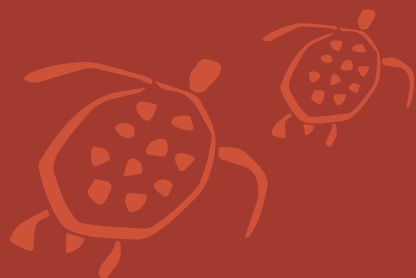




Murujuga Aboriginal Corporation

# Member Assistance Guide



[murujuga.org.au](http://murujuga.org.au)





## Who we are

MAC is made up of Members from five traditional custodial groups: the Ngarluma, Mardudhunera, Yaburara, Yindjibarndi, and Wong-Goo-Tt-Oo peoples who formed the Contracting Claim Groups in the Burrup and Maitland Industrial Estates Agreement (BMIEA). 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 (BMIEA).

## 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.

This MAC Assistance Guide was published in July 2026 and will be subject to annual review.



## Welcome

This guide helps Members of the Contracting Claim Groups identify what types of 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 Assistance Program.

You can download application forms for each Assistance Program from MAC's website at [www.murujuga.org.au/Members](http://www.murujuga.org.au/Members), pick up copies from MAC at Lot 501 Griffin Road, Burrup Peninsula WA 6713, email [applications@murujuga.org.au](mailto: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 or contact our Member Services Unit Coordinator on email [applications@murujuga.org.au](mailto:applications@murujuga.org.au) or phone +61 405 541 865 or 08 9144 4112 and press OPTION 1 for help.

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# Overview of MAC Member Assistance Programs

For a detailed description of each Program, please see the following pages.

| Program                                                            | Limit                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Assistance for Elders and Persons</b><br>(55 years and over) | \$1,000 per year (2 x \$500 grocery cards)                                                                                                                                                                                                                   |
| <b>2. Grocery Assistance</b>                                       | \$1,000 per year                                                                                                                                                                                                                                             |
| <b>3. Medical &amp; Health Assistance</b>                          | Up to \$5,000 per year                                                                                                                                                                                                                                       |
| <b>4. Education Assistance</b>                                     | Primary School, Kindergarten to Year 6:<br>Up to \$3,000 per family per year<br><br>Secondary / High School, Years 7 to 12:<br>Up to \$3,000 per family per year<br><br>Tertiary / University, TAFE and accredited online courses:<br>Up to \$3,000 per year |
| <b>5. Private Secondary School Assistance</b>                      | Up to \$15,000 for non-boarding students per family per year<br>Up to \$25,000 for boarding students per family per year                                                                                                                                     |
| <b>6. Lore &amp; Culture Assistance</b>                            | Up to \$2,500 per participant going through Lore<br>Up to \$500 for Lore Participant Assistance                                                                                                                                                              |
| <b>7. Funeral Assistance</b>                                       | Up to \$7,500 per deceased member or child of member                                                                                                                                                                                                         |
| <b>8. Small Business Assistance</b>                                | Up to \$5,000 per member or member business per lifetime                                                                                                                                                                                                     |
| <b>7. Under 18s Sport Stars Assistance</b>                         | Up to \$2,500 per family per year                                                                                                                                                                                                                            |
| <b>8. Essential Assistance</b>                                     | Up to \$2,000 per year                                                                                                                                                                                                                                       |

## 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 of the Contracting Claim Groups are encouraged to seek funding from their PBC, community benefits trust and/or other government bodies, as applicable, before applying to MAC. MAC will not provide funding where there are government services available to assist applicants.

#### **Annual budget**

There is a fixed annual budget for each 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, members of the Contracting Claim Groups 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 applicant's ability to access funds from other sources (e.g., whether the applicant is entitled to receive funds from a PBC, trust or another corporation); and
- (ii) The applicant's ongoing contribution to MAC's sustainability and promotion of MAC's objectives is identified by the Rule Book (e.g., whether the applicant attends MAC meetings and engages in MAC activities, actively engages in heritage and other activities).

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

#### **No transfer of benefits**

Assistance is only available to members of the Contracting Claim Groups. Spouses or friends are not eligible to access Assistance. The transfer, or 'gifting', of assistance to another person is not permitted. Where this guide refers to a child or children, it means a person's child or children aged under 18 years who are in their primary care.

#### **How assistance is distributed**

Other than grocery cards, distributions under Assistance Programs will be made directly to service providers upon receipt of invoices or quotes. MAC does not make cash payments to members of the Contracting Claim Groups, 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 Assistance. If you need help, call MAC on (08) 9144 4112.



## Review

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

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## Download

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

⋮



## 1. Attach

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

⋮



## 2. Send

completed form and attachments to MAC, by email [applications@murujuga.org.au](mailto:applications@murujuga.org.au) or in person to Lot 501 Griffin Road, Burrup Peninsula WA 6713.

⋮



## 3. Allow

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

⋮



## 4. 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 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 Assistance for a period of 3 months.

## Confidentiality

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

## Program 1:

# Assistance for Elders and Aged Persons

(55 years and over)

This Program supports our Elders and members of the Contracting Claim Groups aged 55 and over, by assisting with the cost of everyday essentials through the provision of grocery cards.

*Eligible persons are not required to complete an application form.*

### Yearly limit:

- \$1,000 (2 grocery cards valued at \$500 each)

### Eligibility requirements:

Applicant must:

- Be a member of one of the Contracting Claim Groups; and
- Be aged 55 years or over by 30 June (for July distribution) or 31 December (for the Christmas distribution)

### Included items:

- One \$500 Woolworths Grocery card to be distributed during the first week of July in recognition of Elders' Birthday.
- One \$500 Woolworths Grocery card to be distributed in mid-December for the Christmas and New Years period.

### Excluded items:

- Grocery cards cannot be used to purchase cigarettes, tobacco, alcohol and gambling products or services (e.g. Lotto)

### Conditions:

- Assistance is limited to the current funding year and does not carry over into future years.
- Members who are uncontactable and do not receive their cards will not be entitled to additional or replacement funding in subsequent years.

### Supporting documentation:

- No application form or supporting documentation is required.



## Program 2: Grocery Assistance

This Program supports members of the Contracting Claim Groups with the cost of everyday essentials through the provision of grocery cards.

### **Yearly limit:**

- Up to \$1,000 per year

### **Eligibility requirements:**

Applicants must:

- Be a member of one of the Contracting Claim Groups
- Be aged 18 years of age or over at the time of application.

### **Included items:**

- Woolworths or Coles cards

### **Excluded items:**

- Grocery cards cannot be used to purchase cigarettes, tobacco, alcohol and gambling products or services (e.g. Lotto)

### **Conditions:**

- Assistance is limited to the current funding year and does not carry over into future years.

### **Supporting documentation:**

- Completed Grocery Assistance Application Form



## Program 3:

# Medical & Health Assistance

This Program supports members of the Contracting Claim Groups with costs associated with medical treatment, health care, and medically required support services.

### Yearly limit:

- Up to \$5,000 per member

### Eligibility requirements:

- Member of one of the Contracting Claim Groups and/or dependents of a member

### Included items:

- Medical and health expenses prescribed by a doctor or medical specialist
- Dental treatment
- Prescription glasses (maximum of two pairs per year)
- Prescription pharmacy items
- Ambulance transport
- Mobility aids and medically required equipment
- White goods required for medical purposes
- Specialist health services including:
  - Nutritionists
  - Dietician
  - Counselling
  - Stress management
  - Health screening
  - Gym memberships/Personal training
  - Psychologist appointments
  - Chiropractor
- Flights and accommodation costs not covered by Patient Assisted Travel Scheme (PATS)
- Food vouchers of \$50 per day for members who need to travel away from home for medical treatment and their approved carer.
- Medical related support for children under 18 years of age using the member's available medical assistance funds
- Assistance for a member to be with an immediate family member admitted to hospital or attending medical appointments where that person requires support (e.g. a dependent child or a person with a disability, where PATS does not cover).
- Funds may also be used to support an approved carer:
  - o A carer can be a non- member;
  - o Carer expenses are deducted from the member's available Medical Assistance funds
  - o Eligible carer expenses may include flights, accommodation, and grocery cards.

### Excluded items:

- Cosmetic dentistry, surgery, treatments or cosmetic products
- Weight loss or meal replacement programs not medically prescribed
- Non-prescription glasses or pharmacy items
- Intrastate travel where a suitable local provider is available
- Taxi, rideshare services, vehicle hire, fuel or parking costs
- Cancellation or missed appointment fees
- Medical expenses already covered by Medicare or another provider
- Medical costs incurred by non-MAC member spouses, friends, and family.
- Spa treatments, massages or alternative treatments without supporting medical evidence.
- Food vouchers for visitors or family members unless they are the approved carer.
- Reimbursements, except in approved emergency circumstances
- Private health insurance

### Conditions:

- Where applicable, members must apply for Medicare, PBS (Pharmaceutical Benefits Scheme), private health or travel insurance, or other support.
- Members travelling for medical treatment must apply through PATS first before seeking assistance from MAC.
- Members must provide confirmation that PATS will not provide funding.
- Any flights and/or accommodation must align with PATS policy (travel day before, return day after) dependent on time of medical appointment.
- Applications may require supporting documentation from a doctor, specialist, or health care provider.

### Supporting documentation:

- Completed Medical Assistance Application Form
- A supporting letter, referral, or medical evidence from a doctor or specialist
- Medical invoices from supplier or quotes showing supplier payment details
- Relevant PATS documents
- Medical referral and appointment confirmation

## Program 4: Education Assistance

This Program supports members of the Contracting Claim Groups with the cost of their education for themselves and their children, including school, tertiary study, TAFE, and accredited online courses.

### Yearly limit:

Primary School, Kindergarten to Year 6: Up to \$3,000 per family

Secondary / High School, Years 7 to 12: Up to \$3,000 per family

University, TAFE & accredited online courses: Up to \$3,000 per member

### Eligibility requirements:

- Applicants must:
- Be a member of one of the Contracting Claim Groups
- Have at least one parent who is a member where the application relates to a child.

### Included items:

- School fees (including enrolment, tuition and training fees)
- University, TAFE courses and accredited online course fees
- Textbooks and general school supplies
- School uniforms
- School activities (including excursions, and school camp)
- School photographs
- iPads or Laptops: Primary School (up to \$1,000)  
Secondary/Tertiary (up to \$1,500)
- iPad cases, screen covers, and screen protectors
- Apprenticeships – including tools and equipment required for training

### Excluded items:

- Sporting, music and creative programs or equipment
- Bicycles or scooters (including e-scooters and e-bikes)
- Gaming consoles and related items
- Computing software, warranties and ink cartridges
- School canteen expenses
- Shoes
- Camping supplies or equipment
- Mobile phones and smart watches
- Food and fuel cards
- E-gift cards
- Repairs for electronic devices
- No replacement for lost, stolen, or broken devices

### Conditions:

- All payments are made to suppliers, no reimbursements.
- Where applicable, Members should apply for support from government education funding programs before seeking Assistance under this Program.
- For tertiary, TAFE and accredited online courses:
  - o Applicants can apply for a maximum of two courses per year
  - o Completion certificate from previous course must be submitted, if applying for new funding
- Uniforms – are limited to 4 x each item per semester.
- Parents applying for an iPad for their child/children must provide a bring your own device (BYOD) letter from the student's school.
- School leaver's shirt and jackets are limited to one per student
- Members must wait two years to apply again for an iPad or laptop
- Members cannot apply for laptops for short courses (Less than 30 days)

### Supporting documentation:

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



## Program 5:

# Private Secondary School Assistance

This Program supports secondary school students to help support their education. Subject to ongoing eligibility requirements being met, MAC will provide funding for the duration of a student's secondary school education while attending a private school.

### Yearly limit:

Private School Secondary Students (non-boarders): Up to \$15,000 per family

Private School Secondary Students boarding away from home: Up to \$25,000 per family

### Eligibility requirements:

- At least 1 parent must be a member of one of the Contracting Claim Groups
- Child/ren attending private secondary school (Years 7-12)

### Annual budget applies:

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

### Included items:

- School fees (including enrolment, boarding and tuition fees)
- Textbooks and general school supplies
- School uniforms
- School activities (including excursions and school camp)
- School photographs
- Laptop up to \$1,500
- iPad cases, screen covers, and screen protectors

### Excluded items:

- Sporting, music and creative programs or equipment
- Bicycles or scooters (including e-scooters and e-bikes)
- Gaming consoles and related items
- Computing software, warranties and ink cartridges
- School canteen expenses
- Shoes
- Camping supplies or equipment
- Mobile phones and smart watches
- Food and fuel cards
- E-gift cards
- Repairs for electronic devices
- No replacement for lost, stolen, or broken devices

### Conditions:

- New Students need to provide a letter of acceptance from a private school including details of tuition fees and boarding arrangements.
- Continuing Students must meet attendance and academic requirements, maintaining at least a 75% attendance rate and an average C grade standard.
- Program 4. Education Assistance cannot be accessed for the same child.
- Both limits are not accessible for the same child.
- Should circumstances change within the financial year, members can only access one limit of funding.
- Where applicable, members should apply for support from government education funding programs and scholarships before seeking Assistance under this Program.
- Applications are to be submitted annually, including for students who were funded by this Program in the previous year.
- To assess 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 members of the Contracting Claim Groups with costs associated with a participant going through Lore at Lore Grounds.

### Limit:

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

Up to \$500 for one approved Lore Assistant supporting the participant

### Eligibility requirements:

- At least one parent of the participant must be a member of one of the Contracting Claim Groups.
- Lore Assistant must be confirmed by parent applying for assistance.

### Included items:

- Grocery vouchers
- Camping goods and equipment
- Fuel vouchers

### Excluded items:

- Vehicle repairs and maintenance (including tyres, license renewals, etc.)
- Flights
- Cultural recording fees or recording equipment
- Cultural camping trips and events unrelated to going through Lore
- Recreational vehicles, including quad bikes, boats or jet skis
- Loss of earnings, sitting fees or attendance fees

### Conditions:

- Assistance for Lore participants is limited to one application in the participants' lifetime.
- Members may apply for assistance for multiple children in the same year, where applicable
- Lore assistants can only apply at the time of the participant attending Lore and may need to be confirmed by the participants.
- All applications will be approved by the Cultural Advisor
- If both parents are eligible, only one can access funding for the same Lore participant.
- A Cultural Parent can access funds on behalf of a parent.

### Supporting documentation:

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



## Program 7: Funeral Assistance

This Program supports the family of a deceased person who has a member of the Contracting Claim Groups with funeral related expenses and supports members of the Contracting Claim Groups with funeral costs for their deceased child/children.

### **Limit:**

- Up to \$7,500 per member

### **Eligibility requirements:**

- The deceased person was a member of one of the Contracting Claim Groups, or the deceased person was the child of a member of the Contracting Claim Groups.

### **Included items:**

- Funeral director fees including hearse, coffin, and cremation costs
- Flower arrangements
- Ceremony costs
- Eulogy Books
- Catering for funeral service
- Cemetery plot expenses

### **Excluded items:**

- Travel related expenses including flights, taxi, fuel
- Venue hires or bonds
- Clothing or personalised items
- Essential vehicle repairs and maintenance, including tyres, servicing, and driver's license fees
- Hotel bonds or damages.

### **Conditions:**

- All costs to be paid directly to funeral director and or/suppliers, no reimbursements
- Benefits do not roll over from year to year
- Only one approved family member may apply on behalf of the deceased.
- All quotes and invoices must be addressed to the person submitting the application.
- Members are responsible for bonds and damages and must deal directly with provider

### **Supporting documentation:**

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

## Program 8: Small Business Assistance

This Program supports members of the Contracting Claim Groups who own a small business with the costs of getting started or extending their business.

### **Lifetime limit:**

Up to \$5,000 per member and business

### **Eligibility requirements:**

- The business must be 100% Indigenous-owned and majority-owned by Members of the Contracting Claim Groups.
- Where the business is part of a joint venture, MAC funding may only be used for costs directly related to the MAC members' business activities.

### **Annual budget applies:**

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

### **Included items:**

- Professional advisor fees or consultant fees
- Start-up costs, including licensing requirements, ABN applications, company registration fees
- Business planning and development costs
- Market research, feasibility studies, or scoping studies
- Tools and equipment

### **Excluded items:**

- General business operating expenses, including rent, utilities or wages
- Administration expenses including insurance
- Vehicles and vehicle maintenance costs
- Tax return preparation or accounting services
- Promotional merchandise, branded clothing or marketing materials

### **Conditions:**

- No reimbursements or direct payments to members business.
- The lifetime limit of \$5000 applies if a business is owned by two or more members of the Contracting Claim Groups, and if a member of the Contracting Claim Groups owns two or more businesses.
- New or unregistered businesses may only apply for start-up costs only
- New or unregistered businesses are not eligible for funding tools and equipment.

### **Supporting documentation:**

- Small Business Assistance Application Form
- Invoices and/or quotes from service providers and suppliers
- For existing businesses – ASIC company registration, ABN details, capability statement, list of products and/or services, relevant social media and/or website information
- For new or unregistered businesses – proposed business name and business plan.



## Program 9: Under 18 Sport Stars Assistance

This program supports members of the Contracting Claim Groups in giving their children the opportunity to participate in organised sports, competitions, and events by helping ease the cost of involvement.

### **Yearly limit:**

- Up to \$1,500 per family

### **Eligibility requirements:**

- Dependent/s of a member of the Contracting Claim Groups, under 18 years of age.

### **Included items:**

- Registration and/or participation fees
- Sports equipment required for event/s
- Parent/s travel costs associated with attending sporting events
- Fuel expenses

### **Excluded items:**

- Spending Money
- Food or grocery vouchers
- Clothing
- Fundraising costs
- Spectators or volunteers' fees

### **Conditions:**

- Students must be specifically selected to play for their school or a sports association and provide a letter of confirmation from the school or sports association.
- Where applicable, a member may apply under this Program for multiple children per year.

### **Supporting documentation:**

- Youth Sports Assistance Application Form
- Provide a letter of confirmation from the school or sports association.
- Child's Birth Certificate
- Invoices and/or quotes from service providers and suppliers

## Program 10: Essentials Assistance

This Program supports members of the Contracting Claim Groups experiencing financial hardship or increased cost of living pressures by assistance with essential household and living expenses.

### **Yearly limit:**

Up to \$2,000 per member

### **Eligibility requirements:**

- Must be a member of the Contracting Claim Groups

### **Included items:**

- Bills – electricity, gas, water, council rates and telephone
- Vehicle registration, essential repairs, and maintenance
- Essential white goods – including fridge or freezer, washing machine, dryer, microwave oven, kettle, toaster and kitchenware
- Basic household furniture – including television, bed frames, mattress, dining table and chairs, and lounge
- Air conditioning (purchase, installation)
- Fuel and Food vouchers
- Rent assistance
- Veterinary costs

### **Excluded items:**

- All items not included in the above list of "Included items".

### **Conditions:**

- All payments are made directly to the supplier.
- No reimbursements, cash payments, or refunds.
- If application includes payment of utilities, the bill must be addressed to the member applying, or the address must match the member's file.
- If the application includes payment for vehicles, the vehicle must be registered to the member.

### **Supporting documentation:**

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



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