



# Emergency support services

As per State Emergency Management Arrangements the Department of Communities (Communities) is responsible for providing and coordinating welfare services in the event of an emergency as prescribed in the Emergency Management Act 2005 and Emergency Management Regulations 2006.

## Tropical Cyclone (TC) Seroja

In response to TC Seroja, Communities is coordinating and providing a range of emergency support services at recovery centres and as an outreach service across six functional areas:

- emergency accommodation
- emergency food provision
- clothing & personal requisites
- personal support services
- registration and reunification, and
- financial assistance.

## Recovery Centre locations

Communities is providing recovery services through hubs and pop ups centred in:

- Kalbarri
- Northampton
- Geraldton
- Morawa

To check availability and opening hours, please call the Department of Communities **Disaster Response Hotline on 1800 032 965 (24 hours)**. For guidance on emergency recovery, visit: [www.dfes.wa.gov.au/emergencywa/recovery.html](http://www.dfes.wa.gov.au/emergencywa/recovery.html)

## Outreach services

An outreach service is available for those that prefer a personal appointment.

To book an appointment, please email [outreach@communities.wa.gov.au](mailto:outreach@communities.wa.gov.au) or call the Department of Communities **Disaster Response Hotline on 1800 032 965 (24 hours)** for assistance.

## Personal support services

Communities coordinate and provide personal support services, working with specialist agencies as required, when an impacted person does not have access to their own informal supports. Personal support services may include practical assistance, emotional support, information, referral to other services, advocacy, advice, counselling and psychological services.

## Support partners

Some of Communities' partners include:

- Adventist Development and Relief Agency (ADRA)
- Australian Red Cross
- Country Women's Association
- Foodbank
- Rapid Relief Team (RRT)
- Salvation Army
- Services Australia
- Volunteering WA
- WA Local Government Association

## Utilities & service providers

- **Synergy:** ..... 13 13 53
- **Western Power:** .....13 13 51
- **Telstra:** .....1800 888 888
- **Water Corporation:** ..... 13 13 75
- **Main Roads** ..... 13 81 38
- **SES** ..... 13 25 00
- **Insurance Council:** .... 1800 734 621
- **Fire or threat to life/safety** ..... 000
- **WA Police Force** ..... 131 444
- **Crisis Care** ..... 1800 199 008



### **BlazeAid – Assistance to rebuild fences**

A volunteer-based organisation which assists eligible disaster affected people to clear, repair or replace fences lost on their property as a result of natural disasters such as bushfires, floods or cyclones.

[BlazeAid | FarmHub](#) – 0418 990 267

## **Financial assistance**

For the latest available financial assistance information please visit

[www.dfes.wa.gov.au/emergencywa/recovery](http://www.dfes.wa.gov.au/emergencywa/recovery)

Applications for immediate disaster relief assistance from Communities can be made at recovery centres or online at

[www.communities.wa.gov.au/disasterrelief](http://www.communities.wa.gov.au/disasterrelief)

or call the **Disaster Response Hotline on 1800 032 965 (24 hours)**.

### **Australian Government Disaster Recovery Payment (AGDRP):**

Support for eligible people adversely affected by TC Seroja. \$1,000 per adult, \$400 per child under 16 years.

### **Australian Government Disaster Recovery Allowance:**

For those able to demonstrate loss of income as a direct result of TC Seroja.

To apply, please visit

[www.servicesaustralia.gov.au/individuals/subjects/tropical-cyclone-seroja-april-2021](http://www.servicesaustralia.gov.au/individuals/subjects/tropical-cyclone-seroja-april-2021) or **call**

**180 22 66**.

### **Premier's Grant – Cyclone Seroja residential relief payment**

One-off payment of \$4,000 per household to residents (owners or tenants) who had their primary place of residence damaged or destroyed. For information please visit [agric.smartygrants.com.au/Residential\\_relief](http://agric.smartygrants.com.au/Residential_relief)

### **Premier's Grant – Cyclone Seroja Small Business Relief Grants**

One-off payment of \$4,000 to small business owners who can demonstrate a loss incurred as a direct result of TC Seroja.

For information please visit

<https://www.smallbusiness.wa.gov.au/seroja>

### **Lord Mayors Distress Relief Fund**

\$25,000 for every household classified as totally destroyed and \$10,000 for those assessed as sustaining major damage making it uninhabitable.

### **Western Power Relief Package**

For outages lasting more than 12 hours eligible people may be provided an outage payment of \$80 to \$160. For information visit [www.westernpower.com.au/faults-outages/make-a-claim/extended-outage/](http://www.westernpower.com.au/faults-outages/make-a-claim/extended-outage/)

### **Synergy**

Further support may be available for eligible people that have lost their home or business property. For information visit [www.synergy.net.au/Your-home/Help-and-advice/Bills/Cyclone-Seroja-Support](http://www.synergy.net.au/Your-home/Help-and-advice/Bills/Cyclone-Seroja-Support)

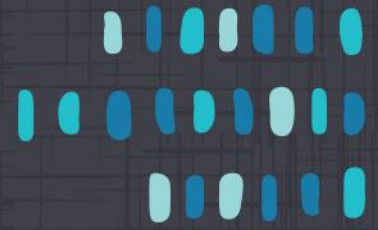
### **Water Corporation Relief Package**

A range of assistance can be applied for by those impacted by TC Seroja from <https://www.agric.wa.gov.au/emergency-response/disaster-recovery-funding-arrangements> or by calling **13 13 85**.

### **Measures to Assist Primary Producers**

Relief measures are available for primary producers whose assets or business has been affected by TC Seroja. For information please visit

[www.agric.wa.gov.au/emergency-response/disaster-recovery-funding-arrangements](http://www.agric.wa.gov.au/emergency-response/disaster-recovery-funding-arrangements)



## Personal supports

- **Department of Communities – Crisis Care** – after hours child protection, telephone information and support to people in crisis.  
Website: [dcp@wa.gov.au](mailto:dcp@wa.gov.au)  
Phone: 1800 199 008
- **Rural Link** – Specialist after hours mental health telephone service for people in rural communities.  
Website: [www.mhc.wa.gov.au](http://www.mhc.wa.gov.au)  
Phone: 1800 552 002
- **360 Health & Community** – Support mental and physical well-being of people (Geraldton, Morawa, Three Springs, Carnamah, Mingenew, Perenjori)  
Website: [www.360.org.au/contact-us/](http://www.360.org.au/contact-us/)  
Phone: 9964 6800 / 1300 706 922
- **Rural Support Services** – Counsellor based in Morawa (Outreach to Shires of Morawa, Mingenew, Three Springs, Yalgoo, Carnamah, Coorow, Perenjori)  
Website: [www.desertblue.org.au](http://www.desertblue.org.au)  
Phone: 9964 2742
- **Geraldton Family Counselling Service – Ngala** – Provides individual and family counselling  
Website: [midwestgascoyne@ngala.com.au](mailto:midwestgascoyne@ngala.com.au)  
Phone: 9921 4477
- **Centacare Family Services** – Provides counselling – Geraldton, Northampton and outreach.  
Phone: 9921 1433  
Website: [centacaregeraldton.org.au](http://centacaregeraldton.org.au)
- **Samaritans** – Telephone counselling  
Web: [thesamaritans.org.au](http://thesamaritans.org.au)  
Phone: 135 247
- **WA Country Health Service** – Mental Health and Community Alcohol and Drug Service. Servicing all Midwest locations.  
Phone: 1800 552 002 or 9956 1999
- **Desert Blue Connect** - Providing services to those in the Geraldton, Morawa and Mullewa area.  
Website: [www.desertblue.org.au](http://www.desertblue.org.au)  
Phone: (08) 9964 2742
- **Beyond Blue** - Anyone feeling anxious or depressed. Phone: 1300 224 636  
Website: [www.beyondblue.org.au](http://www.beyondblue.org.au)
- **Kids Helpline** - Counselling for people aged 5 to 25. Phone: 1800 551 800  
Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)
- **Lifeline** - Anyone experiencing a personal crisis. Phone: 13 11 14  
Website: [www.lifeline.org.au](http://www.lifeline.org.au)
- **MensLine Australia** - Men with emotional concerns.  
Phone: 1300 789 978
- **Mental Health Emergency Response Line (MHERL)** - Mental health emergencies.  
Phone: 1300 555 788
- **Open Arms** - Veterans and families counselling. Phone: 1800 011 046  
Website: [www.openarms.gov.au](http://www.openarms.gov.au)
- **Suicide Call Back Service** - Anyone with concerns involving suicide  
Website: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)  
Phone: 1300 659 467
- **National Debt Helpline** - Anyone with concerns involving financial debt  
Phone: 1800 007 007
- **Consumer Credit Legal Service**  
Provision of legal advice concerning credit, banking and finance.  
Phone: (08) 9221 7066