



Murujuga Aboriginal Corporation

Policy Name: Medical Assistance Distribution Policy

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Murujuga Aboriginal Corporation

Medical Assistance Distribution Policy

1. Introduction

Murujuga Aboriginal Corporation (**MAC**) seeks to provide support to its members in situations where they experience medical emergencies.

This Medical Assistance Distribution Policy sets out the application process and eligibility requirements for members to access MAC's medical assistance support.

2. Scope

This Policy applies to all persons applying for medical assistance from MAC.

3. Financial Assistance

- (a) Members of MAC are eligible to receive a **lifetime limit of \$5,000** support for medical emergencies. This amount is a lifetime limit and does not refresh each year – MAC is not a royalties corporation.
- (b) Subject to paragraph 5(h)(iii), MAC does not make cash payments to members. All payments are made direct to third parties upon delivery of invoice/s.
- (c) MAC retains authority to approve, decline or negotiate the amount which is paid to an applicant.
- (d) Applicants should seek funding from their PBC or other Government bodies first, prior to applying to MAC.

4. Application

- (a) Applicants must apply in writing using MAC's application form.
- (b) Applicants are responsible for disclosing all relevant medical information and personal details to MAC when applying for medical assistance.
- (c) An applicant is able to provide a letter from a medical practitioner confirming that medical treatment is required. MAC will accept this letter as evidence and will not request information regarding the details of medical treatment.
- (d) Applicants need to attach all supporting documentation from a medical practitioner and applicable quotes/invoices before your application can be approved.
- (e) Applicants are responsible for their professional behavior and must follow MAC's Code of Conduct.
- (f) Please allow up to 5 -7 business days for processing an application.

5. Conditions for Approval

- (a) Each application will be considered based on the information provided and approval or assistance from PATS.
- (b) If PATS decline to assist either the applicant or the escort, more evidence may be required to support an application.
- (c) Assistance will only be given to members of Murujuga Aboriginal Corporation. However, a member is entitled to utilize their funds to pay for an escort.
 - (i) An escort must be a member of MAC.
 - (ii) An escort's costs are to be deducted from the member's available funds.
 - (iii) An escort's costs are capped at \$1,500.00.
- (d) Members of MAC can utilize their available funds for their children who are under the age of 18. This will be deducted from the member's available funds.
- (e) Members of MAC can utilize their available funds to be with a family member who is dying. The member will require a supporting letter from a medical practitioner as evidence.
- (f) No transfer of funds can be made between policies – MAC will not transfer funds available under once policy to another policy.
- (g) No transfer of funds can be made between family members – MAC will not transfer funds available from 1 member to another member.
- (h) The following conditions apply to any medical assistance application:
 - (i) Subject to paragraph 5(h)(iii), MAC does not make cash payments to members. All payments are made direct to third parties upon delivery of invoice/s.
 - (ii) In limited circumstances MAC will approve an application for reimbursement of costs already incurred by an applicant. For example – emergency medical treatment on the weekend or a public holiday. All applications received for reimbursement of costs already incurred by the applicant must go before the Board of Directors for consideration and approval.
 - (iii) Prescription glasses –1 per year if medically required and within a reasonable price range. Must use AMS first.
 - (iv) Travel assistance - the balance remaining which PATS will not cover.
 - (v) Accommodation - the balance remaining which PATS will not cover.
 - (vi) Woolworths Food Card - \$50 per day for members only (not carers).

- (vii) Support is provided for medical treatment only, not cosmetic treatment.
- (viii) Intrastate travel will not be approved under any circumstance if a local provider can be sourced and is available.
- (i) MAC has the right to ask an applicant to seek more than 1 quote.

6. Approval process

- (a) The Board has delegated authority to the MAC Corporate Services Manager to approve all applications for assistance that comply with the terms of this Policy.
- (b) The Corporate Services Manager is to contact the MAC Chairperson with any concerns or queries regarding an application.
- (c) The Corporate Services Manager is to provide the MAC Board with a monthly report of all applications which have been received by MAC.
- (d) Applications for assistance that do not comply with this Policy will be presented at the next Board of Directors meeting (held monthly) for Board consideration.

7. Conduct standards

- (a) Aggressive or abusive language towards MAC staff will **NOT** be tolerated. We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression towards our staff, we consider that unacceptable.
 - (i) Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.
 - (ii) We consider inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations, to be abusive behaviour.
 - (iii) Staff will end telephone calls if they consider the caller aggressive, abusive or offensive. Our staff have the right to make this decision, to tell the caller that their behaviour is unacceptable and to end the call if the behaviour then persists.
 - (iv) In extreme situations, we will tell the person in writing that we will not permit any personal contact from them. This means that we will limit contact with them to either written communication or through a third party.

8. Appealing a Decision

- (a) If a person's application for assistance is rejected, the applicant may submit an appeal in writing to the MAC Chief Executive Officer at PO Box 1544, Karratha, WA 6714, providing further information/documentation and stating why they consider the rejection should be reconsidered and approved.
- (b) The appeal will be considered by the MAC Chief Executive Officer within 5 days. The outcome of the appeal will be sent to the applicant in writing, along with an explanation if necessary and will be signed by the MAC Chairperson.