



WELFARE RIGHTS & ADVOCACY SERVICE

2023 Kimberley Floods

Disaster Recovery Allowance

WHO CAN GET IT?

Disaster Recovery Allowance is an income support payment that can be paid for a maximum of 13-weeks if you have lost income due to **Ex-Tropical Cyclone Ellie (December 2022 - January 2023)**.

This payment is available to employees or sole traders.

You must work or live in one of the following declared Local Government Areas:

- Derby - West Kimberley
- Broome
- Halls Creek
- Wyndham - East Kimberley

You must be able to prove you have lost income due to the disaster.

You must also be:

- 16 years and older
- not receiving an allowance or pension from Centrelink or Veteran Affairs
- meet residence rules (different from other Centrelink payments) by either
 - being an Australian permanent resident
 - holding an eligible visa and living in Australia

You have until **6 July 2023** to make a claim.

HOW DO I GET IT?

- Use your MyGov account linked to your Centrelink online account
- If you can't use your Centrelink online account, you can call Centrelink on 180 22 66 for help.
- Go into your local Centrelink office, agent or access point to use their computers and WIFI. (They can't lodge claims for you).

WHAT INFORMATION DO I NEED TO GIVE TO CENTRELINK?

Centrelink will ask you for evidence of your loss of income.

If you earn the same income each week/fortnight you need documents that show your income for 4 weeks before the ex-tropical cyclone (from 28 December 2022).

If your income changes each week, they may ask you to show your income for 8 weeks before the ex-tropical cyclone (from 28 December 2022).

Evidence could include:

- Payslips from your employer; or
- Bank statements showing previous payments from your employer; or
- A letter from your employer.

WHAT CAN I DO IF CENTRELINK REJECTS MY CLAIM?

- Ask for an urgent formal review of that decision by an Authorised Review Officer. See our factsheet titled '[Appealing Decisions – Centrelink](#)' for more information - [Welfare Rights & Advocacy Service \(WA\)](#)
- Seek advice from us at Welfare Rights & Advocacy Service at 9328 1751 or welfare@wraswa.org.au

WHAT OTHER PAYMENTS COULD I BE ELIGIBLE FOR?

Disaster Recovery Payment

You may be able to get this one-off payment if you

- Live in the Derby – West Kimberley Local Government Area; and
- Were 'adversely affected' by Ex-Tropical Cyclone Ellie.

For more information see our 'Disaster Recovery Payment' factsheet on our website or go to the Service Australia website.

Advance Payments

You can ask for an advance on your current Centrelink payments. This is a loan which you will have to repay every fortnight.

If you have a Centrelink debt, you are not eligible for an advance.

More information available [from Services Australia here](#).

Crisis Payment for Extreme Circumstances

You may be able to get this one-off payment equivalent of your usual Centrelink income if you

- Are in severe financial hardship;
- Have had to relocate; and
- Are not covered by a disaster relief payment.

You must make a claim within 7 days of relocating.

You can only claim a maximum of 4 crisis payments per year.

More information is available [from Services Australia here](#).

FURTHER INFORMATION

Declared Local Government Areas

Derby – West Kimberley

- [Link to map here](#)
- Includes Camballin, Derby, and Fitzroy Crossing

Wyndham – East Kimberley

- [Link to map here](#)
- Includes Kalumburu, Kununurra, Lake Argyle, Lakeside, Packsaddle, and Wyndham

Broome

- [Link to map here](#)
- Includes 12 Mile, Bilingurr, Broome, Cable Beach, Cape Leveque, Coconut Well, Djugun, Lombandina, Minyirr, Morell Park, and Skuthorpe

Halls Creek

- [Link to map here](#)
- Includes Balgo Hills Community, Billiluna, Frog Hollow, Halls Creek, Kundat Djaru, Mulan, and Yiyili

Centrelink offices (agents or access points) open as of 16 January 2023

Fitzroy Crossing
NIAA Building, Emanuel Way,
Fitzroy Crossing
8:30 am to 12:30 pm, 1:30 pm to 4:00 pm

Yakanarra Agent
Yakanarra Community Office
Yakanarra Community
St George Ranges WA 6728

Derby Service Centre (Centrelink)
44 Clarendon Street
Derby WA 6728

Warmun Agent
Warmun Council Office
Warmun Community
Warmun WA 6743

Mowanjum Access Point 8.30 -2.30
Mowanjum Community Resource Centre
Gibb River Road
Derby WA 6728

Bidyadanga Agent
Bidyadanga Community
Lot 88 Bidyadanga Road
Bidyadanga WA 6725

Looma Agent
Looma Community Administration Office
Lot 36 Lungura Drive
Looma WA 6728

Wirrimanu Agent (Balgo)
Wirrimanu Aboriginal Corporation
Off Tanami Road
Tanami WA 6770

Imintji Access Point
Imintji Community
Gibb River Road
Imintji WA 6728

Kiwirrkurra Agent
Lot 68B, Kiwirrkurra Community
Kiwirrkurra NT 0872

CONTACT US

If you need legal advice about Centrelink and you live in Western Australia, please contact Welfare Rights & Advocacy Service on (08) 93281751 or by email at welfare@wraswa.org.au. We specialise in social security law, administration and policy. We are entirely independent of Centrelink. All assistance is free.

Please note: This factsheet contains general information only and is accurate at January 2023. It does not constitute legal advice.