

## Flood Relief Support Package - key eligibility criteria and terms

While we assess each and every application on a case-by-case basis, there are a few key criteria to be aware of. Please get in touch with us so we can talk you through your options.

### Key Criteria

- Available to Westfund members on all covers (excluding Ambulance and Overseas covers) who have been with us for 12 consecutive months or more
- Your place of residence is located within a major disaster area from 14 September 2022 as determined by [Disaster Recovery Payment | Australian Government](#) or is in the local government area of Lismore, NSW, and
  - your principal place of residence has been destroyed or sustained major damage; or
  - your usual working hours have been reduced by 30% or more; or
  - you're self-employed, and your business turnover has reduced by 30% or more, and
  - you are able to provide supporting material (letter from your employer or tax agent) as verification
- Major Damage to your primary residence means that (as a direct result of the disaster):
  - The interior of the residence has sustained major damage or experienced sewage contamination
  - The residence has been declared structurally unsound

- The residence has been breached, exposing the interior residence to the elements
- Applications for the Flood Relief Support Package must be submitted by 28 February 2023
- A minimum of six months must elapse from the end of a previous or subsequent suspension for financial hardship as a result of a natural disaster