



Coronavirus (COVID-19) Extreme Hardship Support Program

Factsheet for community services providers

Who is this program for?

The Department of Health and Human Services (DHHS) is commissioning the Red Cross to deliver an Extreme Hardship Support Program to provide financial assistance, information and referrals to people living in Victoria who are experiencing significant hardship as a result of the coronavirus (COVID-19) pandemic and are unable to access other forms of Victorian Government and Commonwealth Government income support.

The program is targeted to support the most vulnerable in our community – including temporary and provisional visa holders and undocumented migrants with little or no income, savings or community support.

What support is being provided?

- Assistance provided will primarily be in the form of cash payments, available from 13 July 2020.
- A single person can receive up to \$400. Families may receive more, based on the number of people in the family and individual circumstances.
- Applicants may be able to apply for another payment after two months if they are still experiencing financial hardship.

Who is eligible?

Applicants must:

- live in Victoria, **and**
- be unable to access Commonwealth income support (such as JobKeeper or JobSeeker) or the International Student Emergency Relief Fund, **and**
- have zero or very limited income, savings or community support, **and**
- be a temporary or provisional visa holder, or undocumented migrant.

How do people apply?

To apply for emergency financial assistance people should go to the [Red Cross website](http://www.redcross.org.au/vicrelief) at www.redcross.org.au/vicrelief. Applicants will need their passport and bank statements showing transactions for the last three months.

Network of community implementation partners

Brotherhood of St Laurence has been engaged by the Department of Health and Human Services and Red Cross to lead a network of community implementation partners.

What is the role of community organisations?

Community organisations who already provide assistance to people ineligible for Victorian or Commonwealth Government income support are invited to join a network of implementation partners.

Community organisations who opt into the network will receive training and tools so that they can identify and assist eligible people to apply for this financial assistance.

Over time, it is anticipated that this network will be able to develop collaboration links and strengthen sector capability to further support vulnerable Victorians.

Where do we find out more?

For more information about joining the Network, please contact the Brotherhood of St Laurence on (03) 9422 5650 or by email at mct.reception@bsl.org.au.

For more information about the payments, please visit the [Red Cross website](http://www.redcross.org.au/vicrelief) at www.redcross.org.au/vicrelief or refer to the [Questions and Answers](#) sheet.

To receive this publication in an accessible format phone 1300 651 160, using the National Relay Service 13 36 77 if required, or email Emergency Management Communications <em.comms@dhhs.vic.gov.au>.

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Available at Victoria's coronavirus website <www.dhhs.vic.gov.au/coronavirus>