



Community Financial Support

This information is up to date as of Monday, 3 May

The following information is for Local Governments affected by the Tropical Cyclone Seroja. We recommend that Local Governments, where possible, establish communications with their community through social media (i.e. Facebook) and make information easily accessible on their website. For example, the Shire of Mingenew has set up a webpage to assist the community. This can be found [here](#).

In the first instance, [Emergency WA](#) should be used for the most up to date alerts and information on what to do, community meetings, restricted access, support services, drones, COVID-19, road closures and conditions, welfare and evacuation centres, health, power, water, phone, schools, animal welfare, donations and generally keeping up to date. <https://www.emergency.wa.gov.au/>

During this time, it is also important to ensure community members and Local Government staff seek mental health support. Australian Red Cross has helpful information on their website on [coping after a crisis](#), which includes supporting yourself and others and includes lots of resources for agencies and communities.

Please seek health services where required and encourage community members who are facing extreme hardship as well.

National Sexual Assault, Domestic Violence Counselling Services – 1800 737 732

Beyond Blue – 1300 224 636

Lifeline – 13 11 14

Kids Helpline – 1800 551 800

	About	Funding Available	Eligibility	References
Australian Government Disaster Recovery Payment (AGDRP)	A lump sum payment to Australian residents affected by a disaster	<p>The following Local Government areas have claims available:</p> <ul style="list-style-type: none"> - Carnamah - Chapman Valley - Greater Geraldton - Mingenew - Morawa - Northampton - Perenjori - Three Springs <p>This includes: \$1,000 per adult \$400 for each child younger than 16</p>	<p>You must have been adversely affected by the cyclone. For example:</p> <ul style="list-style-type: none"> • you were seriously injured • you're the immediate family member of an Australian citizen or resident who died or is missing • you're the principal carer of a dependent child who's experienced any of the above • the cyclone significantly damaged your principal place of residence. <p>Examples of significant damage to your principle place of residence can include:</p> <ul style="list-style-type: none"> • its been destroyed or must be demolished 	<p>More information on eligibility requirements can be found here: AGDRP Services Australia</p>

		<p><i>If you're Local Government is not listed here, please get in touch with Services Australia to discuss eligibility.</i></p>	<ul style="list-style-type: none"> • it's been declared structurally unsound • the cyclone has caused major damage to the interior • the cyclone has exposed the interior to the elements • sewage has contaminated the interior • the cyclone has significantly damaged a major asset or assets you own at your property. 	
<p>The above is also available for New Zealand citizens, with an additional \$1,000 payment available for partner/dependent adult</p>				<p>NZDRP</p>
<p>Disaster Recovery Allowance (DRA)</p>		<p>The following Local Government areas have claims available:</p> <ul style="list-style-type: none"> - Carnamah - Chapman Valley - Greater Geraldton - Mingenew - Morawa - Northampton - Perenjori - Three Springs <p>If eligible, you'll get the maximum equivalent rate of JobSeeker Payment or Youth Allowance, depending on your personal circumstances. If your income is more than the average weekly income amount of \$1,713.90, payment will be reduced to zero.</p> <p><i>If you're Local Government is not listed here, please get in touch with Services Australia to discuss eligibility.</i></p>	<p>Key eligibility criteria include:</p> <ul style="list-style-type: none"> • were 16 or older at the time of the disaster • are an Australian resident or hold an eligible visa • work or live in an affected Local Government Area (LGA) • lost income as a direct result of the disaster • earn less than the average weekly income in the weeks after you had this income loss. <p>Eligibility considerations include:</p> <ul style="list-style-type: none"> • your income • your personal circumstances • if you're dependent on anyone, such as an adult who has legal responsibility for your care and provides financial assistance. 	<p>DRA Services Australia</p>
<p>The above is also available for New Zealand citizens</p>				<p>NZDRA</p>

Disaster Recovery Funding Arrangements (DRFAWA)	<p>In addition to this funding being available to Local Governments, DRFA assistance is also available for Primary Producers.</p>	<p>Assistance includes but is not limited to the following;</p> <ul style="list-style-type: none"> • Professional advice grant (reimbursement of fees) • Interest rate subsidy • Freight subsidy • Fencing reimbursement 	<p>Eligibility criteria includes;</p> <ul style="list-style-type: none"> • operate a commercial scale farming, fishing, horticultural or pastoral business • be registered with the Australian Taxation Office as a primary producer, hold an ABN, been operational for at least one year • devote at least 75% of their labour to the affected primary production enterprise <p>More detailed eligibility requirements are available on DPIRD's website</p>	<p>Details information on eligibility and assistance to primary producers on DPIRD's website</p>
Department of Communities – Disaster Relief	<p>The Department are offering assistance to households who require urgent emergency assistance and temporary living arrangements.</p>	<p>Unclear how much funding is available.</p>	<p>Applicants will need to be able to provide:</p> <ul style="list-style-type: none"> • Photo of primary Photo ID - e.g. Driver's Licence (clear enough for us to read); • Photo of this Photo ID next to your face - selfie with; • Photo of confirmation of address– eg utility bill, rates notice, lease agreement. 	<p>Online application form</p> <p>Dept. Communities Disaster Recovery Hotline 1800 032 965 ^This is for people experience immediate financial hardship</p>
Telstra Assistance Package	<p>A range of funding and services are available as part of the package. Telstra customers in affected areas will received local notifications including texts to their phones</p>	<ul style="list-style-type: none"> • 25GB data and free call bundles • Free call diversion • \$500 credit for fixed home phone • Bill relief (small business owners) 	<p>Listed Post Codes can be found here: https://exchange.telstra.com.au/disaster-relief-and-assistance-for-our-wa-customers-during-cyclone-seroja/</p>	<p>Tropical Cyclone Seroja Relief Disaster Relief Discovery</p>
Lord Mayor's Distress Relief Fund (LMDRF)	<p>The LMDRF provides funding for disaster affected communities.</p>	<p>Local Government Authorities should make contact with the LMDRF team to discuss eligibility and distribution</p>	<p>-</p>	<p>Contact - 1300 998 227 or lmrdf@cityofperth.wa.gov.au</p>

Country Women's Association	The Country Women's Association have assisted in the recovery of Disaster events around WA through funding, donations management and general support.	No funding has been made available, however you can contact your local branch to find out about where they can provide assistance to the community.	-	CWA Fire, Flood, Disaster and Drought Relief CWA - Branches
NAB Grant	The grants are aimed at helping those who have suffered damage to their homes ready access to funds and to provide immediate relief to business and agriculture customers who have suffered damage or losses.	\$2,000 grants are available for NAB customers and colleagues	<ul style="list-style-type: none"> • Immediate access to \$2,000 grants to help cover costs such as temporary accommodation, food and clothing. • \$2,000 business grants to help restart or reopen and cover the cost of damaged property, equipment, fencing – and for loss of stock or livestock. NAB business and agribusiness customer wishing to access the grants should call NAB's dedicated team on 1300 769 650. • Support to restructure existing business banking facilities. 	NAB Assist
BANKS	Numerous Banks are offering assistance to cyclone affected customers, including the following; <ul style="list-style-type: none"> - ANZ - Bankwest - Bendigo Bank - Commonwealth Bank - ING - NAB (incl. above) - West Pac 	Banks are offering a variety of relief assistance including the following; <ul style="list-style-type: none"> • Fee waivers • Loan deferrals • Pausing interest rates on lending Some banks will require customers to lodge a claim for emergency assistance and have not put out formal assistance packages.	Typically limited to customers (business and personal) of the bank. Please check with each bank.	<ul style="list-style-type: none"> - ANZ - Bankwest - Bendigo Bank - Commonwealth Bank - ING - NAB - West Pac
Water Corporation	Water Corp. is providing assistance to residents and	Kalbarri and Northampton:	Be aware the support varies between Kalbarri and Northampton, and other Local Government areas.	Water Corp. Cyclone Relief

	<p>businesses impacted by Tropical Cyclone Seroja in a number of ways.</p>	<ul style="list-style-type: none"> • All existing charges will be waived, including any outstanding debts • All new service charges will be waived until April 2022 • No cost for the replacement of damaged water meter • Building application fees and water service disconnection or reconnection fees will be waived • A water use allowance of up to 50kL <p>Damaged property owners outside of Kalbarri and Northampton:</p> <ul style="list-style-type: none"> • An allowance of up to 50kL on your water use - to help with cleaning and repairing your property • No cost for the replacement of damaged water meter • A major fixtures (toilet, urinal or pan washer) waiver for 2 billing cycles for impacted businesses. • Flexible payment options and payment assistance, such as interest-free payment arrangements and putting your account on hold through our Time Assist program, are also available. <p>Support is also available for residents providing temporary accommodation. Requests can also be made for financial support.</p>		
<p>Western Power</p>	<p>Western Powers offers a standard \$80 Payment for power outages of more than 12 hours. The State</p>	<p>Along with the extended outage payment the following is also being offered:</p> <ul style="list-style-type: none"> • waiving fees related to network connections and reconnections 	<p>Western Power customers, including businesses.</p>	<p>Extended Outage Claims Latest Updates and Information</p>

	<p>government has committed to double this payment for Cyclone Seroja.</p>	<p>for residents whose properties were impacted.</p> <ul style="list-style-type: none"> • For residents whose property has been destroyed, Western Power is waiving the cost of establishing a temporary builder supply (if required), which can be up to \$555. • Where property or network connections have been damaged but not destroyed reconnecting existing customers' points and replacing meters will be free of charge as per our normal practice. 		
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