



# Law Check-Up

## Free legal help after a disaster

*All information will be treated as confidential*

Name \_\_\_\_\_

D.O.B: \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

### Tick boxes that may apply to you:



#### Insurance

- ☐ House, property or car were damaged by the disaster?
- ☐ Not sure whether you have insurance or who you have insurance with?
- ☐ Want to make an insurance claim?
- ☐ Having trouble with your insurer – not sure what your policy covers?
- ☐ Insurance claim is taking a long time?
- ☐ Offered a cash settlement or rebuild and not sure what to do?
- ☐ Need temporary accommodation, but don't know if your insurer will pay for it?
- ☐ Insurance claim denied – need help?

#### Housing and Tenancy



#### Renting a house, unit or caravan

- ☐ Rental property damaged in the disaster?
- ☐ Still paying full rent and don't know if you should continue to pay?
- ☐ Need help getting the landlord to fix the damage?
- ☐ Want to end your tenancy?
- ☐ Landlord says you need to clean up after the disaster or they will not return your bond?
- ☐ Received a termination notice from your landlord?





### Homeowner in a caravan park

- ☐ Van and/or the caravan park were damaged in the disaster?
- ☐ Van and contents not insured?
- ☐ Still paying site fees and don't know if you should continue to pay?
- ☐ Want to end your site-agreement and leave the caravan park?



### Money

- ☐ Having trouble paying your loans, credit cards or mortgage?
- ☐ Received an insurance payout and need advice about your mortgage?
- ☐ Being hassled by a debt collector?
- ☐ Having trouble paying council rates, utilities or other bills?
- ☐ Having trouble paying your fines?



### Disaster payments / Centrelink

- ☐ Want to know more about disaster payments and which ones you are eligible for?
- ☐ Need help getting evidence together (including a statutory declaration)?
- ☐ Been refused a disaster payment and want to know if you can appeal?
- ☐ Worried if an insurance payout will affect your Centrelink payment?
- ☐ Centrelink says you owe them money?
- ☐ Want to know if you are eligible for a Centrelink payment or a pension?



### Employment

- ☐ Had to take leave because of the disaster?
- ☐ Employer wants you to take leave after the disaster?
- ☐ Has your income been reduced because of the disaster?
- ☐ Were you dismissed after the disaster?



### Replacing Important Documents

- ☐ Need help replacing important documents (e.g. passport, certificate of title, ID)?
- ☐ Don't have a birth certificate?



### Domestic Violence and Crime

- ☐ Feeling unsafe at home or elsewhere?
- ☐ Victim of crime? Need help to get victims support?
- ☐ Have a court date coming up and not sure what to do?
- ☐ Had stuff stolen after the disaster and not sure what to do?





## Family and children

- ☐ Trouble with family law parenting or care contact orders after disaster?
- ☐ Trouble getting or paying child support after a disaster?
- ☐ Has Child Protection been in contact with you?



## Older People

- ☐ Feeling unsafe where you live?
- ☐ Money or property gone missing?
- ☐ Worried about your current living arrangements?
- ☐ Need information about planning ahead documents – your will, power of attorney, enduring guardianship?



## NSW Reconstruction Authority (RA) Resilient Homes Program (RHP)

- ☐ I have applied for the RHP and need advice on eligibility or where my application is up to.
- ☐ I am a tenant living in a property that is being bought back and want advice on my rights.
- ☐ I have received an offer under the RHP and want:
  - ☐ Advice about the offer and scheme (including understanding the offer, impacts on insurance, Centrelink and/or, understanding the scope of works)
  - ☐ Advice about lodging an internal review or appealing the offer (either the amount, which stream I am in or the scope of works)
  - ☐ Help with a referral to a private lawyer to get further advice about the offer
- ☐ I have not received a decision and want advice on appealing the decision
- ☐ I have received a formal letter or email from the RA stating I am not eligible for any support under the RHP on appealing the decision

**NOTE we will only be able to assist on appeals of this kind where someone has special circumstances. Special circumstances are defined by the RA. These include:**

- ☐ Is currently experiencing domestic violence and/or family abuse;
- ☐ Has a medically diagnosed, serious psychiatric condition or terminal illness;
- ☐ Is at serious risk of homelessness due to the flood event and has exhausted other assistance;
- ☐ Is in serious financial hardship due to the flood event and is unable to, or is having difficulty, paying their mortgage;
- ☐ Has a disability or medical condition that affects their physical or cognitive ability (or cares for a child with those conditions);
- ☐ Is a refugee or asylum seeker;
- ☐ Is Aboriginal or Torres Strait Islander.
- ☐ Is elderly.



For information and advice see a lawyer or call the Disaster Response Legal Service NSW on  
**1800 801 529.**

If we can't help, we will refer you to someone who can help.

**Please complete if you have helped your client with this form, and email it to the Disaster Response Legal Service NSW @ [disaster.response@legalaid.nsw.gov.au](mailto:disaster.response@legalaid.nsw.gov.au):**

The client has consented to me passing on this referral.

**Referred by:**

**Name:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

I consent to Legal Aid NSW sharing information and discussing my legal problems with the person/organisation who referred me to get help.

**Client signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Please email this completed form and signed authority to:**

**[disaster.response@legalaid.nsw.gov.au](mailto:disaster.response@legalaid.nsw.gov.au)**

