



How to get help in natural disasters



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



We will write contact information at the end of this book.

About this book



This book is by the Department of Families, Fairness and Housing or DFFH.



We are a part of the government who works to keep people in Victoria safe.

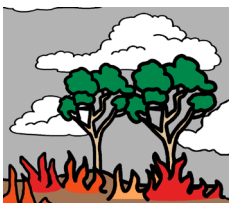


This book is about help you can get in a **natural disaster**.

A natural disaster is when extreme weather causes lots of damage.

For example

- a flood
- a bushfire
- a storm
- an earthquake.



Who to call in a natural disaster

If you are in danger now



Call Triple Zero.

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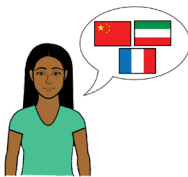


If your home is damaged

Call our hotline for help once you are safe.



Call 1800 560 760

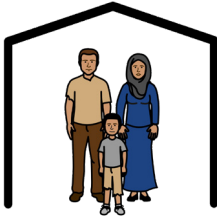


Press **9** if you do **not** speak English.

SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

You can call us every day 7.30 am to 7.30 pm.

How we can help you

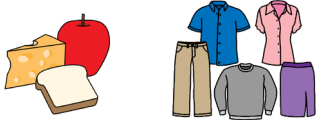


When you call the hotline we can help you to

- find a safe place to live



- clean up your home

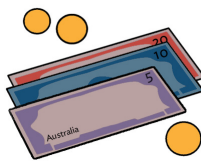


- get clothes and food



- find someone to talk to about your feelings and what has happened to you

- get an **emergency payment**.

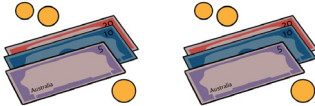


An emergency payment is money from the government to keep you safe in natural disasters.

How we can help you with money



If your home is damaged in a natural disaster we can give you an emergency payment.



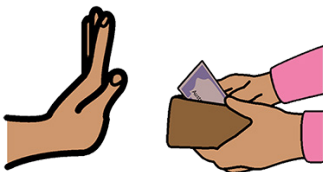
There are 2 types of emergency payments.



You **must** contact us to apply.

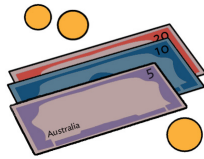


You might need to show us some documents.
For example, your passport.

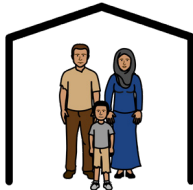


If you get an emergency payment you do **not** need to pay it back.

1 Emergency Relief Payment

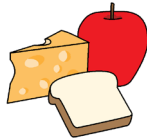


The **Emergency Relief Payment** is money to help you get the things you need most.



Things you need most can be

- a safe place to sleep



- food



- clothes



- medicine.

Can you get this payment?



You can get the Emergency Relief Payment if your home is damaged in a natural disaster.



We do **not** need to know your income.

How to apply

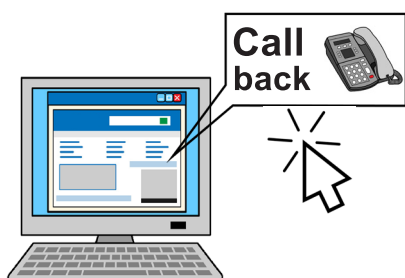
Go to our website to apply for the Emergency Relief Payment.



Website

[emergencypayments.dffh.vic.gov.au/](https://www.emergencypayments.dffh.vic.gov.au/)

If you need help to apply

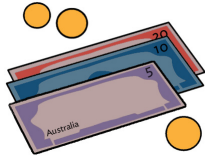


Tell us on our website to call you back.

Website

[emergencypayments.dffh.vic.gov.au/
requestcallback](https://www.emergencypayments.dffh.vic.gov.au/requestcallback)

2 Re-establishment Assistance



The **Re-establishment Assistance** is money to help you repair a very damaged home.

For example, after a flood.

Can you get this payment?

You can only get the Re-establishment Assistance if



- your home is very damaged

and



- you **cannot** go back to your home for more than 7 days

and



- you do **not** have home insurance

and



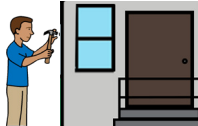
- you do **not** have much money.

What is this payment for?

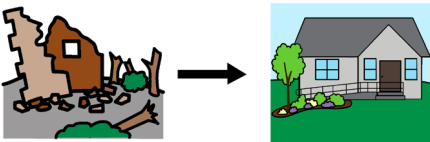
You can use the Re-establishment Assistance to



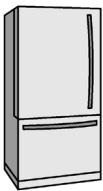
- clean up your home



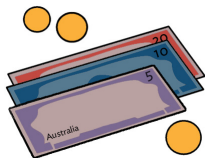
- repair your home



- rebuild your home



- replace damaged things in your home
 - for example, the fridge



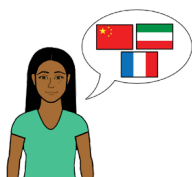
- pay for another home where you can stay for a short time.

How to apply

Call us to apply for the Re-establishment Assistance.



Call 1800 560 760

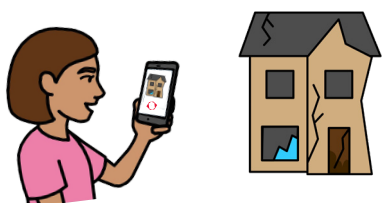


Press **9** if you do **not** speak English.

What you need

You **must** show us documents to say

- who you are
 - for example, your passport
- how much money you earn
 - for example, a Centrelink payment summary
- if you have home insurance.



You **must** also show us a photo of the damage to your home.



More information

For information about natural disasters near you go to our emergency website.



[emergency.vic.gov.au/respond/](https://www.emergency.vic.gov.au/respond/)

If you are in danger now

Call Triple Zero.



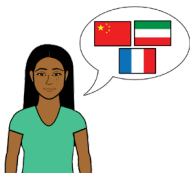
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If you need help after a natural disaster

Call our hotline once you are safe.



Call 1800 560 760



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SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

You can call us every day 7.30 am to 7.30 pm.

If you do not speak English



Use the free Translating and Interpreting Service or TIS.

Call 131 450



Give the TIS officer the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service.

Website

infrastructure.gov.au/national-relay-service



Call 1800 555 660

Give the relay officer the phone number you want to call.

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