

# BUSH BIBLE



## **A Guide to Drought Assistance Schemes and Support Programmes in the Banana Shire**

Banana, Baralaba, Biloela, Cracow, Dululu, Goovigen, Jambin, Moura, Taroom, Thangool, Theodore and Wowan.

# Why a 'Bush Bible'?

The entire Banana Shire was drought declared on 1 April 2019. Prior to this approximately two thirds of the Shire had been drought declared since March 2014. Many of our residents continue to 'do it tough'. Council wanted to have a 'ready reference' easily accessible to all Shire residents, so developed this 'Bush Bible' to be available electronically on Council's website and also printed in hard copy.

This project has been made possible through the Community Drought Support Package 2015-16 which was funded by State Government monies. Expenditure has included a number of grants accessible to local community groups to assist in hosting community events, contracting of a consultant group to advise Banana Shire Council on its Disaster Community Education strategy, and this 'Bush Bible' resource.

The Community Drought Support Package 2015-16 was designed to assist severely affected communities by providing support for events and activities and/or community planning. It was administered within the Banana Shire Council by the Community Development Officer - Recovery.

Council endeavors to keep this resource as up to date as possible and available as a reference point for our residents.



The information is current as at 23 April, 2019 – all care has been taken to ensure information is accurate.

Contributors take no responsibility for errors.

If you would like to offer feedback please email the Community Development Officer- Recovery, at [enquiries@banana.qld.gov.au](mailto:enquiries@banana.qld.gov.au)

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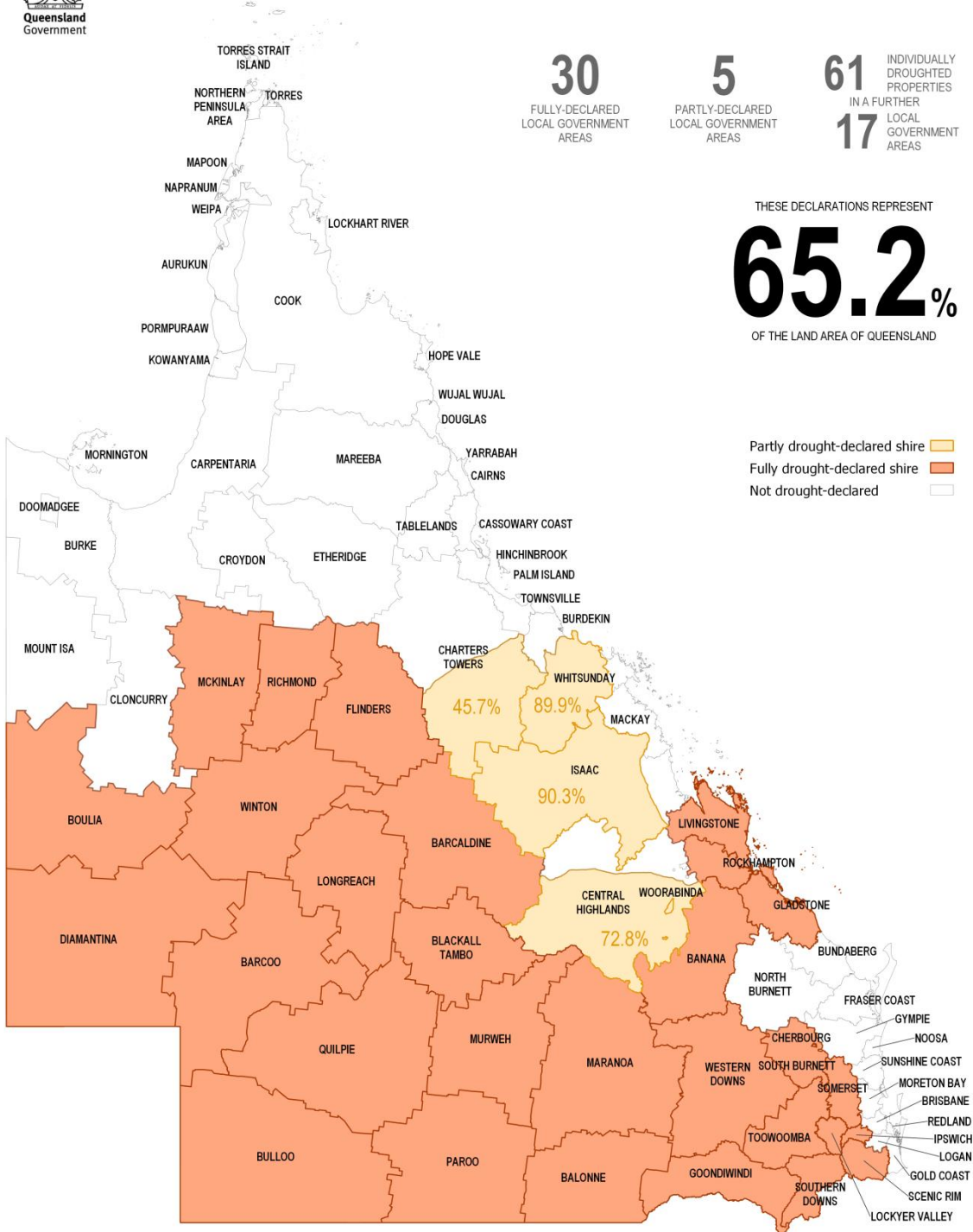
# QLD Drought Map

<http://longpaddock.qld.gov.au/drought/archive>



## QUEENSLAND DROUGHT SITUATION

As reviewed on 1 April 2019



The Long Paddock

[www.longpaddock.qld.gov.au](http://www.longpaddock.qld.gov.au)

Information contained in this publication is provided as general advice only. For application to specific circumstances, professional advice should be sought. The Department of Agriculture and Fisheries, Queensland, has taken all reasonable steps to ensure the information in this publication is accurate at the time of publication. Readers should ensure that they make appropriate inquiries to determine whether new information is available on the particular subject matter.



The above image shows the area of Banana Shire that was drought declared on 1 March 2014 when this Bush Bible was first developed. The drought declared area was amended in April 2015, March 2017, May 2018 and as at 1 April 2019 the declaration was again extended to include the entire Shire.

# Financial Assistance

## AgForce

AgForce has been the unifying voice for QLDs beef, sheep and grain producers since 1999. Its strength continues through its membership and strategic vision to secure the productivity, profitability and sustainability of the agribusiness sector.



Contact (07) 3236 3100 or [agforce@agforceqld.org.au](mailto:agforce@agforceqld.org.au)

## Aussie Helpers

Aussie Helpers Ltd is a non-profit registered charity that has been operating since 21 May 2002. The charity is operated by approximately forty volunteers working in QLD, NSW, Vic and SA and have assisted farmers in Tas and WA. Aussie Helpers stays in touch with 100s of farming families to ensure their well being and survival through good and bad times.



These volunteers fully embody the spirit of volunteering, freely giving their own time and expertise (in many cases at their own expense). They have created a charitable association that is strongly supported by local communities including citizens and small businesses, many of whom have donated and supplied goods and services to enable Aussie Helpers to achieve its goal of “helping to fight poverty in the bush”.

Phone 1300 665 232 or visit their website at [www.aussiehelpers.org.au](http://www.aussiehelpers.org.au)

# Australian Taxation Office (ATO)



Australian Government  
Australian Taxation Office

The ATO can help people affected by drought and other natural disasters by allowing more time to pay tax debts, or arrange payment by instalments, without incurring interest charges.

In special circumstances, the Commissioner for Taxation may release individuals from payment of Income Tax, Fringe Benefit Taxes and some other taxes where it is shown that payment would cause serious hardship.

## Buy a Bale

The team at The Give Back Campaign, Frontier Services, in June 2013, decided to do something for the predominately QLD farmers who were destroying their cattle and some being forced off their land. After some brainstorming it was decided the best thing was to ask Australians to Buy a Bale of Hay and the feed would be delivered to where it was needed most.



Drought continues in many parts of the country; currently (end of 2016) about 2/3 of the Banana Shire is drought declared. The Buy a Bale campaign has expanded and also supplies diesel, groceries, family health support and counselling. After 3 years the campaign has galvanised tens of thousands of Australians to donate. Today Buy a Bale is a recognised name in drought assistance.

To contact Buy a Bale telephone 1300 327 624 or visit their website to register for assistance [www.buyabale.com.au/can-we-help-you](http://www.buyabale.com.au/can-we-help-you)

# Department of Agriculture



The Drought Relief Assistance Scheme can offer assistance with:

- Transport of fodder freight subsidy
- Transport of water freight subsidy
- Emergency water infrastructure rebate
- Transport of livestock returning from agistment freight subsidy
- Drought management plan
- Individually droughted property
- Revocations

Drought Relief Assistance Scheme guidelines and forms

[www.daf.qld.gov.au/environment/drought/assistance/dras/application-forms](http://www.daf.qld.gov.au/environment/drought/assistance/dras/application-forms)

Or phone 13 25 23

# Department of Energy and Water Supply

## Home Energy Emergency Assistance Scheme



The Home Energy Emergency Assistance Scheme:

- Is for low-income households who've experienced a short-term financial crisis or unforeseen emergency that has limited their ability to pay their current electricity or reticulated natural gas bills
- Is a one-off emergency assistance to help with paying your home energy bills
- pays up to \$720.00 in any 12 month period for a maximum of two (2) consecutive years.

To be eligible you must meet one of the following:

- hold a current concession card in the name shown on your electricity or reticulated natural gas bill, or
- be part of your energy retailer's hardship program or payment plan, or
- have an income less than the Australian Government's maximum income rate for part-age pensioners. Contact Centrelink for details of the maximum income rate.



Full eligibility details, including the types of emergency situations you might get help for, are available from your energy retailer.

Contact via telephone on (07) 4932 7467 or for further information visit [www.qld.gov.au/community/cost-of-living-support/home-energy-emergency-assistance-scheme](http://www.qld.gov.au/community/cost-of-living-support/home-energy-emergency-assistance-scheme)

## Department of Human Services Centrelink

The Department of Human Services delivers a broad range of health and social payments and services.



This includes Centrelink payments and services to support people who are:

- Living in rural and remote areas
- Experiencing severe financial hardship
- Recovering from disaster
- In need of special assistance

### Farm Household Allowance

[www.humanservices.gov.au/customer/services/centrelink/farm-household-allowance/](http://www.humanservices.gov.au/customer/services/centrelink/farm-household-allowance/)

This program was announced as part of the Federal Government's Drought Assistance package, however, you don't have to be drought declared to receive it. To be eligible you need to:

- Be a farmer or the partner of a farmer
- Be aged 16 years or over
- Contribute a significant part of your labour and capital to a farm enterprise in Australia, or be the partner of a farmer who does
- Meet an income and assets test
- Meet residence requirements
- Have regular contact with a Farm Household Case Officer
- Agree to and comply with mutual obligations requirements, and
- Have received less than 3 years of Farm Household Allowance.

Alternatively ring Centrelink's Drought and Farmer Assistance Hotline on 13 23 16.



## Department of Natural Resources and Mines (DNRM)

### Deferral of Rent or Instalment

Applications can be made to the DNRM to defer rent or instalment payments. To be eligible, you must hold a term, perpetual or freeholding lease, a road licence or an occupation licence. You are not eligible if you hold a permit to occupy.

You can apply at any time if you are suffering from the effects of drought, flood, fire, disaster, economic recession or a severe downturn in the markets related to the purpose of the lease.

For more information, phone DNRM on 13 74 68 or go to:

[www.qld.gov.au/environment/land/state/rents/deferring](http://www.qld.gov.au/environment/land/state/rents/deferring)

## Farmers Card

Farmers can take this card to any business that is approved to accept the card and use it to pay goods and services. The business accepts the card and processes the transaction and they are then reimbursed from the donations pool. The card acts like a gift card. Any drought declared landholder may apply. Limit of one card per household.



For further information call Buy a Bale on 1300 327 624

## Farmer Disaster Support

[www.famerdisastersupport.org.au](http://www.famerdisastersupport.org.au)

Website designed by QLD Farmers Federation that provides information and contact details to several support agencies.

## Growcom

Growcom is the peak representative body for the fruit and vegetable growing industry in QLD, providing a range of advocacy, industrial relations, workforce supply, and land and water management services to growers. Growcom has 28 staff located in Brisbane, Bundaberg, Townsville and Toowoomba.



[www.growcom.com.au](http://www.growcom.com.au)

Contact on telephone (07) 3620 3844 or email [Growcom@growcom.com.au](mailto:Growcom@growcom.com.au)



## Nursery & Garden Industry QLD (NGIQ)

The NGIQ was formed in 1934 as a professional body for growers and sellers of quality plants. It has since expanded to provide the only representative forum for the entire nursery industry – production and retail nurseries, garden centres, allied traders and service providers.

NGIQs aim is to help foster the growth of responsible enterprises and to provide a range of relevant and cost-effective services to business. NGIQ provides technical, industrial and commercial services to members, keeping them up to date on what's happening now and provide advice on future trends. This is an invaluable aid to the operation of your business.

Contact on telephone (07) 3277 7900 or email [info@ngiq.asn.au](mailto:info@ngiq.asn.au)

## Pork Queensland

Pork QLD is the peak advocacy representative group for the Pork industry in QLD. Pork QLD provide its members with expert support and advice during disasters.



Contact John Coward on 0407 622 166 or email [john.coward1@gmail.com](mailto:john.coward1@gmail.com)

# Queensland Chicken Growers Association

The QCGA promotes sustainable meat chicken production by representing the common interests of growers across the state. The organisation is active across a number of areas including research and its development; environmental and land use/planning issues; workplace health and safety; food security and growers services.



Contact via telephone (07) 3837 4721 or email [Rebecca@qff.org.au](mailto:Rebecca@qff.org.au)

## Queensland Country Women's Association Public Rural Crisis Fund



The QCWA Public Rural Crisis Fund (PRCF) was established to provide support to members of the public in times of crisis. Small grants of up to \$500.00 of non-means tested assistance is available for household or medical costs. Distribution is by way of gift vouchers, store credit and the payment of accounts (e.g. medical or utility). No cash is paid.

Further information and the Application form can be found at [www.qcwa.org.au/what-ewe-do/public-rural-crisis-fund/](http://www.qcwa.org.au/what-ewe-do/public-rural-crisis-fund/)

Alternatively, contact the QCWA State Office on (07) 3026 1220 for further assistance.

## Queensland Farmers Federation (QFF)

The QLD Farmers' Federation is the united voice of intensive agriculture in QLD. It is a federation that represents the interests of 16 of QLDs peak rural industry organisations, which in turn collectively represent more

than 13 000 primary producers across QLD. QFF work closely with government and industry by leading programs and projects that support and improve the broader QLD intensive agriculture sector.

Telephone (07) 3837 4720 or email [qfarmers@qff.org.au](mailto:qfarmers@qff.org.au)

## Queensland Rural and Industry Development (QRIDA)

Drought Recovery Concessional Loan Scheme

[www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)



Drought Recovery Concessional Loans provide up to \$1million for eligible Queensland farm businesses that have experienced severe drought conditions, to commence planting and restocking activities.

Key features include:

- Variable concessional interest rate currently set at 2.71% (from August 2015)
- Interest only repayment terms available for five (5) years
- Loans are repayable over ten(10) years
- Provides finance for debt restructuring, operating expenses, drought recovery and preparedness activities ( or a combination of these).

The scheme guidelines, application form and Rainfall Deficiency Report can be accessed on the website. For further information or to make an appointment with your local Client Liaison Officer contact QRIDA on Freecall 1800 623 946 or email [contact\\_us@qrida.qld.gov.au](mailto:contact_us@qrida.qld.gov.au)

The Drought Recovery Concessional Loan Scheme is funded by the Australian Government delivered by QRIDA.

### QRIDA Client Liaison Officers

QRIDA Client Liaison Officers have been appointed through Queensland to liaise with producers, small business operators, bankers, accountants and government agencies to provide up-to-date information on QRIDA's programs.

QRIDA Client Liaison Officers have on-farm contact with primary producers to respond to their queries and applications.

John Metelli, Rockhampton, covers most of the Banana Shire. Contact John on telephone (07) 4936 1872, mobile 0417 775 245 or email [john.metelli@qrda.qld.gov.au](mailto:john.metelli@qrda.qld.gov.au)

Tony Koch, Roma, covers the Taroom area of the Banana Shire. Contact Tony on telephone (07) 4622 8527, mobile 0427 029 141 or email [tony.koch@qrda.qld.gov.au](mailto:tony.koch@qrda.qld.gov.au)



## Rural Financial Counselling Service

The RFCS Programme aims to help primary producers, and small rural businesses identify ways to become self-reliant and better equipped to manage change and adjustment.

Rural Financial Counselling Services are provided that are:

- Free
- Confidential
- Impartial
- Independent of financial institutions, welfare agencies and government.

A Rural Financial Counsellor can provide assistance with:

- Identifying financial and business options
- Cash flow budgeting
- Financial analysis
- Facilitating meetings with lenders and financial institutions
- Referrals and information on Government assistance
- Referrals to Centrelink and to professionals for succession planning, family mediation and personal counselling, emotional and social counselling
- Preparation of an Enterprise Action Plan

**Rural financial counsellors do not provide family, emotional or social counselling, financial advice or succession planning services, but, can provide referrals and information on these services.**

Most of Banana Shire falls under the auspice of RFCS Queensland – Southern Region; **Bronwyn Schultz** is the Rural Financial Counsellor for the Callide or Dawson Valleys area, his contact details are below:

Phone: (07) 4992 9133  
Mobile: 0448 124 016  
Email: [Bronwyn.schultz@rfcssq.org.au](mailto:Bronwyn.schultz@rfcssq.org.au)  
Web: [www.rfcssqsw.org.au](http://www.rfcssqsw.org.au)

## School Transport Information

Families that drive their children to school or connect with a school bus run may be eligible for an increase in the school transport allowance. For more information please call DTMR on 13 74 68 or visit the website [www.tmr.qld.gov.au/Travel-and-transport/School-transport/Information-statements](http://www.tmr.qld.gov.au/Travel-and-transport/School-transport/Information-statements)



### Conveyance Allowance (drought assistance) arrangements

Conveyance Allowance is designed to assist families who reside on drought declared primary producing properties with the costs of transporting their children to and from school.

Your drought assistance will continue while you are in receipt of Conveyance Allowance Class A or C and you continue to:

- Reside on a primary producing property in a shire council/regional council that is currently drought declared by the Department of Agriculture and Fisheries, OR

- Reside on a primary producing property which is officially declared an 'individually droughted property' (IDP) by the Department of Agriculture and Fisheries.

Your drought payment will be paid:

- In addition to the existing Conveyance Allowance currently approved.
- In April for the first semester (January to June) and October for semester two (July to December).
- While you remain living on your primary producing property. Payments will continue for two (2) years after the property is officially removed from the drought declared list, provided your circumstances do not change.
- While students are in attendance at school.
- The existing Conveyance Allowance A and C payments will continue to be made in June and December
- Any change of address will require a new application and a new assessment
- Should you have any questions about school transport, drought assistance or Conveyance Allowance payments please contact the nearest Department of Transport and Main Roads office.
- Drought assistance is not available for families who receive Class 1 Conveyance Allowance for students in isolated areas.

For more information see the website:

[http://www.tmr.qld.gov.au/-/media/Travelandtransport/School-transport/Information-statements/2016/stis-7\\_2016.pdf?la=en](http://www.tmr.qld.gov.au/-/media/Travelandtransport/School-transport/Information-statements/2016/stis-7_2016.pdf?la=en)

Or contact your local TransLink Division office of the Department of Transport and Main Roads or go to [www.translink.com.au/schooltransport](http://www.translink.com.au/schooltransport)



## Telstra Assistance

Telstra, through their *Access for Everyone* Program offer flexible payment terms and options if you're experiencing genuine difficulties, as outlined in their [Financial Hardship Policy](#). Contact Telstra to discuss:



- Longer term payment arrangement/payment extensions
- Reviewing and removing any administration fees
- Being placed on a more affordable mobile, fixed line and/or BigPond plan
- Conversion to pre-paid service
- Incoming and emergency calls only on a fixed line service
- Telstra Bill Assistance Program – refer to Anglicare CQ

You can talk to a financial counsellor by calling 1800 007 007 or to talk to Telstra re the Financial Hardship policy at any time (24/7) on 13 22 00 and say “payment options”.

For more information visit the website:  
[www.telstra.com.au/aboutus/community-environment/community-programs/adversity-financial-hardship](http://www.telstra.com.au/aboutus/community-environment/community-programs/adversity-financial-hardship)

## Trade Support Loans

- Paid in instalments of up to \$20 000.00 over 4 years – repayable once income exceeds certain limit – term is interest free
- Aimed at assisting apprentices with everyday costs and training expenses
- Subject to eligibility – Cert III and IV qualifications leading to certain priority trade occupations that currently appear on the National Skills Needs List as well as a number of agriculture and horticulture qualifications at the certificate II, III and IV levels.
- Apply through Apprenticeship Network providers



For further information contact Australian Apprenticeships on 13 38 73 OR view the website [www.australianapprenticeships.gov.au/trade-support-loans](http://www.australianapprenticeships.gov.au/trade-support-loans)

# UnitingCare Community



## National Debt Hotline

UnitingCare Community Financial First Aid Counsellors are available FREE to the public as a first point of call to address immediate financial concerns that place undue stress and anxiety on individuals and families.

Calling the Financial First Aid line may alleviate the need for a face-to-face consultation as counsellors offer immediate advice over the phone.

The team of counsellors are committed to each caller, providing necessary information to empower you to make the appropriate choices in response to your unique situation.

Contact: 1800 007 007



# Environmental Assistance

## Department of Natural Resources and Mines (DNRM)

### Deferral of Rent or Instalment



Applications can be made to the DNRM to defer rent or instalment payments. To be eligible, you must hold a term, perpetual or freeholding lease, a road licence or an occupation licence. You are not eligible if you hold a permit to occupy.

You can apply at any time if you are suffering from the effects of drought, flood, fire, disaster, economic recession or a severe downturn in the markets related to the purpose of the lease.

For more information, phone DNRM on 13 74 68 or go to:  
[www.qld.gov.au/environment/land/state/rents/deferring](http://www.qld.gov.au/environment/land/state/rents/deferring)

## Sporting Shooters Association of Australia

### Farmer Assist

[www.farmerassist.com.au/](http://www.farmerassist.com.au/)



**SPORTING SHOOTERS'  
ASSOCIATION OF AUSTRALIA**

The SSAA Farmer Assist program has been developed to enable farmers with wildlife management issues to seek the assistance of SSAA members. The specially designed program is run via the website, allowing a farmer to choose who they invite onto their properties from the group of members replying to their post.

SSAA National is working with a number of SSAA state branches to release the SSAA Farmer Assist program throughout Australia. Please check the Program Status map for the current stage in QLD.

For further information or issues during the registering process please contact the State Office on telephone (07) 3281 3447 or email [enquiry@ssaaqlld.org.au](mailto:enquiry@ssaaqlld.org.au)



# Personal Wellbeing Assistance

## Anglicare Central Queensland

Anglicare Central Queensland is working with people to make the best of their lives. They work with people of all ages and from all backgrounds, to provide services from crisis intervention to long-term support.



Their work includes affordable housing, child protection services including foster and kinship care and residential care for children and young people. Also provided are counselling, mental health, youth and disability support services.

Services in the Banana Shire include the Youth Program, Foster Care Program, Lifestyle Support Options, Partners in Recovery, Healthy Minds, "Stomp on Stigma", Family and Individual Support Workers.

Biloela Office: (07) 49922421

Moura Office: (07) 4997 3473

## Aussie Helpers

Aussie Helpers Ltd is a non-profit registered charity that has been operating since 21 May 2002. The charity is operated by approximately forty volunteers working in QLD, NSW, Vic and SA and have assisted farmers in Tas and WA. Aussie Helpers stays in touch with 100s of farming families to ensure their wellbeing and survival through good and bad times.



These volunteers fully embody the spirit of volunteering, freely giving their own time and expertise (in many cases at their own expense). They have created a charitable association that is strongly supported by local communities including citizens and small businesses, many of whom have

donated and supplied goods and services to enable Aussie Helpers to achieve its goal of “helping to fight poverty in the bush”.

Phone 1300 665 232 or visit their website at [www.aussiehelpers.org.au](http://www.aussiehelpers.org.au)

## Banana Shire Support Centre

The Banana Shire Support Centre (BSSC) is a community-based, non-discriminatory free service for all people of the Banana Shire. The Centre operates to assist people in times of crisis to facilitate transition to a self-determined lifestyle.



Contact Banana Shire Support Centre on: (07) 4992 3322 or email [bseasc@bigpond.net.au](mailto:bseasc@bigpond.net.au)

BSSC offers community support in the following areas:

- Crisis accommodation for homeless families
- Share housing for homeless
- Domestic Violence women’s shelter
- Emergency Relief
- Information and referral
- Domestic and family violence counselling
- Domestic Violence Court support
- Community Legal Advice
- No Interest Loan Scheme

## Buy a Bale



The team at The Give Back Campaign, Frontier Services, in June 2013, decided to do something for the predominately QLD farmers who were destroying their

cattle and some being forced off their land. After some brainstorming it was decided the best thing was to ask Australians to Buy a Bale of Hay and the feed would be delivered to where it was needed most.

Drought continues in many parts of the country; currently (end of 2016) about 2/3 of the Banana Shire is drought declared. The Buy a Bale campaign has expanded and also supplies diesel, groceries, family health support and counselling. After 3 years the campaign has galvanised tens of thousands of Australians to donate. Today Buy a Bale is a recognised name in drought assistance.

To contact Buy a Bale telephone 1300 448 322 or visit their website to register for assistance [www.buyabale.com.au/can-we-help-you](http://www.buyabale.com.au/can-we-help-you)

## Legal Aid Queensland Farm and Rural Legal service



The Farm and Rural Legal Service gives help and advice to QLD rural producers who have severe debt related problems, are in dispute with their lenders, or are facing financial hardship relating to their business of primary production. Their service is FREE of charge to QLD rural producers – NO Means or merit tests apply.

The Farm and Rural Legal Service lawyer travels throughout QLD to the most remote locations to give legal advice. The service helps rural producers on the farm, at a venue of the farmer's choice, at the local Legal Aid QLD office or by telephone.

The service can give advice on:

- Legal documents
- Legal processes
- Legal options
- All QLD and Commonwealth laws

- The conduct and actions of other parties.

The service can help with, or by:

- Writing letters on your behalf
- Giving written opinions
- Negotiating on your behalf
- Mediating in disputes
- Completing documents
- Referring you to other agencies for help.

For more information please contact Legal Aid QLD on 1300 651 188.

## Off the Track Training

Joy McClymont is a personal trainer who lives on a property west of Longreach (familiar with the ravages of drought). She has devoted her career to empowering people to achieve their personal health and fitness goals. Joy has been announced as the QLD winner for the Fitness Australia “Active Achievers Award,” 2016.



Joy’s business, “Off the Track Training”, can provide you with a tailored fitness, nutrition and health plan to suit your needs and budget. Regardless of your fitness level, gender or your location, Joy is committed in helping you to unlock your optimal health and wellbeing potential.

“Off the Track Training” can provide:

- Expert education with qualified professionals
- Motivation Mojo to kick start and inspire, plus
- Positive Personal Support

The programs:

- Use what you’ve got in your own house or backyard!
- Are varied for all fitness levels
- Starts small with achievable, simple steps built around your lifestyle



- Provide clear guidelines on what, why & how we need to eat
- Are designed to establish positive health habits and attitudes
- Can change your life

You can:

- Do it anywhere!
- Do it with the kids!
- Do it while you're busy!
- Even do it when you're sad, stressed or not so fab!

Her specialised service is perfect for those living in isolated areas and with full support throughout your program, you will be more than pleased with the results.

Contact on telephone (07) 4658 9039 or visit the website [www.offthetracktraining.com.au](http://www.offthetracktraining.com.au)

## Royal Flying Doctor Service Drought Wellbeing Service



Royal Flying Doctor Service

When discussing mental health in rural areas, there is often a focus on mental illness and suicides coupled with alarming statistics. RFDS (QLD Section) in no way wants to ignore these figures, however it is important to remember that mental health and wellbeing is about so much more.

It is important to acknowledge that resilience and determination are a natural part of rural life. How we deal with stress can impact not only our current and future health, but the wellbeing of those around us.

RFDS (QLD Section) has been leading the Drought Wellbeing Service across QLD. This program offers counselling and support to people living and working in areas impacted by drought. Qualified counsellors work alongside existing RFDS clinicians and attend established RFDS primary health care clinics. Counsellors are also available via telehealth or outreach sessions providing strategies that can help in tough times, or an ear to listen to wellbeing concerns. RFDS can offer information sessions on dealing with tough times to small groups and/or businesses that are drought affected.

If you, a friend or loved one, would like to chat with one of the RFDS Drought Wellbeing Service counsellors please call (07) 3852 7544 or email [infodws@rfdsqld.com.au](mailto:infodws@rfdsqld.com.au)

## UnitingCare Community Country Callback Service



Country Callback offers a FREE 24hr telephone support to rural people in QLD who are “doing it tough.” Telephone 1800 543 354

People experiencing personal, social, financial and emotional difficulties as a result of prolonged drought and/or rural hardship are able to access this 24hr Country Callback service.

Country Callback has been set up by UnitingCare Community who also run the **Lifeline Crisis Line 13 11 14**. At present this 13 11 14 crisisline offers immediate support however is currently unable to call people back. After receiving feedback from rural communities that a service like this was needed UnitingCare Community has used its experience, skills and infrastructure to offer this support to rural Queenslanders.

What happens when you call?

When someone contacts Country Callback you will speak to a qualified (Lifeline) Telephone Crisisline worker who will provide immediate support, information, advice and referral. A ‘Callback’ will then be offered to the caller for a time that is convenient to the caller.

What is a Callback?

A ‘Callback’ is confidential debriefing or counselling over the telephone by qualified staff in the privacy of your home.

When a 'Callback' is made, the needs of the caller are matched to the 'best fit' counsellor who will offer support at your preferred day and time.

This confidential service provides:

- Information, advice and referral
- Counselling support for individuals and families experiencing personal, social, financial and emotional difficulties
- Debriefing support for workers and volunteers

For further information go to [www.countrycallback.com.au](http://www.countrycallback.com.au) or contact [countrycallback@uccommunity.org.au](mailto:countrycallback@uccommunity.org.au)

## Financial First Aid

UnitingCare Community Financial First Aid Counsellors are available FREE to the public as a first point of call to address immediate financial concerns that place undue stress and anxiety on individuals and families.

Calling the Financial First Aid line may alleviate the need for a face-to-face consultation as counsellors offer immediate advice over the phone.

The team of counsellors are committed to each caller, providing necessary information to empower you to make the appropriate choices in response to your unique situation. Contact 1800 007 007.



# National and Statewide Support Services

<p><b>Queensland Health</b>  Ph: 13 43 25 84 (13 HEALTH)</p> <p>For general health advice and concerns, talk to a qualified staff member who can provide you with information on who to talk to and how quickly you should do it.</p> <p><b>A fee and confidential service available 24/7</b>  Always call 000 in an Emergency  <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a></p>	
Lifeline Telephone Counselling Ph: 13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Mensline Australia Ph: 1300 789 978	<a href="http://www.mensline.org.au">www.mensline.org.au</a>
Beyond Blue Info Line Ph: 1300 224 636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Relationships Australia Ph: 1300 364 277	<a href="http://www.relationships.org.au">www.relationships.org.au</a>
Kids Helpline Ph: 1800 551 800	<a href="http://kidshelpline.com.au">kidshelpline.com.au</a>
Parentline Ph: 1300 301 300	<a href="http://www.parentline.com.au">www.parentline.com.au</a>
Seniors Enquiry Line Ph: 1300 135 500	<a href="http://www.seniorenquiryline.com.au">www.seniorenquiryline.com.au</a>
Suicide Call Back Service Ph: 1300 659 467	<a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>
Salvation Army Ph: 13 72 58 (13 SALVOS)	<a href="http://salvos.org.au">salvos.org.au</a>
Financial First Aid Ph: 1800 007 007	<a href="http://ucommunity.org.au/counselling">ucommunity.org.au/counselling</a>
SANE Helpline Ph: 1800 187 263	<a href="http://www.sane.org">www.sane.org</a>
Country Callback Ph: 1800 54 33 54	<a href="http://www.countrycallback.com.au">www.countrycallback.com.au</a>
<b>Add your own contacts</b>	

# Roads and Buildings Assistance

## Department of Transport and Main Roads Drought Assistance Package

The Department of Transport and Main Roads provides a drought assistance package for eligible registered operators of vehicles. This package is offered in conjunction with the Department of Agriculture, Fisheries and Forestry and the Queensland Police Service.



Items included in the package are:

- Multi-combination drought permits
- Permit to increase the maximum hay-loading height
- An additional registration pay term of 3 months and exemption from surcharge for a 3 or 6 month registration pay term
- Exemption from an administrative fee for late payment of registration
- Waiving of certificate of inspections fees
- Seasonal registration vehicles can have dormant period extended to two (2) years
- Cancellation and re-registration of vehicles
- Fodder transport with primary producer concession
- Farm plate concession vehicles able to cart water for up to 80 km
- Stock grazing on declared road reserves

### Drought Information Hotline

A Drought Information Hotline is provided by the Department of Agriculture, Fisheries and Forestry. The hotline provides information about all drought assistance available. Contact 1800 025 656.

More information can be found on the website:

[www.tmr.qld.gov.au/~media/communityandenvironment/commengage/disasterassistance/droughtassistancepackage.pdf](http://www.tmr.qld.gov.au/~media/communityandenvironment/commengage/disasterassistance/droughtassistancepackage.pdf)



For local infrastructure issues (roads & buildings) email [enquiries@banana.qld.gov.au](mailto:enquiries@banana.qld.gov.au) or telephone 4992 9500.