

Murujuga Aboriginal Corporation

Member Assistance Guide

murujuga.org.au



Who we are

Murujuga Aboriginal Corporation (MAC) is made up of Members from five traditional custodial groups: the Ngarluma, Mardudhunera, Yaburara, Yindjibarndi, and Wong-Goo-Tt-Oo peoples. MAC brings together the five groups to pave the way for future generations and work together for country, while respecting Lore, heritage and traditions.

MAC was incorporated on 19 April 2006, as the approved corporate body for the Burrup and Maitland Industrial Estates Agreement (BMIEA). As MAC is not a prescribed body corporate (PBC) for the purposes of native title, it does not receive royalties.

Our Mission

Murujuga Aboriginal Corporation's mission is to preserve and protect our land, heritage and culture while transforming the lives of our community.

Our Vision

Standing together on our land, be known as the cultural and management authority of our country, as leaders in our fields of endeavour and as creators of opportunity for our community.

Welcome

This guide helps MAC Members identify what types of Member Assistance they may be eligible to receive from Murujuga Aboriginal Corporation. It includes general guidelines, a step-by-step application process and a description of each Member Assistance Program.

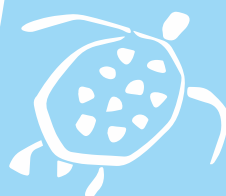
You can download application forms for each Member Assistance Program from MAC's website at www.murujuga.org.au/Members, pick up copies from MAC at Lot 501 Griffin Road, Burrup Peninsula WA 6713, email applications@murujuga.org.au or call 0(8) 9144 4112 to have application forms sent to you.

Please refer to this Guide when completing your application. Contact our Member Assistance Team by email applications@murujuga.org.au or phone (08) 9144 4112 for help.



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Overview of MAC Member Assistance Programs

Program	Limit
1. Assistance for Elders and Persons 55 years and over	2 grocery cards worth a total \$1000 per year, one card available around 1 July and one card at Christmas
2. Grocery Assistance (under 55 years)	2 grocery cards worth a total \$500 per year
3. Medical Assistance	\$3000 per year
4. Education Assistance	Primary School, Kindergarten to Year 6: \$1,500 per family per year Secondary / High School, Years 7 to 12: \$2000 per family per year Tertiary / University, TAFE and accredited online courses: \$2,500 per family per year
5. Private School Scholarship Assistance	\$15,000 per family per year
6. Lore & Culture Assistance	\$2,500 per Lore participant
7. Funeral Assistance	\$5000 per deceased Member / child of Member
8. Small Business Assistance	\$5000 per Member or Member business per lifetime

Guidelines for seeking Member Assistance

MAC was incorporated on 19 April 2006 as the approved corporate body for the Burrup and Maitland Industrial Estates Agreement (BMIEA). As MAC is not a PBC (prescribed body corporate) and does not receive native title royalties, MAC must ensure that its limited funds are used appropriately and in alignment with objectives in the MAC Rule Book.

MAC is committed to ensuring that distributions are made fairly and transparently and are consistent with MAC's obligations under its Rule Book and as a registered charity.

Seek other funding first

Members are encouraged to seek funding from their PBC, community benefits trust and/or other government bodies, as applicable, before applying to a Member Assistance Program. MAC will not provide funding where there are government services available to assist applicants.

Annual budget

There is a fixed annual budget for each Member Assistance Program, commencing 1 July annually. Once the annual budget for that Program is exhausted, MAC cannot distribute assistance from that Program until the following financial year. As a result, MAC Members do not have an automatic right to receive assistance, even when they apply and are eligible.

MAC may consider the following factors when assessing an application for assistance:

(i) The Member's ability to access funds from other sources (e.g., whether the applicant is entitled to receive funds from a PBC, trust or other corporation); and

(ii) The Member's ongoing contribution to MAC's sustainability and promotion of MAC's objectives as identified by the Rule Book (e.g., whether the applicant attends MAC meetings and engages in MAC activities).

MAC may request further information from applicants for Member Assistance, including a request that the applicants seek more than one quote.

No transfer of benefits

Member Assistance is only available to eligible MAC Members. Spouses or friends of Members are not eligible to access MAC Member Assistance (unless expressly stated in this Guide). The transfer, or 'gifting', of assistance from a MAC Member to another person is not permitted. Where this guide refers to a child or children, it means a Member's child or children aged under 18 years who is in that Member's primary care.

How assistance is distributed

Other than grocery cards, distributions under Member Assistance Programs will be made directly to service providers upon receipt of invoices or quotes. MAC does not make cash payments to Members, other than reimbursements in limited, exceptional circumstances for medical emergencies.

Applications for reimbursement must be submitted within 30 days of the relevant payment being made and must include bills, receipts, and proof of the payment transaction from the applicant's bank statement.

Application Process

Follow these steps in order to apply for MAC Member Assistance. If you need help, call MAC on (08) 9144 4112.



1. Review the Guidelines in this document and the different Member Assistance Programs to determine your potential eligibility.



2. Download the relevant Member Assistance Program Application Form from the MAC website (www.murujuga.org.au/Members) and fill in all required details.



3. Attach all supporting documents, including invoice/s and/or quotes from service providers.



4. Send completed form and attachments to MAC, by email applications@murujuga.org.au or in person to Lot 501 Griffin Road, Burrup Peninsula WA 6713.



5. Allow 3-5 business days for an application to be processed.



6. MAC will contact applicants regarding the outcome of their application. If the application is successful, MAC will arrange for payment directly to the service provider.

Assessment of applications

During the application assessment process, the MAC Member Assistance team may seek advice from a senior cultural lore person where the application relates to Lore and Culture Assistance and/or contact the MAC Board with any concerns or queries regarding an application.

Appealing a decision

If MAC rejects an application for Member Assistance, the applicant may submit an appeal in writing to MAC, providing further information/documentation and stating why they consider the rejection should be reconsidered and the application approved.

The MAC Board will consider each appeal received at the next Board meeting (usually held monthly).

MAC will send the outcome of the appeal to the applicant in writing or contact the applicant by phone. The appeal decision is final and cannot be further appealed.

Conduct standards

Aggressive or abusive behavior, including language (whether verbal or written) that may cause MAC staff to feel afraid, threatened or abused, is not tolerated. Where a person acts in an aggressive or abusive way towards staff and does not stop that behavior when asked, that person will be prevented from receiving any MAC Member Assistance for a period of 3 months.

Confidentiality

All information and documents provided by applicants to MAC's Member Assistance Programs are treated as private and confidential.



Member Assistance Programs



Program 1:

Assistance for Elders and Persons 55 years and over

This Program supports our Elders and MAC Members aged 55 and over with the cost of everyday items, through the provision of grocery cards. No application form is required for existing MAC Members who meet the age eligibility.

Yearly limit:

- \$1000 (2 grocery cards worth \$500 each)

Eligibility requirements:

- MAC Member who has turned 55 years old or older by 30 June (for July payment) or 31 December (for Christmas payment).

Included items:

- Woolworths or Coles cards worth \$500 each, distributed around the Elders' Birthday (first week of July) and Christmas (mid-December).

Excluded items:

- Cigarettes, tobacco, alcohol and gambling (e.g. Lotto)

Conditions:

- Benefits do not roll over from year to year.
- If a Member is uncontactable and does not receive their cards, they are not eligible to receive additional funds in subsequent years.

Supporting documentation:

- No application form is required.

Program 2:

Grocery Assistance

(under 55 years)

This Program supports MAC Members under the age of 55 with the cost of everyday items, through the provision of grocery cards.

Yearly limit:

- \$500 (2 grocery cards worth \$250 each)

Eligibility requirements:

- MAC Member aged under 55 years at the date of application.

Included items:

- Woolworths or Coles cards worth \$250 each

Excluded items:

- Cigarettes, tobacco, alcohol and gambling (e.g. Lotto)
-

Conditions:

- Benefits do not roll over from year to year.
- Members can only apply for one grocery card at a time and must wait 30 days to apply again.

Supporting documentation:

- Grocery Assistance Application Form

Program 3: Medical Assistance

This Program supports MAC Members with costs associated with medical treatment.

Yearly limit:

- \$3,000

Eligibility requirements:

- MAC Member

Included items:

- Health expenses prescribed by a doctor or medical specialist
- Dental expenses
- Psychology expenses
- 2 pairs 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
- Mobility aids
- White goods where required for medical purposes
- Flights and accommodation assistance – payment of the gap that is not covered by PATS (Patient Assisted Travel Scheme). If PATS decline to assist the Member or their carer, MAC may require more information to support the application.
- Woolworths or Coles grocery cards at \$50 per day
- Funds may be used to pay for the Member's carer as follows:
 - A carer can be a non-MAC Member;
 - The carer's costs are to be deducted from the Member's available Medical Assistance fund;
 - The carer's costs are capped at \$1,500;
 - Carer's costs can include flights, accommodation and grocery cards.
- Members can use their Medical Assistance funds for their children aged under 18 years.
- Members can use their Medical Assistance funds to be with a family member admitted in hospital.

Excluded items:

- Cosmetic treatment and items
- Private health insurance
- Taxis, ride-share services, car parking, vehicle rental and fuel
- Intrastate travel will not be approved if a local provider can be sourced and is available.
- Weight loss/meal replacement programs
- Medicare covered cost
- Non-prescription glasses and non-prescription pharmacy items
- Cancellation fees
- Medical costs incurred by non-MAC Member spouses or friends of MAC Members

Conditions:

- Members are required to provide their Medicare number and private health insurance details.
- Where applicable, Members must apply for Medicare, PBS (Pharmaceutical Benefits Scheme), private health or travel insurance, or other support.
- Reimbursement will be allowed in exceptional circumstances for medical emergencies.

Supporting documentation:

- Medical Assistance Application Form
- Supporting letter from a medical practitioner
- Medical invoices from supplier or quotes showing payment details
- PATS documents
- Medical referral and appointment
- Applications for reimbursement must be submitted within 30 days of the relevant payment being made and must include bills, receipts, and proof of the payment transaction from the applicant's bank statement.

Program 4: Education Assistance

This Program supports MAC Members with the cost of their children attending school and further study, and MAC Members with the cost of their study.

Yearly limit:

Primary School, Kindergarten to Year 6: \$1,500 per family

Secondary / High School, Years 7 to 12: \$2000 per family

Tertiary / University, TAFE and accredited online courses: \$2,500 per family

Eligibility requirements:

- At least 1 parent must be a MAC Member.

Included items:

- School fees (enrolment, tuition, training etc.)
- University, TAFE courses and accredited online course fees
- Textbooks and general supplies
- School uniforms
- School activities (excursions, trips etc.)
- School photographs

Excluded items:

- Sporting, music and creative programs or equipment
- Bicycles or scooters
- Electronic devices including laptops, computers, iPads, gaming consoles, etc.
- Computing supplies – computer bags, software, warranties and repairs, ink cartridges
- School canteen
- Shoes
- Sleeping bag
- Equipment – sporting item, musical instruments
- E-scooters, e-bikes, mobile phones and smart watches
- Food and fuel cards
- E-gift cards

Conditions:

- Students must be a MAC Member's child.
- Where applicable, Members should apply for support from government education funding programs before seeking Member Assistance under this Program.
- For tertiary, TAFE and accredited online courses:
 - Applicants may can apply for a maximum of two courses per year
 - Completion certificate from previous course must be submitted, if applying for new funding

Supporting documentation:

- Education Assistance Application Form
- Proof of educational enrolment
- Invoices and/or quotes from service providers and suppliers
- Completion certificate from previous course, if applicable

Program 5:

Private School Scholarship Assistance

This Program supports MAC Members with the cost of their children attending a private school.

Yearly limit:

- \$15,000 per family

Eligibility requirements:

- At least 1 parent must be a MAC Member.

Annual budget applies:

- MAC has a limited annual budget for this Assistance Program. Each application will be assessed on its merits.

Included items:

- School fees (enrolment, tutoring, courses)
- Boarding costs

Excluded items:

- All other school-related costs

Conditions:

- The student must be a MAC Member's child.
- Where applicable, Members should apply for support from government education funding programs and scholarships before seeking Member Assistance under this Program.
- Applications are to be submitted annually, including for students who were funded by this Program in the previous year.
- For the purpose of assessing the application, MAC may require evidence of study and achievement by the student, including NAPLAN results (when applicable), student reports, and/or results.

Supporting documentation:

- Private School Scholarship Application Form
- Proof of enrolment, NAPLAN results (when applicable), student reports, and/or other evidence of study and achievement to be provided when applying for funding in subsequent years.
- Explanatory statement about why Member's child/ren would benefit from attending a private school.

Program 6: Lore and Culture Assistance

This Program supports MAC Members with costs associated with a participant going through Lore at Lore Grounds.

Limit:

- Up to \$2,500 per participant going through Lore

Eligibility requirements:

- At least 1 parent or cultural parent of the participant must be a MAC Member.

Included items:

- Food
- Camping goods and equipment
- Fuel

Excluded items:

- Vehicle repairs and maintenance (including tyres, licence renewals, etc)
- Flights
- Cultural recording fees or recording equipment
- Parent attending Lore alongside a child
- Cultural camping trips and events unrelated to going through Lore
- Recreational vehicles (e.g. quad bikes, boats, jet skis)
- Loss of earnings or attendance fees

Conditions:

- A Member may only receive funds for each Lore participant under this Program once in that Lore participant's lifetime.
- Where applicable, a Member may apply under this Program for multiple children per year.

Supporting documentation:

- Lore and Culture Assistance Application Form
- Invoices and/or quotes from service providers and suppliers

Program 7:

Funeral Assistance

This Program supports the family of a deceased MAC Member with costs of the Member's funeral, and MAC Members with the costs of a funeral of their child.

Limit:

- Up to \$5000 per deceased MAC Member / child of a MAC Member

Eligibility requirements:

- The deceased person was a MAC Member, or the deceased person was the child of a MAC Member.

Included items:

- Funeral director fees (including hearse, coffin, cremation)
- Flowers
- Ceremony
- Catering
- Plot at cemetery

Excluded items:

- Taxis, flights, vehicle and other travel costs
- Bond and/or hiring of venues
- Clothing or personalized items
- Tyres, vehicle repairs and maintenance
- Car registration and driver's license
- Hotel bonds or damages. Members are responsible for these items and must deal directly with the hotel using their own cash or card.

Conditions:

- For direct funeral costs, MAC will liaise only with the funeral director approved by the family
- All costs to be paid directly to funeral director and or/suppliers, no reimbursement
- Benefits do not roll over from year to year
- Only one family member can apply

Supporting documentation:

- Funeral Assistance Application Form
- Invoices and/or quotes from service providers and suppliers

Program 8: Small Business Assistance

This Program supports MAC Members who own a small business with the costs of getting started or extending their business.

Lifetime limit:

Up to \$5000 per MAC Member and business

Eligibility requirements:

- The business must be 100% Indigenous-owned and majority-owned by MAC Members.
- Where the business is part of a joint venture, MAC's funding may only be used to support the direct costs of the MAC Member's business.

Annual budget applies:

- MAC a limited annual budget for this Assistance Program. Each application will be assessed on its merits.

Included items:

- Professional advisor fees
- Start-up costs, such as licensing requirements, applying for an ABN, company registration fees
- Business planning and development costs
- Market research, feasibility, or scoping studies
- Tools and equipment

Excluded items:

- General business operation costs, such as rent, utility bills and wages
- Administration costs including insurance
- Vehicles and vehicle maintenance

Conditions:

- The lifetime limit of \$5000 applies if a business is owned by two or more MAC Members, and if a MAC Member owns two or more businesses.

Supporting documentation:

- Small Business Assistance Application Form
- Invoices and/or quotes from service providers and suppliers



Murujuga Aboriginal Corporation (MAC)

Lot 501 Griffin Road, Burrup WA 6713
PO Box 1544, Karratha WA 6714

W: murujuga.org.au
E: admin@murujuga.org.au
T: 61 (8) 9144 4112

