



Law Check-Up

Free legal help after a disaster

All information will be treated as confidential



Client Details

Name	
DOB	
Phone	
Email	
Best way to contact client	

Please assist your client to complete the below by ticking the boxes that apply. Send the completed form to disaster.response@legalaid.nsw.gov.au

We will contact the client directly within 48 business hours and organise an advice appointment with a lawyer from the Legal Aid NSW Disaster Response Legal Service.



Insurance

- House, property or car damaged in 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 and 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 and need help?



Disaster payments and grants

- Want to know more about disaster payments or grants and which ones you are eligible for, including the Disaster Relief Grant (DRG)?
- Need help applying for a grant or getting evidence (including a statutory declaration)?
- Been refused a disaster payment or grant and want to know if you can appeal?
- Need help requesting a review or appeal of a decision about a disaster payment or grant?



Resilient Homes Program (RHP)

Buyback, home raise, home rebuild, home relocation, home retrofit or other resilient measures

- Applied for the RHP and need advice on eligibility or where your application is up to?
- Received an offer under the RHP (for a buyback, home raise, home rebuild, home relocation, home retrofit or other resilient measure) and want:
 - Advice understanding the offer or scope of works, impacts on insurance and impact on Centrelink
 - Advice about lodging an internal review or appealing the offer (about the amount, stream or the scope of works)
 - Advice about waiving any co-contribution payment
 - Help with a referral to a private lawyer to get assistance with conveyancing
- Have received a formal letter or email from the Reconstruction Authority saying you are not eligible for any support under the RHP and want to appeal the decision?
- Have not received a decision and want advice on appealing this?
- You are a tenant living in a property that is being bought back and want advice on your rights?



Housing and tenancy

Renting a house, unit or caravan

- Property you rent was 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?
- Landlord will not return your bond?
- Received an eviction notice from your landlord?

POD village

- Want advice about your rights and responsibilities as an occupant in the pod village?
- Have questions about your occupancy agreement?
- Received a notice of termination (eviction) and want to know your rights?
- Want to make a complaint about issues within the village?
- Need to prove your eligibility to live in a pod village?



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 its effect on your mortgage?
- Being hassled by a debt collector?
- Having trouble paying council rates, utilities or other bills?
- Having trouble paying your fines?



Centrelink

- 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?
- Has your workplace closed because of the disaster?



Replacing important documents

- Need help replacing important documents (e.g. passport, certificate of title, ID, birth certificate)?



Domestic, Family 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 belongings 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 a Communities and Justice caseworker been in contact with you?



Any other information you think the lawyer needs to know

- I acknowledge that the client consents to sending this information to the Legal Aid NSW Disaster Response Legal Service.

Please email this completed form to disaster.response@legalaid.nsw.gov.au



1800 801 529



www.disasterhelp.legalaid.nsw.gov.au