



Severe Tropical Cyclone Seroja Residential Relief Payments

Guidelines



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Severe Tropical Cyclone Seroja Residential Relief Payments at a glance

Key features of the Scheme are:

- A one-off payment of \$4,000 per household is available to eligible residents who have had their home (primary place of residence at the time of Severe Tropical Cyclone Seroja) damaged or destroyed by STC Seroja.
- The payment is to assist with expenses such as securing shelter and/or temporary accommodation, purchasing food, securing emergency transport etc.

Should you read on?

To help decide whether you are eligible to apply for funds under this scheme, you should answer yes to these questions:

- My primary place of residence was damaged or destroyed during STC Seroja.
- The damaged property was my primary place of residence up to 11 April 2021.

To receive a grant under this Scheme you must:

1. Demonstrate that you:
 - meet the eligibility criteria (see Clause 4)
 - meet the assessment criteria (see Clause 9)
2. Complete and submit an application form online through SmartyGrants, ensuring all required supporting information and documents are clear and legible when uploaded.

Contact us

Email: premiers.grants@dfes.wa.gov.au

Website: <https://www.dfes.wa.gov.au/emergencywa/recovery.html>



Severe Tropical Cyclone Seroja Residential Relief Payments

These guidelines relate solely to the WA Government's emergency funding of \$4,000 per household for residents who have had their home destroyed/damaged by STC Seroja.

1. Scheme overview

STC Seroja absorbed STC Odette into its circulation on 10 April 2021. Due to Odette, Seroja was steered to the southeast towards the WA coast, before strengthening even further. At around 8 pm (Western Standard Time) on 11 April, STC Seroja made landfall slightly south of Kalbarri as a Category 3 severe tropical cyclone, bringing heavy rain and hurricane-force wind gusts (about 170 km/h). Later that day, STC Seroja began accelerating to the southeast towards Esperance while weakening. On 12 April, Seroja emerged off the southern coast of WA.

This program seeks to provide assistance to permanent residents whose home was destroyed or damaged by STC Seroja. The assistance is based on the event being proclaimed a natural disaster event extending across 16 Local Government Areas.

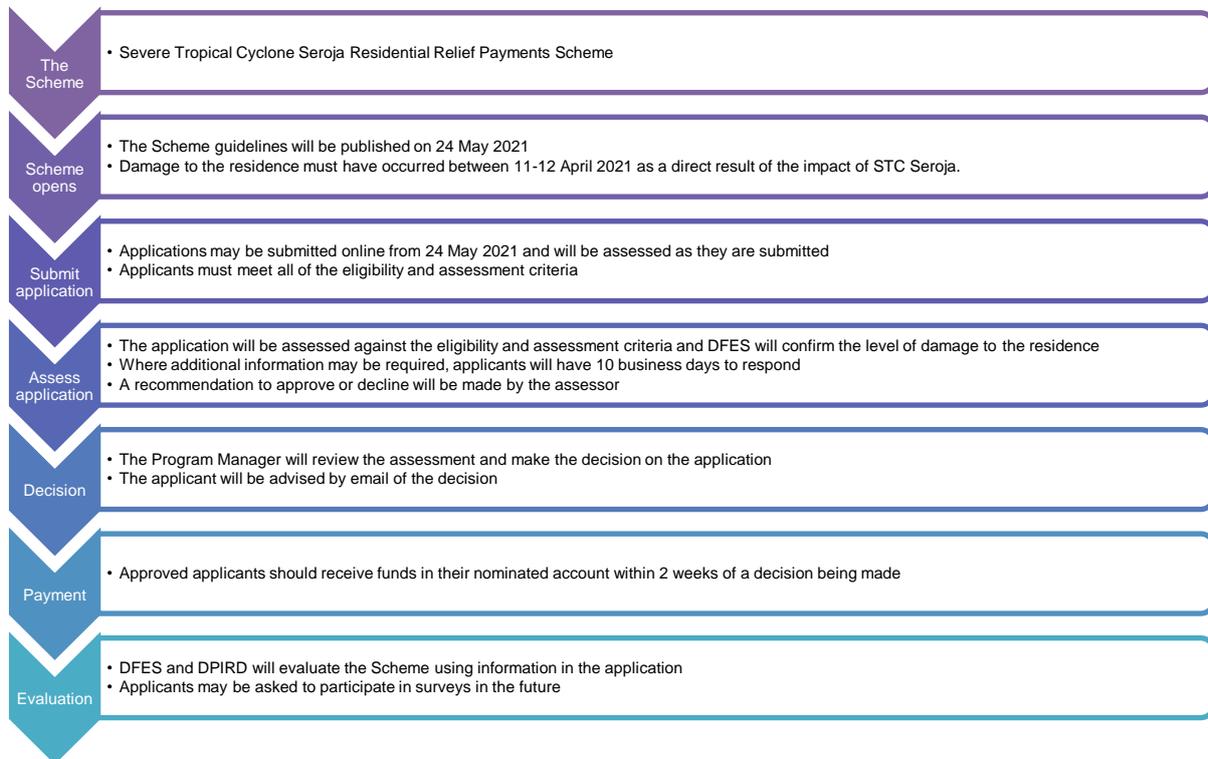
2. Objectives of the Scheme

The objective of the Scheme is to provide financial assistance to residents in the proclaimed Local Government Areas to:

- assist with costs associated with accessing alternative accommodation and/or food and/or transport
- maintain family cohesion
- provide a bridge to longer term public or private accommodation
- enable economic and social participation in the community



3. How will the Scheme operate?



4. Who is eligible to apply?

To be eligible to apply for the grant an applicant will need to show:

- Their primary residence was destroyed/damaged by STC Seroja
- Their primary residence is situated in the proclaimed disaster area
- They have an account with an Australian Authorised Deposit Taking Institution (a commercial bank/credit union)
- They can provide evidence the damaged home was their permanent address where they lived as an owner or tenant up to 11 April 2021

5. How to apply

An application will need to be submitted online through SmartyGrants.

6. Corrections

It is the responsibility of the applicant to ensure their application is complete and correct. The department will not accept responsibility for any misunderstanding arising from the failure by an applicant to comply with the guidelines, or arising from any discrepancies, ambiguities, inconsistencies or errors in an application.

The department may request clarification information from an applicant and will allow them 10 business days to respond with information and/or documentary evidence to verify their claim. The department's decision will be final and will be made at its absolute discretion.



7. False and misleading information

Applicants should be aware that the giving of false or misleading information is a serious offence under the *Criminal Code Act 1995 (Cth)*.

8. Conflict of Interest

A conflict of interest arises where a person makes a decision or exercises a power in a way that may be, or may be perceived to be, influenced by either material personal interest (financial or non-financial) or material personal associations.

All persons involved in the assessment of applications will be required to make a conflict of interest declaration which will ensure the appropriate identification and management of any conflicts of interest and comply with the Western Australian Public Service Code of Conduct.

9. How are applications assessed?

Assessment criteria will be used to determine an application's suitability for funding. Applications that meet the assessment criteria are likely to be funded.

Assessment process:

- Review evidence the applicant lived at the damaged property at the time of the event; being their principal address they live/lived at as an owner or tenant.
Evidence may include:
 - current WA Driver's Licence or WA Photo Card;
 - recent Bank Statement showing name and address;
 - rental agreement;
 - Local Government rates notice;
 - Passport/Citizenship Certificate
 - 2 separate household bills (e.g. Synergy, Water Corporation, Alinta etc.)
- Review the applicant details. This includes verifying the address is in a proclaimed Local Government Area and a residence existed at that address up to 11 April 2021.
- Where the application is from a person who was renting/leasing the residence, the assessor will review the fully executed (signed) lease agreement for the property applicable at the time of the event and the contact details of the property owner.

10. Notification of funding decisions

All applicants will be notified in writing via email of decisions as soon as practicable by the Program Manager. Unsuccessful applicants will be able to request the decision be reviewed by appropriate persons not involved in the original assessment and decision process by contacting the Program Manager at premiers.grants@dfes.wa.gov.au



11. Personal information and disclosure of information in application

The department may collect personal information from applicants for the purposes of administration, evaluation and assessment of an application. If the relevant personal information is not provided by applicants, the department will be unable to assess the application and it will be declined.

Personal information may be disclosed to other Western Australian Government agencies and may be published on the department's website, provided disclosure is consistent with relevant laws, including the *Privacy Act 1988*. Personal information will be used and stored in accordance with the Privacy Principles.

The department's Privacy Policy is available on the department's website. Applicants may contact the department about their personal information or to make a complaint.

12. Program evaluation

Successful applicants may be required to provide information to assist in the program evaluation.

13. Complaints handling process

If an applicant is dissatisfied with the way an application has been handled by the department, they can contact the Program Manager and lodge a complaint. The department will not reconsider applications as part of the complaints process. Instead, the complaint will be considered internally within the department by a departmental officer independent from the original process, and the applicant will receive a response from the department.

14. Additional Information

Applicants are advised that funding received may have taxation implications and that they should seek independent taxation and financial advice from a suitably qualified professional before submitting their application if they have any concerns.