

# Red Cross Emergency Relief 紅十字會緊急救援

## How to submit your Application 如何提交申請

### What is emergency relief? 什麼是緊急救援？

Red Cross Emergency Relief provides limited support to help people meet essential basic needs like food, medicine, and housing. 紅十字會緊急救援提供有限的支持，幫助人們滿足食品、藥品和住房等基本需求。

Red Cross can provide some financial and casework support for people on temporary visas, people seeking asylum, and people with uncertain visa status. 紅十字會可以為持有臨時簽證的人、尋求庇護的人和簽證身份不確定的人提供一些財務和個案工作支援。

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. 如果您遇到經濟困難，可以申請支援，這將根據您申請時您所在州或地區提供的任何資金的資格標準進行評估。

Emergency Relief payments are not income support. They are limited payments, which we understand may not meet all needs that you have. 緊急救濟金不是收入支助。它們是有限的付款，我們理解可能無法滿足您的所有需求。

### Before Starting Your Application 開始申請之前

You can find a list of additional supports and other resources available on the [Emergency Relief Support website](#). 您可以在緊急救濟支援網站上找到其他支援和其他可用資源的清單。

### How to Apply 如何申請

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. 本文檔提供了通過紅十字會客戶門戶提交申請的分步說明。您將完成四個步驟，如圖 1 所示。



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

## Step 1: Start your application 啟動應用程式

A. Visit the [Red Cross Client Portal](#) 存取紅十字會客戶門戶網站

B. Register for an account with Red Cross, by clicking on the **Register** tab B. 通過點擊「註冊」選項卡註冊紅十字會帳戶

**Note:** You will need to create a password that is at least eight characters long that includes numbers, symbols, lower case, and capital letters. 注意：您需要創建一個長度至少為八個字元的密碼，其中包括數位，符號，小寫和大寫字母。

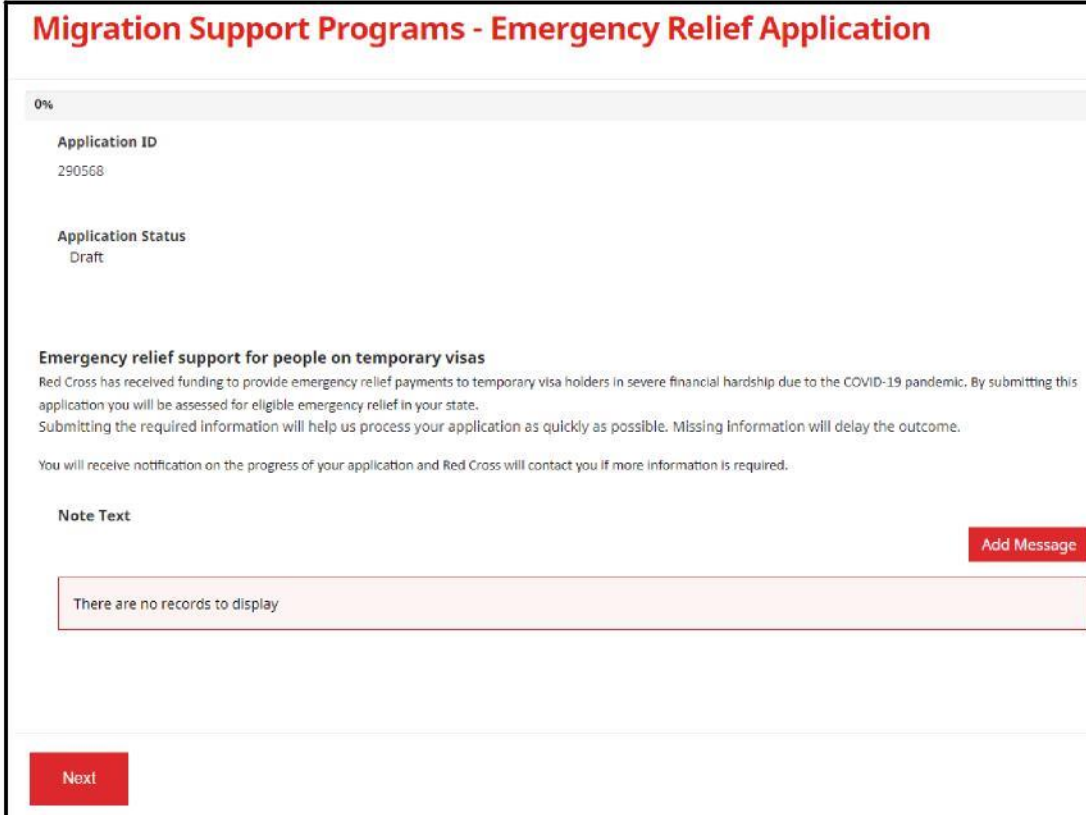


Review the information provided and click next C. 查看提供的資訊，然後按兩下一步”

**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.

注意：如果您已經申請了紅十字會支援並擁有現有帳戶，則可以使用相同的電子郵件和密碼登錄。

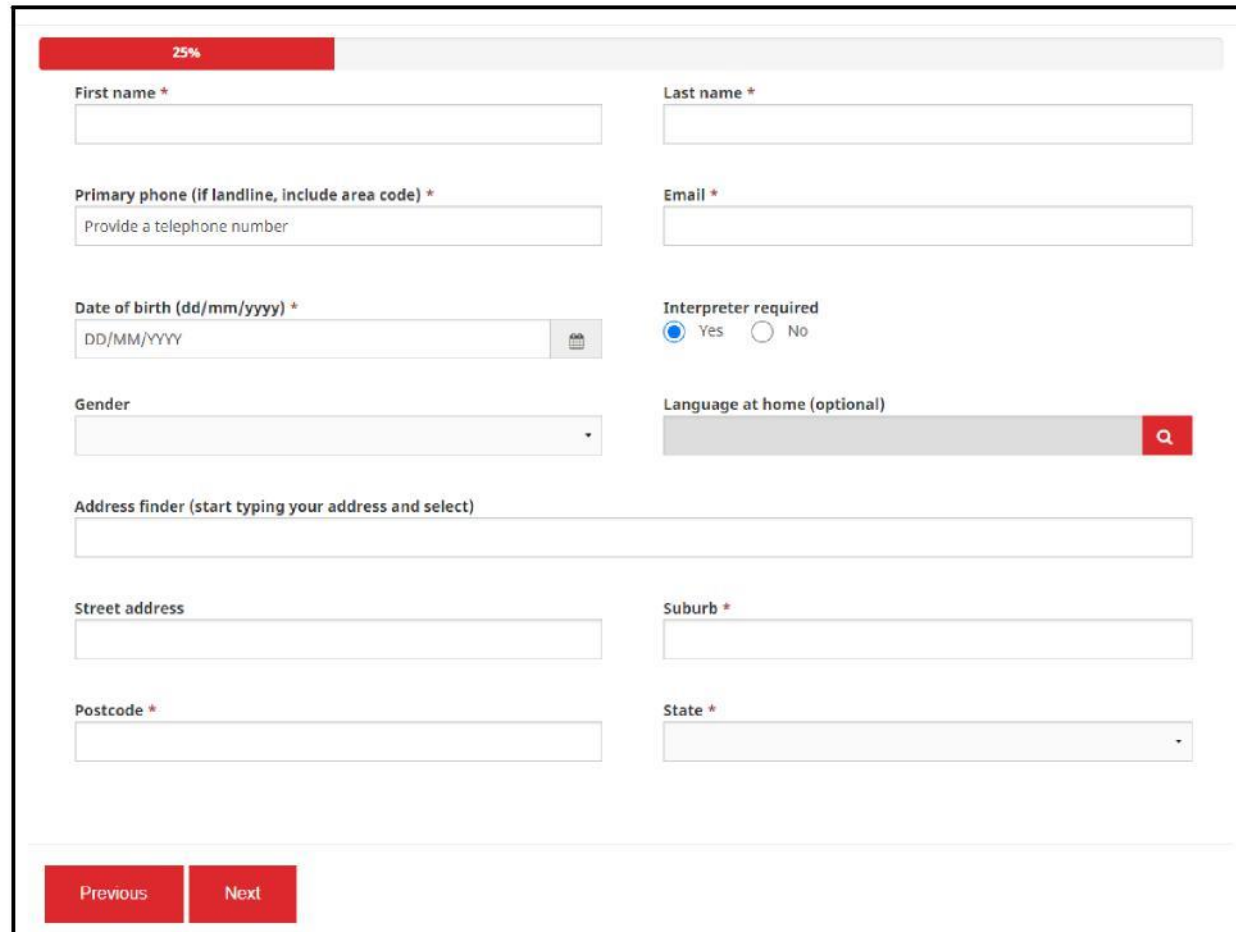
If there are four incorrect sign-in attempts the account will be locked for 24 hours. You will be able to re-set your password after 24 hours. 如果有四次不正確的登錄嘗試，帳戶將被鎖定 24 小時。您可以在 24 小時後重新設置密碼。



## Step 2: Tell us about yourself 第 2 步：介紹一下您自己

A. Enter your personal information into the form . 在表單中輸入您的個人資訊

**Note:** Ensure you provide the correct email address, as we will need to contact you if we require additional information. 注意：請確保您提供正確的電子郵件地址，因為如果我們需要其他資訊，我們將需要與您聯繫。



25%

First name \*

Last name \*

Primary phone (if landline, include area code) \*

Email \*

Date of birth (dd/mm/yyyy) \*

Interpreter required

Gender

Language at home (optional)

Address finder (start typing your address and select)

Street address

Suburb \*

Postcode \*

State \*

Previous Next

### Step 3: Provide your visa details

第 3 步：提供您的簽證詳細資訊



- A. Enter your visa details into the form  
A. 在表格中輸入您的簽證詳細資訊

*Note: Don't worry if you are unsure 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 注意：如果您不確定自己的簽證狀態或沒有當前的簽證檔，請不要擔心，您可以上傳其他旅行證件，例如：護照，ImmiCard 或簽證申請 - 這可以在步驟 6 中完成*

- B. Confirm your family composition  
B. 確認您的家庭構成
- C. Click on the **Add Person** button to enter visa details for anyone in your family that is included in this application C. 按下「添加人員」按鈕以輸入此應用程式中包含的家庭中任何人的簽證詳細資訊
- D. When you finish adding all the Information for yourself and your

### Migration Support Programs - Emergency Relief Application



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

Visa Type

Travel Document Type

Document Number

Passport (Travel Document) Country

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 Person](#)

family members, scroll down to the next section

D. 完成為自己和家人添加所有資訊后，向下滾動到下一部分

Step 4: Tell us why you need support and a bit more about yourself 第 4 步：告訴我們您為什麼需要支援，以及更多關於您自己的資訊

A. Tick any options that apply to your situation. 勾選適用於您的情況的任何選項

B. Answer the remaining questions and click Next to proceed 回答其餘問題，然後按兩下 一步 繼續

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 do you need to pay for the emergency relief (tick all that apply)?

- Utilities
- Food
- Rent
- Medical Treatment
- Clothes
- Medication
- Legal Cost
- School Expenses
- Transport
- Fines
- Infant Supplies
- Other

Identified disability (Please note this will not impact your eligibility for support)

Would you like to speak to someone from Red Cross about additional services that could help you?

Yes  No

I confirm I am currently living in Australia \*

Yes  No

Which state/territory? \*

I confirm, I currently cannot support myself financially

Yes  No

Previous Next

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

第 5 步：輸入銀行詳細資訊，上傳銀行對帳單和旅行證件



A. Enter your bank details, including: 答

: 輸入您的銀行詳細信息，包括：

- Account name 帳戶名稱
- BSB number 號碼
- Account number 帳戶號碼

B. Click **Upload** to provide copies of bank statements for all accounts held by all adult members of your family 点击上传，提供您家庭所有成年成员持有的所有账户的银行对账单副本

**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. 注意：銀行對帳單必須少於 2 周（自提交申請之日起），並涵蓋一個月（4 周）的交易。在可能的情況下，原始文件應作為銀行對帳單上傳。只有當屏幕截圖清楚地顯示您的姓名、帳戶詳細信息（BSB 和帳號）以及您當前的家庭住址時，才能接受屏幕截圖。

### Migration Support Programs - Emergency Relief Application

75%

**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 receive an ERROR message when uploading your document it is because our system has found sensitive information such as a Credit Card Number.
- If you are uploading a Credit Card Statement - there is no need to provide this statement, please proceed without it

**Bank Statement Requirements**

You may upload multiple attachments.

- all adult members of the family must submit a current bank statement dating back one month from the date of application.
- if you have joint accounts or regular transfers to another bank account you will need to provide a bank statement for that account
- screenshots are acceptable only if they show your **name, account number and residential address**

Submitting the above information will help us to process your application as quickly as possible.  
Missing information will delay the outcome

Account Name

BSB Number

Account Number

**Documents to be submitted**  
No documents provided



- C. Click **Upload** again to provide copies Of your travel documents, such as: passport, ImmiCard or visa application 再次单击“上传”以提供旅行证件的副本，例如护照、身份证或签证申请
  
- D. When you finish uploading all the documents, click **Next** to proceed 完成上传所有文档后，单击“下一步”继续

## 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

### Migration Support Programs - Emergency Relief Application

100%

By submitting this application you declare that:

1. All information that you have provided to Australian Red Cross as part of this application is true and correct.
2. If your application contains information or documentation believed to be false or misleading, including concealing any relevant circumstances, your application will be rejected.
3. You are not an Australian citizen or permanent resident, you have urgent needs and do not have access to any other forms of support at this time.
4. The funds provided to you will be used for their intended purposes to meet your essential needs like food and medicine.
5. All personal information contained in your application will be collected and used as set out in our **Privacy Collection Notice**.
6. Representatives of Australian Red Cross may contact third party organizations 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.
7. 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. • 红十字会将检查您的申请是否完整且正确，如果您需要任何进一步的信息，请与我们联系。
- If you are not eligible, Red Cross will send you an email to let you know. • 如果您不符合条件，红十字会将向您发送一封电子邮件，告知您。
- 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. • 如果您符合条件，红十字会将向您发送一封电子邮件，通知您并直接向您指定的银行账户付款。

