



Department of  
Local Government, Sport  
and Cultural Industries

# WA Theatre Development Initiative

## Grant Program Guide



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## Program Information

The **Western Australian Theatre Development Initiative** supports the production and performance of world class contemporary theatre in Western Australia.

The initiative encourages the development of a vibrant and sustainable Western Australian theatre sector by supporting work to be produced at the Subiaco Arts Centre which has the potential to tour regionally and/or nationally.

It is a response to consultation with the Western Australian theatre sector which identified the need for high quality productions from the classical and contemporary world stage which respond to the interests and concerns of Western Australian audiences and reflect the breadth of age, cultural and social backgrounds of Western Australian communities.

The program offers grants for applications **up to \$100,000** and is designed to complement existing Culture and the Arts grant programs.

## Objectives

Funding is available for projects that contribute to the development of Western Australian theatre, the engagement of Western Australian audiences and address the following objectives:

- create employment opportunities within the Western Australian theatre sector;
- share unique Western Australian stories or stories of particular interest and relevance to Western Australian audiences;
- contribute to activation and audience development at Subiaco Arts Centre; and
- have the potential to tour regionally and/or nationally.

## Who can apply?

Individuals, groups and organisations resident in Western Australia are welcome to apply, however:

- individuals must have Australian citizenship or permanent resident status;
- groups including unincorporated bodies, partnerships and individuals informally collaborating on an activity must be based in Australia;
- organisations must either be registered under law (e.g. incorporated association, company limited by guarantee) or created by law (e.g. university, school or government statutory authority);
- if you are applying on behalf of Aboriginal people you must provide evidence of significant Aboriginal involvement in the conception, development of and participation in the activity;
- although WA residency is not a requirement to apply for a grant, if you are applying from outside WA you will need to show the benefits to WA artists, creatives, arts or cultural workers in your application.

Arts Organisation Investment Program funding recipients are eligible to apply.

## What can I apply for?

Eligible activities may include, but are not limited to:

- the production and public performance of new contemporary theatre;
- the revival and/or reinterpretation of existing material.

To be eligible for funding through this program, the proposed work must be:

- presented at the Subiaco Arts Centre, with the priority being the main stage\*;
- created for a general theatre audience (not including theatre for children);
- based primarily on paid, ticketed events;
- open to the general public; and
- presented within 18 months of receiving the funds.

\* You must demonstrate support from the Perth Theatre Trust to present your work at the Subiaco Arts Centre in your application.

## What can't I apply for?

- purchase of capital equipment including instruments, equipment, software, computers, tablets (iPads) and/or uniforms;
- capital works such as construction or purchasing of studios, work spaces or gallery spaces;
- activities already funded by Culture and the Arts funding programs;
- activity relating to radio broadcasting;
- display, restoration or conservation of cultural and/or historical material;
- costs of manufacturing and/or producing prototypes;
- fundraising, competitions, prizes and trophies;
- the work of State or Federal government departments;
- activity that will be academically assessed;
- facsimiles, genealogical works and histories of local governments, clubs, districts and organisations;
- activities related to an individual's membership in a national organisation;
- ongoing staffing costs;
- film and television activities such as:
  - the development or production of narrative shorts or features, pilots for television series, mainstream animation e.g. conventional character-based narrative cartoons;
  - documentaries, including documentaries on the arts;
  - screenwriting activities or script development for film and television;
  - stand-alone documentation activities;
  - education activities, or activities where members of the public take part, where the main or only art form being used is film or digital, unless it's in support of an artist's work.

## How much can I apply for?

Eligible applicants can apply for funding of up to \$100,000 to support the direct costs associated with the development and/or presentation of a theatre work.

The amount of funding sought should depend on:

- the scale of the production (size of the cast and crew);
- employment opportunities for artists and arts workers; and
- anticipated paid audience attendance.

## What will make my application ineligible?

Your application will be ineligible if you:

- do not adhere to support material limits and format requirements;
- do not adhere to budget requirements including requesting more than 80% of your project cost;
- start the activity before the eligible start date;
- submit an application late;
- have any key personnel with an overdue acquittal;
- are a staff member of the Department of Local Government, Sport and Cultural Industries (staff of portfolio organisations may apply subject to meeting the Code of Conduct and Secondary Employment Policy);
- request funding that exceeds the funding cap of the program;
- apply for activity that will be academically assessed;
- are a Portfolio Organisation of the DLGSC.

## When can I apply?

**Applications open** 5 March 2019

**Draft review request deadline** 4:00pm, 2 April 2019

**Applications close** 4:00pm, 11 April 2019 for activities that commence after 1 July 2019.

All times are in AWST (for Perth, Western Australia).

Check the [key dates calendar](#) for all dates calendar for more information.

**Note:** Processing of grant payments to successful applicants will not start until after the grant contract is signed and returned. Depending on the activity start date, we cannot guarantee notification and or availability of grant funds before the activity begins.

## How many times can I apply?

Applications to this program do not count towards the Culture and the Arts three-application limit or the \$60,000 total limit.

## How do I apply?

Please apply using the [Online Grants web portal](#).

For your reference, the core application questions are on [page 8](#).

More information about how to apply can be found in the [Application Manual](#)

## How will my application be assessed?

Applications to this funding program are assessed by a joint DLGSC/ peer assessment panel.

All applications are assessed against 4 criteria:

- Quality;
- Reach;
- Good Planning; and
- Financial Responsibility.

Each has a subset of dimensions and weightings which can be found on the next page. More information about the dimensions and definitions, which have been developed by artists and creatives representing their sector, can be found in the [Application Manual](#). You are not expected to address all dimensions and definitions, only those most relevant to your application.

Your activity must meet at least one of objectives of the category to be successful. Assessors will consider your application against the relevant dimensions and definitions and allocate a weighted score for each of the four criteria.

See the [Application Manual](#) for more information about how your application will be assessed. Final approval of successful applications depends on available budget and approval by the Minister or delegated authority.

## Quality

### Dimensions of quality

Imagination, Authenticity, Originality, Inquisitiveness, Excellence, Captivation, Relevance, Innovation, Challenge, Risk and Rigour.

### Weighting 35%

Quality refers to the level of artistic and cultural significance of the activity. Quality may be demonstrated by, but not limited to; examples of previous work, sector support, timeliness of the work and a strong history in your area of practice. It may also be demonstrated through the skills and experience of the people involved in the activity, and the alignment of those skills and experience to deliver the project.

## Reach

### Dimensions of reach

Diversity, Platform, Collaboration, Leverage, Number and Growth.

### Weighting 25%

Reach refers to the level of impact the activity is likely to have. Reach may be demonstrated by including information for; networking opportunities, relevant marketing and promotional strategies, number of participants and the potential increase in audience or markets.

## Good Planning

### Dimensions of good planning

Realistic, Achievable, Considered, Demonstrated research and/or consultation, Evaluation

### Weighting 20%

Good Planning refers to the level of consideration which has been given to practically undertaking the activity. Good Planning can be demonstrated by, but not limited to; carefully considered preparation, confirmation of key personnel, a realistic timeline and achievable outcomes, documented research and/or consultation, and a process of evaluation.

## Financial Responsibility

### Dimensions of financial responsibility

Value, Comprehensive budget, Financial Self -sufficiency

### Weighting 20%

Financial Responsibility refers to the sound management of the budget. Financial Responsibility can be demonstrated by but is not limited to; efficient use of resources, reasonable expenses and an accurate and comprehensive budget. Other sources of income have been considered and included where appropriate and the activity goes some way towards self-sufficiency.

## Three components of your application

There are three components of a grant application: core application questions, financial information and support material. Each plays a significant and distinct role in creating a whole picture about your activity.

### Core application questions

Your answers to the core application questions should give assessors an overview of your activity. Each question has a 1500-character limit.

If you need more information on how to prepare your application, please read the [Application Manual](#).

#### Q1. What is the activity you are seeking funding for?

Describe your planned activity. Outline your ideas, what is involved, who you will be working with and how they will contribute. Explain the creative, artistic or cultural relevance or significance of the activity, both for yourself and the relevant sector of the community.

#### Q2. Why do you need to undertake this activity and why do you need to do it now?

Explain the strategic significance of undertaking this activity at this time. Demonstrate the relevance, timeliness and impact of the work in the context of your individual practice, other WA practitioners, WA communities and/ or the Western Australian theatre sector.

#### Q3. What outcomes will be achieved?

List the direct outcomes you hope to achieve from your activity. These may include producing a new work or revisiting an extant work, reaching new audiences or markets, contributing to growing the theatre sector, providing employment opportunities, or engaging with specific communities. Where relevant, you should include outcomes and benefits for the audiences for your activity.

#### Q4. How do you plan to undertake the activity?

Describe in detail the stages or steps in planning, developing and implementing your activity. Include as many specific details that are essential to the success of your activity. If your activity engages with an Aboriginal community evidence of consultation with the community must be provided in your support material.

#### Q5. What is the timeline for the activity?

Provide a timeline outlining what will happen at each stage of your activity. The timeline should begin and finish with the Activity Start and End Dates you entered at the beginning of your application.

#### Q6. How will you evaluate the activity?

Outline the methods, processes or tools you will use to measure and report your progress towards, and/or achievement of the activity outcomes you outlined in Question 3. Consider how you will know whether you achieved your proposed outcomes.

#### Q7. What are your plans for marketing, promotion and/or distribution for the activity?

Marketing includes audience and sector engagement, promotion and distribution strategies. Describe the different methods you will employ to market your activity or distribute your product to your desired audience, client, consumer or peer group. You can include a marketing plan with your support materials.

#### Activity Demographic information (Q 8, 9, 10)

These questions relate to the demographic target groups you plan to work with. Check whichever box is most relevant from the list of options provided. If these questions do not apply to you select 'Not applicable to this application' at the top of the option list. You will not be assessed on the demographic target group information.

## Financial information

The financial information in your budget helps to demonstrate that all elements of your activity have been considered, thoroughly researched and costed. A good budget also provides confidence for the DLGSC that your activity will be a sound investment for the State of Western Australia.

You should indicate which expenditure items you want Culture and the Arts to support. List those items in the 'Additional Notes' section of the application budget page.

If you are registered for GST you should not include GST in the budget figures. All amounts should be in Australian dollars.

Your funding request is the difference between your expenditure minus your income. To ensure this amount is calculated accurately, seek quotes for all expenditure items (whether or not you intend to include these as support material) and include all costs associated with the activity, even if they are supplied in-kind.

Many activities will include in-kind contributions in the form of offering something for free or at a discount. More information on in-kind expenditure and income as well as an example of how to demonstrate your in-kind support can be found on the next page.

For each expenditure or income item you add to the budget, use the notes area alongside the item to explain how that item relates to the delivery of your activity and how the cost was calculated.

### Expenditure

Expenditure items can vary significantly from one activity to another. Any legitimate expense that is eligible can be included in the budget.

Do not duplicate costs in the budget form. For example, if you receive a quote for advertising which includes design, do not add an additional item for design. Simply use 'advertising' as the expenditure item, and add a note explaining that the cost includes design.

Make sure you [check the list on page 5](#) for ineligible items.

## Eligible expenditure items

<b>Administration</b>	Expenses related to the management and administration of the activity. E.g. Telephone/internet, insurance, postage and stationery. Eligible expenditure items in this category may also include audit costs and accessibility costs (expenditure associated with making your activity accessible to participants or audiences with a disability).
<b>Marketing, Promotion and Distribution</b>	Costs associated with marketing to your target audience. E.g. information, promotion and audience engagement activities, advertising, graphic design, merchandise photography, videography, public relations and production of marketing collateral.
<b>Preparation, Development, Production and Exhibition/ Presentation</b>	Costs related to the remount, production and delivery of the activity or its deliverables, including the costs of presentation and exhibition. Eligible items may include venue hire, lighting hire, set construction, manufacturing costs, recording fees, rehearsal space hire, props and audio visual costs.
<b>Salaries, fees and living allowances</b>	Expenditure in this category should include salaries, fees and allowances for all key personnel, with separate components itemised in the budget notes. We support appropriate rates of pay for all people involved in your activity. Refer to the following websites for information on industry standard payment rates: <a href="#">National Association for the Visual Arts</a> <a href="#">Media, Entertainment and Arts Alliance</a> <a href="#">Australian Society of Authors</a> <a href="#">Australian Writers' Guild</a> <a href="#">Museums Australia</a> . If these standards do not apply to your activity then you must outline how reasonable rates have been calculated. For long-term activities, it may be appropriate to pay artists a rate based on a yearly salary for a similar kind of work. If this is the case, you need to clearly explain the rationale for the pay rate in your budget notes.
<b>Travel and Freight</b>	Costs associated with transporting people, equipment or goods. Eligible items may include fares (taxi, airplane, bus etc.), tolls, land or air freight, and vehicle hire.

## Income

This program does not fund 100% of your activity costs so you must demonstrate at least 20% income, or your application will be ineligible.

### Eligible income items

<b>Earned Income</b>	May include ticket sales, product sales, performance fees, royalties, artwork and/or merchandise sales. For performances, this amount should factor in the number of performances, average ticket price and projected venue capacity.
<b>Corporate Sponsorship</b>	List any income received through sponsorship from corporate bodies or businesses. Income received through government sponsorship should be included in the relevant government income category.
<b>Philanthropic Donations</b>	May include contributions from fundraising, crowdfunding, donations, gifts and bequests.
<b>Australia Council, Other Federal Government, Other State Government, Local Government</b>	All grants and sponsorship being sought from local government, state government, Australian government, the Australia Council, and other government sources must be included, whether or not this support has been confirmed. If your application is to be assessed by a peer assessment panel, we will attempt to confirm the status of any pending funding applications directly with the funding body prior to the panel assessment. Do not include DLGSC grant funds being requested as part of this application.
<b>Other Income</b>	If you are making a cash contribution, or someone is providing cash to the activity, list this item as a 'cash contribution' or similar. Include any other income source that does not fit within any of the above categories and provide enough detail to identify the income source.

## In-kind expenditure and income

Some expenses may be offered to you for free or at a discount. This might be borrowed equipment, the use of a rehearsal space, donated or discounted goods or services, volunteers (including you), negotiated discounted fees and allowances. Anything given to your project at no expense to you is considered in-kind.

All in-kind expenditure must be included as a budget item under the in-kind expenditure category. The corresponding recognition of in-kind income is created automatically in your online application, and you do not need to enter any in-kind income budget items. The total in-kind expenditure must always equal the total in-kind income.

If, for example, you are hiring a venue, which would normally charge \$2000, and you have successfully negotiated an \$800 (40%) discount, you would include Venue Hire Fee as a budget item under the Expenditure category of \$1,200 and \$800 under the In-Kind Expenditure category.

As a guide, volunteer labour may be costed as follows:

- Unskilled: general work where no recognised qualification is required. Max \$25 per hour.
- Skilled: recognised qualification or trade specific. Max \$40 per hour.
- Specialised: highly skilled professional. Max \$60 per hour.

### Additional notes

This section of the budget provides an opportunity for you to detail any additional information you feel may help to clarify items within your budget. For example, for fees and salaries you can indicate in this section how you calculated your amount.

You should use this section to indicate which expenditure items you want Department of Local Government, Sport and Cultural Industries to support.

### Taxation

The Australian Taxation Office (ATO) considers any grant payment to be taxable income for the purposes of your annual income tax return. If you receive a grant you are encouraged to discuss your tax implications with your tax agent or the ATO.

### Registered for Goods and Services Tax?

If you are registered for GST you must show your expenditure items exclusive of the GST component. For example, you have been quoted \$550 including

GST for lighting hire. In your expenditure budget you would only show lighting hire of \$500. If your activity is funded, the DLGSC payment will include a 10% GST component to cover those items on which GST is payable.

**Not registered for GST?**

If you are not registered for GST you must show your expenditure items inclusive of the GST component. For example, you have been quoted \$550 including GST for lighting hire. In your expenditure budget you would show lighting hire of \$550. If your activity is funded, the DLGSC payment will include the GST component for those items on which GST is payable.

## Support material

Support materials are crucial to a successful application and are essential for assessors to fully gauge the value of your activity. It is highly recommended you pay close attention to the support material you choose and make sure it offers the best support for your application. Your choice of support material should help to demonstrate the four assessment criteria: Quality, Reach, Good Planning and Financial Responsibility as well as the objectives of the category you are applying to.

You can select **up to three** out of the five units of support material. These units are outlined in the table on the next page.

Within each unit there are acceptable formats and limits. You must strictly adhere to these formats and limits or your application will be ineligible. **Formats that are NOT eligible are:** .pages, .zip, .excel, MP3s and .eml (however screenshots of emails are ok).

The **Supplier Creation Form** (if required) does not count towards your support material limits, however, if required, it must be submitted with your support materials.

As an online grants portal user, you can choose to upload your support materials with your online application OR you can post/courier your materials to us (e.g. as printed matter, on CD or USB drive). If you choose to post your support material this must be done on the same day as submitting your application online. Mail must be post marked the same day or earlier as the application submission date.

No matter which way you choose to submit your support material, if you are submitting audio and/or video files you must upload them to file streaming sites like Vimeo, YouTube, Bandcamp or SoundCloud that do not require a log-in to access. **Do not use Dropbox for any support material.**

You can find instructions on how to use these sites at the following links:

- **YouTube** [https://support.google.com/youtube/topic/16547?hl=en-GB&ref\\_topic=4355169](https://support.google.com/youtube/topic/16547?hl=en-GB&ref_topic=4355169)
- **Vimeo** <https://vimeo.com/upload>
- **Soundcloud** [http://help.soundcloud.com/?b\\_id=10674&t=604718](http://help.soundcloud.com/?b_id=10674&t=604718)
- **Bandcamp** <https://bandcamp.com/artists>

More information about how to submit your materials can be found in the [Application Manual](#).

Unit (select up to 3)	Examples of material in this unit	Acceptable formats and limits
<b>Unit 1 AUDIO</b>		
<p><b>6 minutes of audio</b></p> <p>(combined total length of all audio submitted for assessment)</p>	<ul style="list-style-type: none"> <li>• Examples of previous work or activities</li> <li>• Other audio (e.g. interviews, recordings, presentations) that supports your activity</li> </ul>	<p><b>Online submission</b></p> <ul style="list-style-type: none"> <li>• Maximum 3 links</li> </ul> <p><b>Online and postal submission</b></p> <ul style="list-style-type: none"> <li>• Maximum 6 minutes total listening time (all files)</li> </ul> <p>Note: If your audio files are longer than 6 minutes in total, you <b>must</b> specify the exact minute markers the assessor should start and finish listening.</p>
<b>Unit 2 VIDEO</b>		
<p><b>6 minutes of video</b></p> <p>(combined total length of all video submitted for assessment).</p>	<ul style="list-style-type: none"> <li>• Examples of previous work or activities</li> <li>• Other video (e.g. interviews, recordings, presentations) that supports your activity</li> </ul>	<p><b>Online submission</b></p> <ul style="list-style-type: none"> <li>• Maximum 3 links</li> </ul> <p><b>Online and postal submission</b></p> <ul style="list-style-type: none"> <li>• Maximum 6 minutes total viewing time (all files)</li> </ul> <p>Note: If your video files are longer than 6 minutes in total, you <b>must</b> specify the exact minute markers the assessor should start and finish viewing.</p>
<b>Unit 3 IMAGES</b>		
<p><b>10 images</b></p> <p>(combined total of all images submitted)</p>	<ul style="list-style-type: none"> <li>• Examples of previous work, activities, design collections</li> </ul>	<p><b>Online submission</b></p> <ul style="list-style-type: none"> <li>• Maximum 10 images in one of the following formats:</li> <li>• One PDF document containing up to 10 images (maximum file size 5 MB) OR</li> <li>• 10 image files (maximum file size 5 MB per image)</li> </ul> <p><b>Postal submission</b></p> <ul style="list-style-type: none"> <li>• Maximum 10 printed images OR</li> <li>• USB/CD containing up to 10 images.</li> </ul>

## Unit 4 TEXT

### 10 pages of text

(combined total number of all text pages in documents submitted for assessment)

- Applicant CV – (up to 2 pages recommended)
- Short biographies/profiles for key creative or artistic personnel\*\*
- Participant confirmation\*\*
- Quotes for major expenditure items/ confirmation of fees\*\*
- Business, brand, group or organisation profile
- Letters of peer/industry support\*\*
- Reviews, media reports or articles on your previous work
- Evidence of confirmed events, activities or appointments\*\*
- Confirmation of consultation and/or support from the target community/participants such as Aboriginal communities or young people
- Evidence of significant Aboriginal involvement, participation and decision making (where relevant).
- Marketing and/ or promotional plan
- Synopsis of proposed text/script (1 page recommended)
- Curatorial Statement (1 page recommended)
- Director's notes (1 page recommended)
- Invitations to present, perform, exhibit or showcase\*\*

\*\*can include emails as screenshots, converted to PDF or printed. For quotes, you can take a screen shot or snip of the essential information and would suggest you paste up to 5 on an A4 page.

### Online submission

- Maximum 10 A4 pages of text in PDF or Word ONLY (maximum file size 5 MB per document)

### Postal submission

- Maximum 10 printed A4 pages OR
- USB or CD containing up to 10 A4 pages.

**All text must be legible at 100%. If text is not legible the assessors will be unable to review this document.**

## Unit 5 DOCUMENT

### 10-page activity-specific document

#### Document

If relevant to your activity you may use Unit 5 to include documents such as:

- Literary manuscript
- Play script
- Publishing samples
- Marketing plan
- Product catalogue
- Activity plan

### Online submission

- A single Word or PDF document only, containing a maximum of 10 A4 pages (maximum file size 5 MB)

### Postal submission

- One printed document only, containing a maximum of 10 A4 pages
- USB or CD containing a maximum of 10 A4 pages

## Draft review

Applicants can request a draft review when the application is complete.

The draft review deadline date for this program is **Tuesday, 2 April 2019**.

Check the [Key Dates Calendar](#) for all relevant dates for this and other programs.

You are strongly encouraged to make this request well before the review deadline to give staff enough time to provide feedback as well as time to update your application on receipt of this review.

How to request a draft review in [Online Grants](#)

1. Ensure you have marked each section of your application complete by ticking the box at the bottom of each application screen, then click save and close at the top right of the screen. This will take you back to your Grant Applications page
2. Locate your draft grant application in the list. In the Actions column, click on 'more' to view additional actions, then click Request Draft Review.
3. Click Yes to confirm you wish to proceed.

You will receive a message confirming your draft has been successfully submitted for review.

## Acquittal report

If you're successful you will be required to fill in an acquittal report when your activity has finished. An acquittal report details your activity and how you spent the grant. The acquittal report will be available for you to access in [Online Grants](#) once a copy of your signed funding agreement has been received. Your acquittal report must be submitted within 90 days of the activity completion date as specified in the funding agreement.

You will need to attach relevant documents, images and videos that substantiate the delivery of the activity and that may demonstrate the impact and outcomes achieved. The report will also include your activity budget and you will be required to enter all the actual figures against each budget item and add any additional items not in the original budget.

Variations between budget and actual figures are acceptable; however, you must provide an explanation for large variations in the Notes for that item. As you enter actual figures, the activity profit/loss will be automatically updated and displayed at the top of the Financial Information page.

The funding acquittal report also includes the option to provide feedback to help us to continually review and improve the service we provide.

## Assistance for applicants

If you need more information, please read the [Application Manual](#).

Grants Officers are available via telephone and [email](#) to answer queries about applications and suitability of activities to specific programs.

If you need extra assistance due to disability, language barriers or any other factor that may disadvantage you in completing your application, please contact us.

The advice provided by Grants Officers does not guarantee the success of your application. Due to the high number of applications received, each funding round is highly competitive. All applications are considered on their own merits and against the assessment criteria and program objectives.

## Contact us

### Online Grants portal

For help to use the portal or for technical issues, contact the Online Grants Support Team: [onlinegrantsupportca@dlgsc.wa.gov.au](mailto:onlinegrantsupportca@dlgsc.wa.gov.au)

### Grants Officers

For enquiries relating to the Grants Programs, including advice or assistance with your application, contact a Grants Officer:

**Telephone:** (08) 6552 7400

**Toll Free (Country WA callers only):** 1800 199 090

**Email:** [grantsprogramsca@dlgsc.wa.gov.au](mailto:grantsprogramsca@dlgsc.wa.gov.au)

## Assistance for people with disability

The Department of Local Government, Sport and Cultural Industries is committed to supporting applicants with disability. Information can be provided in alternative formats (large print, electronic or Braille) upon request.

If you require special assistance in preparing your application, please call (08) 6552 7400 or toll-free for regional WA callers on 1800 199 090.

Family, friends, mentors and/or carers can attend meetings with you.

If you are deaf, or have a hearing or speech impairment, contact us through one of the following:

**National Relay Service (NRS)** <http://www.relayservice.gov.au> then ask for 1800 199 090

**TTY users** phone 133 677 then ask for 1800 199 090

**Speak and Listen** users phone 1800 555 727 then ask for 1800 199 090

### Interpreting assistance

For interpreting assistance in languages other than English, telephone the Translation and Interpreting Service on 13 14 50.

### Regional applicants

Toll Free (Country WA callers only): 1800 199 090