



## Bushfire Assessment Process and FAQs

### PROCESS TO PROVIDE EMERGENCY RELIEF FINANCIAL ASSISTANCE (\$1000):

<p><b>1. REQUEST FOR ASSISTANCE</b></p>	<p>Individuals and families may come to Vinnies for assistance through any number of referrals:</p> <ul style="list-style-type: none"> <li>• Walk in/self- referral</li> <li>• Call centre</li> <li>• Vinnies Services</li> <li>• Community meetings</li> </ul>
<p><b>2. COMPLETE BUSHFIRE ASSESSMENT FORM</b></p>	<ul style="list-style-type: none"> <li>• Assessments can be conducted in person or over the phone</li> <li>• Ensure client is read the standard privacy statement</li> <li>• Complete all sections of 'Client Details' <ul style="list-style-type: none"> <li>➤ If completing a phone assessment please state that the ID has not been sighted; the details provided for ID will be verified using an online system by the Regional Director</li> </ul> </li> <li>• Indicate what direct impact/loss that the client has experienced – please note the references on the back of the form to assist you</li> <li>• Client to sign form to indicate the details provided are true and correct <ul style="list-style-type: none"> <li>➤ If completing a phone assessment the assessor is to record their initials and 'phone assessment' under client signature</li> </ul> </li> <li>• Record client's bank account information in 'Assistance Provided'</li> <li>• Record any other assistance that has been/will be provided to the client</li> <li>• The person/people who have completed the assessment to sign and date the form</li> </ul>
<p><b>3. SEND COMPLETED FORM TO REGIONAL DIRECTOR FOR APPROVAL</b></p>	<p>Send form to the Regional Director (Renee Cooper) for approval, send the form via one of the following:</p> <p>SCAN AND EMAIL to <a href="mailto:renee.cooper@vinnies.org.au">renee.cooper@vinnies.org.au</a></p> <p>FAX to 0269231915, ATTN RENEE</p> <p>IN PERSON – 15 Peter St Wagga Wagga or 13A Moonstone Pl Eagle Vale</p> <p>TEXT – take a picture of form on mobile phone and send it to 0477 345 712</p>
<p><b>4. ACCOUNTS PAID OVERNIGHT</b></p>	<p>Regional Director sends account information to State Support Finance Team by 3pm each afternoon to process payment into client's account</p>



## FREQUENTLY ASKED QUESTIONS:

- ***Can we still provide other assistance if they have received the \$1000 payment?***

Yes, provide any other support that is necessary to complete the client

- Food and water
- Toiletries and essentials
- Clothing and bedding
- Referrals to NILS, counselling etc.
- Emotional support

- ***How can we support individuals and families in the future as they recover?***

The \$1000 of financial assistance is phase 1 of the assistance to be provided to households. In the coming weeks and months Vinnies (through a team effort of Conference, staff and Vinnies Services) will follow up with affected households to provide further financial assistance and ongoing support.

- ***What if Vinnies can't provide the support required?***

The State Government's Office of Emergency Management has a number of measures to assist people, this information can be found at the end of this document.

- ***Our Conference needs extra resources – both people and/or material goods...***

Contact the Regional Director (Renee Cooper) to discuss your need and these can be sourced from across the Society to ensure we can support people in each community

- ***I have a question and I'm not sure where to the information I need?***

Contact any of the following people to assist you with your enquiry:

- Renee Cooper, Regional Director South – 0477 345 712
- Peter Burgess, Wagga Wagga Central Council President – 0400 902 417
- Jenni Duff, Wollongong Central Council Administrator – 0499 933 075
- Your regional president
- Wagga Wagga Central Council Office – 69231904
- Wollongong Central Council Office – 98208223