



EMERGENCY HARDSHIP

FREQUENTLY ASKED QUESTIONS

What is the Emergency Hardship program?

The Emergency Hardship program is in place to assist AM-YAC members. The program is strictly limited to extreme situations and each application will be assessed on the information provided. Up to \$1,500 per Member per year is available through this program. **It is important to remember that it is not guaranteed that every member will receive this amount.** As with all the AMYAC Trust programs, there are annual funding caps in place and funding is not always available.

What can I apply for under the Emergency Hardship program?

- Access to clean water, functioning sewerage and electricity services (a payment plan must be in place).
- Air-conditioning to a Members' home (portable air-conditioning units only).
- Essential furniture and essential whitegoods (beds, washing machines, fridges, etc.).
- Any other purpose deemed by the Trustee to constitute relief of extreme poverty including homelessness or detrimental living conditions.

What items are not considered under the Emergency Hardship program?

- Non-essential household items; for example: televisions, coffee tables, wardrobes, clothes dryers, deep freezers, lamps, rugs, book shelves, etc.
- Hire vehicles (incl trailers), taxis or cab vouchers
- Removalist costs
- Skip bins, garden maintenance, house repairs
- Vehicle registrations, repairs or maintenance
- Debt collector payments
- Child care fees
- Rent arrears and bonds
- Food
- Clothing
- Cash payments
- Reimbursements
- Legal fees
- Mortgage payments

When can I apply?

You can apply any time; using the Emergency Hardship application available from the AMYAC website.

What are the eligibility criteria?

- The aim of the Emergency Hardship program is to provide a benefit to assist those AM-YAC members who are suffering from a situation of Extreme Hardship.
- You must be a registered AM-YAC member to apply for assistance through this program.
- You may apply for items, within guidelines, for your children under the age of 18, however, this will come from your \$1,500 annual allocation.

What do I need to provide with my application?

- A completed Emergency Hardship application form; these are available from the AMYAC website; or call the office on 08 8349 0830 and we can send a form to you. Please put as much information as possible in your application.
- A support letter from a recognised social work organisation, or medical professional, or anyone else necessary to the application.
- While a Centrelink statement is an accepted support document, your application will be given stronger consideration if a letter of support is provided.
- If you're applying for assistance with an electricity bill, we need confirmation in writing that you have entered into a repayment plan (this can be set-up either through Centrelink or your electricity provider).

How long will it take for my application to be considered?

Every effort will be made to review your application within four weeks. However, we sometimes receive a higher than usual volume of requests for assistance through this program which may cause delays. There may also be longer wait times during busy periods in the Trust Office, such as the AGM.

Why was my application declined?

- **Item was already provided**
The Trust Office maintain records of items allocated to members, and if you have previously received the item in the past five years a replacement will not be approved.
- **Allocation exhausted**
If you have already received \$1,500 of funding in the current year your application will be declined.
- **Item was outside of guidelines**
Your application may have been for an item not considered under the Emergency Hardship program.
- **Missing support documents**
If support documents have not been provided your application will be declined and a new application will need to be submitted.
- **Available funding**
Sometimes the number of applications received is above the amount of funding the Trust has allocated for this program. In those instances, the Trust gives support to the most extreme cases of hardship and other applications will be declined.

My application was declined. When can I re-apply?

When you are notified that your application was declined you will be advised of the reason, and generally, you will be advised when you can re-apply. However, as a guideline if your application was declined because the item requested was already provided, or your allocation was exhausted, you will need to wait for the necessary time to pass.

If the item requested was outside of guidelines it will not be re-considered, however, you may apply for something else in guidelines (a new application will be required).