

# Financial assistance available

Storms, floods and power outages June 2021

21 June 2021

Following the recent storms, floods and power outages in Victoria, financial assistance is available.

## Department of Families, Fairness and Housing

### Emergency Relief Payments

For the June 2021 storms and floods, a one-off payment is available to help meet immediate needs, including emergency food, shelter, clothing, medication and accommodation.

This payment is to support people whose homes are damaged, or who are a registered power dependent customer off power, and suffering financial hardship due to meeting your relief needs.

A needs assessment is carried out by a Personal Hardship Assistance Officer to determine eligibility.

Payments are up to \$560 per adult and \$280 per child (up to a maximum of \$1960 per eligible family). If you are eligible the money can be electronically transferred to your preferred bank account. It usually takes three to five business days to arrive.

### Emergency Re-establishment Assistance Payments

For the June 2021 storms and floods, these payments are available to households of limited financial means, whose principal place of residence (their home) is uninhabitable (damaged or destroyed) due to the event.

The payment is available for clean-up, emergency accommodation, repairs, rebuilding (a principal place of residence), and replacing some damaged contents.

The purpose of these payments is to assist people in the community who do not have the financial means to re-establish their lives after a disaster – they are income and insurance tested.

#### How to apply

If you think you may be eligible for an Emergency Relief Payment or a Re-establishment Assistance Payment, please email [EmergencyHardshipPayments@dffh.vic.gov.au](mailto:EmergencyHardshipPayments@dffh.vic.gov.au).

In your email please include your name, address and how you would like to be contacted i.e. include your mobile number or landline phone number.

## Power Outage Payments – available through AusNet

### Prolonged Power Outage Payment for Households

A Prolonged Power Outage Payment of \$1680 per week – for up to three weeks – will be extended to all eligible households (residential customers) without power as at Thursday 17 June.

The aim is to support residential customers dealing with prolonged power loss.

#### How to apply

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Call Ausnet on 13 17 99 or go to <https://www.ausnetservices.com.au/Outages/Claims-And-Complaints/Prolonged-Power-Outage-Payment>

## Prolonged Power Outage Payments for Businesses

Disaster assistance is available for businesses that continue to be affected by prolonged power outages from the extreme weather event in Victoria.

Businesses with an annual payroll of less than \$10 million can apply for payments of \$2500 per week – for up to three weeks – if they were without power as of 12.01am Thursday 17 June 2021. If eligible, they will then receive the payment each week, capped at three weeks.

### How to apply

Call Ausnet on 13 17 99 or go to <https://www.ausnetservices.com.au/About/News-Room/News-Room-2021/Disaster-Power-Outage-Payments-for-Businesses>

## Australian Government Payments

### Disaster Recovery Payment and the Disaster Recovery Allowance

The Australian Government has activated the Australian Government Disaster Recovery Payment (AGDRP) and the Disaster Recovery Allowance (DRA) to support those most impacted by the storms and flooding in Victoria.

People in the **Hepburn, Latrobe, Moorabool and Yarra Ranges** local government areas can now access the support.

The AGDRP is a one-off payment of \$1000 for eligible adults and \$400 for children, who have suffered significant loss, including a severely damaged or destroyed home.

The DRA provides up to 13 weeks of income support to people whose income has been affected.

### How to apply

Call Services Australia on 180 22 66.

Services Australia's Disaster Assistance phone line will be available from 8am to 5pm Monday to Friday, 9am to 4pm Saturday, and 9.30am to 1.30pm Sunday.

The financial assistance outlined in the document is being provided through the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements.

To receive this document in another format, phone 1300 475 170, using the National Relay Service 13 36 77 if required or email [emergency.communications@dffh.vic.gov.au](mailto:emergency.communications@dffh.vic.gov.au).

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Available at [emergency.vic.gov.au/relief/#financial\\_assistance](https://emergency.vic.gov.au/relief/#financial_assistance)