

## DALBY INTERAGENCY INFORMATION

Held at the **MYALL YOUTH AND COMMUNITY NETWORK CENTRE**

Date April 2020

Email Sent by Rebecca Lee – Due to Covid 19 social distancing rules

Myall Youth and Community Network Centre

- ) Open Monday – Friday.
- ) Following all current social distancing rules.
- ) All conference/meeting rooms are closed until further notice.
- ) Still assisting the community in connecting with any service they may need.
- ) Most in house services are working from home with the exception of St Vincent De Paul and Child Safety, who are only working from their office spaces with no face to face contacts.
- ) Monday-Thursday contact Bec
- ) Friday contact Trish
- ) 07 4662 0152 or email [admin@mycnc.com.au](mailto:admin@mycnc.com.au)

Wendi Lindsay (Goolburri) 0428 628 271 [wendi@goolburri.org.au](mailto:wendi@goolburri.org.au)

- ) Support for Indigenous families. Family Wellbeing Service, Visiting Psychologist.
- ) Healing and Wellbeing team. Drug and Alcohol issues.
- ) Independent Entity when child safety are involved with Indigenous person, they can have an independent person to have someone with them.
- ) Kristy and Wendi are working from home currently.
- ) Still doing home visits after a Home Visit Risk Assessment for Coronavirus.

Bridgette Oswald (EACH-Crew4youth)

- ) EACH-Crew4Youth

Contact details

- ) Bridgette Oswald: 0418429366: [Bridgette.ostwald@each.com.au](mailto:Bridgette.ostwald@each.com.au)

Service Area

- ) Toowoomba region, Dalby, Oakey, Chinchilla, Tara, Miles, Kingaroy, Cherbourg, Millmerran, Warwick, Stanthorpe.

What services are provided?

- ) Child & Youth Mental Health, Care Coordination 0-25 years. We deliver recovery-focused, individualised and person centred assistance and support. Providing comprehensive assessment, recovery care planning, and linking with a mix of multiple and relevant services.

Are there any current impacts on your service delivery?

- ) No face to face communication.
- ) The Crew4youth team are fully functional and currently working from home.

Does the agency have capacity to extend activities to deliver non-contact support to people in isolation? If so how is this happening?

- ) Providing support and assistance to young people and families via phone, zoom, skype and email. Are accepting referrals.

What is your potential capacity to deliver support to people in isolation over an extended period of 3 - 6 months?

- ) Continuing with services via phone, zoom, skype and email.

Lyndell Richards (Drug ARM)

- ) Started doing education sessions on line. The Breakthrough for Families team are running these sessions Tuesday, Wednesday, Thursday.

- ) If you would like to join one of the sessions just to see the overview of the program. The first link will take you to the correct page to join the meeting. Hayley (my co-worker) and I present every Thursday at 6pm this is to capture those who are working and may wish to join a session.
- ) <https://www.drugarm.com.au/how-we-help/families/community-awareness/>
- ) <https://www.drugarm.com.au/get-involved/fundraise/events/>
- ) <http://www.breakthroughqueensland.com.au/>
- ) I am working from home and have been now for this is week 5.
- ) I am available by phone for people seeking assistance. I work with the loved ones of AOD (Please phone 0437 509 297)
- ) I am also available for referrals – [lyndellr@drugarm.com.au](mailto:lyndellr@drugarm.com.au)
- ) Online information sessions <https://www.drugarm.com.au/how-we-help/families/community-awareness/> These sessions are our education sessions and take approximately 1 hour and can be accessed with a laptop or phone and no app needs to be downloaded.
- ) Other Drug ARM services <https://www.drugarm.com.au/get-involved/fundraise/events/>

#### Le-Anne Callaghan (DISCO)

- ) Office doors remain closed and face-to-face contact is via appointment only.
- ) DISCO has today (Monday 20 April) recommenced face-to-face contact with our Get Set for Work (GSFW) participants. This decision has been based on the decision that schools have been opened today for the students of essential workers and vulnerable students. Our GSFW clients are unfortunately all vulnerable students.
- ) Our Transition to Work and Ready for Work participants needs are being met via phone, email, Facebook and Microsoft Teams at this time.
- ) Strict social distances rules apply and participants will be excluded if they do not abide by these.
- ) Unfortunately, our office line is not receiving incoming calls from mobiles phones. This problem has been logged with Telstra for 4 weeks. Please call 0400 283088 or 0447 834924 if you wish to contact a staff member.

#### Kristie Lambert (Queensland Health)

- ) The TRAIK Programme (Regional Adversity) I have been acting in has been put on hold temporarily during COVID-19. I have been deployed back to work in Warwick Mental Health during this time. I am still monitoring all emails and information, so I am up to date when I resume back in the TRAIK Role.

#### Gordon Rowlings (Many Rivers) [0427 189 655](tel:0427189655)

- ) Many Rivers is continuing to support individuals and communities on their small business journey. Like most, we are aware that the secondary and tertiary (short and medium term) economic impacts of Covid19 are already emerging and are significant, we are here to help small businesses at this time by providing strong, practical and consistent business support.
- ) All of our team members will operate with the following general guidance regarding face to face meetings:
  - o Preference for Skype, Facetime and/or telephone meetings.
  - o If F2F required, check the person is well and their family is well too.
  - o Follow the Government guidance regarding: Social distancing (2mx2m), no handshaking or hugging, frequent washing of hands and use of hand sanitiser, minimise touching of your face
- ) All businesses we support will be personally contacted and their Business Plans updated to include a COVID-19 Risk Assessment in the Risks and Mitigations section; all cash flows will be reviewed and 'stress-tested'; and we will continue to focus on holistic support for the client (e.g. household situation, other debts, children responsibilities, how will they live if they receive no income from the business).

We have put together our top 10 tips to protect your business in uncertain times.

[https://manyivers.org.au/top-10-tips-contact-your-customers/?fbclid=IwAR1yyDBVQc9jIFT5ehbfDi\\_Q\\_b-q7iN8cpV5-3cn61CLkRxfxlyfG2\\_afJ4](https://manyivers.org.au/top-10-tips-contact-your-customers/?fbclid=IwAR1yyDBVQc9jIFT5ehbfDi_Q_b-q7iN8cpV5-3cn61CLkRxfxlyfG2_afJ4)

- ) For further information please check out our Facebook page and web
- ) site. <https://www.facebook.com/manyiversaustralia/>
- ) <https://manyivers.org.au/>
- ) I am based in Roma and normally travel between Dalby, Goondiwindi, St George, Cunnamulla, Charleville and Roma.

Rheanna Bartley

#### **Aboriginal Family Legal Service Southern Queensland**

- ) Open Monday – Friday 9am -5pm
- ) Contact Rheanna or Suzanne,
- ) **Free call number 1800 185 950. 07 46223677 or email [courtsupport@afllsq.org.au](mailto:courtsupport@afllsq.org.au)**
- ) Following all current social distancing rules.
- ) All conference/meeting rooms are closed until further notice.
- ) Still assisting the community in connecting with any service they may need.
- ) We are working from home, no face to face contacts, but we are willing to see emergency client's if requested.

Cecelia Titus (Lives Lived Well)

- ) There are no face-to-face services until further notice
- ) All counselling services are currently being conducted via telephone or skype/zoom etc.
- ) The service is continuing on a full-time basis (8:30-4:30 Monday to Friday)
- ) Referrals can be made via the Lives Lived Well web-based referral form (<https://www.liveslivedwell.org.au/>)
- ) There is no waitlist and referrals are acted on within 48 hours
- ) I can be reached on 0439 666 840 or at [Cecelia.titus@llw.org.au](mailto:Cecelia.titus@llw.org.au)
- ) Please see flyer below for more information.

Louise Sanders (Sunrise Way)

- ) 0475 019 859 or [ceo@sunriseway.com.au](mailto:ceo@sunriseway.com.au)
- ) Residential drug and alcohol rehabilitation
- ) Servicing the Darling Downs
- ) New intakes will be housed in the Western wing in event they are asymptomatic
- ) non-contact services running currently, phone and telehealth counselling.

Kate Bradley (Murilla Community Centre Miles)

Community Grants Writer

- ) Available Monday – Friday
- ) Service available FREE to not-for-profit organisations in the western downs
- ) Can assist with finding grants and funding to assist with COVID-19 challenges
- ) Still assisting as normal with grants & funding for future activity (2021 events, services, equipment purchases, infrastructure/capital projects, etc)
- ) No face-to-face appointments available at the moment
- ) Contact Kate, 0402 266 536 or email [mccmgrants@bigpond.com](mailto:mccmgrants@bigpond.com)

Christie Wilson (Dalby Community Corrections)

- ) Open Monday – Friday.
- ) Following all current social distancing rules.
- ) Phone contact where possible and limited in person reporting.
- ) Referring to interventions where available

) 07 4596 8900 or email [DalbyCC@corrections.qld.gov.au](mailto:DalbyCC@corrections.qld.gov.au)

Lynda Hammond - CAP (Christians Against Poverty)

) The CAP Debt help service is still available. Instead of in home visits all client appointments will be via phone or video conferencing on Microsoft Team. The first way to access this for clients to call 1300 227 000 which is our National Head Office number.

) The CAP Money Course is not available at this time.

Western Downs Outreach Project Inc.

) Still operating with a few small differences

Services CLOSED:

) Community Lounge

) Face to Face meeting

) All meeting rooms

Altered Services

) Social Welfare – by callback only – please contact us via facebook or SMS 0444 545 551

Continuing services @ Dalby Railway Station – 2 Hunter Street

) Food hamper Support – Monday to Friday 11-3 Saturday 11-1

) Soup Kitchen Monday and Thursdays 5:30-7

Additional Services

) Containers for Change popup depot @ 1a Hunter Street Open Tuesday to Saturday 10amtil4pm

) Max Cash \$30 (No Glass hand counted). Unlimited Contactless BagDrop service available.

Jodie Berman (Department of Housing & Public Works)

Toowoomba and South West Housing Service Centre

) Phone contact is preferable during the global pandemic

) We are still open 8:30-4:30, Monday- Friday via an intercom connection

) Housing assistance interviews are being conducted over the phone rather than face to face, where Housing Officers will determine the most suitable housing options for customers.

) Most housing forms are available downstairs and there is a form drop box down there for any forms to be submitted.

) Following all current social distancing rules.

Anita Smith (Queensland Health)

Dalby Mental Health Service

) Open Monday to Friday 8am – 4.30pm

) Following all current social distancing rules – increased services by telephone and videoconferencing where able otherwise face-to-face services still available for emergencies/when warranted.

) Phone 4669 0501.

Donna Ryan (Youth Insearch)

) Operating Monday to Friday

) Holding weekly virtual support groups for young people – Young people continuing to receive Peer to peer support

) Providing 1-1 follow up support with young people weekly

) Accepting all new referrals

) Contact Donna – Mobile -0499601501

) Email - [donna.ryan@youthinsearch.org.au](mailto:donna.ryan@youthinsearch.org.au)

Michelle Davies (NDIS)

- ) I can be contacted via email or our Toowoomba office on 46462800 and they will pass on a message to me to give you a call. We also have a 1300 number or general enquiries contact.
- ) Due to the current health concerns surrounding COVID-19, Carers Queensland have made the decision to postpone LAC in Community sessions until later in the year. Our offices are also temporarily closed to the public.
- ) During this period, we are still available to support you via a range of other methods, including telephone and online.
- ) We can assist you to understand the NDIS, how to access the scheme and guide you through the planning process.
- ) If you are an NDIS participant, we can answer your questions about using your funding, finding and working with service providers.
- ) To contact us, please call the Carers Queensland LAC Enquiries Line on 1300 999 636 or email [cq.enquiries@ndis.gov.au](mailto:cq.enquiries@ndis.gov.au)

Tracey Wehrman (Department of Human Services)

- ) I have ceased all face to face servicing arrangements until further notice. I am currently working from home and anyone who is assisting clients in this stressful time and require my assistance then please email me via our team mailbox [SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au](mailto:SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au) which is monitored daily by a member of our team.
- ) Please ensure you have your clients complete the attached form fully with their full details, customer reference number, mobile number and their enquiry. Our calls will always be from a private number so if a client has queried Centrelink please advise them they will need to answer all private calls until they hear from us. As you can imagine this is an extremely busy time for everyone and if the client misses our call we will not be able to keep calling. If I could ask you to continue to promote My Gov with your clients as the preferred channel of contact this will save them the inconvenience of either having to call Centrelink or attend our service centres leaving staff to be able to assist those who have more complex enquiries. I am happy to assist customers who require a linking code to access Centrelink and Medicare record so they don't have to attend the office, all the client will need for this is current photo identification and current Medicare card details for this to occur.

Adam Poole (Western Downs Regional Council)

- ) Council's Community Activation Officer (Dalby) Adam Poole.
- ) Currently working from home but available on work mobile phone 0438 313 789 and email [Adam.Poole@wdrc.qld.gov.au](mailto:Adam.Poole@wdrc.qld.gov.au)
- ) All Council community events currently cancelled due to Covid-19 laws.
- ) Adam more than happy to help any group that might be struggling during this time. Can offer an extra pair of hands to help out in whatever way deemed appropriate by organisations (logistics, admin, support etc.).
- ) Has access to Council pool vehicle, so can transport essential goods/services between Dalby/Bell/Jandowae/Kaimkillenbun/Warra (approval required from Manager and will be done on a case-by-case basis).
- ) FYI Council's Customer Contact team still operating normal hours. Phone 07 4679 4151 or Fax 07 4679 4099

#### Gail Courte (Rural Aid)

- ) Rural Aid are providing our usual raft of measures for Farmers, Please see attached fliers below.
- ) Most importantly the Financial Assistance for Primary Producers, Gift Cards, House Water, Hay drops, Gift of Music, and Counselling. Events such as hay drops are managed to minimize the exposure of all involved to one another and collections are staggered to help with this.
- ) Gift of Music continue to distribute instruments however without big gatherings.
- ) I work from home as part of my role, however our Brisbane Office and others around the country have all moved to working from home, utilizing Teams to have weekly meetings.
- ) We continue to provide assistance, however for now the farm army and Ten Towns Makeover initiatives are on hold until the Covid 19 crisis is over.
- ) We continue to provide the support to our farmers and if any need help please feel free to have them call me.
- ) With 5 weeks of homeschooling ahead of us in Queensland, you may find there are families who seek assistance. I have some resources being sent to me – likely you would be receiving them as well, but please feel free to contact should you need assistance. Other farming families, like mine will likely be doing the hard yards with internet services which are substandard, and trying to fit the home schooling into our days as well as doing our own work. Any farmer can call me or be referred, even if they just need to talk about their issues. I will ensure they receive any help Rural Aid can provide, and once that is done there are other options specific to farmers which I would suggest to them.
- ) We also have a new webinar series: Community Builders for anyone who is interested beginning 05 May to 7 July at 10am every Tuesday.
- ) P: 1300 327 624 | M: 0428 185 184 | E: [gail.courte@ruralaid.org.au](mailto:gail.courte@ruralaid.org.au)

#### Trish Mullins (RHealth)

- ) Western Downs RHealth Service Navigators are operating from home offices, with full navigation services available via phone, email or Zoom during Covid-19
- ) Ken McGilvray works Monday, Tuesday, Thursday and Friday – 9.00am to 1.00pm
- ) Trish Mullins works Tuesday, Wednesday and Thursday – 8.30am to 4.30pm
- ) Please copy both Ken and Trish in on any email contact (so that we can be sure to respond as soon as possible to referrals or questions)
- ) Contact Ken on 0459 021 599 [ken.mcgilvray@rhealth.com.au](mailto:ken.mcgilvray@rhealth.com.au) and Trish on 0488 024 712 [trish.mullins@rhealth.com.au](mailto:trish.mullins@rhealth.com.au) or generically on 1300 012 710

#### Amy Brown (Dalby PCYC)

- ) The Dalby PCYC Youth Support Service is still running. Details are as follows:
- ) Open Tuesday's from 9am to 3pm and Thursday's from 9am to 5pm
- ) Still assisting youth with any needs they may have – can still see them one-on-one, but they must complete a COVID-19 checklist form first
- ) Following all current social distancing rules
- ) Client transport can only be done if absolutely essential and when so, the client is to sit in the back seat, not next to the driver
- ) Contact details Phone – 4672 2400 Mobile – 0484 616 748 & email – [amy.brown@pcyc.org.au](mailto:amy.brown@pcyc.org.au)

#### Jayne Hennig (CatholicCare)

- ) CatholicCare are continuing to provide services while observing social distancing rules.
- ) CatholicCare are able to offer counseling via phone and video conference.

- ) The staff are available to arrange appointments easily by calling 1300 477 433.
- ) CatholicCare can provide other services including the Family Support Program (Counseling, Education and Family Dispute Resolution), Toowoomba Refugee and Migrant Support (TRAMS) Aboriginal and Torres Strait Islander Peoples Service, and Mental Health Services (including Partners in Recovery).

Thank you Rebecca.

## Lives Lived Well - Alcohol & Other Drug Support Services

Lives Lived Well provides support for people in the Dalby area, who are being impacted by alcohol or other drug problems. We take a holistic and compassionate harm minimisation approach to help people live their lives well.

### What is it?

Our AOD Program is designed to help individuals break the cycle of problematic alcohol or drug use and to assist clients in regaining control of their life. Our program adopts a harm-minimisation approach to substance use. Using evidence-based practices, our counsellors work with clients to identify if they have a problem with substance use, the extent of the problem and what has caused or perpetuated it. More information can be found here <https://www.liveslivedwell.org.au/our-services/ald/counselling/>

### We are now taking referrals!

If you or somebody you know are struggling with alcohol or other drug use, consider referring them see one of our AOD Counsellor Case Managers through our non-stigmatising entry points:

- Self-referral
- Friend, co-worker, family, community
- GP, employer, employment service, allied health

Clients must consent to the referral before we can accept it and our counsellors reach out to them

### AOD Counsellor Case Managers can help with:

- Goal setting for reducing your substance use
- Harm minimisation techniques for reducing your risk whilst using a substance
- Understanding, coping with and control urges and cravings
- Mental health concerns including anxiety, depression, PTSD etc.

### Who is suitable for the AOD Program?

People 12 years and over living within the Dalby area who may be experiencing concerns regarding their own or others alcohol or drug use.

### Where are we located?

Lives Lived Well AOD Counsellor Case Managers are based At the Dalby MYCNC building, and outreach to Oakey and Jandowae. All Lives Lived Well services are currently delivered virtually through tele or video link modalities to ensure we reduce risk of COVID19 to our staff and our service users.

### How can I refer someone?

AOD Counsellor Case Manager: Cecelia Titus

Direct Mobile No: 0439 666 840

Direct Email: [cecelia.titus@liveslivedwell.org.au](mailto:cecelia.titus@liveslivedwell.org.au)

Online Referral: <https://www.liveslivedwell.org.au/service-provider-referral-2/>

Intake Phone No: 1300 971 309





## MEDIA RELEASE

21.04.2020

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### RURAL AID LAUNCHES RURAL COMMUNITY BUILDERS WEBINAR SERIES

#### Ideas prepared, experts engaged – webinars to assist rural community sustainability

A new free webinar series, hosted by Rural Aid and launching on 5 May 2020, will help facilitate the exchange of information and ideas relevant to long-term viability of rural communities.

Rural Aid CEO John Warters said the *The Community Builders Series* webinars, created by Rural Aid Co-founder Charles Alder, will allow rural communities and interested parties to engage with experts in rural rebuilding and sustainability.

*"The Community Builders Series* webinars, to be held at 10am every Tuesday from 5 May to 7 July 2020, will also allow rural communities, farmers and anyone interested in rural Australia, opportunities to connect, exchange ideas and information to broaden their collective knowledge," John said.

"Many rural communities are isolated, more so now during COVID-19 movement restrictions, and have been impacted by the drought and fires. We wanted to continue to assist rural communities to be ready for when the rest of Australia can visit them again.

*"The Community Builders Series* is a new Rural Aid initiative and a new way for Rural Aid to continue to support rural communities and farmers during these restrictive times. It will help bring the world of expertise, ideas exchange and engagement into their homes."

Rural Aid's first guest expert is Bank of I.D.E.A.S. Director and Founder, Peter Kenyon who has been working with Rural Aid on the 10 Towns Makeover, now postponed.

Peter is both nationally and internationally recognised for the work he has done for over 35 years with more than 2000 communities in Australia and overseas. He has helped these communities bring about community change and renewal.

"We are really excited to have Peter Kenyon as our first guest expert. He is motivated by the desire to create healthy, caring, inclusive, connected, sustainable and enterprising communities and local economies," John said.

Like Rural Aid, Peter Kenyon and his team at Bank of I.D.E.A.S. are interested in 'making things happen' at the community level.

"When I'm working with a community, I facilitate to draw out the expertise of the community members, so they work together to build their community from the inside out," Peter Kenyon said. "What I will bring to the webinar series will be no different.



"I will talk about and give case studies on what it takes for a town to have a successful renewal. Why it's important for community members to invest themselves, their ideas, assets and resources in the process for it to succeed."

To register to be part of *The Community Builders Series*, go to [www.ruralaid.org.au/towns/webinars](http://www.ruralaid.org.au/towns/webinars).

Media enquiries: 0447 116 757 | [media@ruralaid.org.au](mailto:media@ruralaid.org.au)

Onsite media spokespersons:

- Rural Aid CEO John Warlters – 0409 618 641
- Director and Founder Bank of I.D.E.A.S., Peter Kenyon – 0417 183 719

About Rural Aid

Rural Aid is one of Australia's largest rural charities. Well known for the highly successful 'Buy a Bale' campaign, the charity also provides financial assistance, water and counselling to farmers in times of drought, flood or fire. Other initiatives support its vision that farming and rural communities are safeguarded to ensure their sustainability both during and after these natural disasters. Visit [www.ruralaid.org.au](http://www.ruralaid.org.au) for further information on these programs and other support for our rural communities.

Visit [www.ruralaid.org.au/snapshots](http://www.ruralaid.org.au/snapshots) for Rural Aid's latest assistance statistics.

Follow Rural Aid for updates on:

- Rural Aid – FB: [@ruralaidaustralia](https://www.facebook.com/ruralaidaustralia) | IG: [@ruralaid](https://www.instagram.com/ruralaid) | IN: [Rural Aid Ltd](https://www.linkedin.com/company/ruralaid-ltd) | TW: [@ruralaidaustralia](https://twitter.com/ruralaidaustralia)
- Buy A Bale – FB: [@buyabaleofhay](https://www.facebook.com/buyabaleofhay) | IG: [@buyabale](https://www.instagram.com/buyabale) | TW: [@buyabale](https://twitter.com/buyabale)

# Frequently Asked Questions

- *What is Rural Aid Financial Assistance?*

The Rural Aid Financial Assistance is a One-Off payment of \$1500 to assist with your expenses towards bill payment. You must be registered as a Primary Producer, have a current Australian Business Number (ABN) and you must be identified as being within the radius of the drought, fire or flood affected area found on the Disaster Assist website – [www.disasterassist.gov.au](http://www.disasterassist.gov.au) – and relevant state drought maps.

Please note that this is a One-off payment, therefore you will not be able to access this payment again if you have already received it.

- *How do I apply?*

You must be registered with Rural Aid before you fill out the Financial Assistance application. You can do this by:

Calling our friendly team on 1300 327 624 or by registering online at <https://www.buyabale.com.au/can-we-help-you/>

Once you have registered, you can then complete the Financial Assistance application at <https://www.ruralaid.org.au/faa/>

Alternatively, please print the PDF version of the application from (insert link) and mail to:

Po Box 1342, Sunnybank Hills, QLD 4109

- *Can I apply on behalf of friends or family?*

Yes, you may, as long as your friend or family member meets the criteria and has not previously:

- claimed and been successful for Rural Aid Financial Assistance, or
- another person from the same household and/or ABN have successfully received this financial assistance from Rural Aid.

Please let us know within the notes section of the application that you are applying on behalf of someone else and who is the best person to contact in the event that we have any questions when processing the application. The person you are applying for must be in agreement with you assisting them with the application.

- **Who can apply for \$1500.00 ONCE-off Financial Assistance?**

You can apply if you are a Primary Producer, are identified as being within the radius of the drought, fire or flood affected area found on the Disaster Assist website and have a current ABN.

- **What documents do I need to upload when I am filling out my application?**

To submit a successfully completed application you must:

- a) Provide a clear copy of your Driver's License or Government issued photo ID with a clear image of your face for identification purposes and ensure the identification has not expired;
- b) A Primary Producer declaration that is signed and dated correctly by all parties and no older than 12 months in date. Please see the following question *What is a Primary Producer Declaration* to understand which methods Rural Aid are accepted Primary Producer Declarations.
- c) A copy of a bill that relates to your business expenses to support your application (e.g Rates, Electricity or vehicle registration bill). Please note: **This assistance will be paid directly into your bank account;**
- d) The top part of your bank statement displaying your name, bank name, BSB and account details or a document from your bank on their letterhead providing your bank account details.

# DISASTER ASSISTANCE AVAILABLE

**Rural Aid** provides assistance to farmers in times of drought, fire and flood. We know that many farmers and their families suffer in silence, however we want to change that through our **Assistance Program**.

If you're a farming family in need of help, please register at:  
**[buyabale.com.au/can-we-help-you/](http://buyabale.com.au/can-we-help-you/)**

Farmers must be registered with Rural Aid to receive this assistance.



## What information will you need to register with Rural Aid?

- **To apply online:** Please ensure that you use the **same name** to register as a farmer or if you are a primary producer, when submitting your financial assistance application. If you are applying for financial assistance as an eligible primary producer, please ensure that your application is submitted using the same personal name, PIC number and ABN.
- **Primary Producer Declaration.** If you are a primary producer and your accountant is writing a primary producer declaration for you, please ensure it has the letterhead and contact details. Or if your accountant is using a Declaration of Eligibility for a Registration Concession form or any other form, please make sure that it has your signature and your accountant's signature on it, with current date.
- **Please note:** Upon successful completion of the registration form, you should receive an automated email from us. If you do not receive the email, check your spam folder, if the email is not there, please contact the **Rural Aid** team on **1300 327 624** during business hours.
- **Don't have internet?** Contact the **Rural Aid** team on **1300 327 624** during business hours and we can mail you the required forms.

**We're in this together!**

[ruralaid.org.au](http://ruralaid.org.au)  
1300 327 624

3/8 Colebard Street East | Acacia Ridge Queensland 4110  
PO Box 1342 | Sunnybank Hills Queensland 4109

Email: [contact@ruralaid.org.au](mailto:contact@ruralaid.org.au)



DISASTER  
ASSISTANCE  
overleaf

# Rural Aid's assistance for **PRIMARY PRODUCERS**



## Fodder

The charity sources and **delivers fodder** to primary producers, who have run out due to natural disaster, to feed their livestock.

In 2018/19, **Rural Aid** delivered over **65,000 large bales of hay** to over **4000 farmers**.



## Water

The charity co-ordinates and **delivers domestic water**, into a tank, to primary producers who have run out of drinking water, due to natural disaster.

Registered primary producers can apply for domestic drinking water delivery.



## Financial Assistance

**Rural Aid** offers Primary Producers a **ONE-OFF \$1500 payment**, to assist with expenses, paid directly to their registered bank account.

Once we have received your completed application at **Rural Aid** and we have verified you in our system, including your bank account details, our team will review and process your application. All approved applications will be paid within **4 weeks**.

**Please note:** You **MUST be a Primary Producer**, have a current ABN and be in a disaster affected area. Your payment will **NOT** be paid if you do not meet these criteria.



## Farm Army Volunteers

The **Farm Army** initiative is **Rural Aid's** army of volunteers who, in the past, provided 1000s of hours of work assisting farmers in times of hardship as well as connecting with farmers in so many other ways, bringing hope and friendship.

If you're looking for volunteers to help you on your farm, go to [farmarmy.com.au/submit-a-job](http://farmarmy.com.au/submit-a-job) to list a job, or call **1300 327 624** for assistance.

Complete the form with **as much information as you can** and include as much detail about the type of person/s you'd like help from. *Also, please consider what you can offer them in return - free accommodation, etc.* The job description field **MUST** be detailed. One-word submissions will not be accepted. If you want good candidates who match your requirements, **please give as much information as possible**. **Please note:** Jobs listed won't be displayed until approved by **Rural Aid**.

# Rural Aid's assistance for **PRIMARY PRODUCERS & FARMERS**



## Gift Cards

**Rural Aid** supports eligible farmers in need with a **pre-paid Visa 'Country Card'**. Farmers can apply when registering.

In 2018/19, a combined total of over **\$6M** was given to over **4500 farmers** in the form of financial assistance and gift cards.



## Counselling

**Rural Aid's counselling program** provides critical support to farmers and their families impacted by natural disaster. Rural Aid counsellors offer face-to-face on-farm visits and phone counselling assistance. We know, through experience, that on-farm assistance creates a comfortable and non-intimidatory environment for farmers and their families.

In the 2018/19 financial year, **Rural Aid Counsellors** conducted over **2300 face-to-face and phone counselling sessions**. Farmers can register for confidential counselling assistance.



ABN 29 605 783 597

ruralaid.org.au

3/8 Colebald Street East | Acacia Ridge | Queensland 4110  
PO Box 1342 | Sunnybank Hills | Queensland 4109  
contact@ruralaid.org.au | 1300 327 624

## FINANCIAL ASSISTANCE APPLICATION

Rural Aid is offering Primary Producers a **ONE OFF \$1500** payment to assist with your expenses towards bill payment. Once we have received your completed application and we have verified you in our system, our team will review and process your application. All approved applications will be paid within 4 weeks.

Please note you **MUST** be a **Primary Producer** and have a **current ABN**. Your payment will **NOT** be paid if you do not meet the criteria.

To receive this assistance, you **MUST** already be registered with Rural Aid by completing a Farmer Registration form. If you apply and are not registered with us, it will delay the payment process.

If you have already registered with us, then you do not need to complete the initial registration form again.

### How to apply:

If you have access to the internet this application can be completed online via [www.ruralaid.org.au](http://www.ruralaid.org.au) under the 'Farmers/ Rural Communities' tab 'Farmers-Register Here' or call 1300 327 624 and we can assist you over the phone.

Complete and accurate applications submitted online will be processed as quickly as possible. If we need to contact you regarding an incomplete application this will delay the process. However, if you do not have internet access you can complete the below form and post your application and documents to Rural Aid- Po Box 1342 Sunnybank Hills Queensland 4110

1. Name: \_\_\_\_\_
2. Email: \_\_\_\_\_
3. Phone: \_\_\_\_\_
4. ABN Number: \_\_\_\_\_
5. Business Name: \_\_\_\_\_
6. The Bank account name, BSB, and account number you would like the assistance to be paid into. The bank account must be in your name or the name of your business provided above.

BSB:

Account Number:

Account Name:

Any Comments:

\_\_\_\_\_

\_\_\_\_\_

Supporting Rural Australia



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Supporting Rural Australia

**Please attach the following documentation to this application before mailing:**

- Current Drivers Licence or Government issued photo ID (unreadable/blurry documents will not be accepted);
- A copy of your rates, electricity or vehicle registration bill to support your application. Please note: This assistance will be paid directly into your bank account;
- The top part of your bank statement clearly displaying your name, bank name, BSB and account details or a document from your bank on their letterhead providing your bank account details.
- Primary Producer Declaration (Can be **ONE** of the following documents)

Primary Producer Declaration - (Your accountant can give this to you) - If your accountant is writing a primary producer declaration for you, please ensure it is on their letter head with their contact details, signed and dated within the last 12 months.

OR - if your accountant is using a Declaration of Eligibility for a Registration Concession form or any other form, please make sure that it has your and your accountant's signature both dated within the last 12 months.

OR - A current Government Vehicle Registration notice in the applicant's name showing the usage of the vehicle is for Primary Production or Produce Carrying.

OR - A current Australian Tax Notice of Assessment in the applicant's name showing on the 1st or 2nd page the term Primary Production averaging Income.

**In submitting this application, I declare that:**

- All information and documents provided to Rural Aid, in this form, are my own.
- I acknowledge that if any of the information provided in this form is false or misleading that my application will be rejected.
- I confirm that I have not previously received from Rural Aid, financial assistance in the nature of a \$1,500 bill assistance as described within this form.
- I understand that only one application for assistance can be requested per ABN and/or household.
- I understand Rural Aid will store my application and details for future reference.
- I acknowledge these funds distributed by Rural Aid have generously been donated.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please mail your application to PO Box 1342, Sunnybank Hills, QLD 4109