

Emergency Assistance Fund - Frequently Asked Questions (FAQ)

1. What is the Emergency Assistance Fund? The Emergency Assistance Fund is designed to provide financial support to individuals experiencing unforeseen hardship. It is intended to help cover emergency needs when all other avenues of support, including government assistance and other community resources, have been exhausted or there is a gap in available support.

2. Who is eligible to apply for this fund? Applications for the Emergency Assistance Fund must be referred by one of the following:

- A registered non-profit organisation
- A registered charitable organisation
- A subordinate committee or group of a registered non-profit or charitable organisation

3. What is the maximum amount of funding available? The maximum amount of emergency assistance available for any application is up to \$1,000.

4. Is there a deadline for submitting an application? There is no specific closing date for submissions. Applications will be accepted until the annual funding allocation has been exhausted.

5. What kind of emergency situations qualify for this fund? The fund is for situations where individuals are facing urgent financial assistance due to one off unforeseen or unexpected circumstances. Successful applications must demonstrate that all available support, including government assistance, has been exhausted or that there is a gap in available assistance.

6. What kind of documentation is required to apply for the fund? Application on behalf of your client must provide sufficient evidence to demonstrate that an emergency situation led to the hardship or crisis. This could include:

- Documentation of financial hardship
- Evidence that other support options (government assistance, charities, personal networks) have been explored and exhausted
- In cases of domestic violence, evidence such as an AVO, police report, court order, or relevant documentation of the client's financial situation.

7. What evidence can be included but not limited to:

- Client's bank statement for the last three months
- Doctor's referral letter
- Eviction letter
- Apprehended violence order
- Police report
- Court order
- Evidence of other support sorted and exhausted
- Other documentation demonstrating the client's hardship

8. How is the application considered? Each application is considered on a case-by-case basis. A clear rationale along with relevant evidence supporting the need for the emergency assistance will be required. We will review whether the applicant has exhausted all other support options and if the emergency need is valid.

9. Can I apply if I have already received support from other organisations? Yes, you may apply, but you must demonstrate that you have exhausted other avenues of support, such as government assistance, charities, or personal networks, and that there is a gap in available support.

10. How do I apply for the Emergency Assistance Fund? You can apply through an eligible referring organisation (a registered non-profit or charitable group). For the full application process and guidelines, please visit the application page here: [Fund Application Guidelines](#).

11. What happens if my application is successful? If your application is successful, your client will receive up to \$1,000 in emergency assistance, provided you have submitted sufficient evidence of the emergency situation and exhausted other support options,

12. Who can I contact if I have further questions or need more information? If you have any questions or need clarification about the fund, please feel free to reach out to us for further assistance.

13. Could one person apply the fund multiple times in a year?

No, fund support for the same client is limited to once per year.