



Murujuga Aboriginal Corporation

Member Support Policy

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Member Support Policy Overview

This Member Support Policy outlines the funding available under each of the 5 support Programs. The table below provides a summary of the available items under each Program. For more information and eligibility criteria, refer to the specific Program information at the end of this Policy.

Program	Limit	Items included	Items not included
1. Assistance for Elders and aged persons (55+)	\$1,000 per year	<ul style="list-style-type: none"> ✓ Two \$500 grocery cards available on Elders' Birthday (1 July) and Christmas/New Year 	n/a
2. Medical assistance	\$6,000 lifetime	<ul style="list-style-type: none"> ✓ Medical expenses ✓ Pharmacy prescriptions ✓ Ambulance transport ✓ Travel and accommodation balance not covered by PATS ✓ 1 pair of prescription glasses ✓ Food assistance (\$50 per day) ✓ Carer's costs ✓ Funds can be used for children ✓ Funds can be used to be with a family member admitted in hospital 	<ul style="list-style-type: none"> × Cosmetic treatments and items × Private health insurance
3. Education assistance	\$2,000 per family per year	<ul style="list-style-type: none"> ✓ School fees (enrolment, tuition, training etc.) ✓ Textbooks and general supplies ✓ School uniforms ✓ School activities (excursions, trips etc.) 	<ul style="list-style-type: none"> × Sporting programs and equipment × Bicycles or scooters × Electronic devices (laptops, computers,

			iPads, gaming consoles etc.)
4. Lore and culture	\$2,500 per child	<ul style="list-style-type: none"> ✓ Food ✓ Camping goods and equipment ✓ Travel expenses 	<ul style="list-style-type: none"> × Vehicle repairs × Cultural recording fees or recording equipment.
5. Discretionary assistance	n/a	n/a	n/a

Murujuga Aboriginal Corporation

Member Support Policy

1. Introduction

- (a) Murujuga Aboriginal Corporation (**MAC**) is committed to supporting Members of the Contracting Claim Groups by offering financial support for the programs (**Programs**) set out in this Member Support Policy (**Policy**).
- (b) This Policy:
 - (i) includes an overview of the funding available under each Program; and
 - (ii) sets out the applicable rules and processes for the distribution of funds.
- (c) The MAC Board is committed to ensuring:
 - (i) that distributions are made fairly;
 - (ii) compliance with MAC's obligations under its Rule Book and as a registered charity; and
 - (iii) transparency and accountability in respect of the distribution process.

2. General Conditions

- (a) Applicants are encouraged to seek funding from their PBC, community benefits trust or other government bodies, as applicable, prior to applying for MAC assistance.
- (b) MAC has limited funds available and must ensure that it is using those funds appropriately and to further MAC's objects. MAC may take the following factors into consideration when assessing applications for funding under this Policy:
 - (i) an applicant's ability to access funds from other sources to meet their needs (for example, whether the applicant is entitled to receive funds from a PBC, trust or other corporation, other than those supporting the 5 Language Groups); and
 - (ii) the applicant's ongoing contribution to MAC's sustainability and promotion of MAC's objects as identified in Rule 3 of the MAC Rule Book (for example, whether the applicant attends MAC meetings and engages in MAC activities).
- (c) MAC has an annual budget associated with each of the Programs. Once MAC has exhausted the annual budget, it cannot accept any further applications. As such, Members do not have an automatic right to receive a distribution, even where they apply and are eligible.
- (d) MAC is entitled to request further information from an applicant or request that the applicant seeks more than one quote.

- (e) An applicant cannot transfer funds between Programs or between family members.
- (f) Where this Policy refers to a child or children, it means a biological child or children.
- (g) Subject to paragraph 2(g) of this Policy, MAC will not make any cash payments to Members. Distributions will be made directly to service providers upon the receipt of invoice/s or quote/s.
- (h) Applications for reimbursement may be approved in limited exceptional circumstances (such as emergency situations). An application for reimbursement:
 - (i) that is less than \$2,000, will be considered for approval by the Chief Financial Officer (**CFO**);
 - (ii) that exceeds \$2,000, will be considered for approval by the Board; and
 - (iii) must include receipts and proof of payment in order to be approved.

3. Application process

- (a) To apply for assistance under this Policy, applicants must:
 - (i) download the Member Support Application Form from the MAC website;
 - (ii) fill in the required details in the form and attach all supporting documents (e.g. invoice/s and/or quotes from service providers); and
 - (iii) send the completed form to MAC either by email (applications@murujuga.org.au) or fax (08 9183 8130).
- (b) Applicants should allow between 5-7 business days for an application to be processed by MAC.
- (c) MAC will contact the applicant regarding the outcome of their application. If the application is successful, MAC will arrange for payment directly to the service provider.
- (d) The Board has delegated authority to the CFO (or a delegate of the CFO) to approve applications that comply with the terms of this Policy (except applications for assistance under the Discretionary Program).
- (e) The CFO will:
 - (i) consult with and seek cultural advice from a senior cultural lore person, where the application relates to the Lore and Culture Program;
 - (ii) contact the MAC Chairperson with any concerns or queries regarding an application; and

- (iii) provide the MAC Board with a monthly report which provides a summary of all applications that have been received by MAC (taking into account MAC's privacy obligations).

4. Appealing a decision

- (a) If MAC rejects an application for assistance, the applicant may submit an appeal letter in writing to MAC, providing further information/documentation and stating why they consider the rejection should be reconsidered and the application approved.
- (b) The Board will consider each appeal received at the next Board meeting (usually held monthly).
- (c) MAC will send the outcome of the appeal to the applicant in writing or contact the applicant by phone.
- (d) An appeal decision is final and cannot be further appealed.

5. Conduct standards

- (a) Aggressive or abusive behaviour towards MAC staff will not be tolerated.
- (b) 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.
- (c) Where a person continues to act in an aggressive or abusive manner, MAC may restrict any contact from that person.

6. Confidentiality

- (a) All information or documents provided by the applicant will be treated as private and confidential.
- (b) An applicant's personal and sensitive information will be treated as per MAC's Privacy Policy.

PROGRAM 1: Assistance for Elders (Aged Persons)**Benefits:**

- A yearly limit of \$1,000 in grocery cards for Elders and aged persons.

Eligibility requirements:

- MAC Members aged 55 years and over

Available items:

- Two instalments of \$500, available on the Elder's birthday (1 July) and Christmas/New Year.

Items not available:

- N/A

Conditions:

- Benefits do not roll over from year to year - If a Member is uncontacted and does not receive their \$1,000 in a year, they are not eligible to receive additional funds in subsequent years.

Supporting documentation:

- N/A



PROGRAM 2: Medical Assistance

Benefits:

- A lifetime limit of up to \$6,000 available to MAC Members for medical emergencies and assistance.



Eligibility Requirements:

- MAC Member

Available items:

- Medical and health expenses prescribed by a doctor or medical specialist.
- 1 pair of prescription glasses per year (prescription glasses must be within a reasonable price range and must be medically required).
- Pharmacy items (prescription only).
- Ambulance transport.
- Balance remaining for travel assistance and accommodation not covered by PATS.
- Food assistance of up to \$50 per day for MAC Members (including supporting their carers included).
- Funds may be used to pay for a carer's costs as follows:
 - A carer can be a non-MAC Member.
 - A carer's costs are to be deducted from the member's available funds.
 - A carer's costs are capped at \$1,500.00.
- Members can utilise their available funds for their children under the age of 18 years.
- Members can utilise their available funds to be with a family member admitted in hospital.

Items not available:

- Cosmetic treatment and items.

Conditions:

- Eligible Members must not have exceeded their lifetime cap.
- Members are required to provide their Medicare number and private health insurance details.
- Intrastate travel will not be approved if a local provider can be sourced and is available.
- Where applicable, Members must apply for Medicare, PBS, private health or travel insurance, or other support.

Supporting documentation:

- Member Support Application Form.

- Supporting letter from a medical practitioner.
- Medical invoices from supplier or quotes showing payment details.
- PATS documents.
- Medical referral and appointment.

PROGRAM 3: Education Assistance

Benefits:

Up to \$2,000 per year in educational assistance for Members and their children.

Eligibility requirements:

- At least one parent must be a MAC Member.

Available items:

- School fees (enrolment, tuition, training etc.)
- Textbooks and general supplies.
- School uniforms.
- School activities (excursions, trips etc.)

Items not available:

- Sporting programs or equipment.
- Bicycles or scooters.
- Electronic devices including laptops, computers, iPads, gaming consoles etc.

Conditions:

- \$2,000 is a family limit and applies across all children.
- Only available to children completing primary or secondary education.
- Where applicable, Members should apply for support from government educational funding programs before seeking assistance under this Program.

Supporting documentation:

- Member Support Application Form.
- Proof of educational enrolment.
- Invoices and/or quotes from service providers and suppliers.



PROGRAM 4: Lore and Culture

Benefits:

- Up to \$2,500 per child available to their parents/cultural parents to assist with that child's lore and culture activities.

Eligibility requirements:

- At least one parent/cultural parent must be a MAC Member.

Available items:

- Food.
- Camping goods and equipment.
- Travel expenses.

Items not available:

- Vehicle repairs.
- Cultural recording fees or recording equipment.

Conditions:

- A MAC Member may only receive funds for each child under this Program once.
- Where applicable, a MAC Member may apply under this Program for multiple children per year.

Supporting documentation:

- Member Support Application Form.
- Invoices and/or quotes from service providers and suppliers.



PROGRAM 5: Discretionary Assistance

Benefits:

- Charitable assistance not covered by one of the other Programs.

Eligibility requirements:

- MAC Member.

Available items:

- Items not captured under Programs 1-4 (or where a Member has exhausted their limit under Programs 1-4)

Items not available:

- N/A (will vary)

Conditions:

- The Board will evaluate each application on its merits and determine whether to grant discretionary assistance.
- Discretionary assistance will only be granted in special and exceptional circumstances.

Supporting documentation:

- Member Support Application Form.
- Invoices and/or quotes from service providers and suppliers.

