

Rural Financial Counselling Service FARM LIAISON OFFICER

ABOUT THIS GUIDE

This guide has been compiled from across agencies and organisations to assist Queensland rural businesses affected by natural disasters.

For further information or to provide information or updates for this guide, please contact the RFCS FLO, Tahna Jackson.

QUEENSLAND NATURAL DISASTERS

SUPPORT & RECOVERY GUIDE EDITION 8 - 2 DECEMBER 2019

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GENERAL NATURAL DISASTER, BUSINESS, INDIVIDUAL & FAMILY SUPPORT

QUEENSLAND DISASTER DECLARED AREAS AT NOVEMBER 2019

- [Eastern Queensland Bushfires, November 2019](#)
- [Southern Queensland bushfires 6—12 September 2019](#)
- [Severe Tropical Cyclone Trevor March 2019](#)
- [Far North and North Queensland monsoonal floods January—February 2019](#)
- [North West Queensland Livestock Recovery Package](#)

www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery/natural-disaster/declared-areas

Department / Organisation	Assistance or Information	Contact details
Financial and business support		
<p>Rural Financial Counselling Service:</p> <p>- North Queensland</p> <p>- Southern Queensland</p> <p><i>*See maps at back for full service area details</i></p>	<p>FREE, impartial and confidential Financial Counselling. Mobile service working with you to:</p> <ul style="list-style-type: none"> • Understand the financial position of your business • Identify options to improve your financial position • Produce cash flows. Stock schedules, business plans • Negotiate with your bank • Help you through the application process - Farm Household Allowance applications & support while case managed • Regional Investment Corporation and QRIDA concessional loans 	<p>RFCSNQ (07) 4845 4849 www.rfcsnq.com.au</p> <p>RFCSQ (07) 4622 5500 www.rfcssq.org.au/</p>
	<p>The purpose of the Small Business Financial Counsellor (SBFC) Programme is to provide free financial counselling to non-rural business operators who are suffering financial hardship and to manage the challenges presented by the current environmental and ongoing economic conditions in key local government areas.</p> <p>The objectives of the SBFC Programme are to:</p> <ul style="list-style-type: none"> • Assist Small-Medium Enterprise (SME) operators' requesting financial counselling with a financial analysis consisting of annual, or year in year out cash flow budget, Statement of Assets and Liabilities, Cash flow analysis and options for business improvement • provide clients with access to financial information, options, decision support and referrals to other sources of industry, professional and government assistance to develop longer term strategies and plans to improve preparedness and resilience to drought and other climate variabilities • empower clients to make their own decisions on how to most effectively manage change and adjustment issues • refer operators to a network of professional service providers for advice with legal, accounting and financial planning and investment matters and social and welfare matters. 	<p>North West, Townsville, Burdekin & Hinchinbrook Russell Lowry tv.l.sbfc@rfcsnq.com.au 0477 122123</p> <p>Gerard Byrne 0477 122 123 gerard@rfcsnq.com.au</p> <p>Southern Queensland smallbusiness@rfcssq.org.au 1300 732777 (1300 RFCSSQ)</p> <p><i>The SBFC is an initiative of the Department of Agriculture and Fisheries and supported and delivered by Rural Financial Counselling Service.</i></p>

<p>Small Business & Individuals Financial Counsellor Programme</p> <p>(Central West Queensland)</p>	<ul style="list-style-type: none"> The SBIFC programme provides assistance to CWQ small business owners who are suffering from financial hardship to manage the challenges of industry change, adjustment and sustainability as the result of drought and ongoing adverse economic conditions. Service area covers seven local government areas of the region: Blackall-Tambo, Barcaldine, Boulia, Barcoo, Diamantina, Longreach, Winton. 	<p>Contact Peter Whip peter@prwagri.com.au Phone: (07) 4658 1512 Mobile: 0428581512</p>
<p>Department of Human Services (Aust Gov)</p> <p><i>A new application for FHA can be made online through your MyGov account or alternatively by a paper application</i> www.humanservices.gov.au/individuals/forms/su694</p> <p>*See further information on disaster recovery allowance and payment in flood section</p>	<p>Farm Household Allowance (FHA) Available to all primary producers in hardship no matter what the season/disaster, subject to assets and income test</p> <ul style="list-style-type: none"> Provides fortnightly income support to farmers and their partners up to a maximum four cumulative years. income and assets tests that apply. The FHA provides farmers and farmers' partners access to: <ul style="list-style-type: none"> Over \$100,000 may be available in income support over four cumulative years (for a household with two recipients) up to 17 face-to-face meetings with your personal Farm Household Case Officer up to \$4,000 activity supplement for each recipient to pay for training and/or advice (for on or off-farm activities) \$1,500 to complete a Farm Financial Assessment Healthcare Card, Pharmaceutical Allowance, Rent Assistance, Telephone Allowance and Remote Area Allowance. From 1 July 2019, we may exempt money you get from the forced disposal of livestock from the income test. You must deposit the money in a Farm Management Account. 	<p>Farmer Assistance Line on: 132 316 (8am-8pm Monday-Friday)</p> <p>www.humanservices.gov.au/individuals/services/centrelink/farm-household-allowance</p> <ul style="list-style-type: none"> You can contact your local RFC for assistance with this process.
<p>QRIDA (Qld Gov)</p> <p>*See further information in drought & flood sections</p>	<p>Queensland Government's central webpage for disaster recovery assistance is hosted at QRIDA. www.qrida.qld.gov.au/current-programs/Disaster-recovery</p> <p>Productivity Loans</p> <ul style="list-style-type: none"> First Start Loans provide you with finance up to \$2,000,000 to assist you in the early years of establishing your primary production enterprise Sustainability Loans provide you with finance up to \$1,300,000 to assist in achieving a more productive and sustainable primary production enterprise <p>Farm Management Grants Scheme</p> <ul style="list-style-type: none"> Provides a rebate of up to \$2,500 or 50% if seeking professional advice about succession planning and the transfer of the primary production enterprise. <p>Disaster Assistance Loans</p> <ul style="list-style-type: none"> Essential Working Capital – low interest loans up to \$100,000 Primary Producer Loans – Low interest loans up to \$250,000 	<p>Freecall 1800 623 946</p> <p>contact_us@qrida.qld.gov.au www.qrida.qld.gov.au</p> <ul style="list-style-type: none"> You can contact your local RFC for assistance with this process.
<p>Australian Government Regional Investment Corporation</p>	<p>Drought Loans, Farm Investments Loans</p> <ul style="list-style-type: none"> You can use the loans for a range of purposes, including to refinance existing debt access new debt for operating expenses or capital, or to fund activities related to the impact of natural disasters (drought & floods). <p>Fast facts:</p> <ul style="list-style-type: none"> 10 year loan, first five years interest only, No Fees, 3.58% variable interest rate At least 50% of your total debt must be with a commercial lender when you apply. 	<p>1800 875 675 loans@service.RIC.gov.au</p> <ul style="list-style-type: none"> You can contact your local RFC for assistance with this process. <p>www.ric.gov.au/farmers/farm-investment www.ric.gov.au/farmers/drought</p> <p>Drought loan eligibility map link: www.ric.gov.au/farmers/drought#eligible-area</p>

<p>Business Queensland</p>	<p>What primary producers should do after a natural disaster Information and links relevant to primary producers to assist in recovering from a natural disaster including developing a Recovery Plan: www.business.qld.gov.au/running-business/protecting-business/risk-management/recovery-plan</p>	<p>BQ website www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/primary-producers</p>
<p>Department of Transport and Main Roads</p> <p>*See further information in drought section</p>	<p>Natural disaster and drought assistance (registration and licensing)</p> <ul style="list-style-type: none"> The department provides a natural disaster assistance package and a drought assistance package for eligible registered operators. The TMR Natural Disaster Assistance Package has been enacted for areas affected by bushfires (CQ, Scenic Rim and Southern Downs) and flooding (NQ & FNQ). 	<p>Visit your local TMR office</p> <p>www.tmr.qld.gov.au/Community-and-environment/Community-engagement/Natural-disaster-and-drought-assistance</p>
<p>Queensland Department of Agriculture and Fisheries</p>	<p>Disaster Recovery Portal www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery</p> <p>Disaster recovery for livestock farms</p> <ul style="list-style-type: none"> Animal Welfare Parasites Infectious Diseases Foot Diseases Plant Poisonings Provision of fodder drops <p>www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/disaster-recovery-livestock</p> <p>Disaster recovery for crop farms www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/disaster-recovery</p>	<p>13 25 23 QLD DAF Primary Industry Call Centre: (07) 3239 3111</p>
<p>Department of Natural Resources, Mines and Energy</p>	<p>Drought Relief from Electricity Charges Scheme (DRECS)</p> <ul style="list-style-type: none"> Primary producers in drought- declared areas or whose property has been individually drought-declared (IDP) are eligible to apply. The scheme provides relief from supply charges on electricity accounts that are used to pump water for farm or irrigation purposes. Account holders who do not have access to, or have severely restricted access to farm or irrigation water can apply. <p>Water licence waivers</p> <ul style="list-style-type: none"> Queensland producers whose properties are in drought- declared areas or have an IDP are eligible. No application needed, affected producers will be advised of the waiver by a letter. <p>Land rent rebate</p> <ul style="list-style-type: none"> Holders of rural leases (Category 11 leases used for grazing and primary production) in drought-declared areas or IDPs are eligible for a rebate of 15% of their annual rent where that annual rent is more than \$267 (excl. GST). Producers who are eligible for the rebate will receive information with their quarterly/annual invoices. 	<p>For more information on DRECS Phone: 13 43 87 Email: droughtrelief@dnrme.qld.gov.au</p> <p>Or visit: www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/drought/assistance/dreacs</p> <p>Ergon Energy customers can apply through Ergon Energy Retail (see Utility Providers in page 7).</p> <p>Water licence waivers For more information www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/drought/assistance/other-relief</p>

<p>Australian Department of Social Services</p>	<ul style="list-style-type: none"> • People who require financial assistance may be eligible for help through the Emergency Relief program, which provides immediate financial and/or material support. Emergency Relief is delivered by community organisations to help with immediate basic needs during a crisis. The assistance offered may include: <ul style="list-style-type: none"> - food, transport or chemist vouchers - part-payment of utility account/s - food parcels or clothing - budgeting assistance and/or - referrals to other services that help to address underlying causes of financial crisis. • Commonwealth Financial Counselling - financial counselling for individuals (not businesses). This is a free service that can help consolidate debts and put the household on a better financial footing. These services are voluntary, free and confidential, and can be accessed through: <ul style="list-style-type: none"> o face-to-face meetings or o the National Debt Helpline on 1800 007 007 (calls from public phones/mobile phones may be timed and charged at a higher rate). o or visit www.ndh.org.au 	<p>National Debt Helpline 1800 007 007</p> <p>serviceproviders.dss.gov.au</p> <p>To find a Financial Counsellor visit ASIC's Money Smart Financial Counselling page at www.moneysmart.gov.au/managing-your-money/managing-debts/financial-counselling</p> <p>or call the National Debt Helpline on 1800 007 007</p>
<p>Farm and Rural Legal Service</p>	<ul style="list-style-type: none"> • Free basic legal advice 	<p>1300 65 11 88</p> <p>www.legalaid.qld.gov.au/Get-legal-help/Our-services/Farm-and-rural-legal-service</p>
<p>Industry groups</p>	<ul style="list-style-type: none"> • Australian Dairy Farmers: (03) 8621 4200 • Australian Lot Feeders Association: (02) 9290 3700 • Cattle Council of Australia: (02) 6269 5600 • CANEGROWERS: (07) 3864 6444 • Growcom: (07) 3620 3880 • AgForce Queensland: 1800 648 974 	
<p>QCWA</p>	<ul style="list-style-type: none"> • Assistance of up to \$1,500 per individual/ family/ household/ primary producer/ small business. • These funds are paid in the form of store credit or vouchers to your local grocery store or alternatively bills and other essential items can be paid for on your behalf, i.e. fuel, medical, education, electricity etc. • Bounce Back Program, offering ideas, before, during and after difficult times. 	<p>07 3026 1220</p> <p>secretary@qcwa.org.au</p> <p>or contact your local branch</p> <p>Link for application www.qcwa.org.au/what-we-do/public-rural-crisis-fund/</p> <p>Link below for the Bouncing back program www.qcwa.org.au/what-we-do/health-awareness/</p>
<p>Drought Angels</p>	<ul style="list-style-type: none"> • Assist farming families affected by Natural Disasters Australia wide. • Support consists of providing Stock feed, Financial support via Pre-paid visas and local produce vouchers from within the communities, moral support through personal face to face or phone contact and referrals to other support networks as needed. • Providing up to \$3,000 to families who are in drought declared areas and now also to the flooded areas of Queensland. • To apply, complete an online application found on the website. 	<p>www.droughtangels.org.au</p>

Rural Aid	<ul style="list-style-type: none"> Rural Aid provides a number of support programs for rural Australia. These programs provide a range of support services from provision of animal feed, cash handouts, holidays and mental health assistance, education assistance and technology. 	www.ruralaid.org.au/programs 1300327624
GIVIT	<ul style="list-style-type: none"> connects those who have with those who need. The online platform matches donated goods with the needs of charities and individuals following a natural disaster. 	www.givit.org.au
Support services		
State Emergency Services (SES)	www.ses.qld.gov.au	132 500
Qld Department of Agriculture and Fisheries – Crisis Support	www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery/natural-disaster/support-services Recovery Offices www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery/natural-disaster/recovery-office-locations	
Bureau of Meteorology	Warnings for Queensland www.bom.gov.au/qld/warnings/ Rainfall and River Conditions www.bom.gov.au/qld/flood/	
Biosecurity		
Qld Department of Agriculture and Fisheries	Farm biosecurity on natural disasters http://www.farmbiosecurity.com.au/dont-let-yourself-be-burned-following-a-disaster/ Managing weeds, pest animals and invasive ants after a natural disaster www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/weeds	13 25 23
Utility providers		
Telstra	<ul style="list-style-type: none"> longer-term payment options or extensions, reviewing and removing any administrative fees (e.g. for late payment), and reviewing a customer's mobile, fixed line and broadband plans to make sure they are affordable. 	13 22 00 http://telstra.com/hardship
AGL	<ul style="list-style-type: none"> Eligible farmers can apply for drought relief assistance (DRA) and solar assistance. Under the DRA, up to \$1,500 (incl GST) of existing debt will be wiped from their AGL business energy bill to help relieve the pressure. Also, farmers are encouraged to fund their own solar system (10kW -100kW system) with an upfront discount ranging from \$2,500 - \$25,000 (excl GST). Note the assistance package is open until June 2020 or until the allocation is fully used. 	https://farmers.org.au/news/agl-farmers-assist-program

Health, wellbeing & family support		
Queensland Department of Health	<ul style="list-style-type: none"> Tackling Regional Adversity through Integrated Care program grants 2018-2019 (TRAIC) community-based groups to develop and promote mental health support in regions affected droughts, disasters and other crises. Confidential mental health telephone triage service for Queenslanders that provides the first point of contact to public mental health services. 24 hour assessment, referral, advice, and hospital and community health centre contact details. free online treatment program that helps you self manage your recovery from depression. 	<p>TRAIC program: traic@health.qld.gov.au Cameron Dare: 4652 7951 (CWQ)</p> <p>Mental health access line 1300 64 22 55</p> <p>To find your nearest health centre: 13 432 584 www.ontrack.org.au/web/ontrack</p>
Primary Health Network	<ul style="list-style-type: none"> Primary Health Networks partner directly with general practitioners, other primary health care providers, secondary care providers and hospitals to improve outcomes for patients. To make the services more accessible, Australians located in rural areas can access counselling via Skype from the first appointment. 	<p>http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Home</p>
Medicare Better Access	<ul style="list-style-type: none"> Under the existing Medicare Benefits Schedule (MBS) Better Access telehealth initiative, people in rural and remote areas can now access up to 10 individual and/or 10 group mental health consultations without needing to leave their homes. 	<p>Talk to your GP or Primary Health Network about accessing this service.</p>
Head to Health	<ul style="list-style-type: none"> Head to Health makes it easy for people to access a range of free or low-cost Australian digital mental health services. 	<p>www.headtohealth.gov.au/</p>
Mental Health Association QLD	<ul style="list-style-type: none"> Supports families and loved ones of individuals who are experiencing the effects of mental illness. Provides support to individuals at risk of developing a mental illness or those who are experiencing the effects of mental illness Online forum anonymous community for people living with mental illness, moderated 24/7 by mental health professionals. 	<p>www.mentalhealth.org.au/welcome-mental-health-association-australia</p>
Salvation Army	<ul style="list-style-type: none"> Family and personal support and financial assistance 	<p>13 72 58 Call 1300 371 288 for the Emergency Relief Team www.salvos.org.au</p>
Uniting Care Community	<ul style="list-style-type: none"> Country call back service 24/7 telephone support for drought affected and isolated communities within rural Queensland 	<p>1800 54 33 54 (Country call back service) www.uccommunity.com.au</p>
St Vincent de Paul Society QLD (Vinnies)	<ul style="list-style-type: none"> Family and individual support and financial assistance 	<p>National Helpline: 13 18 12 QLD Helpline: 1800 846 643 www.vinnies.org.au</p>
Relationships Australia	<ul style="list-style-type: none"> Relationship support services for individuals, families and communities. 	<p>1300 364 277 www.relationships.org.au</p>
Mensline	<ul style="list-style-type: none"> Helping men deal with relationship issues in a practical way 	<p>1300 789 978</p>
BeyondBlue	<ul style="list-style-type: none"> Help with personal issues including depression or anxiety. 	<p>1300 224 636 www.beyondblue.org.au</p>

Outback Futures	<ul style="list-style-type: none"> Outback Futures is a not for profit organisation committed to providing regular, professional and consistent mental and allied health and well-being services to rural and remote Queenslanders. 	www.outbackfutures.org.au
ifarmwell	<ul style="list-style-type: none"> An online tool kit to help farmers cope effectively with life's challenges and get the most out of every day. 	www.ifarmwell.com.au/
Australian Psychological Society		1800 333 497
Bush Crisis Line and Support Services		1800 805 391
SANE Helpline		1800 187 263 (Mon-Fri)
Suicide Call Back Service Referral Line		1300 659 467
Trans-Help Foundation	<ul style="list-style-type: none"> Support for transport drivers and their families 	1300 787 996
Support for young people		
Kids Help Line		1800 551 800
Education Queensland / Qld Health	<ul style="list-style-type: none"> To help children of kindergarten age and younger process the events of a natural disaster, the Queensland Centre for Perinatal and Infant Mental Health has released a suite of free resources on its website. Birdie's Tree is a series of five storybooks that can be read in hard copy or on a computer or mobile device. You can choose from Birdie and the Cyclone, Birdie and the Flood, Birdie and the Fire, Birdie and the Earthquake and Birdie and the Drought. Parents, educators and carers can play interactive games with children online or find information to help them support babies and young children through extreme weather. Adults can use these resources at any time to help build children's resilience. 	www.childrens.health.qld.gov.au/natural-disaster-recovery/
ReachOUT	<ul style="list-style-type: none"> ReachOUT is a website-based mental health service for young people that provides information, support and resources to help them build resilience and connect with support 	https://au.reachout.com/ to access a wealth of mental health resources
Education and childcare support		
Australian Government Isolated Children Scheme	<ul style="list-style-type: none"> The Assistance for Isolated Children (AIC) Scheme supports parents and carers of children who cannot go to a local government school because of geographic isolation, disability or special needs. The AIC helps isolated families of primary, secondary and certain tertiary students with additional educational costs incurred as a result of their geographical isolation or because the student has special needs. 	www.humanservices.gov.au/individuals/services/centrelink/assistance-for-isolated-children-scheme
In Home Care program	<ul style="list-style-type: none"> The In Home Care program provides flexible care that supports families' workforce participation and child care requirements where other options are not available or appropriate, particularly in rural and remote areas. 	www.education.gov.au/in-home-care

Donations		
QCWA – Rural Crisis Fund	www.qcwa.org.au/financial-help/	
Rotary Australia	<p>Drought and flood appeals</p> <ul style="list-style-type: none"> • There are seven Rotary District drought relief projects in the whole area across Australia impacted by this drought, with local members dealing directly with farming families needing assistance. The emphasis is addressing the mental health issues caused by the drought. • The Rotary Club of Townsville South West (District 9550) has established an appeal designed to assist those families and individuals whose needs are not covered by insurance and Government assistance. 	http://rawcs.org.au/
Salvation Army – Outback Flying Service	<ul style="list-style-type: none"> • Simon and Natalie Steel 	Simon 0409 798 097 Natalie 0466 169 871
St Vincent de Paul Society QLD (Vinnies)	<p>Drought and flood appeals</p> <ul style="list-style-type: none"> • In Feb 2019 Vinnies QLD established Vinnies North Queensland Flood Appeal designed to assist those families and individuals who need assistance caused by the flood. • In Jan 2019 Vinnies QLD established Vinnies Drought Relief and Recovery Appeal designed to assist those families and individuals who need assistance caused by the drought. 	National Helpline: 13 18 12 QLD Helpline: 1800 846 643 www.vinnies.org.au
Q4 Lions District – Disaster & Drought Relief	<ul style="list-style-type: none"> • Michael Roach: disaster and drought relief chair • Can provide gas cylinders and vouchers. 	0414 727 346

DROUGHT SPECIFIC ASSISTANCE		
Financial & business support		
<p>business.gov.au</p>	<p>NEW NOV 2019</p> <p>Drought Communities Programme – Extension</p> <p>The Drought Communities Programme – Extension provides councils with up to \$1 million per announcement for drought relief projects. Funding is available for eligible councils in areas impacted by drought.</p> <ul style="list-style-type: none"> • Applications for 1 June 2020 for councils announced during the 2019 election campaign • 1 June 2020 for Councils announced in September 2019 • 1 December 2020 for Councils announced in November 2019 	<p>The full list of eligible Queensland local government areas is available on the Australian Government's business website.</p> <p>www.business.gov.au/Grants-and-Programs/Drought-Communities-Programme-Extension</p>
<p>Department of Transport and Main Roads</p>	<p>Drought assistance package for eligible registered operators of vehicles</p> <ul style="list-style-type: none"> • An additional registration payment term of 3 months and exemption from surcharge, • for a 3 or 6 month registration payment term • Multi-combination drought permits • Permit to increase the maximum hay loading height • Exemption from an administrative fee for late payment of registration • Waiving of certificate of inspection fees • Seasonal registration vehicles can have dormant period extended to two years • Farm plate concession vehicles able to cart water for up to 80km • Stock grazing on declared road reserves 	<p>Please visit local TMR office</p> <p>www.tmr.qld.gov.au/Community-and-environment/Community-engagement/Natural-disaster-and-drought-assistance</p>
<p>Qld Department of Agriculture and Fisheries</p> <p>www.daf.qld.gov.au/business-priorities/environment/drought/assistance-programs/guidelines-and-forms</p>	<ul style="list-style-type: none"> • Transport of fodder freight subsidy • Transport of water freight subsidy • Emergency water infrastructure rebate • Transport of livestock returning from agistment freight subsidy • Transport of livestock purchased for restocking freight subsidy • Individually droughted property (IDP) <p>Australian dam desilting rebate</p> <p>The Dam Desilting Rebate provides a rebate of up to 25 per cent of the cost of a private contractor to desilt your dam on your drought-declared property up to a maximum of amount of \$25,000 per Property Identification Code (PIC), per financial year. The Dam Desilting Rebate is funded by the Australian Government and is administered by the Queensland Government. It is compulsory that you obtain an endorsed Dam Desilting Statement before paying for dam desilting. The statement provides assurance that the proposed desilting activity can be considered for the rebate and is within the typical range of costs for dam desilting.</p>	<p>132 523 Charters Towers (07) 4761 5153 Rockhampton (07) 4843 2637 Toowoomba (07) 4529 4168 Longreach (07) 4536 8302 Kingaroy (07) 4160 0717</p> <p>Dam Desilting Guidelines and more information</p> <p>www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery/drought/assistance-programs/australian-dam-desilting-rebate</p>

<p>Drought Community Support Initiative</p>	<p>NEW NOV 2019 Drought Community Support Initiative (DCSI)</p> <ul style="list-style-type: none"> Delivered by St Vincent de Paul Society (Vinnies) & Salvation Army If you're a farmer, farm worker or farm supplier/contractor who is struggling financially because of the drought, you may be entitled to receive a one-off payment of up to \$3,000 funded by the Australian Government's Drought Community Support Initiative Round 2 (DCSI). To be eligible you'll need to be over 18, an Australian citizen or permanent resident, and live/work in a specified Local Government Area (LGA). Payments can cover numerous expenses such as groceries, vehicle maintenance, energy & utility bills, health & medical expenses, for example. Please note that assistance might be provided by either the Salvation Army or Vinnies, depending on your LGA. 	<p>Call the Drought Community Support team on 1300 551 030</p> <p>See page 10 for more information on contact details and other services provided by Vinnies and the Salvos.</p>
<p>Support resources & groups</p>		
<p>Farm Hub: National Farmers Federation</p>	<ul style="list-style-type: none"> A new online resource has relieved farmers of the hard work of looking for information on drought assistance. Developed by the National Farmers' Federation and funded by the Commonwealth Government, FarmHub is a one-stop shop for details on assistance with fodder, water, transport, everyday living expenses, health and more. 	<p>https://farmhub.org.au/</p>
<p>Drought Angels</p>	<ul style="list-style-type: none"> Practical assistance supplying farming communities with food and pre-paid Visa cards. 	<p>Tash 0447 129 681 Nicki 0409 548 414 droughtangels@gmail.com http://droughtangels.org.au</p>
<p>Rural Aid</p>	<ul style="list-style-type: none"> Practical assistance supplying farming communities with food and pre-paid Visa cards Fodder Assistance 	<p>1300 327 624</p> <p>www.ruralaid.org.au/</p>
<p>Health, wellbeing & family support</p>		
<p>RFDS – Drought Wellbeing Service</p>	<ul style="list-style-type: none"> Qualified counselling in managing tough times and wellbeing concerns. 	<p>Gail Jamieson 0497 849 652 gjamieson@rfdsqld.com.au www.flyingdoctor.org.au/qld/our-services/primary-health-care-services/drought-wellbeing-service/</p>
<p>Utility providers</p>		
<p>Ergon</p>	<p>Drought relief</p> <p>You can apply if you:</p> <ul style="list-style-type: none"> are a customer of Ergon Energy Retail are a farmer of a property that has been individually drought declared or is within a drought declared area have no water to pump or severely restricted access to water. <p>Complete and submit a Drought Relief application form</p> <ul style="list-style-type: none"> If you are mainly using electricity to pump water for farm or irrigation purposes, Ergon will waive the fixed charges on your account. These include annual fixed charges under Tariff 66, service fees and minimum payments. They don't include minimum demand charges. The waiver will continue until the drought declaration has been revoked. 	<p>13 10 46</p> <p>www.ergon.com.au/retail/residential/support-programs/drought-relief</p>

FLOOD SPECIFIC ASSISTANCE		
Financial assistance		
<p>Disaster Assist Qld Floods</p>	<p>Australian Government's disaster response portal webpage detailing assistance available to eligible people and businesses affected by flooding in Queensland (includes details of some of the activities and initiatives listed below).</p>	<p>www.disasterassist.gov.au/Pages/disasters/current-disasters/Queensland/qld-monsoon-trough-25-jan-2019.aspx</p>
<p>Department of Human Services</p>	<p>Australian Government Disaster Recovery Payment</p> <p>Must have been adversely affected i.e. had water in the house or been injured or sewage contamination, no income or assets test:</p> <ul style="list-style-type: none"> • \$1,000 per adult • \$400 per child under 16 • Need ID documents <p>www.humanservices.gov.au/individuals/services/centrelink/far-north-queensland-floods-february-2019-australian-government-disaster-recovery-payment</p> <p>Disaster Recovery Allowance</p> <p>If the flooding event has directly affected your income, whilst there is no assets test there is an income test. This payment may be appropriate for flood impacted primary producers and their employees, small business owners and their employees, truckies etc</p> <ul style="list-style-type: none"> • Equivalent to Newstart allowance • Can receive maximum payment for up to 13 weeks <p>www.humanservices.gov.au/individuals/services/centrelink/far-north-queensland-floods-february-2019-disaster-recovery-allowance</p>	<p>Call 180 22 66</p> <p>You have until 30 August 2019 to make a claim for the following Local Government Areas:</p> <ul style="list-style-type: none"> • Burdekin • Burke • Carpentaria • Charters Towers • Cloncurry • Cook • Doomadgee • Douglas • Flinders • Hinchinbrook • McKinlay • Palm Island • Richmond • Torres • Torres Strait Island • Townsville • Winton, and • Wujal Wujal.
<p>NQLIRA</p>	<p>North Queensland Restocking, Replanting & On-farm Infrastructure Grants</p> <ul style="list-style-type: none"> • Eligible primary producers can apply for up to \$400,000 in seed funding to assist with restocking, replanting and replacement of on-farm infrastructure damaged by flooding. The grant must be matched with a 50 per cent co-contribution. For more information call 1800 623 946 or visit the QRIDA website. <p>Special Disaster Assistance Recovery Grants</p> <ul style="list-style-type: none"> • Grants of up to \$75,000 are available to assist eligible primary producers with activities including removing debris, disposing of dead livestock, salvaging crops, grain and feed, and repairing plant and equipment. For more information call 1800 623 946 or visit the QRIDA website. https://bit.ly/2GqWA6X <p>NEW NOV 2019 APPLICATION CLOSING DATE HAS BEEN EXTENDED TO 28 February 2020.</p> <p>NEW NOV 2019</p> <ul style="list-style-type: none"> • The grants of up to \$75,000 for farmers and up to \$50,000 for small businesses are also now available in Charters Towers and the Shire of Etheridge. 	<p>North Queensland Livestock Industry Recovery Agency</p> <p>www.nqlira.gov.au/recovery-assistance</p>

<p>Qld Department of Agriculture and Fisheries</p> <p>Industry Recovery Officers provide information, advice, help to fill out forms and one-on-one assistance, for primary producers and small businesses in all Category C areas for the monsoon event.</p>	<ul style="list-style-type: none"> Susie Brodie (Winton), located at Corfield: Susie.Brodie@daf.qld.gov.au Anne Thompson (Flinders and eastern portion of Richmond), located at Hughenden: Anne.Thompson@daf.qld.gov.au Em Knight (McKinlay and western portion of Richmond), located at Julia Creek: Emma.Knight@daf.qld.gov.au Bob Guteridge (Burke, Carpentaria and northern Cloncurry), located at Cloncurry: Bob.Guteridge@daf.qld.gov.au Lachlan Smith (southern Cloncurry and south-western McKinlay), located at McKinlay: Lachlan.Smith@daf.qld.gov.au 	
<p>QRIDA</p>	<p>Disaster Assistance Loans</p> <ul style="list-style-type: none"> Loans of up to \$250,00 can assist with re-establishing normal operations by covering expenses such as building repairs, purchasing stock or meeting carry-on requirements <ul style="list-style-type: none"> these loans have a maximum term of up to 10 years and an initial annual interest rate of 1.37%. <p>Disaster Assistance (essential Working Capital) loans</p> <ul style="list-style-type: none"> can assist with essential working capital expenses such as paying salaries or wages, rent or buying goods. These loans have a maximum term of up to 10 years and an initial interest rate of 1.37%. <p>Exceptional Disaster Assistance Loans</p> <ul style="list-style-type: none"> Loans of up to \$1 million available to primary producers and business owners whose assets have sustained exceptional damage. The loan can be used to repair or replace damaged equipment and infrastructure, restock and sustain livestock, and meet carry-on requirements. These loans have a maximum term of up to 10 years, and the first 2 years are interest free. The initial annual interest rate applying from the third year is 1.37%. 	<p>Queensland Rural and Industry Development Authority (QRIDA)</p> <p>Freecall 1800 623 946</p> <p>contact_us@qrda.qld.gov.au www.qrda.qld.gov.au</p> <p>www.qrda.qld.gov.au/homepage/supporting-clients-through-a-disaster</p> <p>www.qra.qld.gov.au/sites/default/files/2019-02/v8_drfa_activation_summary_-_nfnq_monsoon_trough_25_jan_-_10_feb_2019.pdf</p>
<p>RIC - Regional Investment Corporation.</p>	<p>AgRebuild Loans</p> <ul style="list-style-type: none"> Loans up to \$5 Million Can be used to replace livestock, replant crops or refinance existing debt at a lower rate. The loan term is 10 years, and the first 2 years are interest free. 	<p>For more information call 1800 875 675</p> <p>www.ric.gov.au</p>
<p>Rural Aid</p>	<p>Buy A Cow</p> <ul style="list-style-type: none"> flood affected farmers receive up to \$15000 to purchase cattle to assist their rebuilding plan 	<p>1300 327 624 www.buyacow.com.au www.ruralaid.org.au</p>
<p>Restocking The North West</p>	<ul style="list-style-type: none"> Helping to restock farms affected by flood through donated cattle. 	<p>restockingthenorthwest@gmail.com www.facebook.com/Re-Stocking-the-North-West-385363058957338/</p>

<p>Sisters of the North</p>	<p>Funds distributed across 6 Shires Cloncurry, Carpentaria, McKinlay, Richmond, Flinders & Winton under 3 categories:</p> <ul style="list-style-type: none"> • Directly flood impacted Station families and workforce that meet eligibility criteria application. Funds can only be redeemed using LiveVoucher SMS system at registered local businesses – A whole-of-community approach to stimulate local economy. • Community Events to Connect Community and encourage Resilience – a connected Community is a Resilient Community. Event sponsorship has been challenged by economic impact and local business cautiousness. Donated funds enable existing and new events to provide social inclusion opportunities and restore morale. • Exceptional Circumstances – for NWQ folk who remain in misfortune directly resulting from flood disaster. 	<p>For an application pack please email: admin@sotn.org.au www.sistersofthenorth.org.au</p> <p>Donations to: Sisters of the North Westpac BSB 034 173 Acc 192800</p>
<p>Support for practitioners</p>		
<p>Queensland Floods Practitioner Advice Line</p>	<p>The Queensland Floods Practitioner Advice Line is a dedicated and free service providing expert multidisciplinary support and guidance to health practitioners, support organisations, and others working with those affected by disaster-related mental health issues.</p>	<p>www.phoenixaustralia.org/practitioner-advice-line-qld-floods/</p>
<p>Biosecurity</p>		
<p>Qld Department of Agriculture and Fisheries</p>	<p>Livestock diseases following floods www.daf.qld.gov.au/_data/assets/pdf_file/0010/868771/Fact_sheet_Livestock-diseases-following-floods.pdf</p> <p>Animal Health Australia - Biosecurity Extension Managers: Rachael O'Brien (Longreach) 0418 722 461 Jess Rummery (North Aus) 0499 077 213</p>	<p>13 25 23 Emergency Animal Disease Watch Hotline: 1800 675 888 QLD DAF Primary Industry Call Centre: (07) 3239 3111 QLD DAF Pollution Hotline: 1300 130 372</p>
<p>Fencing and other structures</p>		
<p>BlazeAid</p>	<p>A volunteer-based organisation that works with families and individuals in rural Australia after natural disasters such as fires and floods. Working alongside the rural families, our volunteers help to rebuild fences and other structures that have been damaged or destroyed.</p> <p>4 base camps to be operational by late March 2019:</p> <ul style="list-style-type: none"> • Richmond - John Lillico - 0484 145 732 richmond.blazeaid@gmail.com • Cloncurry - Christine and John Male - 0418 745 994 blazeaid.cloncurry@gmail.com • Julia Creek - Christine and Brian Carr - 0428 984 117 juliacreek.blazeaid@gmail.com • Winton - Barry Thompson - 0417 093 911 	<p>blazeaid.barry@gmail.com http://blazeaid.com.au/</p>
<p>Animal welfare</p>		
<p>Australian Cattle Veterinarians</p>	<ul style="list-style-type: none"> • AVA is coordinating a veterinary hotline 1800 number for the North Queensland Disaster to provide support and advice to affected graziers. This is manned by volunteer vet practices who are members of the AVA and are also experienced cattle veterinarians. Graziers ringing this hotline will have an experienced veterinarian to speak with, can receive support, general advice and referral to their nearest vet clinic if this is necessary for further treatment. The volunteer veterinarians taking these hotline calls will assist the vets at the frontline of the floods to provide service and support for graziers. 	<p>Qld Floods Vet hotline 1800 62 19 18 https://mycattlevet.com.au/</p>

<p>Rural Aid</p>	<ul style="list-style-type: none"> Fodder Assistance 	<p>1300327624 www.ruralaid.org.au</p>
<p>Health, wellbeing & family support</p>		
<p>Dedicated Mental Health Support phone number for this event (RFDS): 07 3860 1194</p>		
<p>NQ Connect</p>	<ul style="list-style-type: none"> NQ Connect is an established free and safe telephone and online counselling service for people in northern and western Queensland. NQ Connect provides help and support for people who are worried, stressed and affected by floods. 	<p>Call 1300 059 625 nqconnect.com.au/floodsupport/</p>

RFCS QLD SERVICE AREAS BY LOCAL GOVT AREA

NORTH QUEENSLAND

www.rfcsnq.com.au



Rural Financial Counselling Service
North Queensland

Monsoon Trough Assistance
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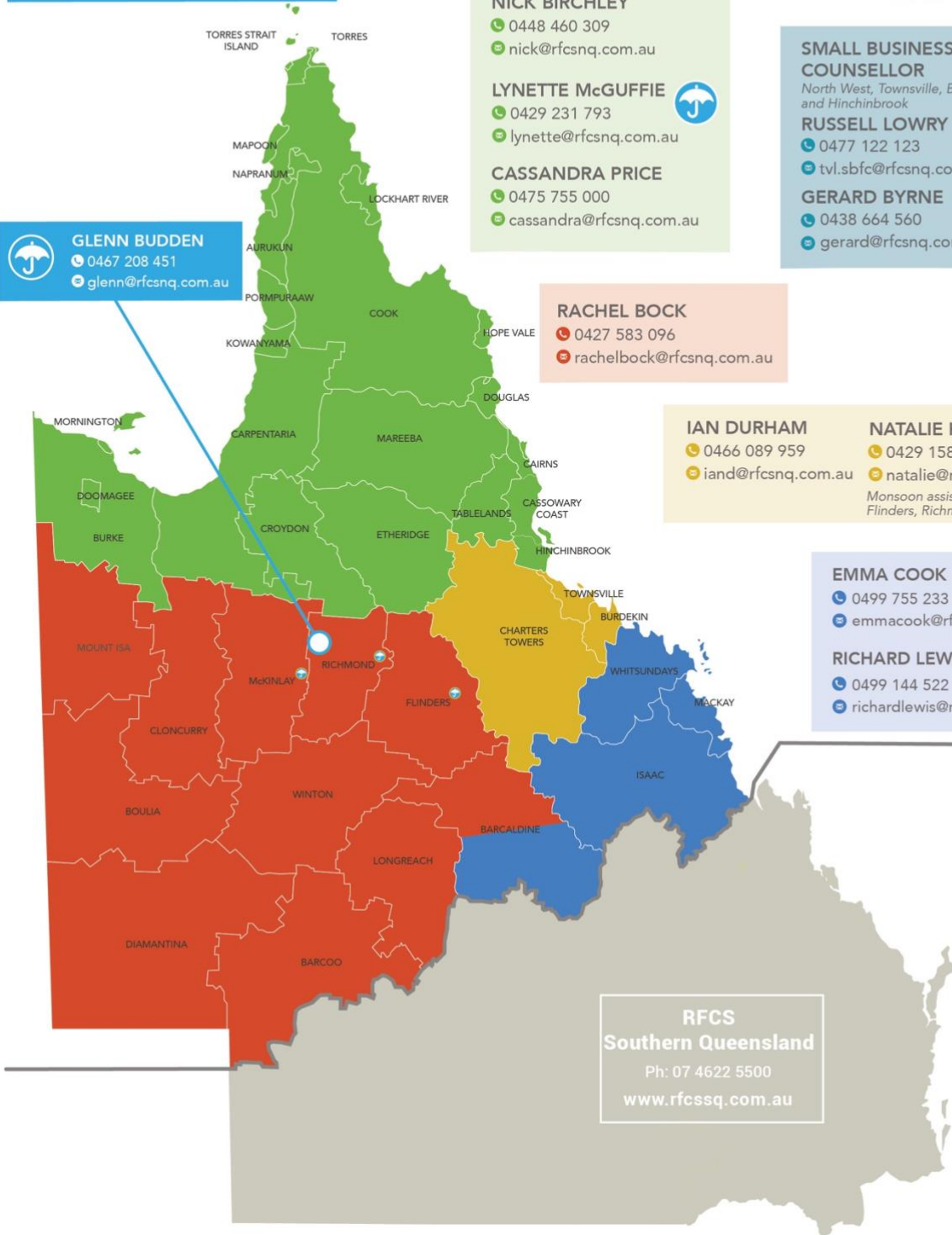
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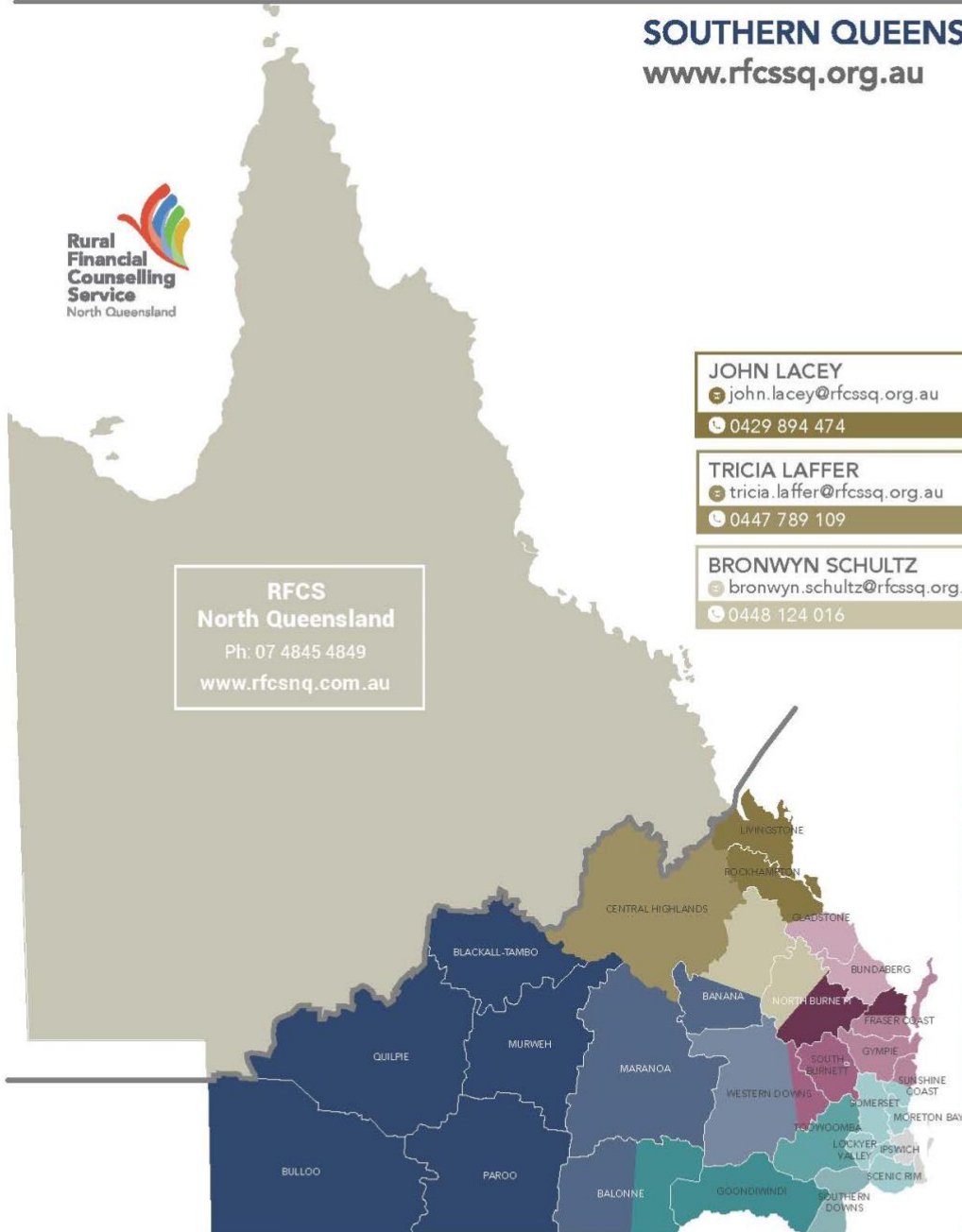


RFCS Southern Queensland
Ph: 07 4622 5500
www.rfcssq.com.au



RFCS QLD SERVICE AREAS BY LOCAL GOVT AREA

SOUTHERN QUEENSLAND
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