

Flood Relief and Recovery Supports

Flood Recovery Hotline

Flood Recovery Hotline is a single state-wide number, 1800 560 760, that Victorians impacted by the October 2022 floods can call for help or assistance with:

- navigating available supports
- mental health and wellbeing support

The recovery hotline is open from 7.30am-7.30pm every day.

Victorian Emergency website

https://emergency.vic.gov.au/relief/#current_events has a good list of relief and recovery supports, including the following payments (this is not an exhaustive list):

Victorian Emergency Relief Payment

What	Emergency relief assistance is based on a fixed amount for each member of your household (adults and children). Payments are \$580 per adult and \$290 per child (up to a maximum of \$2030 per eligible family) are available.
Who	Emergency financial assistance is available for community members whose homes have been impacted by the current flood emergency in Victoria to help them to meet their relief needs.
When	Emergency relief assistance payments are available for seven days after an emergency event to assist you if you have suffered hardship, or are likely to suffer hardship, as a result of an emergency.
How	Complete an online application form .
Details	See the Factsheet , and ‘Key Points Explained’ document. This Information has also been translated into Arabic, Chinese (Simplified and Traditional), Greek, Hindi, Italian, Punjabi, and Vietnamese.

Disaster Relief Payment

What	<ul style="list-style-type: none">• A lump sum payment to help people seriously affected by the Victorian Floods in October 2022.<ul style="list-style-type: none">○ \$1000 per adult○ \$400 for each child younger than 16.
Who	<ul style="list-style-type: none">• Australian resident or hold an eligible visa• Claiming this payment for the Victorian Floods, October 2022 for the first time• 16 or older at the time of Victorian Floods, October 2022 or getting an income support payment• Person or a dependent child for whom they are principal carer, must have been seriously affected by the Victorian Floods, October 2022. For example:<ul style="list-style-type: none">○ seriously injured○ immediate family member of an Australian citizen or resident who died or is missing○ the flood caused major damage to home or a major asset at your home.

	<ul style="list-style-type: none"> In an eligible Local Government Area (LGA) <ul style="list-style-type: none"> Campaspe Greater Shepparton Maribyrnong Mitchell Shire Strathbogie
When	Until 15 April 2023 to make a claim.
How	Via myGov
Details	<ul style="list-style-type: none"> Members of a couple can both claim this payment, and will need to make separate claims. Cannot claim on behalf of a person who has died, or their estate. <p>https://www.servicesaustralia.gov.au/who-can-get-victorian-floods-october-2022-australian-government-disaster-recovery-payment?context=63461</p>

Disaster Relief Allowance (DRA)

What	<ul style="list-style-type: none"> The Disaster Recovery Allowance (DRA) is a short-term payment to help if the Victorian Floods in October 2022 directly affects a person's income. if eligible, DRA is payable at the maximum equivalent rate of JobSeeker Payment or Youth Allowance, depending on personal circumstances. Payment is reduced to zero if income is more than the average Australian weekly income amount of \$ 1,737.10.
Who	<ul style="list-style-type: none"> 16 or older at the time of the floods. Australian resident or holder of an eligible visa Lost income as a direct result of the floods. Earn less than the average Australian weekly income in the weeks after you had this income loss. Not receiving any of the following payments during the claim period: <ul style="list-style-type: none"> an income support payment or pension Parental Leave Pay Dad and Partner Pay ABSTUDY Living Allowance Farm Household Allowance a Service Pension from the Department of Veterans' Affairs Self-Employment Allowance or New Enterprise Incentive Scheme (NEIS) Allowance. Work or live in an affected Local Government Area (LGA): <ul style="list-style-type: none"> Alpine Benalla Buloke Campaspe Central Goldfields Corangamite Gannawarra Greater Bendigo Greater Shepparton Hepburn Horsham Loddon Macedon Ranges Mansfield Maribyrnong Mitchell Moira Moonee Valley Murrindindi Northern Grampians Pyrenees Strathbogie Wangaratta
When	It is payable for a maximum of 13 week, from the date a person started losing income as a direct result of the Victorian Floods that started on 6 October 2022.
How	Via myGov
Details	https://www.servicesaustralia.gov.au/new-south-wales-floods-september-2022-disaster-recovery-allowance