



Renters affected by bushfires, floods and extreme storms often experience more than one legal problem at once. This checklist helps identify them. If your client answers YES to one or more questions below, consider referring them for free legal support.

Renting

- Has your client been asked to leave their rental home or received a notice to vacate?
- Has the disaster damaged their rental home, leaving it unsafe or unfit for living in?
- Are they waiting for repairs?
- Are they behind in rent or wanting to negotiate a rent reduction?
- Are they having trouble getting their bond back or recovering belongings?

Personal safety and family relationships

- Does your client feel scared or unsafe in their relationship or at home?
- Do they need advice about a family violence intervention order?
- Do they have issues with child contact arrangements or support payments?
- Do they need advice about separating from their spouse or partner, including property rights?

Money and social security

- Does your client have unpaid bills, loans, fines or credit cards?
- Is someone chasing them for money?
- Have they had Centrelink payments or other social security benefits cancelled or suspended?
- Do they need help accessing superannuation?

Insurance

- Has your client had their claim rejected or been offered a lower payout than they expected?
- Have they been offered a cash settlement?
- Does their insurance policy contain unfair terms?

Employment

- Has your client recently lost their job, had hours reduced, or been treated unfairly at work?
- Are they having difficulty accessing entitlements such as pay, leave, or superannuation?

Other legal issues

- Has your client lost ID documents?
- Are they a victim of a scam or crime?
- Do they have a contract dispute with a supplier or business?
- Have they received paperwork asking them to attend a court or tribunal hearing?
- Have they been charged with a criminal offence?
- Do they want to contest a traffic fine or other penalty?
- Have they been treated unfairly because of their sex, race, age, religion, ability, family status or sexual orientation?
- Do they have any other legal problems they want to talk about?

Find free legal support for your client

Renting problems

To find a free renting support service, go to 'Get help' on the disasters page of the Tenants Victoria website: tenantsvic.org.au/disasters



Or scan
the QR code

Other legal problems

Consider referring your client to a community legal centre. To find one close by, visit the Federation of Community Legal Centres website: fclc.org.au/find_a_community_legal_centre



Or scan
the QR code