

Red Cross Emergency Relief 紅十字會緊急救援

How to submit your application 如何提交您的申請

What is emergency relief? 什麼是緊急救助？

Red Cross Emergency Relief provides limited support to help people meet essential basic needs like food, medicine, and housing. 紅十字會緊急救濟提供有限的支持來幫助人們滿足基本的生活需求，例如食物、藥品和住房。

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

紅十字會可以為持有臨時簽證的人、尋求庇護的人和簽證身份不確定的人提供一些財務和個案工作支持。

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.

如果您遇到經濟困難，可以申請支持，這將根據您申請時所在州或領地的任何可用資金的資格標準進行評估。

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

緊急救濟金不是收入支持。它們是有限的付款，我們理解可能無法滿足您的所有需求。

Before Starting Your Application 在開始您的申請之前

You can find a list of additional supports and other resources available on the [Emergency Relief Support website](#). 您可以在緊急救濟支持網站上找到額外支持和其他可用資源的列表。

How to Apply 如何申請

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. 本文檔提供通過紅十字客戶端門戶提交申請的分步說明。您將完成四個步驟，如圖 1 所示。



Figure 1. Four steps to submit your application

Step 1: Start your application

启动您的申请

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

输入您的个人信息

A. Register for an account with Red Cross, by clicking on the **Register** tab 单击“注册”选项栏在红十字会注册一个帐户

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

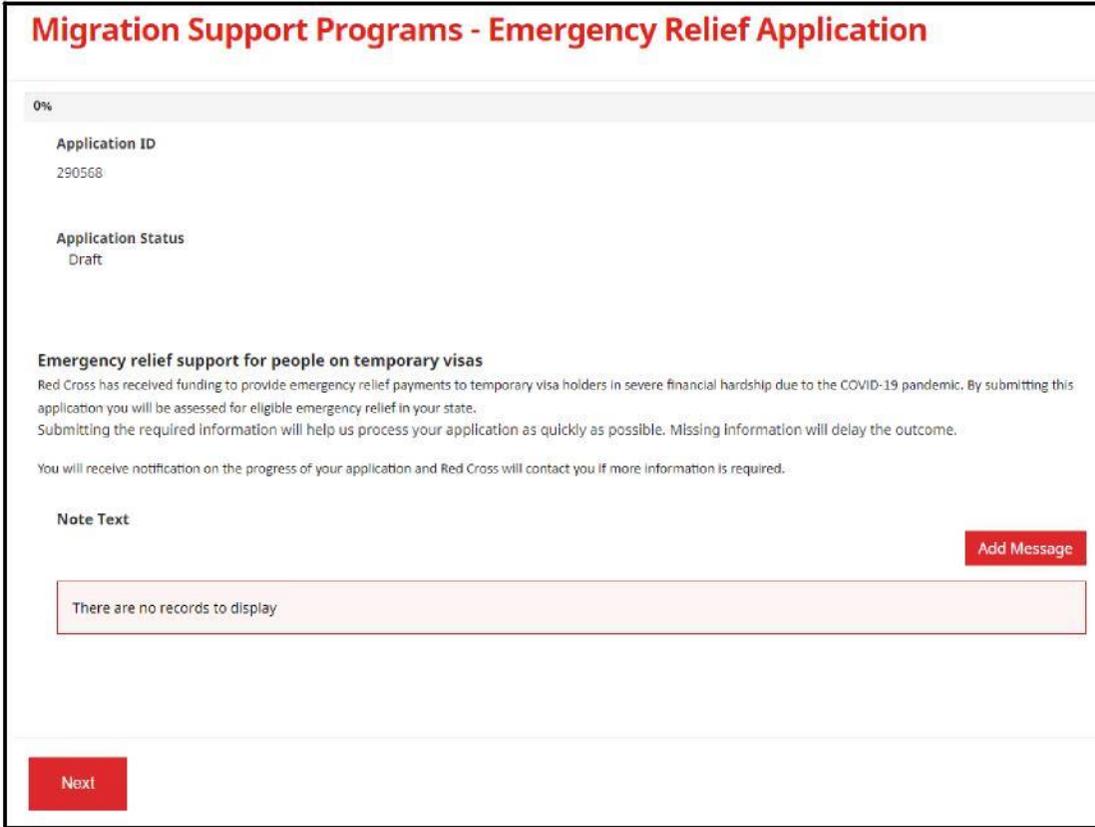
C. Review the information provided and click **next**

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 language dropdown menu set to "English", and a "Sign in" link. Below this is a navigation bar with "Sign in" and "Register" buttons. The "Register" button is highlighted. The main content area is titled "Register" and contains three input fields: "Email", "Password", and "Confirm password". Each field has a red asterisk icon to its left. Below the input 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 indicator showing "0%". The page displays the following information:

- Application ID:** 290568
- Application Status:** Draft

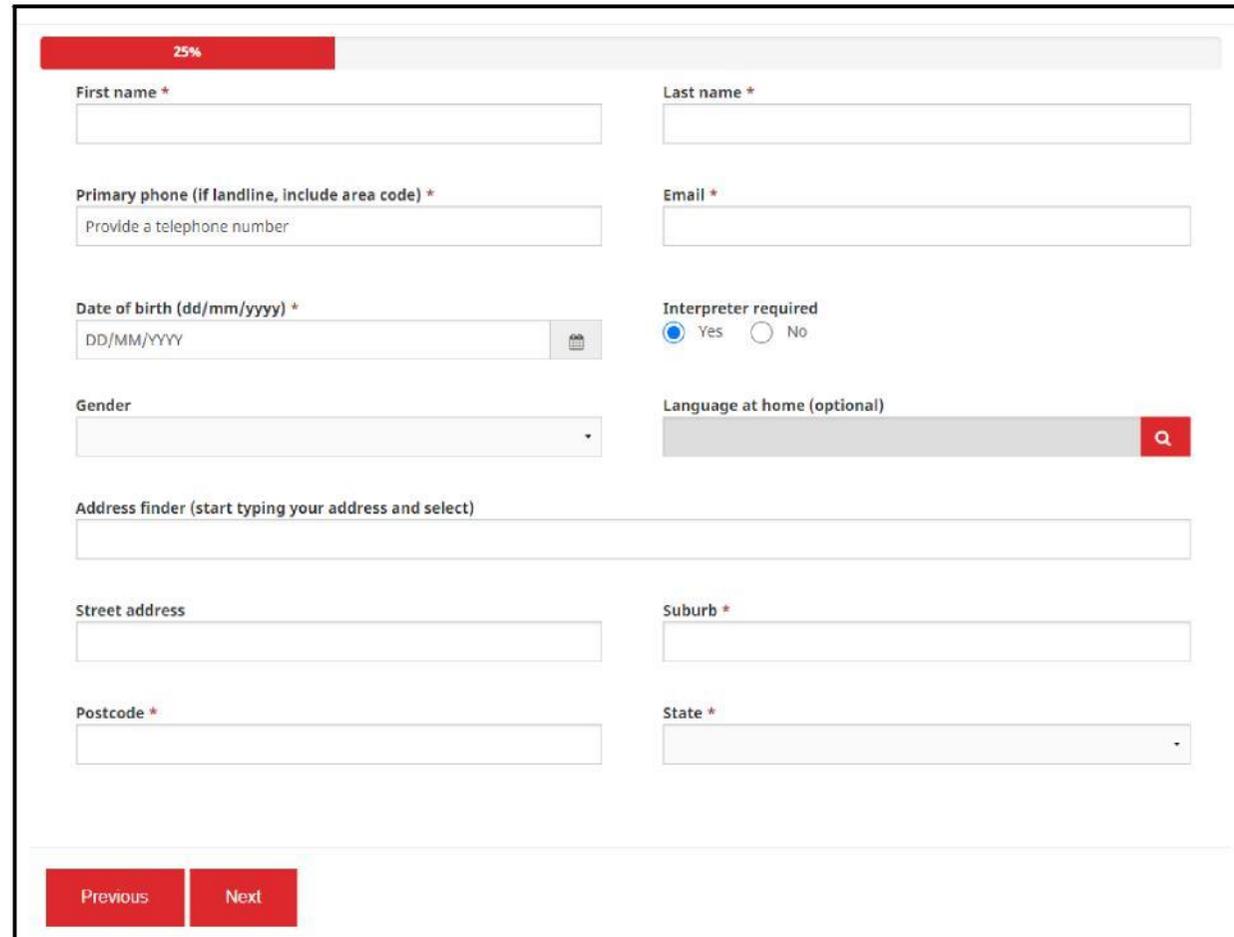
Below this information is a section titled "Emergency relief support for people on temporary visas". The text in this section reads: "Red Cross has received funding to provide emergency relief payments to temporary visa holders in severe financial hardship due to the COVID-19 pandemic. By submitting 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 the text is a "Note Text" section with a red "Add Message" button. A message box below the "Note Text" section contains the text "There are no records to display". At the bottom of the page is a red "Next" button.

Step 2: Tell us about yourself 4 步：告訴我們您為什麼需要支持以及更多關於您自己的信息

A. Enter your personal information into the form 4 步：告訴我們您為什麼需要支持以及更多關於您自己的信息

Note: Ensure you provide the correct email address, as we will need to contact you if we require additional information.
注意 確保您提供正確的電子郵件，因為如果我們需要額外的信息，就需要聯繫您。



25%

First name *

Last name *

Primary phone (if landline, include area code) *

Email *

Date of birth (dd/mm/yyyy) *

Interpreter required

Gender

Language at home (optional)

Address finder (start typing your address and select)

Street address

Suburb *

Postcode *

State *

Previous Next

Step 3: Provide your visa details

步：提供您的簽證詳細信息

- A. Enter your visa details into the form 在表格中輸入您的簽證詳細信息

*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*** 注意：如果您不確定您的簽證狀態或沒有當前的簽證文件，請不要擔心，您可以上傳其他旅行文件，例如：護照，

- B. Confirm your family composition 確認你的家庭構成

- C. Click on the **Add Person** button to enter visa details for anyone in your family that is included in this application 点击“添加人员”按钮 输入此申请中包含的任何家庭成员的签证信息

- D. When you finish adding all the Information for yourself and your family members, scroll down to the next section D. 当你完成添加所有您和您的家人的信息后，向下滚动到下一部分

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.

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

告訴我們您為什麼需要支持以及更多關於您自己的信息

A. Tick any options that apply to your situation 勾選適用於您情況的任何選項

B. Answer the remaining questions and click Next to proceed 回答剩下的問題，然後點擊下一步繼續

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

Previous Next

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

: 輸入銀行詳細信息，上傳銀行對賬單和旅行證件

A. Enter your bank details, including:

- Account name
- BSB number
- Account number
- 輸入您的銀行詳細信息，包括：
 - 用戶名
 - BSB 號碼
 - 賬號

B. Click **Upload** to provide copies of bank statements for all accounts held by all adult members of your family 点击“上传”以提供您家庭中所有成年人持有的所有账户的银行对账单

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. 注意：银行对账单的截至日期（离开申请日期）不能超过2周

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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

Documents to be submitted
No documents provided

并涵盖一个月（4周）的交易。在可能的情况下，请为银行对账单上传原始文件。屏幕截图必须清楚地显示您的姓名、帐户详细信息（BSB 和帐号）和您当前的家庭住址，才会被接受。

- C. Click **Upload** again to provide copies Of your travel documents, such as: passport, ImmiCard or visa application 再次點擊上傳，提供您的旅行證件副本，例如：護照、
ImmiCard 或簽證申請
- D. When you finish uploading all the documents, click **Next** to proceed 上傳完所有文件後，點擊下一步繼續

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 阅读声明 · 并“勾选”方框，确认你所提供的信息是真实和正确的 · 然后点击“提交”，发送申请给 红十字会

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 *

Previous Submit

What's next? 步：閱讀聲明並提交申請

- Red Cross will check that your application is complete and correct, and contact you if any further information is needed. 紅十字會將檢查您的申請是否完整和正確，如果需要任何進一步的信息，請與您聯繫。
- If you are not eligible, Red Cross will send you an email to let you know. 如果您不符合資格，紅十字會會向您發送一封電子郵件通知您
- 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. • 如果您符合條件，紅十字會會向您發送一封電子郵件，通知您並直接向您指定的銀行賬戶付款

