

Frequently asked Questions (FAQ):

Who is eligible:

- A resident within the City of Mandurah, or
- The property owner, an agent authorised to act on their behalf, or a tenant with consent from one of these.
- The applicant cannot have any debts or acquittals with the City of Mandurah.

Safe & Found WA

- Must be a concession card holder and concession card must be provided and current.

How often can I apply:

- Once per property between now and June 2026

Safe & Found WA

- Is a one-off only application for each individual; for initial registration with Safe & Found.

When can I submit my application:

- Within 3 months of the invoice and/or receipt date or subscription sign up.
- When you have approval of owner if applicable.

When do I receive my rebate:

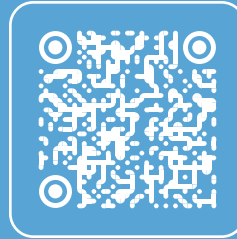
- Allow up to 12 weeks.

Can I apply for all three rebates?

- Yes, provided you are eligible and meet all the criteria.

For any other enquiries please contact the City of Mandurah.

For more information on Community Safety and to view a copy of the full terms and conditions, scan the QR Code below:



The Safety Incentive Rebate Scheme is an initiative from the **City of Mandurah's Community Safety Strategy 2024-2029.**



City of Mandurah

 mandurah.wa.gov.au

 9550 3777

 council@mandurah.wa.gov.au



How to apply



Government of Western Australia
Department of Justice



Security Incentive Rebate Scheme



REBATE: up to \$250 per household.*

The Security Incentive Rebate Scheme encourages residents to improve the security of their property through the installation of a range of eligible security devices.

(Applicants can install multiple security items in their property).

Register your public facing CCTV to WA Police CAM-MAP



REBATE: a one-off payment of \$50.*

This platform allows owners and operators of CCTV systems to register onto a secure database operated by the WA Police Force. This register will assist police to locate public facing cameras quickly during investigations, ultimately enhancing public safety.

Safe and Found WA



REBATE: \$99 towards the cost of the first year sign up.*

Safe and Found WA supports people living with dementia, autism or a cognitive impairment who might be at risk of becoming lost or reported as missing, by ensuring Police have immediate access to critical information to assist when undertaking search operations.

Safety Incentive Rebate Scheme

For a limited time the City is offering three different rebate options, which will provide financial assistance to residents to improve the level of security within their home and community.**

The following table lists items available for the rebate and the amount claimable:

Item/Device	Rebate
Security sensor light	\$80
Keyed window locks (per lock)	\$25
Security window screen (per window)	\$50
Roller shutters	\$200
Security screen door	\$200
CCTV/Security Cameras – DIY (photo proof)	\$150
Video doorbells	\$50
Meter Box Security	\$30
Door Deadlock (per lock)	\$30
CCTV/Security Cameras/Systems (Professional Install)	\$200
Maximum home security rebate available	\$250



To start, scan the QR code which brings you to the City of Mandurah's website portal.



How to apply

Purchase security item and keep receipt.

Step 1

- Log in to: City of Mandurah Online
- If you are not registered, click "**Don't have an account?**" and follow the instructions to register. (2-step verification)

Step 2

- Verification code, press: Use different Method.
- Choose email link.
- Check your email and press **verify**.

Step 3

- Go to Forms Tile.
- Go to Safety Incentive Scheme form, press fill out and complete. Upload a copy of the invoice and/or receipt for items claimable for rebate (receipt dated within 3 months)
- If applicant is not the owner; permission is needed from the owner and applicant to provide contact details of owner.

Step 4

Submit your application.

Step 5

The City of Mandurah will process your application within 12 weeks of date submitted.

* Terms, conditions and eligibility criteria will apply.

** The City provides no guarantee that a rebate will be given under the Scheme to all eligible applicants where the allocated budget for the Scheme has been fully expended prior to the end of the relevant financial year.