step-by-step instructions for submitting your application via the Red Cross Client Portal. 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 Red Cross Client Portal

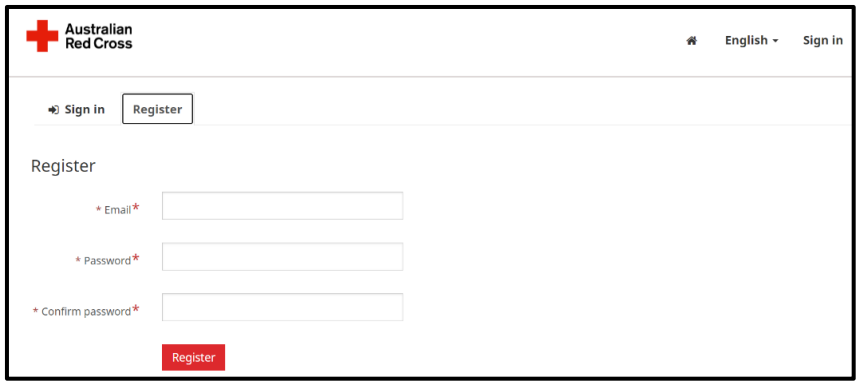
B. Register for an account with Red Cross, by clicking on the **Register** tab

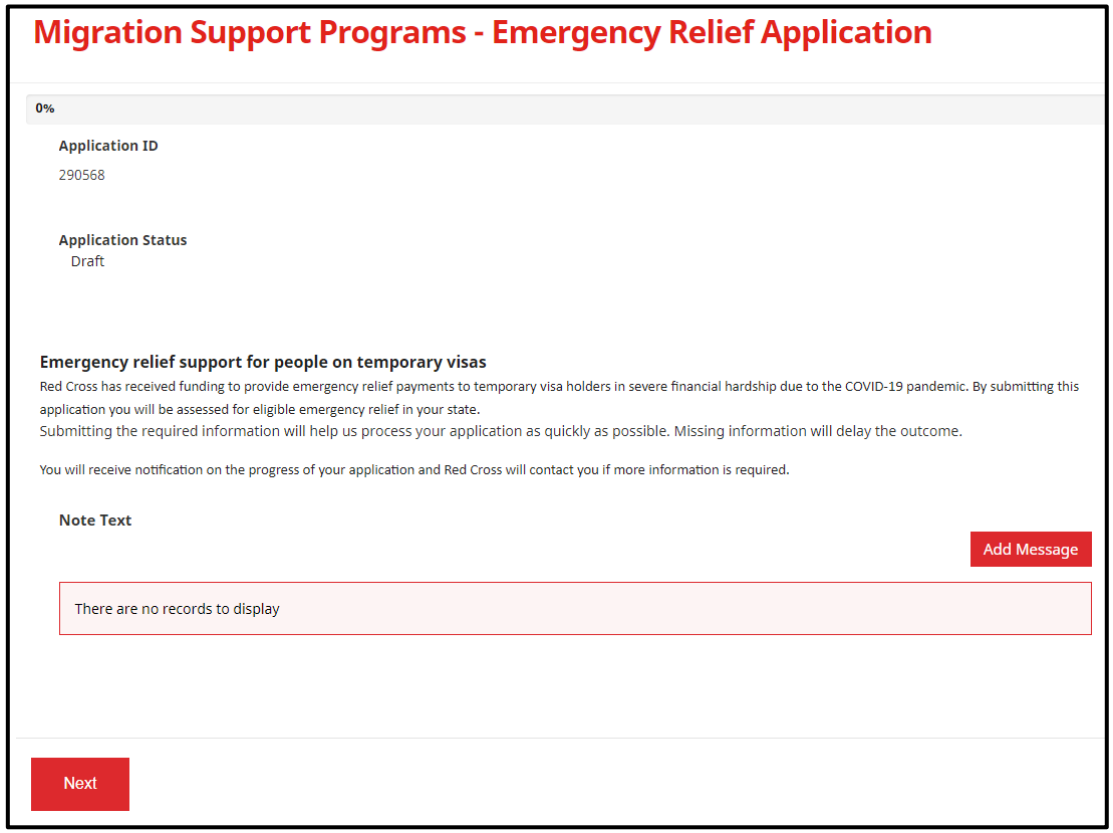
Note: *You will need to create a password that is at least eight characters long that includes numbers, symbols, lower case, and capital letters.*

C. Review the information provided and click **next**

Note: *If you have already applied for Red Cross support and have an existing account you can sign-in with the same email and password.*

If there are four incorrect sign-in attempts the account will be locked for 24 hours. You will be able to re-set your password after 24 hours.

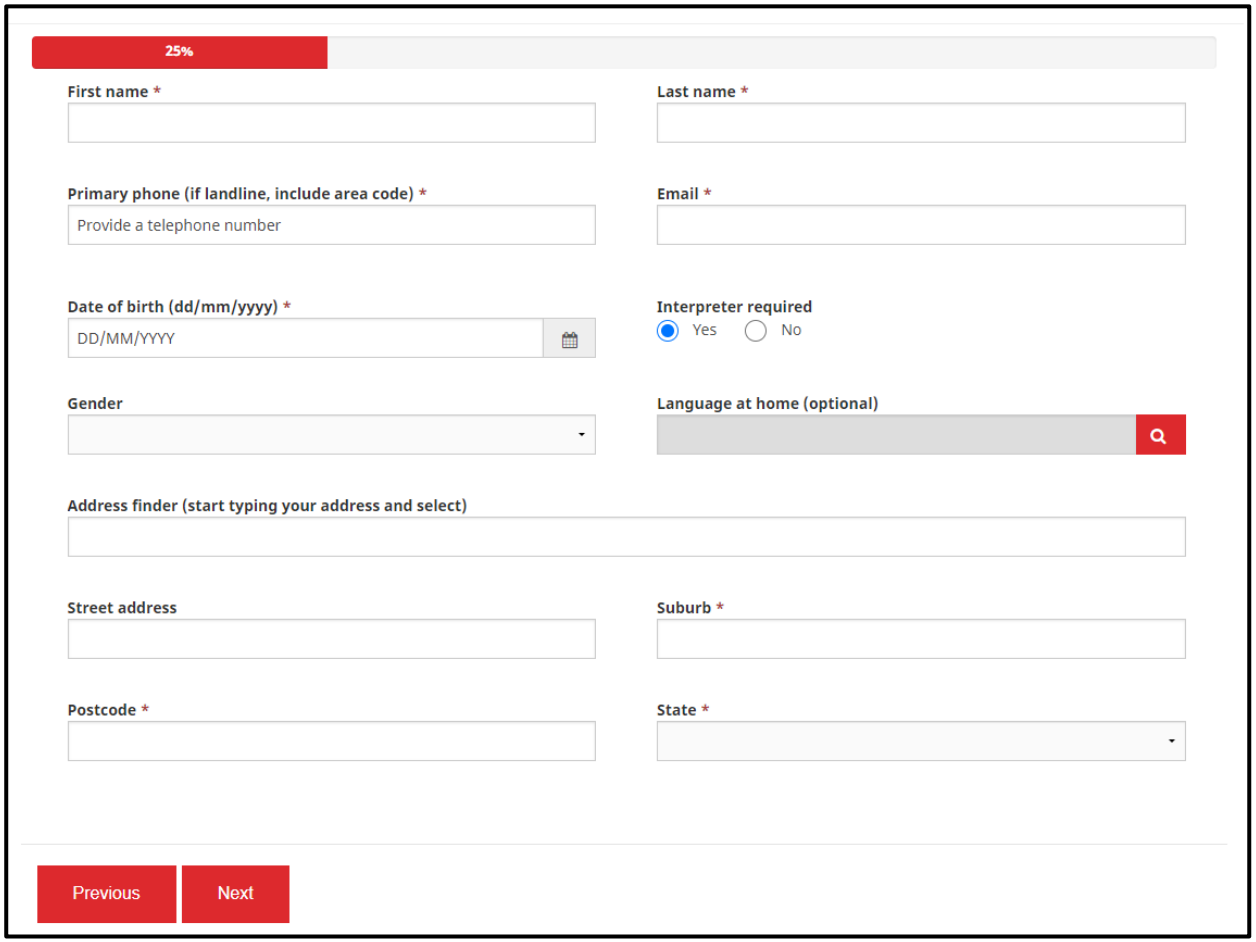




Step 2: Tell us about yourself

A. Enter your personal information into the form

Note: *Ensure you provide the correct email address, as we will need to contact you if we require additional information.*



Step 3: Provide your visa details

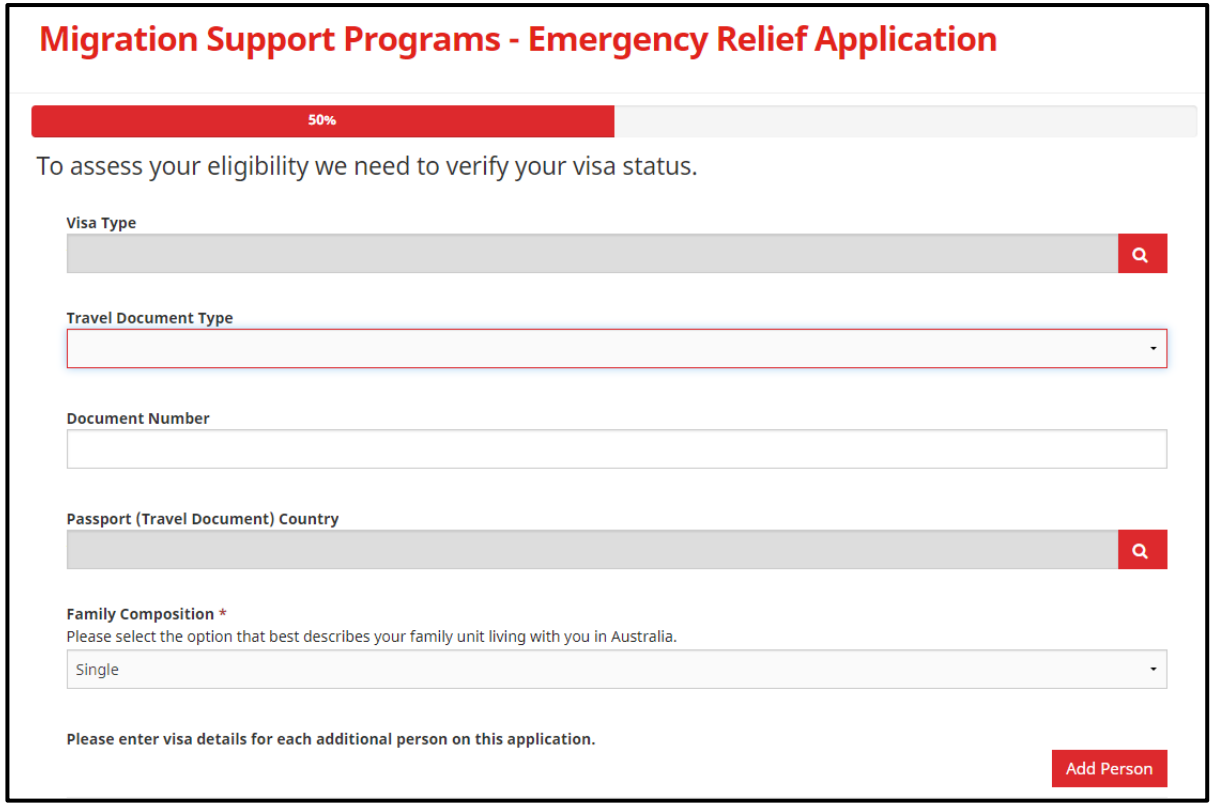
A. Enter your visa details into the form

   Note: *Don't worry if you are usure of your visa status or do not have a current visa document, you can upload other travel documents instead, such as: passport, ImmiCard or visa application –* ***this can be done in Step 6***

B. Confirm your family composition

C. Click on the **Add Person** button to enter visa details for anyone in your family that is included in this application

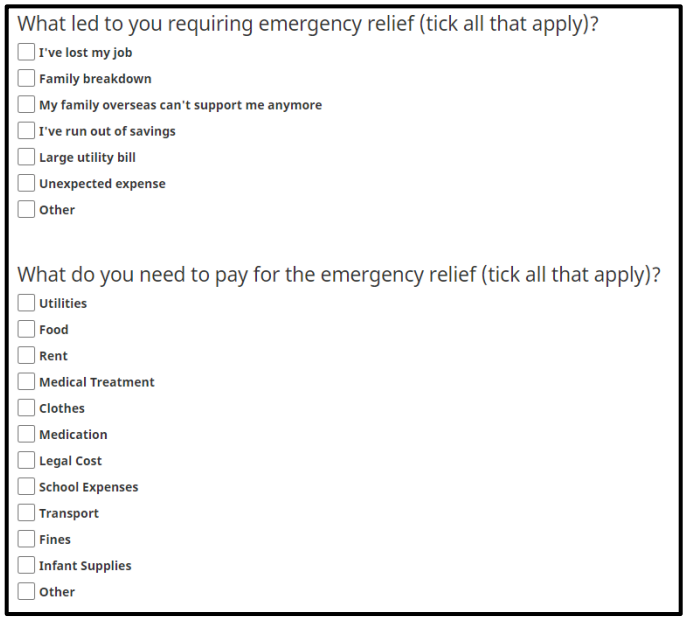
D. When you finish adding all the Information for yourself and your family members, scroll down to the next section

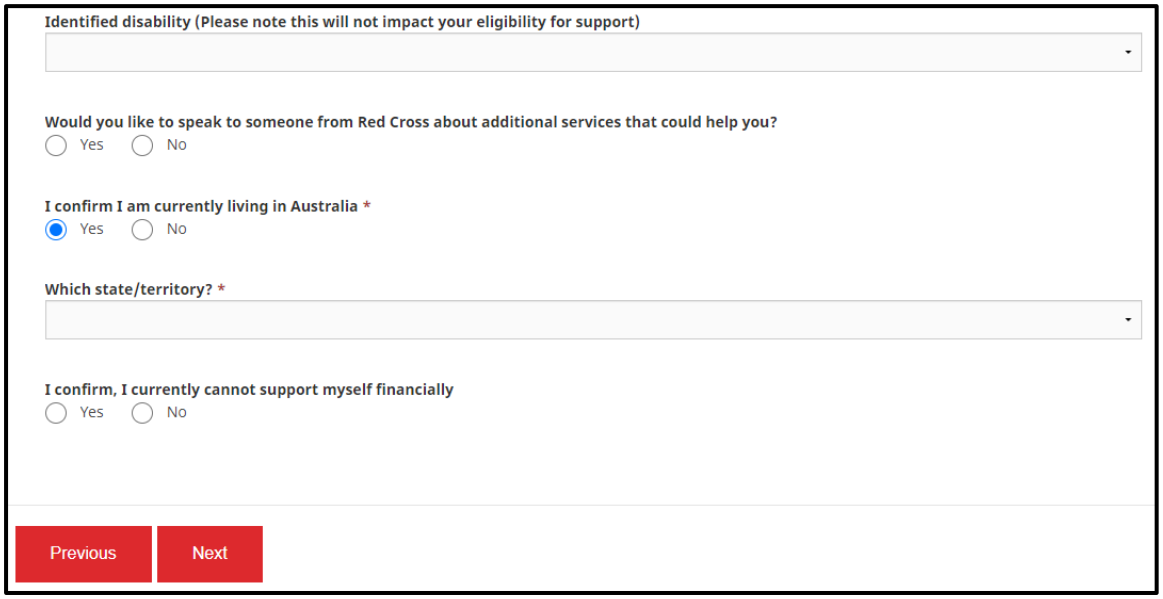


Step 4: Tell us why you need support and a bit more about yourself

A. Tick any options that apply to your situation

B. Answer the remaining questions and click **Next** to proceed





Step 5: Enter bank details, upload Bank Statements and Travel Documents

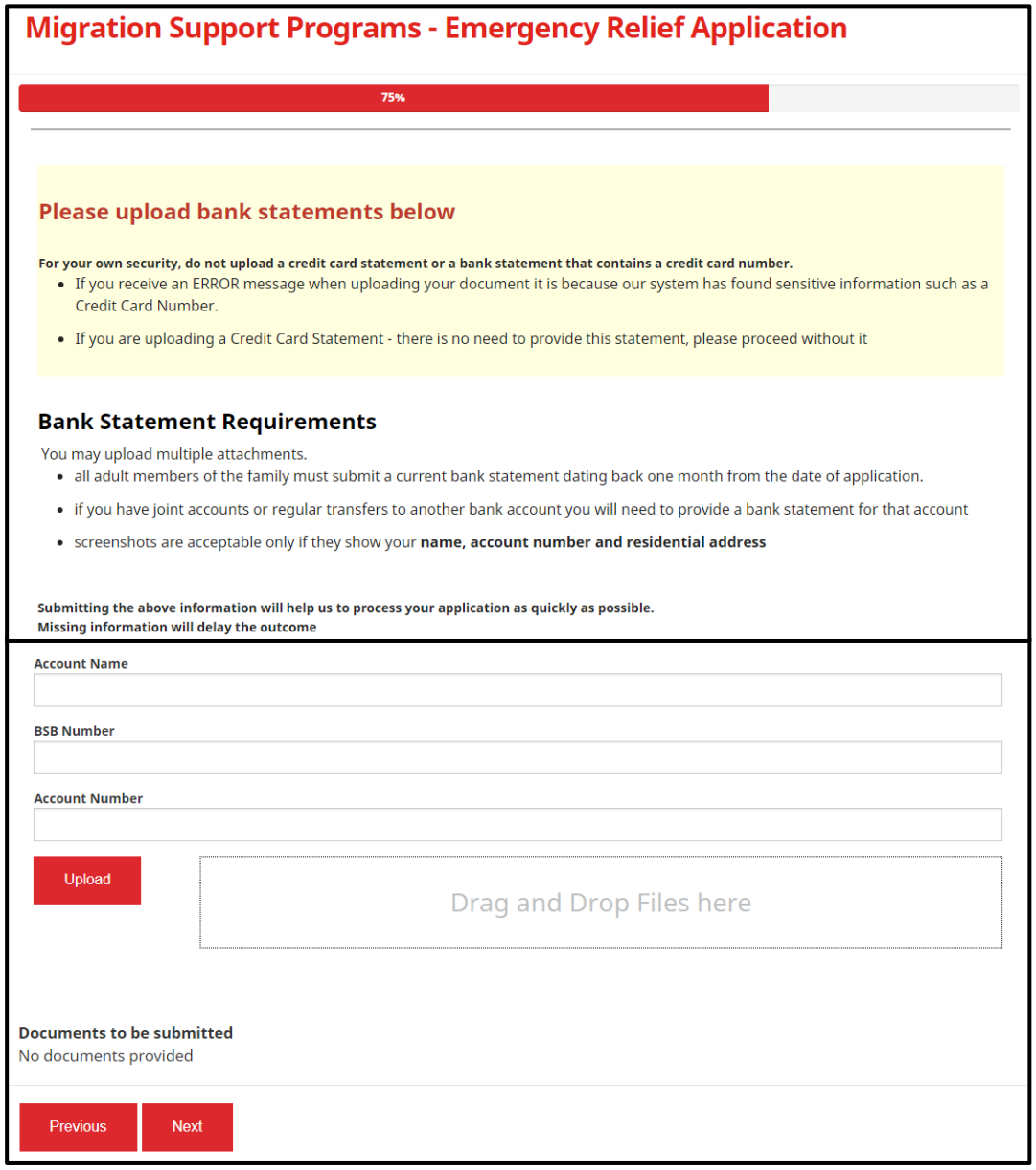
A. Enter your bank details, including:
   - Account name
   - BSB number
   - Account number

B. Click **Upload** to provide copies of bank statements for all accounts held by all adult members of your family

   Note: *Bank statements must be less than 2-weeks old (from the date the application is submitted) and cover one month (4-weeks) worth of transactions. Where possible, original files should be uploaded for bank statements. Screenshots are only acceptable if they clearly show your name, account details (BSB and account number) and your current home address.*

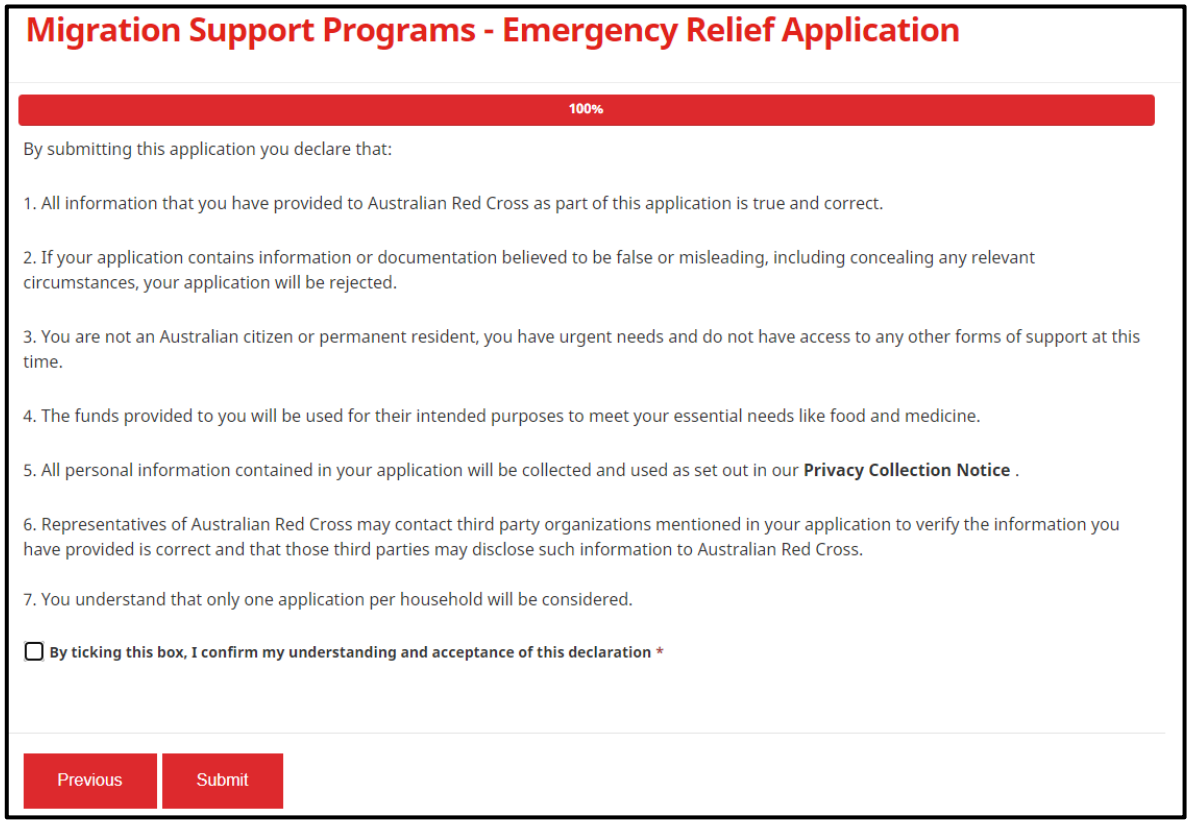
C. Click **Upload** again to provide copies Of your travel documents, such as: passport, ImmiCard or visa application

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



Step 6: Read the declaration and submit your application

A. Read the declaration and confirm that the information you have provided is true and correct by **Ticking** the box, then click **Submit** to send your application to Red Cross



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.
- If you are eligible, Red Cross will send you an email to let you know and make a payment directly into your nominated bank account.