

**ROBE RIVER  
KURUMA**  
ABORIGINAL  
CORPORATION RNTBC  
ICN 7612



Robe River Kuruma  
Aboriginal Corporation

# Member Support Program

**The Member Support Program is funded by Kuruma Marthudunera Limited (KML) and administered by Robe River Kuruma Aboriginal Corporation (RRKAC).**

This handbook provides an overview of support available to Robe River Kuruma community members, eligibility, and how you can apply.

## Contact Us

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## Member Support Program

## Application Process

### STEP 1

#### Application Submitted

Member submits application with all supporting documents including all invoices with payment options.

### STEP 2

#### Processing

Application and supporting documents entered and reviewed.

### STEP 3

#### Outcome

If approved, member is notified via text, RRRKAC staff will contact you.

### STEP 4

#### Payment

Payments are made directly to the supplier and the member will be notified.



## Frequently asked questions

### Q. How long will it take to process my application?

A. Once we have all your documents it can take up to 10 days depending on the request.

### Q. Is there a way I can make this process faster?

A. If all documents are supplied with the application at the start it can be quite simple to process, this can reduce your overall waiting time drastically. If you need something paid to a supplier, something as simple as making sure there is a way to pay included on the invoice supplied. E.g. BSB and Account number or BPAY. Many suppliers do not include this however when you get the invoice you can ask them to put it on.

### Q. What happens if we have an emergency? I can't wait 10 days...

A. All applications can take up to 10 days to process, this includes requests for food and fuel. If you know ahead of time that you need vouchers please submit an application as soon as possible and no less than 3 days prior so you don't miss out. If this is an emergency we will prioritise where we can.

### Q. How do I collect food and fuel vouchers?

A. You can let us know when you complete your application if you would like them posted to your address or if you would like to collect from the RRKAC office? In some emergency situations it may be possible to email certain vouchers to you.

### Q. What happens if I forgot to send in a document with my application?

A. Don't worry, we will check your application prior to uploading it and if we notice anything is missing we will give you a call or email. We will hold your application for the next 7 days while we wait for your documents, if we can't contact you or don't receive your documents by then, we will have to cancel your application. You can reapply at any time once you have what is needed.

### Q. What happens if my application was not approved and I would like to appeal the decision?

A. All members are more than welcome to appeal any decision they do not agree with, and request a different outcome. You can write a letter of appeal to the Communities Manager and send this to [memberservices@rrkac.org.au](mailto:memberservices@rrkac.org.au) where this will be submitted for review. Please make sure you give as much detail as possible as to why you think your request meets the MSP guidelines and should have been approved. You can also call the MSP team to discuss your application and receive feedback on where MSP guidelines were not met.

**RRKAC delivers services and programs that preserve, protect and promote RRK's cultural heritage and Native Title interests.**







# Assistance Funds



## Hardship Assistance Fund

This fund is to help relieve the impacts of financial hardship.

### Seniors

(60 years and / receiving disability or age pension):

Up to \$7,000

### Seniors

(50-59 years):

Up to \$5,000

### Middle / Juniors

(<50yrs):

Up to \$2,000

### Eligibility

Where eligible, be receiving Centrelink benefits or taking immediate steps to apply for a Centrelink benefit.

Can clearly demonstrate significant hardship, and how this fund will alleviate that hardship.

### Benefits

Some examples include;

- Whitegoods (every 3 years)
- Basic and essential household furniture
- Utility bills
- Emergency Accommodation
- Rental arrears (4 weeks maximum and referral to Housing Support)
- Food vouchers\* (\*Only 60+ and pensioners are eligible to receive ongoing fortnightly food vouchers)
- Short-term food relief

Repeated application to this fund will require referral to and active participation in support services/ program i.e. Financial Literacy.

## Emergency Support Services

### Emergency Services 000

For life threatening emergencies only Police, Fire, Ambulance

Police Stations 13 14 44

Crime Stoppers 1800 333 000

State Emergency Service (SES) 13 25 00

Poisons Information 13 11 26

### Services Australia

Medicare/Centrelink/Jobseeker

<https://www.servicesaustralia.gov.au/>

Indigenous Call Centre 1800 136 380

### Emergency Provisions

Department of Communities 1800 176 888

Child Protection and family support/Men's Domestic Violence Helpline/Women's Domestic Violence Helpline/Housing Assistance/Disability Support

Karratha Women's Refuge (08) 9185 2807

Munga Tharndu Maya Women's Refuge Roebourne (08) 9182 1800

Youth Accommodation Service (08) 9144 1881

The Salvation Army (08) 9185 2148  
Food relief and clothing supplies

St Vincent De Paul (08) 9185 4336  
Food assistance

Ieramugadu Store 0499 019 086  
Maya

## Medical Assistance Fund

This fund is to support access to appropriate medical care and support, helping Members meet costs associated with general medical, emergency medical treatment, acute medical episodes, chronic and ongoing medical issues.

### Medical Category A

Up to \$20,000

### Medical Category B

Up to \$5,000 (50yrs +)  
Up to \$3,000 (>50yrs)

**Helping meet costs associated with emergency medical treatment, acute medical episodes and chronic medical issues.**

### Eligibility

#### Category A;

Medical treatment for life-threatening or life-limiting conditions (including mental health conditions and disabilities).

#### Category B;

Non-life-threatening medical conditions.

### Benefits

#### Some examples include;

- Medical aids
- Treatment of psychological disorders
- Dental and Optical (capped at \$1,500)
- Transport & accommodation for required healthcare away from home
- Specialist appointments

All applications require written evidence and documentation from a doctor or health professional.

## Medical Support Services

### Health Direct

Check your health symptoms, find a health service  
1800 022 222 <https://www.healthdirect.gov.au/>

### Telehealth

1300 391 438 <https://app.instantscripts.com.au/>

### Hospitals / Other Services

Karratha Health Campus	(08) 9144 7777
Population Health Outpatient Services	(08) 9144 7777
Roebourne District Hospital	(08) 9182 0200
Yaandina Aged Care	(08) 9182 1172
PATS	1800 138 653
PATS.Pilbara@health.wa.gov.au	
Mawarnkarra Health Service	(08) 9182 0851
Central Health Care	(08) 9144 6900
Karratha Medical Centre	(08) 9185 3555
Connect Paediatric Therapy Services	(08) 9143 1906
Good Turn Disability Services WA	(08) 9128 4710
Empowering people in communities	(08) 9185 0000
Headspace	1800 290 626

### Dentists

Government Dental Karratha Primary	(08) 9143 1666
Mobile Van	0408 067 879
Baynton West	(08) 9183 8172
AMS	(08) 9182 0851
Karratha Dental	(08) 9185 5600
Pelago Dental	(08) 9185 4849
Nickol Bay Dental	(08) 9144 1470

### Optometrists

OPSM Karratha	(08) 9143 1208
Specs Plus	(08) 9185 2200
Lions Outback Vision mobile service	(08) 9381 0802

# Education and Child Development Assistance Fund

This fund is to increase access to childcare, improve school attendance, encourage pursuit of higher education and improve employment opportunities for members and their children.

## Childcare support:

Up to \$5,000

## Primary education:

Up to \$1,000

## Secondary education:

Up to \$5,000

## Tertiary education:

Up to \$10,000

## Employment assistance:

Up to \$2,500

**Improving school attendance, participation and education outcomes.**

## Eligibility

Member's child must be registered as a Youth Member with RRKAC.

Each RRK Youth can seek support through one nominated and eligible member. Applications cannot be progressed unless the Youth Registration form is complete.

(Youth Registration forms available at the RRKAC office and the RRKAC website)

Evidence of attendance and enrolment at relevant educational institution.

## Benefits

Some examples include;

- Textbooks and stationery (as per institution book list)
- School uniforms (as per institution supplied list)
- Child Care / Schools Fees
- Employment related costs to securing employment including PPE, licenses, work equipment etc.

# Education Support Services

## Early Years

Guru Guru Maya Child and Parent Care	(08) 9182 1475
Kindilink Baynton	(08) 9187 6300
3A Gumula Indigenous Playgroup	0448 887 523
The Karratha Community Garden	karrathagarden@gmail.com

## Childcare Services

YMCA Tambrey Early Learning Centre	(08) 9144 2022
Pilbara Preparatory Bulgarra	0499 974 906
Montessori Early Years Learning	
Karratha	(08) 9144 2559
Dampier	(08) 9183 0574
One Tree Children's Services	
Bulgarra	(08) 9185 4292
Millars Well	(08) 9185 1614
Wickham	(08) 9187 1992
Pannawonica	(08) 9184 1391

## Primary Schools

Karratha	(08) 9187 6300
Millars Well	(08) 9187 6900
Pegs Creek	(08) 9187 9800
Baynton West	(08) 9187 6200
Dampier	(08) 9183 4300
Tambrey	(08) 9186 7400
Wickham	(08) 9185 8500
St Pauls Catholic	(08) 9185 7500
Pannawonica	(08) 9134 9100

## Secondary Schools

Karratha Senior High Office	(08) 9187 8000
Roebourne District	(08) 9182 3300
St Lukes College	(08) 9144 1081

## Tertiary

North Regional Tafe	1300 996 573
Pilbara Universities	0428 320 877
Day Safe	1800 329 723



# Living Stronger Assistance Fund

This fund is to genuinely improve and enrich the lives of Members, their families and the RRK community.

Up to \$1,500 for use in a range of ways including;

1. Health & wellbeing
2. Sport & recreation
3. Arts & creativity
4. Pursuing ambitions & interests
5. Vehicle maintenance

## Eligibility

Members must provide a simple 'plan' outlining how the support will generate positive change.

Provide supporting documentation.

## Benefits

Some examples include;

- Gym membership
- Musical instruments
- Health insurance
- Personal development conference or events
- Organised sport fees
- Art supplies
- Vehicle repairs (to improve safety/reliability)

Payments for goods or services are made directly to the relevant and eligible provider, using an invoice.

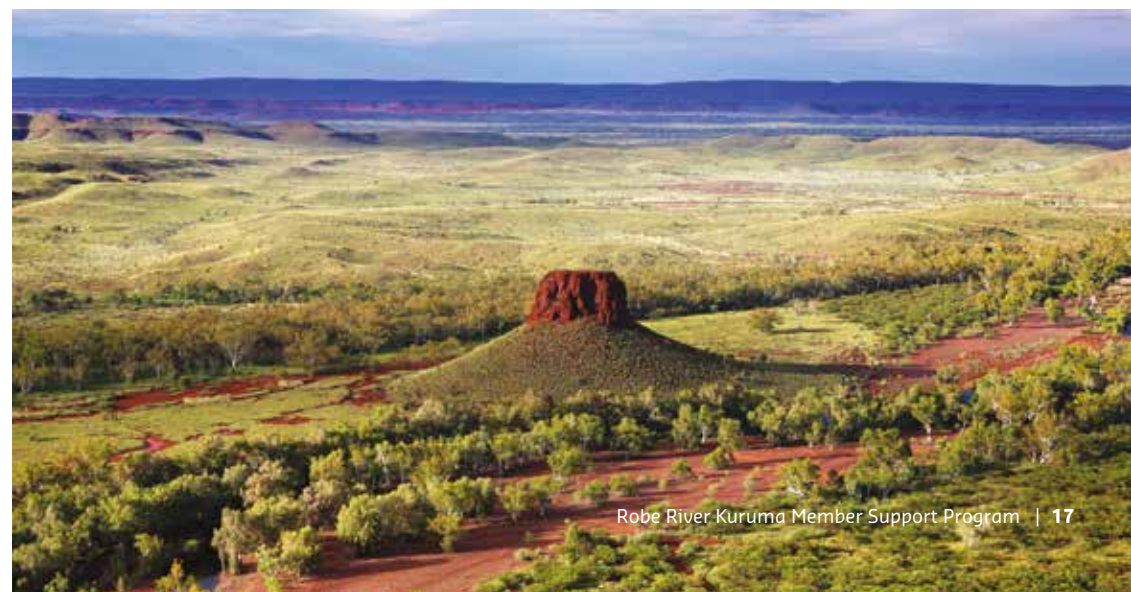
Enriching the lives of our people.

# Other Services

RRKAC Case Management	(08) 9185 5005
Housing Pathways Support Program	(08) 9185 5005
Pilbara Ryde Program	(08) 9185 5005
Clontarf Foundation	(08) 9187 8000
Stars Foundation	(08) 9182 6900
Blue Beanie Projects	0417 825 952
BIGhART	0401 947 616
Wangaba Roebourne Art Group	0459 161 433

## Libraries

Karratha	(08) 9186 8660
Dampier	(08) 9186 0406
Roebourne	(08) 9186 8030
Pannawonica	(08) 9134 9501



# Lore and Culture Assistance Fund

This fund is to support and help meet costs associated with Members attending Lore Ceremonies and/or Cultural activities.

## Boy going through Lore:

Up to \$6,000

\$3,000 for a second boy going through the same lore process at the same time

## Participation in Lore:

Up to \$1,000

## Participation in activities on RRK country:

Up to \$1,000

## NAIDOC celebrations:

Up to \$200

## Eligibility

The Member seeking assistance must be the applicant and nominate the use of their applications funds. Any misuse or dishonest use of funds can result in an MSP ban.

The applicant must be arranging or attending annual Lore Ceremonies out on country.

## Benefits

Some examples include;

- Meals
- Travel costs
- Camping Equipment

Where the parent(s) of a RRK boy going through the Lore are deceased, or not actively involved in raising the child, an application from another family member may be considered



**Lore and Cultural activities are a necessary and important component in the community.**





## Funeral Assistance Fund

This fund is to support and help meet costs associated with RRK funerals.

### Funeral assistance:

Up to \$25,000

### Funeral attendance:

Up to \$200 per funeral  
(max of 5 funerals per year)

### Eligibility

To qualify for assistance the recipient must provide written confirmation of the funeral (e.g. a death notice).

### Benefits

Some examples include;

- Undertaker costs
- Purchase of a coffin
- Flowers (reasonable costs)
- Funeral Function i.e. gathering or wake
- Accommodation
- Food and/or fuel vouchers to attend funeral

## Other Services

### Family Support Services

Lifeline	13 11 14
KIDS Helpline	1800 551 800
Beyond Blue	1300 224 636
Mensline	1300 789 978
Alcohol and Drug Support Line	1800 198 024
Ngala Parenting Line	1800 111 546
Australian Breastfeeding Association	1800 686 268
Mission Australia Alcohol /Drug Service	(08) 9174 4800
Wickham Community Chaplain	0422 405 802
Yaandina Family Support Services	(08) 9182 1566

### Housing Support Services

Department of Communities – Housing	1800 176 888
Pilbara Community Legal Service	
Karratha	(08) 9185 5899
Roebourne	(08) 9182 1169

### Service Utilities

Horizon Power	13 23 51
Faults and emergencies Karratha Office	(08) 9159 7250
Pilbara Utilities Service	1800 922 777

### Watercorp

Faults and emergencies	13 13 75
Account Enquiries	13 13 85

### Gas

Pilbara Distributors Pty Ltd	(08) 9185 1639
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### Wabamugu Mia-ngarli

RRKAC Maintenance Support Program	(08) 9185 5005
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## MSP Principles

- a) Members will not receive any assistance by way of cash payment. All applications must list the payment details of the service provider and RRKAC will facilitate the payments.
- b) Members cannot book up goods and services against the name of RRKAC, KMDBT, KMCT, or KML.
- c) Members must submit an application form, and have the request approved, before booking goods and services. No cash or other reimbursements will be provided to Members.
- d) RRKAC is not required to consider retrospective requests.
- e) If a Member books up goods and services without funds being approved, RRKAC will not cover the cost. The Member is personally liable to cover such costs.
- f) Members must be able to validate use of program funds in accordance with MSP rules.

Subject to these rules, assistance provided to a Member under the MSP, is not transferable to any other person. Advances (on the assistance a Member may be eligible to receive in the next Financial Year) will not be provided.

## Member Responsibilities

The MSP aims to enhance the wellbeing of all RRK members. All of us – staff and members – have a responsibility to use care and to show respect when using services funded through the MSP. Members may be referred to the RRKAC board if their conduct negatively impacts on the reputation of RRKAC or KML or impacts on the ongoing relationship built by RRKAC with its vendors. Examples of this would be:

- a) Confrontational and abusive behaviour towards RRKAC staff and RRKAC's vendors;
- b) Property damages; and
- c) Unpaid bills that implicate RRKAC or KML

Members responsible for RRKAC, or KML incurring costs because of their inappropriate use of the services provided by RRKAC, or KML must reimburse RRKAC or KML those costs. Members are not permitted to receive any financial gain from goods or services provided by the MSP.

Any breach will result in automatic suspension from accessing the MSP. Members found to be misusing RRK Charitable Trust Funds in any way may be disqualified from accessing further funding from the Charitable Trust for a period up to twelve (12) months.



For more information visit Robe River Kuruma  
Aboriginal Corporation's website:

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

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