



# assistanceguide

SOUTHERN NSW SEPTEMBER 2011

The following information is general in nature and although we have provided some figures, **please don't self assess**.

Take the time to speak with the **agency** concerned, a **Rural Support Worker**, or a **Rural Financial Counsellor**.

**NSW DPI Hotline:**

**1800 814 647**

8.30am to 4.30 pm –  
Monday to Friday

## Rural Support Workers

Rural Support Workers assist farming communities to ensure that, with the immediate effects of drought and recent natural disasters behind them, these communities improve their resilience through greater knowledge, skills, practices and plans to face future adverse climatic events.

Working with other programs in NSW DPI such as climate adaptation and emergency management, the Rural Support Workers complement their roles by providing skills development activities in rural communities. The Rural Support Workers strengthen these existing programs by integrating initiatives focused on climate and natural disasters, firstly with NSW DPI, and then within regional community of service providers.

Individuals, farm businesses and the rural communities in which they live will benefit. Particular attention will be given to risk identification, planning and management at the prevention, preparation and recovery phases of adverse climatic events and will complement the well developed response capacity of NSW DPI.

Location	Rural Support Worker	Office number	Mobile	Email
GRAFTON	Jan Bruce	6640 1692	0427 257 191	jan.bruce@industry.nsw.gov.au
GUNNEDAH	Jenny Croft	6741 8336	0429 446 417	jenny.croft@industry.nsw.gov.au
DUBBO	Pip Brown	6881 1266	0429 396 697	pip.brown@industry.nsw.gov.au
SCONE	Caroline Long	6544 4902	0428 296 332	caroline.long@industry.nsw.gov.au
GOULBURN	Dick Kearins	4828 6600	0427 781 514	dick.kearins@industry.nsw.gov.au
HAY	Danny Byrnes	6993 1608	0428 973 141	danny.byrnes@industry.nsw.gov.au
ALBURY	TBA			
ORANGE	Cheryl Pope (Team Leader)	6391 3948	0428 435 593	cheryl.pope@industry.nsw.gov.au

Website for updates:

<http://www.dpi.nsw.gov.au/aboutus/services/community/support-workers>

## Financial Support

<b>Climate Change Adjustment Program Transitional Income Support</b>	Must meet the Newstart Income and Assets Test. Less than \$20k in liquid assets and less than \$1.5 in total net assets. Program extended to 30/06/2012.	<i>Farmer Assistance line</i> 1800 050 585 <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
<b>Financial Information Service</b>	A free service to help farmers make informed financial decisions and help them to understand the consequences of those decisions in the short, medium and long term.	<i>Centrelink Financial Information Service</i> 13 23 00 Wagga: David Rees 6937 3407 Albury: Derek Woolcott 60514243
<b>Pension Bonus Scheme</b>	Closed to new entrants on 20/09/10. People who turned age pension age prior to this date may still be eligible to register.	<i>Centrelink Retirement Link</i> 13 23 00
<b>Age Pension for Farmers</b>	All land on same title as house can be exempt from pension asset test if farmer has lived on title for more than 20 years and continues to effectively utilise the land (farming, leasing etc). Other conditions may apply.	<i>Centrelink Financial Information Service</i> 13 23 00 Wagga: David Rees 6937 3407 Albury: Derek Woolcott 60514243
<b>Youth Allowance</b>	Students whose parents meet the Parental Means Test, and the family spending and saving test.	<i>Visit a Centrelink Customer Service Centre</i> <i>Centrelink</i> 13 24 90 <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
<b>Low Income Health Care Card</b>	Those people earning < \$470 week single or < \$816 week partnered (eg) may obtain health concessions such as cheaper prescriptions, household, educational, recreational and transport services.	<i>Visit a Centrelink Customer Service Centre</i> <i>Centrelink</i> 13 24 90 <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
<b>Tax relief</b>	More time to pay tax debts; instalment payments without interest charges	<i>Australian Tax Office</i> 13 11 42 option 3
<b>Utility accounts</b>	Some assistance or a payment plan may be available with accounts.	<i>Telstra</i> 1800 816 025 <i>Origin Country Energy</i> 13 23 56
<b>Energy Blackout Rebates</b>	Non-metropolitan customers can receive \$80 from their energy supplier if they suffer more than four 5 hour outages in a year or any outage of longer than 18 hours. The rebates are conditional and are capped at \$320 a year.	<i>Contact your energy provider</i>
<b>Rural household out of tank water</b> Up to \$400	Low income rural household relying on tank water for household needs with no connection to a town water supply. Multiple applications may be made.	<i>FACS- Community Services</i> 1800 018 444
<b>Rentstart</b>	Provides assistance with bonds, temporary accommodation, arrears and advance rent for eligible clients to help them set up or maintain a tenancy in the private rental market	<i>FACS - Housing NSW</i> Wagga Wagga: 6921 0099 Albury: 6041 9666 Griffith: 6962 0666 <a href="http://www.housingpathways.nsw.gov.au">www.housingpathways.nsw.gov.au</a>

## Business Management Support

<b>Rural Financial Counselling Service</b>	The rural financial counsellors provide free, confidential rural financial counselling to primary producers and small rural business.	<i>Rural Financial Counselling Service</i> <a href="http://www.daff.gov.au/agriculture-food/drought/rfcs">www.daff.gov.au/agriculture-food/drought/rfcs</a> Ganmain: Eddie Redfern / Carl Scroope 6927 6622 Coleambally: Graeme Christie 6954 4179 Griffith: Kevin McCrum 0448 642 444 Deniliquin: Murray Freshwater 03 5881 5766 Wodonga: Paul Blackshaw 1300 834 775
<b>Climate Change Adjustment Program Advice and Training Grant</b> Up to \$5,500	Assist farmers to obtain professional advice and training to adjust and adapt to the impacts of climate change. Must have net assets of less than \$1,500,000, including farm assets and the principal residence. Extended to 31/12/2011	<i>Farmer Assistance line</i> 1800 050 585 <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
<b>Special Conservation Scheme</b> Up to \$150,000	Net assets limit \$5,000,000. Submit an application for a fixed low interest loan for up to 90% of costs before work is started on hail netting, & domestic water supply, soil conservation work, stock noxious weed control, upgrading irrigation systems, desilting dams, hay & grain storage, & perennial pasture.	<i>Rural Assistance Authority</i> 1800 678 593 <a href="http://www.raa.nsw.gov.au">www.raa.nsw.gov.au</a>

<b>Farm Debt Mediation</b>	A farmer can within 21 days of receipt of the Form 1 Section 8 Notice, advise the creditor, & choose from the list of accredited mediators provided by the NSW RAA before a creditor can take possession of property or take action under a farm mortgage.	<i>Rural Assistance Authority</i> 1800 678 593 www.raa.nsw.gov.au
<b>Farm Management Deposits</b>	Farmers can set aside pre-tax income in good years for use in low income years.	<i>Australian Tax Office</i> 13 28 66
<b>FarmReady Reimbursement Grant</b> Up to \$1,500	Funded training activity which assists land managers to cope with climate variability. Primary producers, immediate family members and members of the management team are eligible with a co contribution of 35% required from the primary producer. Agri tourism and food tourism training are now included.	<i>Department of Agriculture, Forestry and Fisheries</i> 1800 087 670 www.farmready.gov.au
<b>Business Growth Program</b> Up to \$5,000	\$ for \$ assistance for businesses to directly implement credit or business management strategies to help sustain operations during or beyond a period of drought.	<i>NSW Dept of Trade and Investment</i> Wagga: Jane Barnes 6921 6422 Albury: Les Chettleburg 60414808 www.business.nsw.gov.au
<b>Jobs Action Plan</b>	Businesses will receive a payroll tax rebate following the employment of each additional employee in a position that is a new job.	<i>NSW Office of State Revenue</i> www.osr.nsw.gov.au
<b>WorkCover Safety Solutions Rebate</b> \$500	Eligible farmers and business operators can apply for a \$500 rebate for identifying and implementing safety solutions in the workplace.	<i>WorkCover</i> 13 10 50 www.workcover.nsw.gov.au
<b>Caring for our Country Community Action Grants</b> \$5,000 - \$20,000	Funding for community base projects to help manage and protect the environment and natural resources. Individuals are not eligible to apply for Community Action Grants.	<i>Caring for our Country</i> 18000 552 008 www.nrm.gov.au
<b>Catchment Management Authorities</b>	Various grants programs that can assist in the environmental development of your property.	Murray: 03 5880 1408 Murrumbidgee: 6932 3232 www.cma.gov.au
<b>Fair Trading</b>	Free financial counselling, personal finance or mortgage negotiation, consumer & tenancy advice.	13 32 20 www.fairtrading.nsw.gov.au
<b>Legal Aid NSW</b>	Provides free legal services in NSW, focussing on protecting the rights of socially and economically disadvantaged people.	www.legalaid.nsw.gov.au
<b>Law Access NSW</b>	Free and confidential government telephone service that provides information, referrals & in some cases, advice for people who have a legal problem in NSW.	1300 888 529 www.lawaccess.nsw.gov.au
<b>NSW DPI Livestock Officers</b>	Free information and advice on livestock productivity	<i>Sheep Officers</i> Young: Sally Martin 0427 401 538 Wagga: Geoff Casburn 0428 420 886 Yanco: Geoff Duddy 0427 007 490 <i>Beef Officers</i> Wagga / Yanco: Kate Parry 0458 223 439 Albury: Brian Cumming 0411 139 556
<b>Livestock Health and Pest Authority</b>	Free information and advice on livestock health issues and livestock movements <b>Locust Reporting</b> - If you see Locusts swarming or banding please report to your nearest LHPA. Riverina - 69 592 322, Western 0350 201 691, Lachlan 0268 521 688 and Hume 69 230 900.	<i>District Vets</i> Young: Eliz Braddon 0418 642 196 Wagga: Helen McGregor 6923 0903 Albury: Steve Whittaker 6040 4210 Narrandera: Gabe Morrice 0427 696 895 Corowa: Amanda Lee 6033 1196 Deniliquin: Dan Salmon 0428 629 278
<b>NSW DPI Agronomists</b>	For agronomic information and advice	<i>District Agronomists</i> Young: Paul Parker 6380 1706 Temora: Bob Thompson 6970 1200 Wagga: Lisa Castleman 0427 201 963 Albury: Ricky Graham 6951 2723 Griffith: Barry Haskins 6960 1320 Griffith: Rachael Whitworth 6960 1318 Deniliquin: John Fowler 03 5881 9913 Deniliquin: John Smith 03 5881 9935 Yanco: Mary-Anne Lattimore 6951 2695 Tumut: Nathan Ferguson 6947 4188

<b>NSW DPI Horticulturists</b>	For information on commercial production of fruit and vegetables  <b>Fruit Fly Reporting</b> - If you find Fruit Fly or Larvae in Fruit in the Exclusion Zone please contact Inspector with NSW DPI- Brett Kerruish Mobile: 0427 239 569.	<i>Vegetables</i> Griffith: Andrew Creek 6960 1312 Yanco: Tony Napier 6951 2796 Yanco: David Troidahl 6951 2546 <i>Grapes</i> Griffith: Jason Cappello 6960 1315 Wagga: Shayne Hackett 6933 2723 <i>Fruit</i> Tumut: Kevin Dodds 6947 4188
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## Health and Wellbeing

<b>Rural Adversity Mental Health Program</b>	Provide information to give communities a better understanding of mental health issues and presents mental health first aid courses.	<i>Greater Southern Area Health Service</i> Narrandera: Merylyn Limbrick 0428 249719 Albury: Nicola Barrie 0438 694 192
<b>Division Of GPs</b>	Offers short term immediate support and a range of other programs.	<i>Riverina Division of General Practice Community Support Workers</i> West Wyalong: Sarah Heinjus 0429 653 935 Temora: Libby Hanlon 0429 924 355 Tumut: Judy Reid 0427 185 075
<b>Centrelink Personal Counselling Relationships Australia</b>	Provides counselling and support to Centrelink customers with difficult personal or family issues. Counsellors can visit farms to provide Family and Relationships advice and support	Jeanette Lloyd 0400 428 003 David Post 6921 3597 0488 239 100
<b>Transport for Health (previously IPTAAS)</b>	Financial assistance for isolated & rural people required to travel more than 100km for specialist medical treatment not available in their own area.	<i>Department of Health GSAHS Health Transport Unit</i> 1800 800 511
<b>CommuniCare 5000</b>	A Commonwealth funded free service providing case management, brokerage funding, family & individual support, & respite care information for carers of people with a mental illness.	<i>Intereach</i> – 1300 488 226 Wagga: Claire McDonald 0417 403 591 Wagga: Kirsty Matthews 0417 433 604 Griffith: Iris Hone 0434 730 763
<b>Centacare</b>	Provides emotional and mental health support. Counsellors can visit farms to provide Family and Relationships advice and support	Wagga: 6923 3888 Albury: 6051 0222 Griffith: 6964 1447 Leeton: 6953 2988 Finley: 03 5883 4870
<b>Amaranth Foundation</b>	Providing compassionate, tailored support for rural people living with a chronic, serious or life limiting illness, their families and their care givers.	Julianne Whyte: 6033 1738
<b>Accessline</b>	Greater Southern Area Health Service 24 hour counselling & referral service	1800 800 944
<b>Rural Mental Health Support Line</b>	Provides counselling, crisis and related support to farmers and others in rural areas in NSW. In life threatening situations ring 000.	1800 201 123
<b>Lifeline</b>	Suicide prevention, crisis support and mental health services. Calls from mobiles are free.	www.lifeline.org.au 13 11 14 (24 hrs)
<b>Mensline</b>	Offers 24/7 professional, anonymous telephone support, information and referral using approaches that suit the way men think and behave.	1300 789 978 www.menslineaus.org.au
<b>Kids Help Line</b>	Australia's only free, confidential and anonymous telephone and online counselling service for young people 5-25.	1800 55 1800 www.kidshelp.com.au
<b>Wesley Lifeforce Suicide Prevention &amp; Suicide Prevention Networks</b>	Wesley Lifeforce is a suicide prevention program aiming to educate, empower and resource communities to be aware of the issues of suicide.	www.wesleymission.org.au (02) 8922 9095
<b>Headspace</b>	Help for young people 12-25 going through a tough time.	Headspace.org.au

## Community Support and Networks

<b>Riverina Bluebell</b>	Riverina Bluebell is a not-for-profit, volunteer, community organisation keen to promote mental wellbeing	www.riverinabluebell.org.au
<b>Community Development Support</b>	Provide information & some funding to coordinate activities & regional development initiatives	Griffith: Lani Houston 6964 5540 Wagga: Louise Connibear 6921 6422
<b>NSW Farmers Association</b>	A wide range of services for farmers. Advocates and lobbies for members.	02 8251 1700 www.nswfarmers.org.au



<b>Red Cross</b>	Red Cross cares for people whose lives have been touched by tragedy or disaster	1800 422 717
<b>The Salvation Army Rural Chaplains Presentation Sisters</b>	Counselling, referral and limited household financial assistance in emergencies Rural outreach service	Les Barrass 0427 720 071 Bernadette Pattison 0427 800189 Ann McRae 0428 388 044
<b>Anglicare</b>	Provides emergency relief to the general community	6937 7500
<b>St Vincent de Paul Rural Task Force</b>	Personal support, farm visits, advocacy, food, clothing and some financial assistance	Wagga: Wendy Chalmers 6921 3111 Griffith: Wal McCormack 6963 5420 Albury: Ray Allen 6025 4729 Berrigan: Viv McGee 03 5883 2415
<b>Uniting Church</b>	Rural Chaplain Service and some emergency financial assistance.	Kel Hodge 6344 2920 Julie Greig 0429 344 456
<b>Rural Fire Service Support Program</b>	Chaplains for families and Rural Fire Service volunteers	1800 049 933
<b>Community Transport Program</b>	Provides transport to people without access to regular, affordable & appropriate transport to medical, business, & social engagements.	<i>Ministry of Transport</i> Andrew Proctor 6921 3588
<b>Aussie Helpers</b>	Helping fight poverty and lifting spirits	1300 665 232

## Workforce Skilling

<b>Job Search</b>	Includes services notification, and access to intensive support and job search training.	<i>Job Search</i> - 13 62 68 <a href="http://www.jobsearch.gov.au">www.jobsearch.gov.au</a>
<b>Productivity Places Program</b> Training up to \$3,000	Training places allocated to job network enrolled people wanting to gain or upgrade their skills.	<i>Riverina Community College Employment and Training</i> Judy Thompson 1800 000 212
<b>PROfarm</b>	Accredited short courses to meet the needs of farmers, primary industries, agribusiness and the community	<i>NSW Department of Primary Industries</i> Simone Fuller 6951 2544
<b>Support for Adult Apprenticeships</b> Up to \$13,000	Australian apprentices who are aged 25 or over when they commence their Cert III or IV level in a trade experiencing a skills shortage may be eligible to attract support payments for either themselves or their employer.	<i>MAS National</i> Frank Valenzisi 0417 510 402 <a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.au</a>

## Schooling and Education

<b>Assistance for Isolated Children (AIC)</b>	A boarding allowance, second home allowance and distance education allowance to assist isolated families with access to education.	<i>Centrelink Hotline</i> 13 23 18
<b>Isolated Children's Parent's Association (NSW)</b>	ICPA (Aust) is a voluntary national parent body dedicated to ensuring that all geographically isolated students have equality with their non-isolated peers of access to an appropriate education.	ICPA President David Cameron 0427 005 040 <a href="http://www.icpa.com.au">www.icpa.com.au</a>
<b>Private Vehicle conveyance scheme</b>	Where there is no public transport available (mainly in rural areas) parents can apply for a subsidy towards transporting students to school or bus pick up point by private vehicle.	<i>Speak to your school or visit</i> <a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>
<b>Masonic Youth Welfare Fund</b>	Provides direct financial assistance to students under 25 to complete full time education.	<a href="http://www.nsw.youth.com.au">www.nsw.youth.com.au</a>
<b>Bush Children's Education Foundation</b>	Provides direct financial assistance to students <25 to complete full time education Assistance is available to subsidise the boarding expenses of primary and secondary students from a remote area.	<a href="http://www.bcef.org.au">www.bcef.org.au</a>
<b>Leeton Narrandera LYNKS</b>	A workplace based learning program for local high school Year 10 students who at the end of their schooling want to acquire a trade	Sue Gavel 0427 533 863

## Acknowledgements

Prepared by Lloyd Kingham, former Rural Support Worker, DPI Wagga Wagga.

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