



*Update #8: Tuesday 8 June 2021.*

People who completely lost their homes or received major damage from Tropical Cyclone Seroja can now apply for payments as part of the Lord Mayor's Distress Relief Fund (LMDRF). Payments of \$25,000 will be made available for every house classified as totally destroyed and a further \$10,000 is also available for every property assessed to have suffered major damage making it uninhabitable, such as loss of roofs. The amounts apply to both owner/occupiers and tenants of properties at the time the cyclone struck and all affected properties must be the primary place of residence. While the City will receive application forms, they are then sent onto Perth for the LMDRF Board to decide on eligibility and the associated level of assistance for individual claims.

**Where to apply:** Application forms, as well as FAQs and the criteria can be found on the Appeals WA website at [Apply For Assistance – Lord Mayor's Distress Relief Fund \(appealswa.org.au\)](https://appealswa.org.au)

**Drop in session:**

A City representative will be in Mullewa on **Wednesday 9 June** for those wanting to come in and ask questions about how to apply for the appeal.

Community members can drop into the Mullewa District Office located on the corner of Thomas and Padbury Street on **Wednesday from 10am to 4pm** to ask more questions and seek help.

**Important Information:**

**Who is eligible to apply for assistance?**

Assistance from the LMDRF Tropical Cyclone Seroja Appeal is currently available to owner/occupiers and occupiers (tenants) where the property was:

- their primary place of residence;
- impacted by Tropical Cyclone Seroja;
- located within the declared disaster area; and
- either totally destroyed or suffered major damage to property making it uninhabitable.

*Only one application per dwelling will be accepted.*

**Who decides on my claim?**

The Board of the Lord Mayor's Distress Relief Fund will decide on eligibility and the associated level of assistance for individual claims.

**What Local Government areas are eligible for assistance through the appeal?**

Assistance is available to eligible residents of the following Local Government areas: Carnamah,

Chapman Valley, Coorow, Dalwallinu, Dandaragan, Greater Geraldton, Mingenew, Morawa, Mount Marshall, Northampton, Perenjori, Shark Bay and Three Springs.

**What type of loss may be considered by the LMDRF?**

- Grants may only be provided to cover repairs to a primary residence to make them safe and habitable or to replace contents that are irreparably damaged.
- Assistance cannot be paid in respect of damage to cars, boats and caravans (except caravans being used as a primary residence), as it is to be expected that insurance cover would be taken out on these items.
- The Fund is not established to assist business operations that have been impacted by the cyclone.
- If your primary residence is at your place of work, eligibility will only be for personal effects and not business-related losses (such as crop and livestock losses or destroyed machinery).

**What are the categories for assistance, so people can start applying?**

The Board has reviewed the advice received from the affected Local Governments and Recovery Committees and decided on the following:

Round 1 assistance measures

Owner/occupier	
Total loss of property	Up to \$25,000
Major damage to property making it uninhabitable	Up to \$10,000
Occupier (tenant)	
Total loss of property	Up to \$25,000
Major damage to property making it uninhabitable	Up to \$10,000

**Assistance from Western Power:**

Minister for Energy announced a Western Power-administered \$1,000 payment for eligible customers throughout the Mid-West and Wheatbelt impacted by the damage to Western Power’s network following Cyclone Seroja. Despite Western Power’s rapid response, around 280 residents and small businesses in the Mid-West and Wheatbelt have waited six weeks or longer to reconnect to the network, with many purchasing their own generator fuel over this time and others travelling long distances for hot showers. To help with these costs the State Government has announced \$1,000 payments to eligible customers who were awaiting network repairs as at 24 May 2021. Eligible customers will have to apply for the payment at <https://www.westernpower.com.au/faults-outages/make-a-claim/cyclone-seroja-recovery-payments/> Western Power will also endeavour to reach out to those customers that they believe are eligible, prior to payments being made from July 2021. This payment is in addition to the extended outage payment. If customers believe they are eligible for this payment they can apply via the link above. Western Power’s Customer Service team can help customers fill out the form over the phone – please call 13 13 51 for assistance.

**Important Contact Details**

Western Power: ..... 13 13 51  
 Telstra: ..... 1800 888 888  
 Insurance Council: ..... 1800 734 621  
 Water Corporation: ..... 13 13 75

Department of Communities’  
 Disaster Response Hotline: ..... 1800 032 965  
 SES: ..... 13 25 00  
 DFES: ..... 13 33 37  
 Emergency: ..... 000  
 City of Greater Geraldton: ..... 9956 6600

*IF YOU OR A LOVED ONE ARE EXPERIENCING MENTAL HEALTH ISSUES PLEASE CONTACT*  
**LIFELINE: 13 1114    RURALINK: 1800 552 002    SAMARITANS: 135 247 OR 1800 198 313**

