

Red Cross Emergency Relief

How to submit your application

What is emergency relief?

Red Cross Emergency Relief provides limited support to help people meet essential basic needs like food, medicine, and housing.

Red Cross can provide some financial and casework support for people on temporary visas, people seeking asylum, and people with uncertain visa status.

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.

Emergency Relief payments are not income support. They are limited payments, which we understand may not meet all needs that you have.

Before Starting Your Application

You can find a list of additional supports and other resources available on the [Emergency Relief Support website](#).

How to Apply

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.



Figure 1. Four steps to submit your application

Step 1: Start your application

A. Visit the [Red Cross Client Portal](#)

B. Register for an account with Red Cross, by clicking on the **Register** tab

Note: You will need to create a password that is at least eight characters long that includes numbers, symbols, lower case, and capital letters.

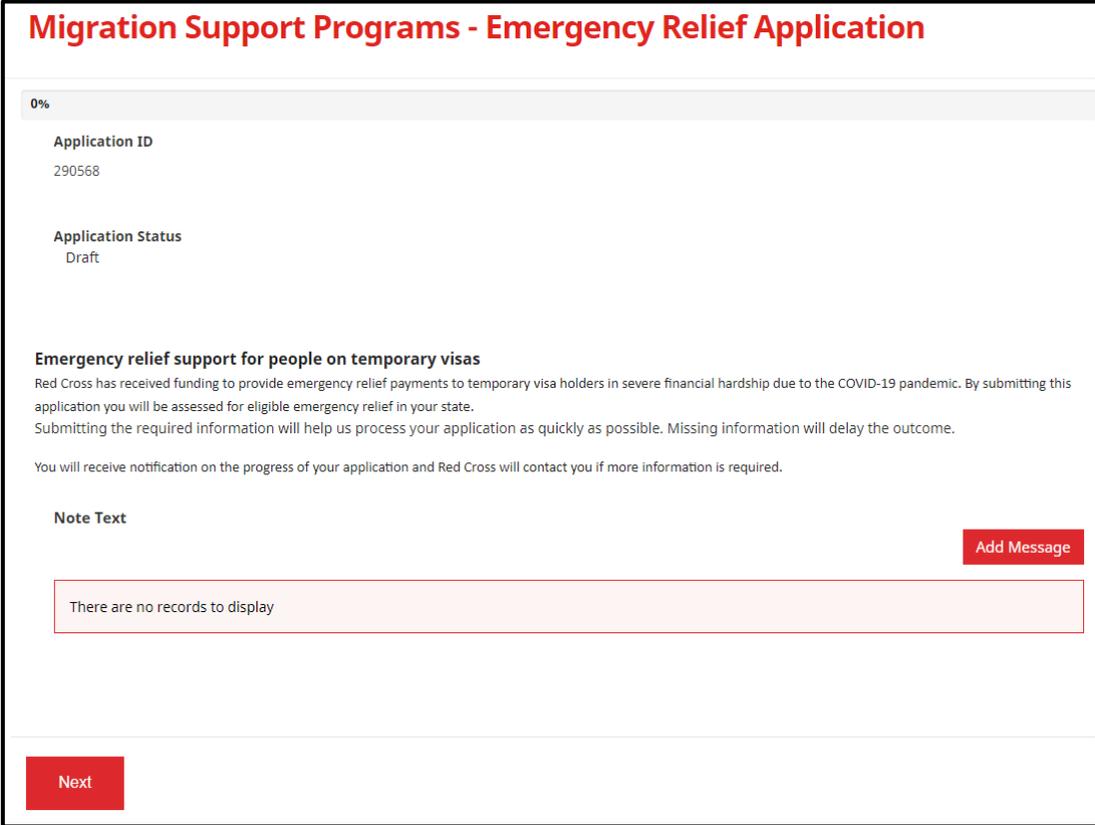
C. Review the information provided and click **next**

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.

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.



The screenshot shows the Australian Red Cross registration page. At the top left is the Australian Red Cross logo. To the right of the logo are the text "Australian Red Cross", a globe icon, "English", and "Sign in". Below this is a navigation bar with "Sign in" and "Register" buttons. The "Register" button is highlighted. Underneath is a "Register" section with three input fields: "* Email*", "* Password*", and "* Confirm password*". Each field has a red asterisk on the left. Below the fields is a red "Register" button.



The screenshot shows the "Migration Support Programs - Emergency Relief Application" page. At the top is the title "Migration Support Programs - Emergency Relief Application" in red. Below the title is a progress bar showing "0%". Underneath are two sections: "Application ID" with the value "290568" and "Application Status" with the value "Draft". Below these is a section titled "Emergency relief support for people on temporary visas" with a paragraph of text: "Red Cross has received funding to provide emergency relief payments to temporary visa holders in severe financial hardship due to the COVID-19 pandemic. By submitting this application you will be assessed for eligible emergency relief in your state. Submitting the required information will help us process your application as quickly as possible. Missing information will delay the outcome. You will receive notification on the progress of your application and Red Cross will contact you if more information is required." Below this is a "Note Text" section with a red "Add Message" button. At the bottom of the page is a red "Next" button.

Step 3: Provide your visa details

- A. Enter your visa details into the form

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**

- B. Confirm your family composition
- C. Click on the **Add Person** button to enter visa details for anyone in your family that is included in this application
- D. When you finish adding all the information for yourself and your family members, scroll down to the next section

Migration Support Programs - Emergency Relief Application

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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.

Single

Please enter visa details for each additional person on this application.

Add Person

Step 4: Tell us why you need support and a bit more about yourself

- A. Tick any options that apply to your situation
- B. Answer the remaining questions and click **Next** to proceed

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

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

- A. Enter your bank details, including:
- Account name
 - BSB number
 - Account number
- B. Click **Upload** to provide copies of bank statements for all accounts held by all adult members of your family

***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.*

- C. Click **Upload** again to provide copies Of your travel documents, such as: passport, ImmiCard or visa application
- D. When you finish uploading all the documents, click **Next** to proceed

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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

Upload

Drag and Drop Files here

Documents to be submitted

No documents provided

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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

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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 *

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What's next?

- Red Cross will check that your application is complete and correct, and contact you if any further information is needed.
- If you are not eligible, Red Cross will send you an email to let you know.
- 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.