



Western Australian

# Stolen Generations Redress Scheme

## Guidelines: How to make an Application

### Important information

Applying to this scheme may bring up difficult memories and feelings. There is immediate 24-hour support if you need help.

- **13YARN 13 92 76**
- **Beyond Blue 1300 224 636**
- **Lifeline 13 11 14**
- **Suicide Call Back Service 1300 659 467**

If you or someone you know is in immediate danger, please call 000.

### Support services – to help with your Application



#### Yokai: Healing Our Spirit

Phone: (08) 6288 8123

Monday to Friday 8.30am to 4.30pm

Email: [Redress@yokai.com.au](mailto:Redress@yokai.com.au)

Office:  
174 Treasure Rd, Queens Park  
6107



#### Kimberley Stolen Generations Aboriginal Corporation

Phone: 1800 830 338

Monday to Friday 8.00am to 4.30pm

Email: [reception@ksgac.com.au](mailto:reception@ksgac.com.au)

Offices:  
28 Barker Street, Broome 6725  
29 Hunter Street, Broome 6725  
5 Kentia Way, Kununurra 6743



HEALING SERVICES

#### Yorgum Healing Services

Phone: 1800 469 371

Monday to Friday 9.00am to 5.00pm

Email: [referrals@yorgum.org.au](mailto:referrals@yorgum.org.au)

Offices:

176 Wittenoom Street, East Perth  
6004

2A/4 Rason Link, South Hedland  
6722

42 Wilson St, Kalgoorlie 6432

#### Other support services

Other support services may also be available. Please contact the Department of the Premier and Cabinet (Department) for more information.

#### You can also contact the Department for a confidential discussion about your Application:

- Phone: **(08) 6552 5050** 9am-4:30pm Monday-Friday (excluding public holidays). Please leave a message for a call back if you don't get through.
- Email: [WASG@dpc.wa.gov.au](mailto:WASG@dpc.wa.gov.au)




**If you have specific accessibility requirements** (e.g., a visual, speech or hearing impairment, or an interpreter is required) please contact the Department.



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## About these Guidelines

These Guidelines have information about:

- how you can make an Application for the WA Stolen Generations Redress Scheme (Scheme)
- how to make an Application on behalf of a person who passed away on or after 27 May 2025
- how to get support with making an Application
- general information about the Scheme

More detailed information is set out in the **Scheme Outline** which is available by:

- downloading from the website at:

<https://www.wa.gov.au/organisation/department-of-the-premier-and-cabinet/stolen-generations-redress-scheme>; or

- contacting the Department – contact details are on Page 1.

For questions about these Guidelines, please contact one of the Scheme support services or the Department. Contact details for support services and the Department are on Page 1.

## What is the WA Stolen Generations Redress Scheme?

On 27 May 2025, the WA Government announced the WA Stolen Generations Redress Scheme to support Aboriginal and Torres Strait Islander people who were removed as children from their families in Western Australia before 1 July 1972.

In recognition of the harm and trauma experienced by Stolen Generations survivors in WA, the Scheme provides individual payments of \$85,000 to eligible individuals, and the offer of a Personal Acknowledgment.

In addition, the WA Government is working with Stolen Generations organisations on measures to support healing and truth-telling for all members of the Stolen Generations in Western Australia.

These key principles guide the implementation of the Scheme:

1. **No further harm to members of the Stolen Generations or their families** – the process will be supported, accessible, transparent and trauma-informed.
2. **Partnership with key Stolen Generations organisations** – to ensure the Scheme design is informed by the voices and experiences of Stolen Generations survivors.
3. **Streamlined process** – to ensure timely payment to Stolen Generations survivors, most of whom are elderly.
4. **Promoting healing and truth telling** – in line with existing WA Government commitments in the *Aboriginal Empowerment Strategy 2021-29* and under the *National Agreement on Closing the Gap*.

## How long will the Scheme be open?

You can make an Application to the Scheme until **31 October 2028**.



## Who is coordinating the Scheme?

The Scheme is administered by the Department. It has been developed in partnership with *Yokai – Healing our Spirit* (Yokai) and *Kimberley Stolen Generations Aboriginal Corporation* (KSGAC).

Other WA Government agencies also contribute to the implementation of the Scheme. For example, the Aboriginal History WA team at the Department of Cultural Industries, Tourism and Sport is responsible for searching historical records to identify information to support your Application.

## Eligibility criteria

You may be eligible under the Scheme if you:

- are an Aboriginal and/or Torres Strait Islander person;
- were removed from your family before 1 July 1972;
- were under the age of 18 when you were removed;
- were removed in Western Australia;
- are a living person, or passed away on or after 27 May 2025; and
- have followed the process in these Guidelines to make an Application.

If you are not sure whether your experience is “removal” for the purposes of this Scheme, you can contact one of the Scheme support services or the Department.

You may still be eligible even if you have received payment from another redress scheme or legal settlement, for example:

- National Redress Scheme for Institutional Child Sexual Abuse
- WA Stolen Wages Class Action Settlement
- Redress WA (2008).

## Who can make an Application?

You can make an Application if you think you meet the eligibility criteria for the Scheme.

You can still make an Application if you are in prison or have previously been in prison.

If you are not sure you are eligible, you can contact one of the Scheme support services, or the Department about it – contact details are on Page 1.

If a person has passed away on or after 27 May 2025 (the date the Scheme was announced), a Family Member or the Executor or Administrator of the person’s estate can apply on their behalf. **The person applying is not necessarily the person who will receive payment under the Scheme.** There is more information later in these Guidelines.

No Application can be made for a person who passed away before 27 May 2025.

A Legal Guardian or Administrator, or a person holding a valid Power of Attorney, can apply on behalf of an eligible person. There is more information later in these Guidelines.



## Records

The Department needs records, documents, or other information to confirm that you meet the eligibility criteria. You need to provide the Department with some of this information, such as your identification.

If you feel comfortable and want to, you can share records about your removal with the Department. **You DO NOT have to share any records with the Department**, but if you do, please **only send copies** of them. The Department will ask for your consent to search for records on your behalf.

The types of records that the Government researchers will look for in relation to your Application include:

- official government records;
- police records;
- church or mission records; and
- documentary records including photos, news or magazine articles, oral histories, manuscripts, or books.

These records may provide information that could assist in assessing your Application.

## How to Apply for the Scheme

### 1) Complete and sign the Application Form

To apply for the Scheme, you need to fill in an Application Form. You can get a Form by:

- downloading a copy from the website at:  
<https://www.wa.gov.au/organisation/departments-of-the-premier-and-cabinet/stolen-generations-redress-scheme>;
- contacting one of the Scheme support services (contact details on Page 1); or
- emailing or calling the Department to ask for an Application Form to be sent to you.

Please fill out as much of the Application Form as you can. Don't worry if there are parts of the Application Form that you cannot fill out. For example, if you do not know your exact date of birth, the Department can search for this information.



## 2) Attach documents

The Application Form asks you to attach certain documents:

- **Identification:** You need to provide documents confirming your identity. The Application Form sets out a list of approved documents. This is so that the Department can make sure you are the person who is making the Application, and to help prevent fraudulent Applications.
- **Bank details:** To receive payment under the Scheme, you will need to provide a copy of a recent bank statement for the account where you want the payment to be made. If you can't do that now, you can do it later in the process or get help to set up a new bank account. You can cross out any information you don't want the Department to know about – the important details are your name, address, BSB, and account number.
- **Optional – records about your removal:** You do not need to provide copies of records about your removal, but you can if you want to. These can help with the assessment of your Application if other information about your removal cannot be found.

For any documents you attach, **please DO NOT send the original documents.**

## Who can help me with my Application?

You can make an Application by yourself, or you can ask someone to help you.

If you need help with your Application, there are **free** support services that can provide advice and assistance (see Page 1). Otherwise, you can ask a friend, family member, or someone else you trust.

The Department will not be able to talk to these people directly about your Application unless you formally make them your Nominee by filling out the Supported Applicant Form (see below for more information).

### Watch out for scammers!

Some people might contact you and try to talk you into making an Application and ask for a percentage of a future payment.

They might claim to be from a law firm or a government department. This type of targeted scam is called **claim farming** or **claims harvesting**.

It is important to know:

- **You do not need to pay to apply to this Scheme**
- **You do not need to pay a support service to help you apply**
- **Nobody should be asking for a fee or a percentage of any future payment.**





## Support services

The free support services for the Scheme include:

- Yokai – Healing Our Spirit
- Kimberley Stolen Generations Aboriginal Corporation
- Yorgum Healing Services Aboriginal Corporation

Contact information is on Page 1.

These services can give practical and emotional support to you during the Application process. This could include help with filling out the Application Form or answering questions about the process.

**There are also free services that can help you with managing money, including:**

- Setting up a bank account
- Putting aside money for funerals
- Thinking about how to stop people humbugging you

Please contact the Department for more information about the **free financial counselling and legal** services available.

## Nominee

You can give permission for another person or organisation to speak to us about your Application – they are called your **Nominee**.

A Nominee needs to be 18 years of age or older, and can be a family member, community member, or an organisation that you trust. A Nominee is different from a Legal Guardian or Administrator or when you have given someone a Power of Attorney (see below).

If you want to authorise a Nominee, you need to fill out a **Supported Applicant Form** and send it to the Department. A Supported Applicant Form is attached to an Application Form, or you can get one by:


- downloading a copy from the website at: <https://www.wa.gov.au/organisation/departments-of-the-premier-and-cabinet/stolen-generations-redress-scheme>;
- contacting one of the Scheme support services (contact details on Page 1); or
- contacting the Department to ask for a Supported Applicant Form to be sent to you (contact details on Page 1).

## Can an organisation be a Nominee?

Yes. A Nominee can be either a person or an organisation.

If you choose an organisation to be your Nominee, any person at that organisation can do what a Nominee can do. You can name a specific person at the organisation to be the main contact person, and the Department will communicate with that person unless they are not available or have left the organisation.





For an organisation to become a Nominee, the Supported Applicant Form needs to be signed by someone with the authority to sign documents on behalf of the organisation.

## What can a Nominee do?

A Nominee can:

- help you complete your Application Form – but you have to sign it yourself
- talk to the Department about your Application Form, including:
  - receiving information about your Application from the Department, by phone, email, letters, etc
  - giving information to the Department about you and your Application
  - asking the Department questions about your Application
- send in your Application, **once you have signed it**.

You can still contact the Department and receive information about your Application even if you have a Nominee.

## What CAN'T a Nominee do?

A Nominee **cannot**:

- sign your Application Form for you
- make decisions about your Application (for example, they cannot decide to withdraw the Application)
- receive any payment from the Scheme. If you are eligible for a payment, it will be made directly to you
- ask or demand any money from you as payment for helping you.

## What happens if something changes?

At any time, you can:


- remove a Nominee by telling the Department you do not want the person to be your Nominee anymore; and
- if you want a new Nominee, you can fill out a new Supported Applicant Form and send it to the Department.

If your Nominee no longer can or wants to be your Nominee, they can stop at any time. They should tell you and the Department.

Your Nominee cannot act on your behalf if:

- you no longer have the mental capacity to engage with the Scheme or make decisions about your Application;
- you pass away; or
- a Power of Attorney or Legal Guardian or Administrator is appointed to act on your behalf.

If a Nominee becomes aware that the Applicant passes away or that a Power of Attorney, Legal Guardian or Administrator has been appointed for the Applicant they are required to inform the Department straight away.



The Department may then contact your Power of Attorney, Legal Guardian or Administrator, or Contact Person, depending on the circumstances.

## **Power of Attorney, Guardianship and Administration**

If a person has been appointed as your Legal Guardian or Administrator, or holds a valid and applicable Power of Attorney to act on your behalf, they may be able to act on your behalf in relation to an Application including:

- making or withdrawing your Application;
- sharing and receiving information about your Application;
- making decisions about your Application; or
- receiving a payment from the Scheme on your behalf.

To do this, the person needs to fill out the Supported Applicant Form and provide the Department with evidence of the legal basis of their power to act on your behalf.

The Department will only communicate with, and accept instructions from, a person holding a Power of Attorney or from a Legal Guardian or Administrator if it is satisfied that the legal arrangement is valid and current, and that its terms authorise the Attorney or Legal Guardian or Administrator to act on behalf of an Applicant in relation to the Scheme. If an order has been made appointing a person to be the Legal Guardian or Administrator of an Applicant, the Department is required to comply with that order.

The Legal Guardian, or Administrator, or Power of Attorney may also be able to access support services, including legal advice and financial counselling services available in relation to an Application.

## Applying on behalf of a deceased person

### Sensitivity Warning

In this document a person who has passed away will be referred to as the 'Deceased Applicant'.

The Department acknowledges there may be cultural sensitivities in saying, writing, or hearing the name of someone who has passed away. There are support services that can help you with the Application if you cannot complete this Form because of this (see Page 1).

Alternatively, please contact the Department on (08) 6552 5050 or [WASG@dpc.wa.gov.au](mailto:WASG@dpc.wa.gov.au)

**Applying to this Scheme on behalf of someone who has passed away may bring up difficult memories and feelings. There is immediate 24-hour support if you need help.**

- 13YARN 13 92 76
- Lifeline 13 11 14
- Beyond Blue 1300 224 636
- Suicide Call Back Service 1300 659 467

**If you or someone you know is in immediate danger, please call 000.**

A Family Member, or the Executor or Administrator of a person's estate, may apply to the Scheme on behalf of a person who passed away on or after 27 May 2025, the date the Scheme was announced.

**Please contact the Department if you would like a Deceased Applicant Form.**

Family Members who can apply on behalf of a deceased person are:

- current spouse or partner;
- parent, child or grandchild; or
- sibling.

**IMPORTANT: The person applying is not necessarily the person who will receive payment if the Application is successful.** The money will be paid to the estate of the deceased person, and administered according to their Will, if they have one, or other legal process as appropriate.



## Where the Applicant passes away during the Application process

If you pass away after lodging an Application, your Application will continue to be processed.

The Application Form asks you to give details of a Contact Person in case the Department cannot get in touch with you. If you were to pass away, the Department would speak to your Contact Person about what happens next.

If you are found eligible for a payment under the Scheme, the information below explains how the payment will be made.

### Nominating a Beneficiary in your Application Form

In your Application Form, you can nominate a person to receive your payment if you pass away before your Application is finalised. This person is called a **Beneficiary**.

You can nominate a Beneficiary even if you have a Will.

There is an option to nominate more than one Beneficiary.

**IMPORTANT:** If there is more than one Beneficiary nominated, the total share of payments to each Beneficiary **must add up to exactly \$85,000**. If the payments do not add up the Department will exercise its discretion regarding the allocation of payments to each Beneficiary. This may delay the distribution of payments.

### Providing details of your Will (if you have one)

The Application Form asks you for information about your Will, if you have one.

If your Application is successful and you have not nominated a Beneficiary, but you have a legal Will, the Department will make any payment according to your Will.


If you do not nominate a Beneficiary, and you do not have a Will, any payment would be directed according to the *Administration Act (1903) (WA)*.

## Privacy, Information Sharing and Document Verification Service

### Privacy statement

The Department will need to collect, use, store and disclose your personal information (including sensitive personal information) provided in your Application Form and from other sources, for the purposes of the WA Stolen Generations Scheme, including:

- processing your Application
- confirming your identity, including through the Document Verification Service (DVS), and assessing your eligibility under the Scheme
- searching for and accessing records relevant to your Application

- 
- providing support services to you, including through other organisations
  - confirming bank details and making a payment, if your Application is successful
  - developing and delivering a Personal Acknowledgement, if you choose to have one
  - administering, reporting on, and evaluating the Scheme (noting this will not include information that identifies you in any public reports).

For the above purposes, the Department may need to share information about you with agencies both within and outside of Western Australia and may also collect information from these agencies about you. These may be State, Territory or Commonwealth departments or agencies, organisations outside of government, or commercial businesses. One of these is the national DVS, managed by the Commonwealth. The Department will be using a third-party service known as a Gateway Service Provider to help verify identity. They are approved by the Commonwealth to access the DVS to confirm your identity document – you can get more information about the DVS and how it works at [www.idmatch.gov.au](http://www.idmatch.gov.au).

If you choose to authorise a Nominee to collect and receive information on your behalf relating to your Application, we may also collect and share your personal information from and with that person to progress your Application.

The Department acknowledges the sensitivity and confidentiality of this information, and will treat the information you provide, and the information it collects about you in accordance with any obligations it has under the Privacy and Responsible Information Sharing Act 2024, as well as in accordance with the Privacy Position and any Privacy Policy in effect at the time. The current Privacy Position can be found at <https://www.wa.gov.au/organisation/departments-of-the-premier-and-cabinet/stolen-generations-redress-scheme>. It sets out more information about how the Department collects, uses, stores and discloses your personal information including how you can access and seek correction of your information and what your rights are in relation to your information.


## **Consent to information sharing**

On your Application Form you will be asked to give your permission for other people and organisations to share information and records about you with the Department, and for the Department to share your information with other people and organisations.

The Department may search for information related to your experience of removal held by State and Commonwealth agencies, or organisations outside of government, which may include government-funded, private sector and not-for-profit organisations (including community-controlled organisations, Churches or organisations that administered Missions or orphanages both within and outside of WA). This may include applications you may have made to the National Redress Scheme or in relation to a Stolen Wages Class Action Settlement.

The Department will securely hold any records or information it receives as part of these searches and will only use or share them for the purposes of the Scheme.

If you appoint a person to receive and collect information relating to your Application on your behalf (Nominee) you also consent to the Department sharing your personal information with your Nominee for the purposes of progressing and determining your Application.



The Department asks you to tick the box and sign your consent in the Application Form, to show you agree with the Department doing the things described above, including in the Privacy Statement.

You do not need to provide your consent. However, if you do not, the Department may not be able to process your Application or make payment.

Information on how to make a complaint relating to the collection, use and disclosure of your personal information (including sensitive personal information) for the above purposes can be found in the Department's current Privacy Position at <https://www.wa.gov.au/organisation/departments-of-the-premier-and-cabinet/stolen-generations-redress-scheme>.

## Submitting an Application

Once you have completed as much of the Application Form as you can, it needs to be sent to the Department.

Please make sure that you:

- 1. Sign the Application Form**
- 2. Attach copies of your identification documents**
- 3. Attach a copy of your bank statement, if you have one**
- 4. (Optional) Attach any additional documents or information you want to provide**

Please keep a copy of your Application Form for your own reference. If you cannot do this, please contact the Department to arrange for a copy to be sent back to you.

You can send your Application to the Department by:

**Email:** [WASG@dpc.wa.gov.au](mailto:WASG@dpc.wa.gov.au)

**or**

**Post:**

Reply Paid  
Stolen Generations Redress Scheme  
Dept of the Premier and Cabinet  
Reply Paid 84912  
WEST PERTH WA 6872


## How your Application will be processed

The Department will process Applications as quickly as possible.

You should expect to receive a decision within 3-4 months after you send in your Application.

It could be quicker than this, or it could take longer – especially if there is a big backlog of Applications or if your records are difficult to find.





The Department may prioritise some Applications based on urgency, for example people with serious health problems. If there is a reason why your Application should be prioritised, please fill out Question 6 on the Application Form or use the space at the end of the Application Form to tell the Department why.

The Department will review your Application Form to ensure it has all the necessary information and will contact you if it needs more information or documentation.

## Assessing an Application

Your Application will be assessed to determine whether it meets the eligibility requirements including whether there is **credible** material to support a finding that the following facts are **plausible**:

- you are an Aboriginal or Torres Strait Islander person;
- you were removed from your family before 1 July 1972;
- you were aged under 18 when you were removed; and
- you were living in Western Australia immediately prior to being removed.

The assessment will be based on the information in your Application, including any additional information or documents you provide. It may also consider any other available information, including:

- any archival records that Government agencies hold about you or your family;
- information about any application you have made to the National Redress Scheme, Stolen Wages Class Action Settlement, or Redress WA (2008);
- any other information that may be relevant to your Application.

## Payments for Eligible Applicants

If you are found eligible under the Scheme, an ex-gratia payment of \$85,000 will be paid into your bank account. “Ex gratia” means the payment is made because the Government believes it is the right thing to do, not because a Court has told the Government to.

### Confirming your bank details

Before making the payment, the Department will need to check it has the correct bank account information for you. The Department might contact you directly, or another organisation might contact you on behalf of the Department.

If you have not already provided a copy of a recent bank statement as part of your Application, you will be asked for this so that the Department can make sure all the details are correct.

If you need to update your account details after you have sent your Application Form, the Department will ask you to sign a form to confirm the new details. This is important to stop other people taking your money dishonestly.





## Accepting an offer for a payment

Before receiving a payment the Applicant will need to sign an Acceptance Form. By signing the Acceptance Form the Applicant will be releasing the State from any future civil liability in relation to their removal.

You will have access to independent legal advice prior to signing the Acceptance Form if you would like it.

## Managing your money

**You can get free support services to help you to manage your money, including:**

- Setting up a bank account
- Putting aside money for funerals
- Thinking about how to stop people humbugging you

The Department strongly advises you to speak to a financial counsellor before you receive your payment.

Please contact the Department for more information about the **free financial counselling** services available.

## Will the payment affect my tax liability or government benefits I receive?

The Government is taking steps to confirm any impact the payment under the Scheme may have on any benefits you may receive from the Commonwealth or State Governments, or on your taxes.

However there are complex rules about these things, especially for tax, aged care, and what happens if you give some of your payment to another person. If you have any questions or worries, you can contact one of the **free financial counselling services** in the first instance.

## Payment into bank account

Once your bank account details are confirmed, and you have signed the Acceptance Form a payment will be made into your nominated bank account within 10 working days.


## Personal Acknowledgement

A Personal Acknowledgement is an opportunity for you to receive a formal acknowledgement of your experiences of removal, from the Government.

If your Application is successful, you will be offered a Personal Acknowledgement from a senior Government representative.

Options for a Personal Acknowledgement include:

- written in a formal letter, either with your active input or just based on the information the Department holds; or
- delivered in-person, where a senior government representative sits down with you (and a support person, if you wish) to talk about your experience; or
- delivered in a group setting, for example with a number of people who were all at the same



institution (some people have said they prefer a group acknowledgment because they feel stronger and more comfortable being with other people who have had the same experiences).

Further information on Personal Acknowledgements will be provided when you are notified of your eligibility.



## If you are found ineligible for a payment

If you are found to be ineligible for a payment under the Scheme, you will be notified of the decision.

### Review

If you believe the Department made a mistake in finding you ineligible, you can ask for a review of the decision by contacting the Department.

You do not have to provide any additional information to ask for a review, but you can if you want.

Any additional information you provide will be considered as part of the review decision.

If the review finds you are eligible, this finding will replace the original finding.

If the review finds you are ineligible, you will not be able to ask the Department for another review.

### Complaints

Any complaints about the implementation of the Scheme will be managed in accordance with the Department's applicable policies and procedures. Please contact the Department for further information:

**Phone: (08) 6552 5050 9am-4:30pm Monday-Friday (excluding public holidays).**

Please leave a message for a call back if you don't get through.

**Email: [WASG@dpc.wa.gov.au](mailto:WASG@dpc.wa.gov.au)**