

# Financial Support

22 February 2024



**South Gippsland**  
Shire Council

## RECOVERY SUPPORT PROGRAM

Emergency Recovery Victoria's Recovery Support Program is available for people affected by the February 2024 storms and bushfires. The program can help with tailored support, including access to mental health and wellbeing services, legal support, business advice and other services to support your recovery.

You can access the program by visiting: [www.vic.gov.au/recovery-support](http://www.vic.gov.au/recovery-support) and filling out the online form.

## EMERGENCY RELIEF PAYMENTS

Emergency relief payments are available for eligible community members whose homes have been damaged by the storms in Victoria.

### Payment Amount:

Emergency relief payments are based on a fixed amount for each member of your household. The payment is not calculated based on how much money you earn. Payments are \$640 per adult and \$320 per child, up to a maximum of \$2,240 per eligible family.

You are eligible for a relief payment if:

- Your principal place of residence is in an evacuation warning area, or the fires or storms have damaged your home; and
- You have unmet immediate relief needs.

### How to Apply

If you think you may be eligible for a relief payment, please call the Emergency Recovery Hotline on 1800 560 760.

## PROLONGED POWER OUTAGE PAYMENTS

Households and small businesses without power for 7 days as a result of last Tuesday's storms are now eligible for a prolonged power outage payment. A payment of \$1,920 per week will be extended to all eligible households. For small businesses (those with a Victorian payroll less than \$10 million a year) a payment of \$2,927 per week will be made.

AusNet will administer the rollout of these payments and will contact all customers who may be eligible for this relief payment via text messages.

More information at:

[www.energy.vic.gov.au/safety/power-outages](http://www.energy.vic.gov.au/safety/power-outages)

## MAJOR EVENT DAY PAYMENT

Under the Electricity Distribution Code of Practice, a distributor must make a payment to a customer of \$90 if the customer experiences an unplanned sustained interruption of more than 12 hours on a major event day, such as extreme weather or a storm. This payment is made via electricity retailers within 2 retail billing cycles of the event day and appears as a credit on power bills.

## GIPPSLAND EMERGENCY RELIEF FUND (GERF)

If your principal place of residence (house) has had direct damage from the storms, you may be eligible for GERF funding. Please contact Council on 5662 9200 during business hours 8.30am to 5.00pm to complete an assessment and Council will lodge an application.

## FINANCIAL COUNSELLING

Financial counselling is free, independent and confidential. They can help you make a plan to manage your money, prioritise your bills, and talk to creditors on your behalf. Here are some services you can call:

- National Debt Helpline: 1800 007 007.
- Small Business Debt Helpline: 1800 413 828.
- Rural Financial Counselling Service (primary producers and small, related rural businesses): 1300 771 741.
- Mob Strong Debt Helpline (for Aboriginal and Torres Strait Islander peoples): 1800 808 488.

## BUSINESS RECOVERY ADVISORY SERVICE

FREE confidential, one-on-one support from Business advisers via telephone, online or in person. Your Business Recovery Adviser can help you to pinpoint immediate and long-term business continuity needs and provide support services, including financial counselling and business coaching. Register by calling 13 22 15 or online at: <https://business.vic.gov.au/grants-and-programs/>

## CRISIS ACCOMMODATION VIA THE DEPARTMENT OF FAMILIES, FAIRNESS AND HOUSING

Victorians that are unable to live in their homes and are at risk of becoming homeless due to an emergency can seek support for crisis and emergency accommodation. Phone 1800 825 955 (24/7) to speak with a housing and support worker.