



assistanceguide

RIVERINA APRIL 2011

Rural Support Workers

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**.

I&I NSW Drought Hotline:
1800 814 647

8.30am to 4.30 pm –
Monday to Friday

Rural Support Workers provide support for families during drought and other emergencies, such as floods, fires and storms. This often involves supplying information on what support and assistance is available and who may be eligible, along with help in filling out the multitude of forms. Rural Support Workers can also provide personal support to people who just want to talk. This can involve talking to farmers and their families on the phone, visiting on their farms or talking to small groups of neighbours.

A significant aspect of the work is development within rural communities to help maintain social bonds and community ties that may be stretched due to the stresses that many people are under. The co-ordination of Farm Family Gatherings helps to bring people together and overcome the isolation that stress and depression can cause.

Location	Rural Support Worker	Office number	Mobile	Email
PARKES	Jan Bruce	(02) 6816 3302	0427 257 191	jan.bruce@industry.nsw.gov.au
GUNNEDAH	Jenny Croft	(02) 6741 8336	0429 446 417	jenny.croft@industry.nsw.gov.au
COROWA	Don Burrowes	(02) 6033 4245	0427 324 033	don.burrowes@industry.nsw.gov.au
DUBBO	Pip Brown	(02) 6881 1266	0429 396 697	pip.brown@industry.nsw.gov.au
SCONE	Caroline Long	(02) 6544 4900	0428 296 332	caroline.long@industry.nsw.gov.au
GOULBURN	Dick Kearins	(02) 4828 6600	0427 781 514	dick.kearins@industry.nsw.gov.au
HAY	Danny Byrnes	(02) 6993 1608	0428 973 141	danny.byrnes@industry.nsw.gov.au
GRIFFITH	Lou Revelant	(02) 6960 1313	0419 167 662	lou.revelant@industry.nsw.gov.au

Website for updates:

<http://www.dpi.nsw.gov.au/pubs/drought-support-services>



Industry &
Investment

Financial Support

<p>Climate Change Adjustment Program Up to \$150,000</p>	<p>Farmer must have sold their farm and have net assets of less than \$350,000. Only eligible if in an area that EC declarations have finished</p>	<p>Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714</p> <p>Centrelink 13 23 16 www.centrelink.gov.au</p>
<p>Pension Bonus Scheme</p>	<p>Closed to new entrants on 20/09/2009. People who turned Age Pension age before this date may be still eligible to register. A voluntary scheme that rewards people who defer claiming Age Pension. To benefit you must register as a member then continue to meet a flexible work test for at least 12 months before claiming the Pension Bonus</p>	<p>Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714</p> <p>Centrelink 13 23 16 www.centrelink.gov.au</p>
<p>EC Interest Rate Subsidies Up to \$100,000 / year (available to small business too)</p>	<p>Net off farm assets excluding superannuation and Farm Management Deposits < \$750,000, derive 50% income from farm, been in business > 2 years, >75% of your labour on farm. Subsidy Payments above \$300 000 require a viability assessment</p>	<p>Rural Assistance Authority Free Call 1800 678 593 www.raa.nsw.gov.au</p> <p>Rural Financial Counsellors Graeme Christie 02 6954 4179 Carl Scroope / Eddie Redfern 02 6927 6622 Murray Freshwater 03 5881 5766 Tony Shirley 1300 834 775 David Sheather 1300 834 775 Kevin McCrum 0448 642 444</p>
<p>Exceptional Circumstances Exit Grant Up to \$170,000</p>	<p>Net assets limit of \$575,000 after selling all farm assets before 30th June 2010. Includes Professional Advice & Training up to \$10,000 and Relocation Grant up to \$10,000. If property is in an EC declared area then claim must be submitted before sale of property.</p> <p>MUST APPLY BEFORE THE 30 JUNE 2011</p>	<p>Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714</p> <p>Centrelink 13 23 16 www.centrelink.gov.au</p>
<p>Private Native Forestry Reform Package Up to \$120 000</p>	<p>Available to landholders and forest growers adversely affected by the Private Native Forestry Code</p>	<p>Department of Environment and Climate Change 02 9995 6723</p>
<p>Financial Information Service</p>	<p>A free service to help you make informed financial decisions and help you to understand the consequences of those decisions in the short, medium and long term.</p>	<p>Centrelink Financial Information Service David Rees 02 6937 3407 Derek Woolcott 02 6051 4243 Neil Gavan 02 6937 3484</p> <p>Centrelink 13 23 00 www.centrelink.gov.au</p>

Tax relief Benefit: varies	More time to pay tax debts; instalment payments without interest charges	Australian Tax Office 13 11 42 option 3 www.ato.gov.au
Transport Subsidies Benefit: varies	Property must have a PIC and livestock in a drought declared area. Covers 50% transport costs for fodder, livestock below fat score 3 and stock and domestic water	Livestock Health & Pest Authority Albury 02 6040 4210 Narrandera 02 6959 2322 Wagga Wagga 02 6923 0900 Deniliquin 03 5881 1055 Jerilderie 03 5886 1203
Youth Allowance	Students whose parents receive EC Relief Payment are exempt from the Parental Means Test & may get maximum pay rate	Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Sue Riley 0457 501951 Rody O'Grady 0428 606714 Centrelink 13 23 16 www.centrelink.gov.au
Rentstart	Provide quick financial help to clients in need, particularly those facing homelessness	NSW Department of Housing 02 69 62 06 66 www.housing.nsw.gov.au

Business Management Support

EC Interest Rate Subsidies for Small Business Up to \$100 000 / year	Must have a registered ABN, in business for > 2years, < 100 full time employees and > 70% turnover from activities for goods and/or services to farms in an EC area or based in a town with a population of 10 000 or less in an EC area and business substantially reliant on farmers and affected by drought.	Rural Assistance Authority Free Call 1800 678 593 www.raa.nsw.gov.au Rural Financial Counsellors Graeme Christie 02 6954 4179 Carl Scroope / Eddie Redfern 02 6927 6622 Murray Freshwater 03 5881 5766 Tony Shirley 1300 834 775 David Sheather 1300 834 775 Kevin McCrum 0448 642 444
FarmReady Up to \$1,500	Primary producers (which includes farmers, fishers and foresters), immediate family members, members of the management team or Indigenous land manager.	Department of Agriculture, Forestry & Fisheries 1800 087 670 www.farmready.gov.au
Professional Advice & Planning Grants Up to \$5,500	Net off farm assets excluding superannuation and FMD's < \$750,000, been in business > 2 years. Those where 6 months have lapsed from date that Drought Management Plan was completed may apply for \$2,200. Only eligible if in an EC declared area. Expires 30 June 2010 MUST HAVE APPLIED BEFORE 31 MARCH 2011	Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714 Centrelink 13 23 16 www.centrelink.gov.au

<p>Climate Change Adjustment Program Advice and Training Up to \$5,500</p>	<p>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.</p> <p>Only eligible if not in an EC declared area.</p>	<p>Centrelink Drought Assistance Hotline</p> <p>Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714</p> <p>Centrelink 13 23 16 www.centrelink.gov.au</p>
<p>Special Conservation Scheme Up to \$150,000</p>	<p>Net Assets Limit \$5,000,000. Submit an application for a low interest loan for up to 90% of costs before work is started on hail netting, soil conservation work, stock and domestic water supply, noxious weed control, upgrading irrigation systems, desilting dams, hay and grain storage, and perennial pasture</p>	<p>Rural Assistance Authority Free Call 1800 678 593 www.raa.nsw.gov.au</p> <p>Rural Financial Counsellors Graeme Christie 02 6954 4179 Carl Scroope / Eddie Redfern 02 6927 6622 Murray Freshwater 03 5881 5766 Tony Shirley 1300 834 775 David Sheather 1300 834 775 Kevin McCrum 0448 642 444 www.raa.nsw.gov.au</p>
<p>Farm Management Deposits</p>	<p>Farmers can set aside pre-tax income in good years for use in low income years. EC declared farmers can access FMD's within 12 months and retain tax benefits</p>	<p>Australian Tax Office 13 28 66 www.ato.gov.au</p>
<p>Agstart Benefit: Various grants</p>	<p>People aged 18 - 35 at the start of their time in agriculture and agribusiness. Apply for reimbursement of stamp duty, traineeships, succession planning, mentoring, setting up in agribusiness, exporting</p>	<p>Rural Assistance Authority 1800 672 593 Jacinta Townsend 6391 3081 www.raa.nsw.gov.au</p>
<p>Financial counselling Benefit: a free service</p>	<p>The Rural Financial Counselling Service provides free, confidential rural financial counselling to primary producers</p>	<p>Rural Assistance Authority Free Call 1800 678 593 www.raa.nsw.gov.au</p> <p>Rural Financial Counsellors Graeme Christie 02 6954 4179 Carl Scroope / Eddie Redfern 02 6927 6622 Murray Freshwater 03 5881 5766 Tony Shirley 1300 834 775 David Sheather 1300 834 775 Kevin McCrum 0448 642 444</p>
<p>Workcover Safety Solutions Rebate Rebate of up to \$500</p>	<p>The safety solutions rebate program offers small business owners and sole traders up to \$500 (excluding GST) for identifying and implementing safety solutions in the workplace.</p> <p>You can claim the rebate for a range of safety solutions including:</p> <ul style="list-style-type: none"> • safety technologies • safety equipment • workplace safety modifications 	<p>13 10 50 www.workcover.nsw.gov.au.</p>

<p>Business Growth Program Up to \$5000 on a dollar for dollar basis</p>	<p>Aims to assist established small to medium size enterprises in NSW to grow and improve their competitiveness. Business has to demonstrate growth potential must have traded to at least 2 years and must employ at least 2 full time equivalent employees which can include the owners. Eligibility criteria apply</p>	<p>Industry and Investment NSW – State and Regional Development and Tourism Riverina – Jane Barnes 02 6921 6422 Murray – Les Chettleburg 02 6041 4808 www.dsrd.nsw.gov.au</p>
<p>Small Business Payroll Tax Relief</p>	<p>Businesses that support the farm industry sector with up to 200 employees. Available for to 2010/2011 Financial Year</p>	<p>Industry and Investment NSW – State and Regional Development and Tourism Riverina – Jane Barnes 02 6921 6422 Murray – Les Chettleburg 02 6041 4808 www.dsrd.nsw.gov.au</p>
<p>Small Business Support Line</p>	<p>Free small business advice and support is now available over the phone, through the Small Business Support Line. The operators can provide information on a range of business issues including business planning and government support programs, or they will direct calls to the appropriate area, such as the Tax Office, if necessary. Operators have also been trained by 'beyondblue' to help callers who may be suffering from depression or personal issues associated with running a small business.</p>	<p>The number to call is 1800 777 275, between 8am and 6pm weekdays.</p>
<p>Caring for our Country community action grants \$5,000 to \$20,000</p>	<p>Individuals or groups can undertake small projects through the Australian Government's Natural Heritage Trust for on-farm environmental work or work that improves sustainable agricultural practices.</p>	<p>Caring for our Country 1800 552 008 www.nrm.gov.au</p>
<p>Catchment Management Authorities</p>	<p>Various grants programs that can assist in the environmental development of your property or flood damage</p>	<p>Murray CMA 03 5880 1408 Murrumbidgee CMA 02 6932 3232</p>
<p>AusIndustry</p>	<p>Australian Government's business program delivery division with more than 35 business products. Innovation grants; tax & duty concessions; venture capital; small business services; & support industry competitiveness.</p>	<p>Ausindustry Hotline 13 28 46</p>
<p>Farm Debt Mediation</p>	<p>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</p>	<p>Rural Assistance Authority Free Call 1800 678 593 Kevin Eckerick 6391 3013 www.raa.nsw.gov.au</p>
<p>Legal Information Access Centre</p>	<p>Free access to law information through the State Library, and a referral guide to free legal advice and assistance is available.</p>	<p>(02) 9273 1558 www.liac.sl.nsw.gov.au</p>
<p>Legal Aid Help Line</p>	<p>Solicitors and other trained staff available to answer legal questions</p>	<p>1300 888 529 www.legalaid.nsw.gov.au</p>
<p>Fair Trading</p>	<p>Free financial counselling, personal finance or mortgage negotiation, consumer and tenancy advice</p>	<p>133 220 www.fairtrading.nsw.gov.au</p>

Industry and Investment NSW Livestock Information	For free information on livestock issues	Industry and Investment NSW <i>Sheep Officers</i> Geoff Casburn 0428 420 886 Geoff Duddy 0427 007 490 <i>Beef Cattle Officer</i> Brian Cumming 0411 139 556
Livestock Health and Pest Authority	Information on livestock health and movements	District Vets Steve Whittaker Albury 02 6040 4210 Brigit Pitman Albury 02 6040 4210 Amanda Lee Corowa 02 6033 1196 Dan Salmon Deniliquin 0428 629 278
Industry and Investment NSW district Agronomists	For agronomic information and field days	District Agronomists Janet Walker Albury 02 6051 7704 Lisa Castleman Wagga 0427 201 963 Nathan Ferguson Tumut 02 6947 4188 John Fowler Deniliquin 03 5881 9913 John Smith Deniliquin 03 5881 9935

Health and Wellbeing

Health Care card Benefit: various concessions	Those in receipt EC Relief Payments may obtain health concessions such as cheaper prescriptions, household, educational, recreational and transport services.	Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714 Centrelink 13 23 16 www.centrelink.gov.au
Low Income Health Care Card	Those people earning < \$450 / week single or < \$783 / week partnered with one child may obtain health concessions such as cheaper prescriptions, household, educational, recreational and transport services.	Centrelink Rural Services Officers Geoff Jones 0419 890 185 Matthew Van Zeyl 0428 270 952 Robert Doolan 0418 596 010 Sue Mitchell 0411 674 262 Rebecca Driscoll 0429 840 114 Rody O'Grady 0428 606714 Centrelink 13 23 16 www.centrelink.gov.au
Primary Health Care Nurse & Community Support Worker	GP referral, assist farmers coping with stress by providing crisis and personal counselling support, and mental health education.	Riverina Division of General Practice Community Support Workers Wagga Region Sarah Heinjus 0429 653 935 Libby Hanlon 0429 924 355
Rural Mental Health Project Officers	Provide information to give communities a better understanding of mental health issues	Local Murrumbidgee Health Network Marilyn Limbrick 0428 249 719 Nicola Barrie 0438 694 192
Division of General practice Project Officers	Provide information about referral to mental health support and counselling. Can also organise and run Mental health first aid training and assist with Beyond Blue programs and resources	Albury Region Marc Williams 0458 211 109 Moama/Deniliquin region Ruth Turpin 0412 966 778 Griffith Region Lynda Lane 0427 536 456
Isolated Patients Travel & Accommodation Assistance Scheme	Financial assistance for isolated & rural people required to travel more than 100km for specialist medical treatment not available in their own area.	Department of Health GSAHS Health Transport Unit 1800 800 511
Accessline	Greater Southern Area Health Service 24 hour counselling & referral service	1800 800 944
Rural Mental Health Support Line	provides counselling and related support to farmers and others in rural areas in NSW	1800 201 123
Social Worker	provide counselling and support to Centrelink customers with difficult personal or family issues	Centrelink Jeanette Lloyd 0400 428 003 Heather Downey 02 6051 4110 Kevin Holmes 03 5898 3826 Centrelink 13 23 16 www.centrelink.gov.au
Womens Information and Referral Service	Free, confidential and culturally sensitive service offered, a first stop contact point for women seeking information and referrals on a wide range of issues affecting wom	1800 817 227 www.women.nsw.gov.au
Centacare	Provides emotional and mental health support. Counsellors can visit farms to provide Family and Relationships advice and support	Wagga Wagga 02 6923 3888 Albury 02 6051 0222 Finley 02 5883 4870 Griffith 02 6964 1447 Leeton 02 6953 2988
Relationships Australia	Counsellors can visit farms to provide Family and Relationships advice and support	David Post 02 6921 3597 0488 239 100 www.relationships.com.au

Intereach	Counsellors can visit farms to provide Family and Relationships advice and support		1300 488 226
Mission Australia	Counsellors can visit farms to provide Family and Relationships advice and support	Albury Wagga	02 6041 5155 02 6933 9700
Mensline	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
Kids Help Line	Australia's only free, confidential and anonymous telephone & online counselling service for young people between 5 -25		1800 55 1800 www.kidshelp.com.au
Headspace	Walk in counselling for 12 – 25 year olds		6921 8891 www.headspace.org.au
SANE	Provides information about symptoms, treatments, medications, where to go for support and help for anyone concerned about mental illness		1800 187 263
Chaplaincy Australia (NSW)	Providing at-the-farm-gate practical care and support for rural families. Also enjoy a good yarn!	Ron Westbrook	0448 040 374

Community Support and Networks

Local Answers	Combat economic and social disadvantage and ensure that government investment builds socially inclusive communities	Department of Families, Housing, Community Services & Indigenous Affairs	Hotline: 1800 607 839
'Just Ask' rural mental health Benefit: help & support	Information service and referral for people with mental health problems, as well as to concerned friends, relatives.	Lifeline	1300 131 114
Mental health support Benefit: help & support	Services and tools to assist farmers & irrigators managing their businesses and coping with stress: includes books and online resources and personal counselling support.	Rural Mental Health Support Line	1800 201 123
Community Transport Program	Provides transport to people without access to regular, affordable & appropriate transport to medical, business, & social engagements.	Ministry of Transport Andrew Proctor	02 6921 3588
Wagga Cares	Free holidays, food hampers, community breakfasts and support.	John Foord Wayne Begley	0427 315 684 0448 983 837
Anglicare	Provides emergency relief, counselling and welfare services to the general community	Anglicare	13 26 22 6937 7500
St Vincent de Paul	Personal support, farm visits, advocacy, food, clothing and some financial assistance	Berrigan Viv Mcgee Albury Ray Allen	03 5885 2415 02 6025 4729
The Salvation Army	Counselling, referral and limited household financial assistance in emergencies	Les Barrass	0427 720 071
Aussie Helpers	Helping fight poverty and lifting spirits	Aussie Helpers	1300 665 232
Presentation Sisters	Rural outreach service	Bernadette Pattison Ann McRae	0427 800 189 0428 388 044
Uniting Church	Rural Chaplain Service and some emergency financial assistance	Kel Hodge Julie Greig	02 6344 2920 0429 344 456

Workforce Skilling

Job Search	Government run job database to post resume, find jobs and includes services notification, and access to Intensive Support job search training - EC declared areas.	Job Search	13 62 68 www.jobsearch.nsw.gov.au
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Productivity Places Program Benefit: Free training up to \$3000	Training places allocated to job network enrolled people wanting to gain or upgrade their skills in aged care, or Transport and Logistics	Riverina Community College (RCC Employment & Training) Judy Thompson 1800 000 212
TAFE courses	People who hold a current EC certificate may be eligible for training courses at a cost of \$50.	Riverina Institute of TAFE Graeme Anderson Wagga Wagga 02 6939 5040 Diane Blachut Temora/West Wyalong 02 6977 3717 Deniliquin 03 5882 2000
TAFE Skills Recognition	Farmers who would like to obtain a certificate or Diploma in Agriculture or related may be eligible. Can cost up to \$250 if in NSW	Wodonga TAFE Colin Andrews 02 6055 6335
Support for Adult Apprenticeships Up to \$13,000	Australian Apprentices who are aged 25 and over when they commence their Cert III or IV in a trade experiencing a skills shortage may be eligible to attract support payments for themselves or their employer	Australian Apprenticeships Australian Apprenticeships referral line: 13 38 73 www.australianapprenticeships.gov.au
Apprenticeship declared drought incentives Benefit: up to \$3,000	The exceptional circumstances drought declared incentive \$1,500 on commencement and \$1,500 on completion applies to Certificate II rural, agriculture and horticulture Australian Apprenticeships where the primary producer holds the Exceptional Circumstances Drought Declared Area certificate.	Australian Apprenticeships 1800 639 629 www.australianapprenticeships.gov.au
PROfarm	Accredited short courses to meet the needs of farmers, primary industries, agribusiness and the community	Industry & Investment NSW Simone Fuller 02 6951 2544

Schooling and Education

Assistance for Isolated Children (AIC) Up to \$1,000	Additional \$1,000 to AIC Additional Boarding Allowance, & an ongoing supplementary allowance of \$1,000 for students who receive an AIC Distance Education Allowance.	Drought Assistance Hotline 13 23 16
Additional school funding Up to \$10,000	Additional funding for both government and non-government schools in Exceptional Circumstances declared areas.	Department of Education, Employment and Workplace Relations – 1300 363 079
Isolated Children's Parent's Association (ICPA)	ICAP (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 02 6796 5166 www.icpa.com.au
Private Vehicle conveyance scheme	Where there is no public transport available (mainly in rural areas) parents can apply for a subsidy towards transporting students to school by private vehicle.	Speak to your school or visit www.transport.nsw.gov.au
Masonic Youth Welfare Fund	Provides direct financial assistance to students under 25 to complete full time education.	www.nswyouth.com.au
Bush Childrens Education Foundation	Assistance is available to subsidise the boarding expenses of primary and secondary aged children from families in a remote area. Boarding places may be at country boarding schools or community operated hostels. Education Scholarships are also available for year 11 and 12 (academic excellence / school community service)	Write to: The Secretary, PO Box 138 Lindfield NSW, 2070 www.bcef.org.au

The business community and various industry bodies have a range of drought-specific assistance measures & grants available also.

Acknowledgements - Prepared by Lloyd Kingham, Drought Support Worker, I & I NSW Wagga Wagga. Updated for the Riverina by Don Burrowes, Rural Support Worker I & I NSW Corowa 7 April 2011 - © State of New South Wales through Industry & Investment NSW 2010. You may copy, distribute and otherwise freely deal with this publication for any purpose, provided that you attribute Industry & Investment NSW as the owner.

Disclaimer: The information contained in this publication is general in nature and based on knowledge and understanding at the time of writing (April 2011). However, because of advances in knowledge, users are reminded of the need to ensure that information upon which they rely is up to date and to check currency of the information with the appropriate officer of Industry & Investment NSW or the user's independent adviser.