

Emergency Financial Assistance

Category 3: Replacement of essential household contents

Category 4: Housing repairs

The Department of Communities (Communities) is coordinating a range of welfare services to assist you to recover from the effects of Tropical Cyclone Seroja. If your household has a low income and was not insured (or underinsured) at the time of the cyclone, you may be eligible for financial assistance to help repair and live safely in your home.

What is Category 3 financial assistance?

This provides funds to **replace essential household contents** that were lost, damaged or destroyed as a direct result of the cyclone. The maximum payment is \$10,500 per household. The final amount paid is based on your individual circumstances, income and claim.

Am I eligible to apply for Category 3 financial assistance?

To be eligible to apply:

- Your primary home must be located within the declared disaster area.
- Your household contents must have been lost, damaged or destroyed as a direct result of the cyclone.
- Your household must not have had contents insurance or you must show you were underinsured at the time of the cyclone.
- Your household must not have access to more than \$10,000 of liquid assets (e.g. cash, cash in bank or shares etc)

Further income and asset tests will be completed in the application process.

What is Category 4 financial assistance?

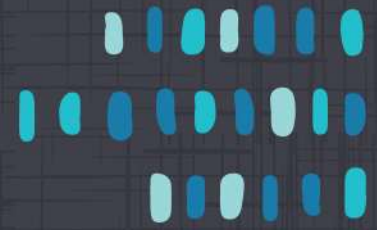
If you are an owner occupier and your home was damaged by the cyclone, this provides funds to **repair your home** to a safe and secure condition. The maximum payment is \$10,000 per household. The final amount paid is based on your individual circumstances, income and claim.

Am I eligible to apply for Category 4 financial assistance?

To be eligible to apply:

- Your primary home must be located within the declared disaster area.
- You must be the owner-occupier of the home.
- Your house must have been damaged as a direct result of the cyclone.
- Your home cannot be assessed as beyond repair.
- Your household must not have had home building insurance, or you must show you were underinsured at the time of the cyclone.
- Your household must not have access to more than \$10,000 of liquid assets (e.g. cash, cash in bank or shares etc)

Further income and asset tests will be completed in the application process.



How do I apply for Category 3 and/or 4 financial assistance?

1. **Contact the Communities' Disaster Response Hotline on 1800 032 965** if you believe you are eligible and want to apply.
2. A Disaster Response Hotline operator will ask for your contact details, discuss your situation with you and ask a number of questions to confirm your eligibility to apply.
3. If found eligible to apply, a Communities' staff person in your local area will contact you as soon as possible to make a time to complete an application with you.
4. At this meeting, an application will be completed with you. You will be required to provide evidence that supports your application.
5. Your completed application will be submitted to the Communities' assessment team for review and approval.
6. You will be advised of the result of your application and the amount you will receive as soon as your application has been assessed.

What evidence do I need to provide?

- **Evidence of damage or loss**
 - Photos or statutory declaration.
- **Photographic proof of identity**
 - If photo identification is unavailable, two forms of identification is required.
- **Evidence of income**
 - Three most recent payslips, or
 - Income statement from employer, DVA, Superannuation, Centrelink or the prior year's tax return if self-employed.
- **Evidence of liquid assets**
 - Six months of continuous bank statements.
 - Share-holding statements or other statements that list liquid assets (if applicable).

- **Evidence of non-insurance**
 - Provide reasons for non-coverage.
 - Relevant insurance policies and claim denial(s).
- **Evidence of primary resident address**
 - Mortgage, rates, billing notices.
 - Lease agreement documentation.
 - Statements from relevant lending authorities.

FOR CATEGORY 4 APPLICATIONS ONLY

- **Evidence of property ownership**
 - Shire Rates notices.
 - Mortgage statements.
 - Building insurance policy.
- **Copies of quotations for the building repair**
 - At least two quotations by a registered contractor that details required works.

Your next step

If you believe you are eligible to apply, or have any queries, please call the **Communities' Disaster Response Hotline on 1800 032 965**. If you would prefer face to face assistance a time can be arranged to meet with you.