



Emergency Services information sheet

Financial Assistance

Disaster Welfare Assistance Payments

Financial assistance may be made available to people who have been affected by an emergency or disaster.

Department of Communities

Western Australian Natural Disaster Relief & Recovery Arrangements (WANDRRA).

In order to minimise personal hardship and distress (PHD) to people affected by a disaster the Department of Communities may provide financial assistance if the disaster is an eligible event.

The Department is able to provide PHD payments and uses the Financial Assistance Program to administer the funds.

Four categories of PHD assistance are available:

Category 1 – Emergency Assistance

Category 2 – Temporary Living Expenses

Category 3 – Replacement of Essential Household Contents

Category 4 – Housing Repairs/Replacement

Categories 1 & 2 are assessed and where applicable, Financial Assistance is issued.

Categories 3 & 4 only apply to declared disasters. Applications are subject to an income and assets test.

Centrelink

Australian Government Disaster Recovery Payment (AGDRP)

The AGDRP is a one-off payment to give short term financial assistance for people who have been adversely affected by a major or widespread disaster.

The Attorney General of Australia may determine that an event is a major disaster if satisfied that the event is a disaster that has such a significant impact on individuals that a government response is required.

Centrelink staff are available to provide assistance to families and children affected by disaster. They will help to access the range of payments and support services available.

Crisis Payment

A person may be eligible to claim a Crisis Payment if they are receiving an Income Support Payment from Centrelink and have to leave their home and establish a new home due to extreme circumstances such as a natural disaster.

A person cannot get a Crisis Payment if they are eligible for, or have received another state or Commonwealth disaster payment (e.g AGDRP) for the same emergency.

Further information

To find out more about Financial Assistance please visit our website.

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