

Factsheet 3: High-Risk Weather Season – Crisis Assistance and Payments

The Commonwealth and ACT Governments sometimes provide one-off financial assistance to people impacted by disasters.

You may be eligible for both ACT and Commonwealth assistance. You may also be eligible even if you're not currently receiving a Centrelink benefit.

Disaster Recovery Allowance

The Commonwealth Government's Disaster Recovery Allowance and Disaster Recovery Payment assists people who have been adversely affected by disasters in various local government areas. More information about help in an emergency is available at www.servicesaustralia.gov.au/natural-disaster

Other Payments

If you have been affected by a weather emergency, you may be able to apply for an income support payment to help you with your living costs. Some examples of assistance you may get include:

- advance lump-sum payment for people on Centrelink benefits
- crisis payment for people on benefits
- special benefits
- carer adjustment payments
- additional Child Care Subsidy Temporary Financial Hardship
- pension loan schemes.

Whether you are eligible for a payment depends on your circumstances.

For more information on how to access these payments and your eligibility, please visit the **Services Australia** website at www.servicesaustralia.gov.au or call the **Services Australia Emergency Information Line** on **180 22 66**.

ACT Government Payments

The ACT Government provides financial and non-financial assistance to people affected by disasters, including:

- Immediate Assistance Grants of up to \$200 for people whose homes are inaccessible or have been evacuated
- Accommodation Assistance, where the government covers the cost of short-term accommodation
- Essential Household Contents Grants to help uninsured, low-income households replace basic essential household items
- Essential repairs to housing, where the government covers the cost of immediate temporary repairs
- Fee relief for government services and licenses, including replacing identity documents at no cost to the applicant.

ACT Government assistance may be available to both citizens and non-citizens, including those who are not permanent residents in Australia.

For more information on the ACT Government assistance and to check your eligibility please visit <https://www.act.gov.au/open/disaster-assistance>

If you have concerns about high-risk weather season, how to legally prepare, or what your rights and obligations are, please call the **free Legal Aid Helpline** on **1300 654 314**.

This information has been updated as of November 2024.

Legal Aid ACT acknowledges it has reproduced some of this information from the Disaster Legal Help Victoria website – www.disasterlegalhelp.org.au.