

Red Cross - Migration Support Programs

الصليب الأحمر - برامج دعم الهجرة

FDV Application Guide

دليل التقديم لبرنامج العنف المنزلي

1. Before applying, please ensure you are using Google Chrome and have read the information provided about what you will need to ask for support.

- + Is this program able to support me?
- + What sort of support can I get?
- + What documents do I need to provide?

APPLY NOW

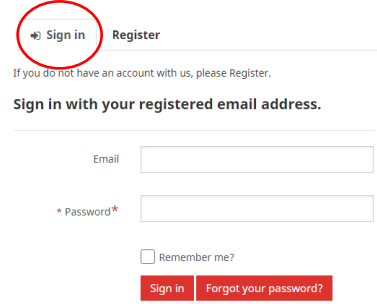
١. قبل التقديم ، يرجى التأكد من أنك

تستخدم متصفح جوجل وقراءة المعلومات المقدمة حول ما ستحتاج إليه لطلب الدعم

2.

If you have previously completed any application for a Red Cross Emergency Relief Program, please click "Sign In" and use your previous log in details.

If you have forgotten your password, please select "Forgot your password?" to reset it.



٢. إذا كنت قد أكملت مسبقاً أي طلب لبرنامج الإغاثة في حالات الطوارئ التابع للصليب الأحمر ، فالرجاء النقر فوق "تسجيل الدخول" واستخدام تفاصيل تسجيل الدخول السابقة.

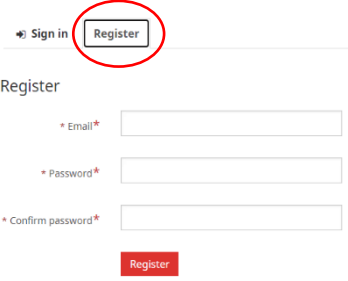
إذا نسيت كلمة المرور الخاصة بك ، فيرجى تحديد "هل نسيت كلمة المرور؟" لإعادة ضبطه.

3.

If you are new to the portal, please click "Register" button, to register your email address and select a password to set up your log-in.

إذا كنت مستخدمًا جديدًا للبوابة ، فالرجاء النقر فوق الزر "تسجيل"
لتسجيل عنوان بريدك الإلكتروني وتحديد كلمة مرور لإعداد تسجيل

الدخول الخاص بك.



Sign in Register

Register

* Email*

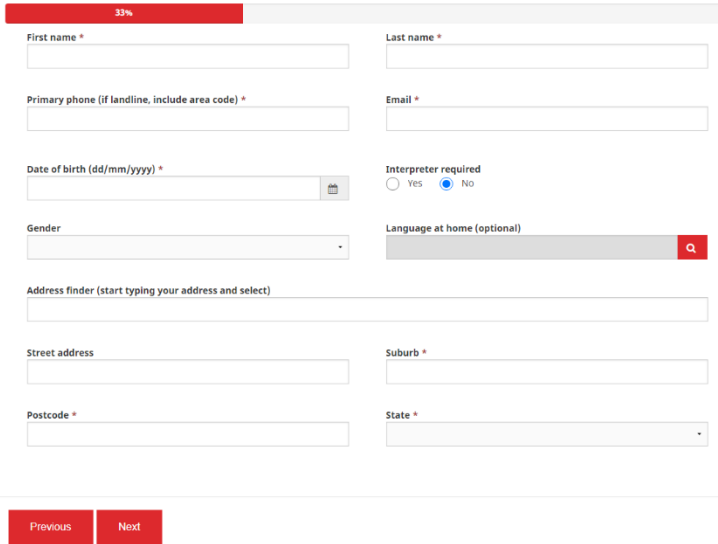
* Password*

* Confirm password*

Register

3. Complete the first page with your personal information such as name, phone number, email, date of birth, gender, preferred language and complete address.

٣. أكمل الصفحة الأولى بمعلوماتك الشخصية مثل الاسم ورقم الهاتف والبريد الإلكتروني وتاريخ الميلاد والجنس واللغة المفضلة والعنوان الكامل.



33%

First name *

Last name *

Primary phone (if landline, include area code) *

Email *

Date of birth (dd/mm/yyyy) *

Interpreter required
 Yes No

Gender

Language at home (optional)

Address finder (start typing your address and select)

Street address

Suburb *

Postcode *

State *

Previous Next

Please provide the best phone number to contact you on, should we need to call you to discuss your application.

يرجى تقديم أفضل رقم هاتف للاتصال بك ،

احتجنا للاتصال بك لمناقشة طلبك

You must complete each of the fields with an asterisk (*) to continue.

يجب إكمال كل حقل بعلامة النجمة (*) للمتابعة.

ثم انقر التالي. NEXT.

4. Fill in your bank details as shown on the account of the statement you are uploading.

Ensure the name on your statement matches the name used in your application (see Step Three).

Then click **UPLOAD** to add a copy of bank statement document from your device.

66%

Bank details

To determine eligibility your bank details will be required. Please attach upload a bank statement (or screen shot that clearly shows **name, account number and address**)
Payments can only be made to an Australian bank account.
Please confirm your banking details (name and account number) by entering them in the space provided.

For your security, don't upload a **credit card** statement or a statement that shows a **credit card number**. If your bank account statement shows a credit card number, please black out the number before sending.

If you don't have a bank account statement in your name that you can safely access, please contact relevant State and Territory via phone or email on the Family and Domestic Violence Financial Assistance Program homepage - <https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition>

Account Name

BSB Number

Account Number

Drag and Drop Files here

٤. املأ التفاصيل المصرفية الخاصة بك كما هو موضح في حساب البيان الذي تقوم بتحميله.
تأكد من تطابق الاسم الموجود في البيان الخاص بك مع الاسم المستخدم في طلبك (انظر الخطوة الثالثة).
ثم انقر فوق تحميل لإضافة نسخة من مستند كشف الحساب البنكي من جهازك.

You may upload an unedited screenshot of your bank account information - this MUST include your Name, BSB, and Account number

يمكنك تحميل لقطة شاشة غير معدلة لمعلومات حسابك المصرفي - يجب أن يتضمن هذا (اسمك و BSB ورقم حسابك)

*If you are experiencing technical issues with uploading a document, you can send your files to

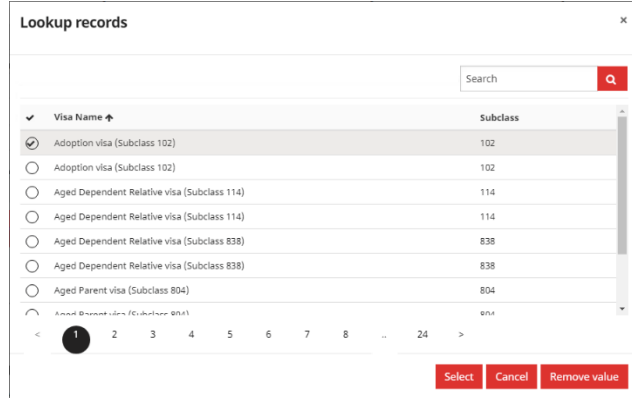
* إذا كنت تواجه مشكلات فنية في تحميل مستند ، فيمكنك إرسال ملفاتك إلى

Nat_FDV_Pilot@redcross.org.au

5. Please provide evidence of your TEMPORARY visa status.

Select 'Visa Type' by clicking the red question mark 

Scroll through the options or use the search bar to find and **tick** the relevant visa that applies to you.



The screenshot shows a 'Lookup records' window with a search bar at the top right. Below it is a table with two columns: 'Visa Name' and 'Subclass'. The table lists several visa options, including 'Adoption visa (Subclass 102)', 'Aged Dependent Relative visa (Subclass 114)', 'Aged Dependent Relative visa (Subclass 838)', and 'Aged Parent visa (Subclass 804)'. A red question mark icon is visible next to the first row. At the bottom of the window, there are three buttons: 'Select', 'Cancel', and 'Remove value'.

٥. يرجى تقديم دليل على حالة التأشيرة المؤقتة الخاصة بك.

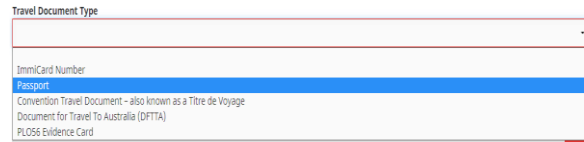
حدد "نوع التأشيرة" بالنقر فوق علامة الاستفهام الحمراء

قم بالتمرير عبر الخيارات أو استخدم شريط البحث للعثور على التأشيرة ذات الصلة التي تنطبق عليك وتحديدها

If you are unsure or cannot confirm your current visa status/are undocumented, please select "uncertain".

إذا كنت غير متأكد أو لا يمكنك تأكيد حالة التأشيرة الحالية / غير موثقة ، يرجى تحديد "غير مؤكد".

Then complete the 'Travel Document Type' by clicking on the drop-down menu arrow to the right, and select one of the options shown.



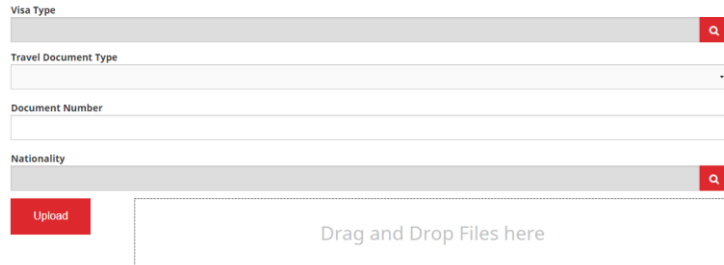
The screenshot shows a dropdown menu titled 'Travel Document Type'. The menu is open, showing several options: 'Passport', 'Convention Travel Document - also known as a Titre de Voyage', 'Document for Travel To Australia (DFTA)', and 'PLOS Evidence Card'. The 'Passport' option is currently selected and highlighted in blue.

ثم أكمل "نوع مستند السفر" بالنقر على سهم القائمة المنسدلة على اليمين ، وحدد أحد الخيارات المعروضة.


Input your document number as shown on your travel document.

أدخل رقم المستند الخاص بك كما هو موضح في وثيقة السفر الخاصة بك.

Please provide your visa information which will be used to check you eligibility. (If your visa has lapsed or do not have these details please select 'uncertain')



The screenshot shows a form for providing visa information. It includes four dropdown menus: 'Visa Type', 'Travel Document Type', 'Document Number', and 'Nationality'. Each dropdown menu has a red question mark icon to its right. Below the dropdowns is an 'Upload' button and a large dashed box labeled 'Drag and Drop Files here'.

Select 'Nationality' by clicking the red question mark  .

حدد "الجنسية" بالنقر فوق علامة الاستفهام الحمراء

Scroll through the options or use the search bar to find and **tick** the relevant visa that applies to you.

قم بالتمرير عبر الخيارات أو استخدم شريط البحث للعثور على التأشيرة ذات الصلة التي تنطبق عليك وتحديدها.

Lookup records

To search on partial text, use the asterisk (*) wildcard character.

✓ Nationality ↑

☑ Somali

Select Cancel Remove value

To search on partial text, use the asterisk (*) wildcard character as shown here >

للبحث عن نص جزئي ، استخدم علامة النجمة (*) حرف البديل كما هو موضح هنا <

Click **select**.
Then click **UPLOAD** to add your document.

انقر فوق تحديد.

ثم انقر فوق تحميل لإضافة المستند الخاص بك .

6. If you are already linked with an FDV agency who has referred you, and have a completed referral form, click **UPLOAD** to add the complete Red Cross referral form.

If you have been referred by another agency, please upload the completed Red Cross referral form.

<https://www.redcross.org.au/about/how-we-help/migration-support>

Upload

Drag and Drop Files here




إذا كنت مرتبطاً بالفعل بوكالة FDV قامت بإحالتك ، ولديك نموذج إحالة مكتمل ، انقر فوق تحميل لإضافة نموذج إحالة الصليب الأحمر الكامل.

The referral form can be found by clicking on the link circled above.

يمكن العثور على نموذج الإحالة من خلال النقر على الرابط المحاط بدائرة أعلاه.

7. Make sure the uploaded documents are listed at the bottom of the page.

Documents to be submitted

-  Red Cross Referral form.pdf
-  Passport.pdf
-  Bank Statement.pdf

تأكد من إدراج المستندات التي تم تحميلها في أسفل الصفحة.

Previous

Next

To remove a document, click the red trash can next to the file name.

لإزالة مستند ، انقر فوق سلة المهملات الحمراء بجوار اسم الملف.

Then click **NEXT**.

ثم انقر فوق التالي.

8. Read through the terms and conditions numbered 1 to 7.

اقرأ الشروط والأحكام المرقمة من 1 إلى 7.

If you have any issues or queries with the terms and conditions, please contact us on 1800REDCROSS where a member of staff can assist you.

You can find our Privacy Collection Notice, by clicking on the link (bold text) on number 5.

إذا كانت لديك أية مشكلات أو استفسارات تتعلق بالشروط والأحكام ، فيرجى الاتصال بنا على 1800REDCROSS حيث يمكن لأحد

الموظفين مساعدتك.

يمكنك العثور على إشعار مجموعة الخصوصية الخاص بنا ، من خلال النقر على الرابط (نص غامق) على الرقم 5.

9. If you understand and accept the terms of the declaration, tick the box to accept.

إذا فهمت شروط الإعلان ووافقت

عليها ، فحدد المربع للموافقة.

100%

By submitting this application you declare that:

- All information that you have provided to Australian Red Cross as part of this application is true and correct.
- If your application contains information or documentation believed to be false or misleading, including concealing any relevant circumstances, your application will be rejected.
- You are not an Australian citizen or permanent resident experiencing or at risk of family and domestic violence and are in financial hardship.
- The funds provided to you will be used for their intended purposes to meet your essential needs like accommodation, transport, children needs, food and medicine to assist you in being safe.
- All personal information contained in your application will be collected and used as set out in our **Privacy Collection Notice**.
- Representatives of Australian Red Cross may contact third party organizations mentioned in your application to verify the information you have provided is correct and that those third parties may disclose such information to Australian Red Cross.
- You understand that only one application per household will be considered.

By ticking this box, I confirm my understanding and acceptance of this declaration *

Previous Submit

Then click **SUBMIT**. ثم انقر فوق إرسال

10. You have now completed your application.

١٠. لقد أكملت الآن طلبك.

Home > Thank you for submitting your application.

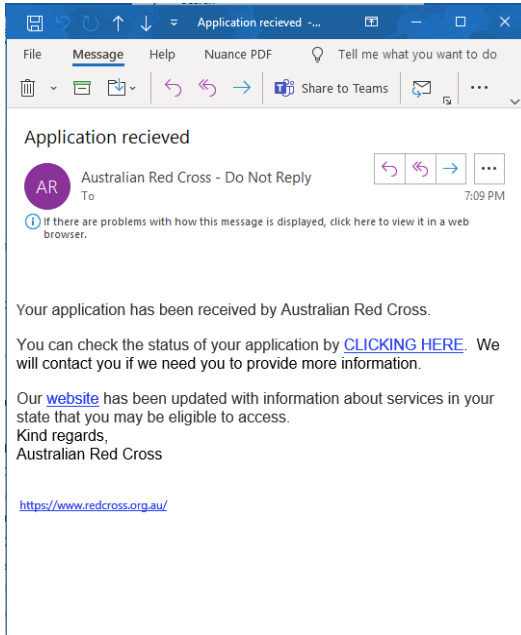
Thank you for submitting your application.

Notifications on the progress of your application will be sent to your registered email.

Please [click here](#) to return to the Red Cross homepage.

You will receive an email confirmation to your registered email address.

ستلقى تأكيدًا عبر البريد الإلكتروني على عنوان بريدك الإلكتروني المسجل.



Do not reply to this automated email. لا ترد على هذا البريد الإلكتروني الآلي.

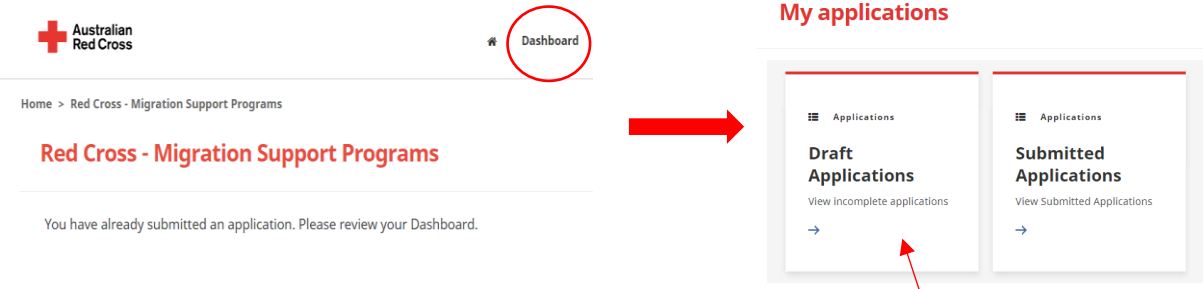
Your application will now be processed by a member of staff and notifications on the progress of your application will be sent to your registered email.

سيتم الآن معالجة طلبك من قبل أحد الموظفين وسيتم إرسال إخطارات بشأن التقدم المحرز في طلبك إلى بريدك الإلكتروني المسجل.

Checking on the STATUS of your application

التحقق من حالة الطلب الخاص بك

You can do this by logging into the portal and clicking on your **Dashboard** button located on the top right of the screen (*circled in red below*).



The screenshot shows the Australian Red Cross portal. The top right corner has a "Dashboard" button circled in red. Below the navigation bar, the main content area is titled "Red Cross - Migration Support Programs". A message states: "You have already submitted an application. Please review your Dashboard." To the right, there is a "My applications" section with two buttons: "Draft Applications" (with a sub-link "View incomplete applications") and "Submitted Applications" (with a sub-link "View Submitted Applications"). A red arrow points from the "Dashboard" button to the "Draft Applications" button.

يمكن القيام بذلك عن طريق تسجيل الدخول إلى البوابة والنقر على زر **لوحة التحكم** الموجود أعلى يمين الشاشة (محاط بدائرة باللون الأحمر أدناه).

Draft Applications - if your application requires more information, it will show here.

مسودة التطبيقات - إذا كان طلبك يتطلب مزيداً من المعلومات ، فسيظهر هنا.

Home > My applications > Draft Application

Draft Application

Application ID ↑	Application Type	Application Status	Status Last Updated Date
191522	MSP FDV 2021	More Information Required	26/05/2021

Click on your Application ID (*circled below*).

(محاط بدائرة أدناه).

Read the instructions (*circled below*) - these will detail which documents are missing from your application.

Emergency relief support for people on temporary visas

Red Cross has received funding to provide emergency relief payments to temporary visa holders in severe financial hardship, who are experiencing, or at risk, of domestic violence. To make these payments Red Cross will need you to provide some information and documentation so we can assess your application.

- Visa information
- Bank details

Please complete as much as you can and submit. You will receive notification on the progress of your application, and Red Cross will contact you if more information is required. Once you have submitted you will receive notifications informing you of the progress of this application.

Application Messages

Add Message



less than a minute ago

Modified on 26/05/2021 13:06

SEE INSTRUCTIONS HERE

From Australian Red Cross

اقرأ التعليمات (المحاطة بدائرة أعلاه) - ستوضح بالتفصيل المستندات المفقودة من طلبك.

1. Click **NEXT** to open your application draft and update any missing information.

انقر فوق "التالي" لفتح مسودة التطبيق وتحديث أي معلومات مفقودة.

2. Click **NEXT** to upload any missing documents.

Home > My applications > Draft Application > Red Cross - Migration Support Programs

Red Cross - Migration Support Programs

66%

Bank details

To determine eligibility your bank details will be required. Please attach upload a bank statement (or screen shot that clearly shows **name, account number and address**)
Payments can only be made to an Australian bank account.
Please confirm your banking details (name and account number) by entering them in the space provided.

Please upload bank statements below
For your own security, do not upload a credit card statement or a bank statement that contains a credit card number.

If you don't have a bank account statement in your name that you can safely access, please contact relevant State and Territory via phone or email on the Family and Domestic Violence Financial Assistance Program homepage - <https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition>

Account Name
-

BSB Number

Account Number

Upload

Drag and Drop Files here

انقر فوق "التالي" لتحميل أية مستندات مفقودة.

3. Click **NEXT**. Read and tick the declaration if you understand and agree.

انقر فوق التالي. اقرأ الإعلان وحدده إذا كنت تفهم وتوافق.

4. Click **SUBMIT** to resubmit your application for processing.

Notifications on the progress of your application will be sent to your registered email.

انقر فوق "إرسال" لإعادة تقديم طلبك للمعالجة.
سيتم إرسال إخطارات بشأن التقدم المحرز في طلبك إلى بريدك الإلكتروني المسجل.

My applications

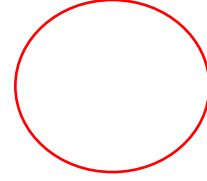
<p>☰ Applications</p> <p>Draft Applications</p> <p>View Incomplete applications</p> <p>→</p>	<p>☰ Applications</p> <p>Submitted Applications</p> <p>View Submitted Applications</p> <p>→</p>
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Submitted Applications – your application is being assessed by a member of staff and no action from you is required.

Home > My applications > Submitted Application

Submitted Application

Application ID	Application Type	Application Status	Application Submitted Date	Status Last Updated Date	
191522	MSP FDV 2021	Submitted	13/05/2021	13/05/2021	View Details



Red Cross - Migration Support Programs

0%

Application ID
191522

Application Status
Submitted

Application Messages
There are no records to display

Next

الطلبات المقدمة - يتم تقييم طلبك من قبل أحد الموظفين ولا يلزم اتخاذ أي إجراء من جانبك.