



Manual Claim form – WA Tree Recovery Program

The ServiceWA app is a much faster, easier and more secure way to access the WA Tree Recovery Program rebate. Claims made through this form will take up to 30 days from the date they are received for a payment to be processed.

For more information on claiming through ServiceWA, visit: [ServiceWA Latest offers webpage](#)

The WA Tree Recovery Program (Program) is provided by the Department of Water and Environmental Regulation (DWER).

The State Government is committed to strengthening Perth's urban canopy for the future. As part of this effort, the Program is delivering support to residents replacing trees that have been removed from their private property due to infestation by the Polyphagous shot-hole borer (PSHB). Rebates of up to \$150 are available for eligible residents who have purchased and planted a replacement tree.

WA Tree Recovery Program – What you should know

To be entitled to a rebate of up to \$150 you must:

- be a resident of Western Australia
- be 18 years of age or older
- have had a tree removed under the authorisation of the Department of Primary Industries and Regional Development (DPIRD) due to PSHB
- have purchased and planted an eligible replacement tree on your private property.

5. the bank account details where your payment will be deposited
6. proof of your identity, based on a 100-Point identity check.

For further information on the WA Tree Recovery Program, including eligible documents for your 100-Point identification, please visit: [WA Tree Recovery | Western Australian Government](#)

Or contact email: treerecovery@dwer.wa.gov.au
Phone: [6364 7000](tel:63647000)

Instructions on claiming

Use this form to claim your WA Tree Recovery Rebate and post, along with copies of 100-Points of identification to:

**WA Tree Recovery
Waivpay Limited
PO Box R1691
Royal Exchange NSW 1225**

To complete this form you will need:

1. your unique tree identification number supplied by DPIRD
2. a copy of your plant label showing the scientific or common name of the replacement tree purchased
3. your itemised tax invoice (showing business name, Australian business number (ABN), invoice number, total value (including GST), purchase date, itemised tree and establishment items)
4. the amount spent on your tree purchase, the species of tree purchased, the amount spent on establishment items, the type of establishment items purchased, the name of the commercial nursery or retailer where you purchased your tree and establishment items

WA Tree Recovery Program Terms and Conditions

The Program is being administered by DWER and WAIVPAY Ltd (**Waivpay**), together the 'Administrators.'

- These Terms and Conditions (Terms) form a contract between the Administrators of the Program and the participants of the Program, hereinafter referred to as 'You,' 'Your', 'Their,' 'Resident' or 'Residents.'
- Please read these Terms carefully before you purchase your tree and submit your claim as these Terms contain important information about the approval and fulfilment of rebates under the Program.
- The State of Western Australia (State) or DWER reserve the right to amend these Terms at any time.
- You acknowledge the Program may change from time to time or may be revoked altogether in the absolute discretion of either the State or DWER.
- On submission of a claim through the Program you accept you have read and agree to be bound by these Terms.

Program duration

- The Program is open from 9.00am Monday 28 July 2025 until 31 December 2028.

Eligibility requirements

- To be entitled to a rebate of up to \$150 you must be a resident of Western Australia who is 18 years of age or older, and
 - > have had a tree removed from your private property under the authorisation of the Department of Primary Industries and Regional Development (DPIRD) due to PSHB
 - > purchased and planted an eligible replacement tree on your private property.
- For the purposes of the Program an eligible tree is defined as having a canopy over three meters in height at maturity and one that is not identified as a weed or declared pest under the *Biosecurity and Agriculture Management Act 2007*.
- Due to extreme susceptibility to PSHB, claims will not be accepted for the following trees species:
 - > box elder maple (*Acer negundo*)
 - > coral tree (*Erythrina x sykesii*)
 - > robinia, black locust, mop top (*Robinia pseudoacacia*).
- In addition to the cost of your tree purchase, the following eligible establishment items may also be included in your rebate claim of up to \$150:
 - > soil
 - > soil improver
 - > fertiliser
 - > mulch
 - > soil wetting agent
 - > tree supports (stakes and guards)
 - > additional eligible trees.
- Rebates are only available for the purchase of eligible trees and establishment items made in one transaction from a commercial nursery or retailer located in Western Australia.
- Rebates are only available for establishment items if accompanied by an eligible tree purchase. Claims for establishment items only will not be accepted.
- A rebate can only be claimed after your tree has been purchased and planted.
- Residents who had a tree removed between 18 November 2021 and 28 July 2025 (the Program launch date), and who meet the Program eligibility requirements, but who no longer have their tax invoice or plant label are eligible for a \$75 'capped' rebate.
- Those residents eligible for a capped rebate have been sent a letter from DPIRD in the week prior to the Program launch providing advice on how to

claim their rebate. This letter included a substitute tax invoice and substitute plant label which are to be provided as part of the claim process.

- If you are not the property owner, it is your responsibility to obtain the written consent of the property owner or agent to have the tree planted.
- Selection of the tree, planting and maintenance is your responsibility. You agree to release and indemnify and keep indemnified DWER and the State from any loss, claim or liability arising out of, or in relation to an eligible replacement tree and/or eligible establishment items that are the subject of this rebate except to the extent such loss, claim or liability is caused by DWER's or the State's negligence or breach of law.

Claiming the rebate

- To be considered for a rebate, you will be required to provide the following details: your unique tree identification number supplied by DPIRD, the amount spent on your tree purchase, the species of tree purchased, the amount spent on establishment items, the type of establishment items purchased, the name of the commercial nursery or retailer you purchased your tree and establishment items from, your date of birth, postcode, email address and bank account details.
- You will also be required to provide a photo or scan a copy of your plant label showing the scientific or common name of the replacement tree purchased, your itemised tax invoice and agree to the Terms of the Program.
- An itemised tax invoice must be obtained to make a claim. The itemised tax invoice must include the business trading name and Australian Business Number (ABN) of the commercial nursery or retailer, total value (including GST), purchase date and itemised tree and establishment items purchased.
- Handwritten tax invoices will not be accepted. This includes additions to a tax invoice such as a handwritten date or ABN, so you will need to ask the commercial nursery or retailer to provide a fully digitised, itemised tax invoice to submit an eligible claim.
- It is your obligation to obtain the correct tax invoice from the commercial nursery or retailer to submit an eligible claim. Substitutions such as EFTPOS receipts and screenshots of bank transactions are not eligible and should not be included when submitting a claim.
- Tax invoices must be in English. Tax invoices in languages other than English will not be accepted.
- Only one tax invoice can be provided per claim.
- Following a successful claim under the Program you may not use the same tax invoice to make a claim under any other offer through ServiceWA or by the State now, or in the future.

- If the maximum rebate of \$150 has been claimed, the same tax invoice cannot be resubmitted by another person to claim any remaining amount on the tax invoice.
- The rebate will be transferred via EFT to a nominated Australian bank account.
- When applying for a rebate you must provide details of an Australian bank account for payment of the reimbursement. It is your responsibility to check the bank account details are correct as the Administrators accept no responsibility if the rebate is paid into the wrong bank account.
- Rebates will not be made via international bank transfers. If the bank account details provided are those of a bank not operating in Australia, the claim will not be accepted.
- The Administrators may in their absolute discretion approve or refuse an application for a rebate.
- The Administrators accept no responsibility for claim forms that are lost, delayed, or not received in the mail. All risk associated with postage and delivery lies solely with you. It is your responsibility to ensure claim forms are correctly addressed.
- Manual claim forms must be accompanied by appropriate proof of identity documentation. Identity verification will be conducted in accordance with a 100-Point identity check system. It is your responsibility to ensure all submitted identity documents are clear and accurate copies of the original documents. Claims submitted with missing, illegible, or unclear identity documentation will not be processed.
- You must not submit a false claim or provide misleading information to the Administrators or breach any of these Terms. Failure to comply with this requirement may constitute a criminal offence and/or you may be required to repay the rebate amount which will be deemed to be a debt due and payable by you upon demand.

Collection and management of personal information

- In order to assess your rebate claim for the Program, DWER's third-party provider, Waivpay, will collect personal information from you for the purposes of assessing rebate claims, Program administration and Program review.
 - Information collected in the rebate claim form will be used by Waivpay to:
 - > confirm your identity
 - > assess your eligibility to receive a rebate
 - > to contact you when required about your claim.
 - Your information may also be used for the purposes of reporting on claims or to assist in investigating misuse of the service or the claim process, and as required or authorised by law.
 - At the conclusion of the Program, the entire record Waivpay holds about your rebate claim including your bank account details will be transferred to DWER and securely retained by DWER in accordance with its data retention requirements under the *State Records Act 2000* after which time the record will be destroyed.
 - DWER will not use or disclose your information for direct marketing or any other purposes that are not stated in these Terms.
 - Both DWER and Waivpay Ltd are committed to protecting the privacy of personal information. Any personal information collected, held, managed, used, disclosed or transferred will be held in accordance with the State's [privacy statement](#) and Waivpay's [Privacy Policy](#).
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Form details

The details of the person making the claim	
First name	Last name
Date of birth / /	Postcode
Email address	
Tree ID (The unique Tree ID provided by DPIRD)	
Replacement tree name (Enter the scientific or common name of the tree you purchased)	
Replacement tree cost (Enter the cost of your replacement tree, excluding any establishment items)	
Select the establishment items you purchased from the list below	
<div>Soil Soil improver Fertiliser Mulch Soil wetting agent</div> <div>Tree support stakes and guards Additional eligible tree/s No establishment items purchased</div>	
Total establishment item cost (Enter the cost of eligible establishment items purchased)	Nursery/retailer name (Enter the name of the shop you purchased your item/s from)
Bank account name:	BSB:
Account number:	
Provide a copy of your plant label clearly showing the common or scientific name of the tree purchased. Provide a copy of your tax invoice	

Claimant Declaration	
<p>I declare that the information and all documents I have provided are true and correct and that it is my responsibility to check the information and documents that I have provided are correct.</p> <p>I declare that I have purchased and planted an eligible tree that grows to a minimum of three (3) metres at maturity.</p> <p>I declare that I have made my purchase from a commercial nursery or retailer located in WA.</p> <p>I consent to the Terms and Conditions of the Program.</p>	
SIGNED	Date signed / /