



PRIMARY PRODUCERS ASSISTANCE GUIDE

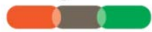
RURAL RESILIENCE PROGRAM

The NSW DPI Rural Resilience Program (RRP) has staff across NSW and can provide support by way of referrals, liaising with other services and delivering initiatives tailored to the particular need of the community. The RRP work closely with other partners such as the NSW Rural Assistance Authority, Rural Financial Counsellors, the Rural Adversity Mental Health Program (RAMHP) and the Local Lands Services to do this. The RRP run a number of programs including educational, personal and business resilience building activities. The RRP contribute to Rural Service Support Networks across NSW and work to ensure there is an informed and cohesive approach to supporting farmers across various agencies.

Web www.dpi.nsw.gov.au/about-us/rural-support/rural-resilience-program

The Rural Resilience Team aims to *listen* to farming communities, *learn* about their issues and needs. Where appropriate we *link* farmers into existing services and initiatives. If particular services do not exist, then wherever possible, we work with our community partners to create new initiatives and *opportunities*.

Rural
Resilience
Program



Listen, Learn & Link

TO CREATE OPPORTUNITIES FOR FARMERS
& FARMING COMMUNITIES

Department Primary Industries, Rural Resilience Program

LISTEN, LEARN AND LINK

TO CREATE OPPORTUNITIES FOR FARMING FAMILIES & COMMUNITIES

Rural Resilience Officers and Rural Support Workers provide information on support available for farming families and can connect them to relevant service providers.

Northern Rivers	Jen Haberecht	Coffs harbour	0400 160 287	jen.haberecht@dpi.nsw.gov.au
Northern Rivers	Kathy Goulding	Wollongbar	0407 175 043	kathy.goulding@dpi.nsw.gov.au
North West NSW Animal Welfare support	Ray Weinert	Tamworth	0447 634 507	ray.weinert@dpi.nsw.gov.au
Riverina	Danny Byrnes	Hay	0400 374 258	danny.byrnes@dpi.nsw.gov.au
Southern	Ted O'Kane	Goulburn	0427 781 514	ted.okane@dpi.nsw.gov.au
Hunter & New England	Karen Sowter	Scone	0400 869 136	karen.sowter@dpi.nsw.gov.au
Lower Hunter & Mid Coast	Peter Brown	Taree	0437 671 459	peter.brown@dpi.nsw.gov.au
North West Plains	Grace Murray	Bourke	0439 531 107	grace.murray@dpi.nsw.gov.au
Far West	Ellen Day	Broken Hill	0427 639 761	ellen.day@dpi.nsw.gov.au
Central West	James Cleaver	Dubbo	0408 687 165	james.cleaver@dpi.nsw.gov.au
Central West/ Riverina	Lisa McFayden	Condobolin	0448 366 395	lisa.mcfadyen@dpi.nsw.gov.au
Central West	Sue Freebairn	Coonabarabran	0429 212 368	sue.freebairn@dpi.nsw.gov.au
Central North	Amanda Glasson	Coonamble	0438 082 731	amanda.glasson@dpi.nsw.gov.au

FARM FAMILY GATHERINGS

There may be opportunities to work with your local Rural Resilience Officer or Rural Support Worker to have a Farm Family Gathering in your area. These 'gatherings' are an opportunity for support services such as financial, production and emotional/physical health providers to share knowledge and experiences with farming communities. They are a great opportunity for farmers to share knowledge of the impact of adverse events on them personally and how they are coping. These gatherings have proven to lift the spirits of people when they realise that 'they are not in this alone!'

DROUGHT HUB

What is the DroughtHub?

NSW DroughtHub provides a one stop online destination for information on a vast range of services and support available to primary producers, their families and communities to prepare for and manage drought.

The DPI makes every attempt to ensure the information supplied is current, however the individual circumstances of DroughtHub users should be taken into account when considering the linked services.

Web www.dpi.nsw.gov.au/climate-and-emergencies/droughthub

LOCAL LAND SERVICES

Local Land Services delivers quality, customer focused services to farmers, landholders and the community across rural and regional NSW. Local Land Services is one statewide organisation offering integrated services, delivered regionally and tailored for each community, industry and landscape.

Local Land Services helps secure the future of agriculture and the environment for NSW communities. The Local Land Services team is here on the ground when it matters, with knowledge, networks and experience. Its programs and partnerships grow farm productivity and healthy environments. Its services and partnerships play a vital role in helping to protect against pests, diseases and environmental threats while we connect our customers with the best services, advice and networks.

Contact Tel 1300 795 299

Web www.lls.nsw.gov.au

Ag and Animal Services Hotline - 1800 814 647

Producers are encouraged to call the hotline to report damage and stock losses and to request assistance.

Available help includes;

- Emergency fodder
- Emergency stock water
- Veterinary assistance
- Stock destruction and burial
- Livestock feeding and management advice
- Assistance for companion animals and pets, and wildlife

OFFICE OF EMERGENCY MANAGEMENT (OEM)

DISASTER WELFARE

Contact Tel 1800 018 444
Web www.emergency.nsw.gov.au
Facebook NSW Disaster Recovery

FINANCIAL

Rural Financial Counselling Service (RFCS)

The RFCS provides free and impartial rural financial counselling to eligible primary producers, fishers and small rural businesses. Rural Financial Counsellors can:

- help identify your financial and business options
- help negotiate with your lenders
- help you develop an action plan
- help support you to access the Farm Household Allowance (FHA)
- give you information about government and other assistance schemes

Rural financial counsellors do not provide family, emotional or social counselling or financial advice, but they can provide referrals and information.

RFCS Northern Region Contacts

Mobile Counsellor

Veronica Mortell
Location: Mobile
Mobile: 0447 343 663
email veronica@rfcsnr.org.au

Armidale

Deborah Maddox
Phone: 02 6778 4784
Mobile: 0408 936 268
Fax: 02 6778 4101
email armidale@rfcsnr.org.au

Casino

Steve Sibley
Phone: 02 6662 6191
Mobile: 0429 626 191
Fax: 02 6662 3107
email steve.sibley@rfcsnsw-northernregion.org

Ross Turvey
Mobile: 0458 222 216

Fax: 02 6662 3107

email ross@rfcsnsw-northernregion.org

Glen Innes

Stuart Brummell
Phone: 02 6732 3325
Mobile: 0448 035 152
Fax: 02 6732 6723
email stuart.brummell@rfcsnsw-northernregion.org

Gunnedah

Andrew Formann
Phone: 02 6742 0578
Mobile: 0447 393 624
email gunnedah@rfcsnr.org.au

Inverell

Geoff Mill
Phone: 02 6721 0030
Mobile: 0429 787 609
Fax: 02 6721 0960
email geoff.mill@rfcsnsw-northernregion.org

Macksville

Terry Pearce
Phone: 02 6568 3888
Mobile: 0429 626 503
Fax: 02 6568 3866
email macksville@rfcsnsw-northernregion.org

Moree

Leah Bailey
Phone: 02 6752 3561
Fax: 02 6752 3249
Mobile: 0439 807 712
email leah.bailey@rfcsnsw-northernregion.org

Scone

Angela Hayes
Phone: 02 6545 3544
Mobile: 0447 800 040
Fax: 02 6545 3550
email angela.hayes@rfcsnr.org.au

Tamworth

Julie Roy
Phone: 02 6761 3336
Mobile: 0427 924 798
email tamworth@rfcsnr.org.au

Taree

Michael Ramstadius
Phone: 02 6551 5879
Mobile: 0448 035 143
Fax: 02 6551 2288
email taree@rfcsnr.org.au

Tocal

Shannon McCormack
Phone: 02 4393 8942
Mobile: 0439 956 165
email hunter@rfcsnr.org.au

Web www.agriculture.gov.au/ag-farm-food/drought/assistance/rural-financial-counselling-service

FARM HOUSEHOLD SUPPORT

The Federal Government Department of Human Services (DHS) provides help for farmers and their families experiencing financial hardship. To be eligible:

- you must be a farmer or the partner of a farmer. If you are the farmer you must contribute a significant part of your labour and capital to the farm enterprise based on specific criteria
- meet an income and assets test
- be willing to undertake a Farm Financial Assessment, and
- be willing to enter into a Financial Improvement Agreement to help you improve your financial circumstances

To apply Use your Centrelink online account through myGov or download paper forms at www.humanservices.gov.au/individuals/forms/su694

Contact Tel 132 316 Department of Human Services Farmer Assistance Line
Web www.humanservices.gov.au/individuals/services/centrelink/farm-household-allowance

CENTRELINK – FARM HOUSEHOLD CASE OFFICERS



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- meet an income and assets test
- be willing to undertake a Farm Financial Assessment, and

- be willing to enter into a Financial Improvement Agreement to help you improve your financial circumstances

Telephone 132 316 Department of Human Services - Farmer Assistance Line

Web www.humanservices.gov.au/individuals/services/centrelink/farm-household-allowance

THE RURAL ASSISTANCE AUTHORITY

The Rural Assistance Authority sits with the NSW Department of Primary Industries and provides a range of assistance measures to farm and rural businesses during droughts, natural disasters and for other specific purposes. Various loans and grants are available to aid recovery and preparedness for adverse events.

Tel 1800 678 593

Web www.raa.nsw.gov.au

FB www.facebook.com/NSWRRAA

FARM INNOVATION FUND

The Farm Innovation Fund is an incentive-based initiative to assist farmers to identify and address risks to their farming enterprises, improve permanent farm infrastructure, ensure long term productivity and sustainable land use plus assisting to meet changes to seasonal conditions.

The availability of loans is subject to funds being available. No loans will be offered beyond the allocated funding. Applicants should contact the Rural Assistance Authority prior to lodging an application.

- A loan of up to \$1,000,00
- Current interest rates 2.5% fixed – waived for 2019-2020 financial year
- Term of Loan up to 20 years

This program is funded by the Australian Government and delivered in New South Wales by the NSW Rural Assistance Authority.

DROUGHT ASSISTANCE FUND

The Drought Assistance Fund is an interest free loan to cover 100% of costs (GST exclusive) to assist with:

- Transport of stock, fodder and /or water
- Fodder and water infrastructure
- Banking of Genetic Material
- Activities that promote profitability and resilience as a result of the on-farm investment
- Maximum amount of \$50,000 available in 2018/19 and \$50,000 in 2019/20
- Term of loan is 7 years with 2 years repayment free from fully drawn date and the up to 5 years of principal only repayments

EMERGENCY DROUGHT RELIEF TRANSPORT SUBSIDY

Subsidy of up to 50% of the full cost of freight up a maximum of \$7.50/km/journey for transport of:

- Stock to/from agistment
- Stock to sales/slaughter
- Transport of fodder
- Transport of water
- From July 1, 2019 also includes transport of farm chemicals, fertiliser and seed to farms
- Maximum amount per farm business is \$40,000 in the 2019/20 financial year

ANIMAL WELFARE TRANSPORT SUBSIDY

Subsidy of 50% of eligible costs for the permanent transport of stock off a farm facing financial hardship and where livestock are at fat score 2 or below (dairy cattle 3 or below). The subsidy on the transport of stock is permanently available to primary producers where:

- Animals are at significant risk in terms of animal welfare
- There is little or no feed and/or water available. This includes both pasture and stored fodder
- Animals leave the farming enterprise permanently
- The enterprise demonstrates a significant financial need
- Maximum amount of \$20,000 per financial year

NATURAL DISASTER LOANS

Concessional interest rate loans are available for Primary Producers and Small Business Operators; Not for Profit Organisations; and Sporting and Recreational Clubs for **Declared Natural Disasters**

Primary Producers and Small Business Operators: To meet the essential working capital required to continue operations and the replacement and repair of damaged caused to property and associated improvements not covered by insurance.

- Maximum amount of loan \$130,000
- Current interest rate 1.37% fixed
- Term of loan up to 10 years preceded by 2 years repayment free

Not for Profit Organisations: To meet the restoration of essential facilities, equipment or other assets that have been damaged or destroyed.

- Maximum amount of loan \$25,000
- Current interest rate 1.73% fixed
- Term of loan up to 5 years

Sporting and Recreational Clubs: To meet the restoration of essential facilities, equipment or other assets that have been damaged or destroyed.

- Maximum amount of loan \$10,000
- Current interest rate 1.73% fixed
- Term of loan up to 5 years

Natural Disaster Transport Grant

Available to farmers affected by a declared natural disaster event for transport of:

- Stock to/from agistment
- Stock to sale/slaughter

- Transport of fodder
- Transport of water
- Maximum amount of grant \$15,000 per financial year

For full details of these and the full range of assistance available, contact the NSW Rural Assistance Authority at www.raa.nsw.gov.au or ring 1800 678 593 or contact your Rural Financial Counsellor.

EMERGENCY WATER INFRASTRUCTURE REBATE SCHEME

The On-Farm Emergency Water Infrastructure Rebate scheme is available to eligible primary producers who can claim a rebate of 25% of the cost for; new purchases, and installation of pipes, water storages and water pumps, de-silting dams, and associated power supplies such as generators. This Rebate scheme can be applied to costs incurred from 1st July 2018.

The maximum that can be claimed is \$25,000 per farm enterprise. The availability of rebates is subject to funds being available. No rebates will be offered beyond the allocated funding of \$12 million.

Applications close 30 June 2021 or when the funding allocation is exhausted, whichever occurs first.

The Water Infrastructure Rebate is available to farmers in NSW who own and operate a farm business and applies to the purchase and installation of emergency water infrastructure for livestock.

More info here www.raa.nsw.gov.au/grants/emergency-water-infrastructure-rebate-scheme

Apply here www.raa.nsw.gov.au/grants/emergency-water-infrastructure-rebate-scheme/apply-online

REGIONAL INVESTMENT CORPORATION (RIC)

COMMONWEALTH FARM BUSINESS LOANS

The Australian Government has established the [Regional Investment Corporation](http://www.ric.gov.au). From 1 July 2018, farmers will need to apply to the RIC for the Commonwealth's farm business concessional loans. The RIC will offer two loan products for farm businesses – Farm Investment Loans and Drought Loans.

If you have an existing Commonwealth Concessional loan, the Rural Assistance Authority will continue to administer this loan.

Contact Tel 1800 678 593 if you have any questions about your loan
 Tel 1800 875 675 for eligibility requirements
 Web www.ric.gov.au

AUSTRALIAN TAX OFFICE

PROFIT FROM FORCED DISPOSAL OR DEATH OF LIVESTOCK

You can elect to spread profit earned from the forced disposal or death of livestock over a period of five years. Alternatively, you can elect to defer the profit and use it to reduce the cost of replacement livestock in the disposal year or any of the next five income years. Any unused part of the profit is included in assessable income in the fifth income year.

If you are forced to shear your sheep a second time in the same financial year there may be an opportunity to carry forward the income from the second shearing.

You can elect to spread or defer profits if you dispose of stock or stock dies because;

- land is compulsorily acquired or resumed under an Act
- a state or territory leases land for a cattle tick eradication campaign
- pasture or fodder is destroyed by fire, drought or flood and you will use the proceeds of the disposal or death mainly to buy replacement stock or maintain breeding stock for the purpose of replacing the livestock
- they are compulsorily destroyed under an Australian law for the control of a disease (including bovine tuberculosis) or they die of such a disease
- you receive official notification under an Australian law dealing with contamination of property.

For more information, please contact the ATO or your accountant.

ATO - FINANCIAL HARDSHIPS TAX PROVISIONS

The Australian Tax Office has a range of options for farmers experiencing financial hardship such as deferred payment plans.

Contact: 13 72 86
Web www.ato.gov.au/General/Financial-hardship/

WAIVERS

Bee Site Permit

- The NSW Government is waiving bee keeping fees for existing public bee site permits for 24 months. Those beekeepers who paid or have been invoiced for their 2018/19 fees will either receive a refund or will be provided with a credit for the next billable financial year.
- If you are a beekeeper with existing permits in NSW please read the Frequently Asked Questions for further details on fee waiver periods.

Agricultural Vehicle Registration

- The NSW Government is delivering relief to farmers for new registrations and renewals of agricultural vehicles.
Visit [Service NSW](#) for more details or call Service NSW on **13 22 13**.
- Read the [Frequently Asked Questions](#) for more information.

Farm Innovation Fund Interest Charges

- All existing Farm Innovation Fund customers, and all applicants who submitted on or before 30 June 2020, will have applicable interest charges for the 2018/19 and 2019/20 financial years refunded and waived.

- You do not need to apply for this waiver as it will be automatically applied to FIF customers. For more information contact the Rural Assistance Authority on 1800 678 593.
- Read the [Frequently Asked Questions](#) or contact the Rural Assistance Authority on 1800 678 593 for more information.

Grazing permit waiver

- The NSW Government is waiving 2019 fees for existing grazing permit holders on National Parks land in the Riverina. You do not need to apply for this waiver as it will be automatically applied.

NSW Local Land Services Rates

- The NSW Government are waiving all Local Land Service rates for 2019 and 2020, including general rates and rates for animal health and pests, the meat industry levy and costs for routine stock moving permit and stock identification. You do not need to apply for this waiver as it will be automatically applied to landholders.
- Read the [Frequently Asked Questions](#) for more information.

Water Licences

- The NSW Government is providing financial assistance of up to \$4000 to all general water security licence holders (and supplementary water access licence holders) in rural and regional NSW across surface and groundwater systems, and to customers of Irrigation Corporation. You do not need to apply for this waiver as it will be automatically applied to landholders on their next bill.
- WaterNSW is administering the waiver on fixed charges on behalf of the NSW Government, and has already waived fees for 2017/18. The waiver will also be applied to fixed charges on general security water licences for 2019/20.
- For more information, read the [Frequently Asked Questions](#), visit [WaterNSW](#) or call 1300 662 077.

Wild Dog Fence

- The NSW Government will pay the annual Border Fence Maintenance, known as 'dog rates', which cover the NSW Border Fence for 2019 and 2020. You do not need to apply for this waiver as it will be automatically applied to the eligible landholders.

RESOURCES

OFFICE OF THE NSW SMALL BUSINESS COMMISSIONER

Small Biz Connect is a quality, personalised and highly subsidised business advisory program for small businesses in NSW, including agribusinesses.

Tel: 1300 134 359

Web: www.smallbusiness.nsw.gov.au

NSW FARMERS ASSOCIATION

NSW Farmers Association is a membership organisation representing farmers across NSW. The NSW Farmers advocates on behalf of the NSW industry on key issues that affect farming businesses including biosecurity, farm trespass, animal welfare, imports and product labelling. The Committee is made up of farmers from across the state, who work throughout the year to ensure the views of NSW farmers are being heard, both at the state and national level.

Tel: 9478 1000

Web: www.nswfarmers.org.au

NSW FARMERS DROUGHT NETWORK

NSW Farmers' Drought Network has launched a page to provide service information, links to assistance and services to individuals and families conducting, directly or indirectly, primary production businesses, who are being impacted by drought conditions in NSW.

Web: www.nswfarmers.org.au/NSWFA/Content/IndustryPolicy/Resource/Drought_Network.aspx

AUSTRALIAN PORK LIMITED

APL is a unique rural industry service body for the Australian pork industry. It is a producer owned company delivering integrated services that enhance the viability of Australia's pig producers. The organisation aims to enhance opportunities for the sustainable growth of the Australian pork industry by delivering integrated marketing, innovation and policy services along the pork industry supply chain. APL pursues opportunities for the industry at both the domestic and international level.

Tel: 1800 789 099

Web: www.australianpork.com.au

DAIRY AUSTRALIA

Dairy farmers navigating the fodder shortage can now access a new Dairy Australia campaign, Feed Shortage, as dry conditions continue. The campaign provides:

- Free one-on-one sessions with experienced advisors
- Resources, tools, advice and support to maximise home grown feed in late winter and spring

- Assists farmers to determine ongoing feed requirements and plan ahead with feed budgeting tools
- Ensures farmers are up to date with the latest regional and national feed, fodder and water market information to support key decision-making on farm.
- Guide to relevant Government support available

The feed planning one on one sessions will help farm families work through key decisions and identify support available. The sessions are confidential and personalised to reflect each individual farmer's situation.

Tel: 1800 270 778

Email: info@dairynew.com.au

Web: www.dairyaustralia.com.au/dairynew/farm/dairy-new-farm/new-feed-shortage

NSW DPI - FEED QUALITY SERVICE

Feed Testing is an integral part of good animal nutritional management to achieve the best and most profitable results.

The Feed Quality Service is unique in Australia; it is the only feed testing laboratory that integrates feeds evaluation, ruminant nutrition, and pasture and crop research with commercial feed testing and has links with development officers to package research and related information generated by the service.

FQS currently provides a range of analytical services to internal research programs, external research and commercial organisations, and private individuals (farmers) using both wet chemistry methods and Near Infrared (NIR) Spectroscopy.

FQS also reports calculated feed quality parameters including Metabolisable Energy (ME; ruminants), Apparent Metabolisable Energy (AME; poultry) and Digestible Energy (DE; pigs, horses & fish) (Appendix 3).

Tel: 1800 675 623

Email: wagga.csu@dpi.nsw.gov.au

CHARITIES AND OTHER SUPPORT

farmhub.org.au

Farmhub.org.au is a Federal Government Initiative administered by the National Farmers Federation. FarmHub connects Australian farmers with services and support during tough times, such as drought.

GIVIT

The NSW Government appointed GIVIT as the official charity partner to manage offers of drought assistance. GIVIT works with local charities, schools and community service providers to match donations with the people who need them the most.

Website: www.givit.org.au
Email: info@givit.org.au



THE SALVATION ARMY

www.salvationarmy.org.au/about-us/news-and-stories/disasters-other-appeals/2018-droughts/access-drought-assistance/

Telephone 13 72 58
Central NSW Captains Jon and Leah Belmonte 0401 690 877
Western NSW Majors David and Robin Pullen 0419 013 320
North NSW Majors Rusty and Di Lawson 0417 797 785
Southern NSW Majors Max and Karen Smith 0428 650 915



ST VINCENT'S DE PAUL

Website: www.vinnies.org.au/page/Find_Help/NSW/Disaster_Recovery/NSW_Drought_Assistance/
Telephone: (02) 9560 2666



ROTARY

Website: <https://rotary9700.org.au/page/farm-drought-relief-committee>
Telephone: 02 6862 5424



Fencing repairs – BlazeAid

If you have damaged or destroyed fences, please register your request for assistance directly with BlazeAid:

- Casino – Ron Murphy 0414 088 251
- Ewingar – Kevin and Shirley Jones 0427 990 267
- Macksville – Greg and Maxine Dyson 0409 926 225
- Wingham – John Male 0488 414 368
- Ebor – Tony Samuel 0407 583 544

If you can volunteer or make a financial donation to support their wonderful work, please visit blazeaid.com.au.

ASSISTANCE WITH BILLS

COUNTRY WOMEN'S ASSOCIATION (CWA)

\$3000 Assistance with household expenses only. E.g. food, vehicle maintenance, school expenses, electricity (house use), rates (house block), telephone, and dental and medical (gap payments or cost of travel to access treatment).

Applications: www.cwaofnsw.org.au/droughtaid.html

Email: drought@cwaofnsw.org.au

Telephone: 02 8337 0210



DONATED FODDER AND HAY

Register online through one of these charity groups or call if you have poor internet connection. NSW Charities are currently receiving a 100% transport subsidy for donated fodder from the NSW State Government. For more information and applications, please visit each of their websites.

RURAL AID (BUY A BALE)

Applications: <https://www.buyabale.com.au/can-we-help-you/>

Telephone: 1300 327 624

Email: contact@buyabale.com.au



LIONS NEED FOR FEED

Applications: www.needforfeed.org/apply-for-assistance.html

Telephone: 0459 444 111

Email: Lionsneedforfeed@yahoo.com.au



AUSSIE HELPERS

Applications: Send Email to admin@aussiehelpers.org.au

Telephone: 1300 665 232



DROUGHT ANGELS

Applications: <https://www.droughtangels.org.au/apply-for-assistance/>
Telephone: 07 4662 7371
Email: admin@droughtangels.org.au



EVENT FUNDING

RED CROSS 'LET'S TALK' CAMPAIGN

Mark McMullen – Drought Resilience Coordinator
Telephone: 02 8295 2749
Email: mmcmullen@redcross.org.au
Website: www.redcross.org.au/get-help/emergencies/recovering-from-emergencies



NATIONAL ASSOCIATION FOR LOSS AND GRIEF (NALAG)

'OUR SHOUT' PROGRAM

Brenda Baker – Our Shout Program Coordinator
Telephone: 0428 676 528
Email: Brenda@nalag.org.au
Website: www.nalag.org.au



ROTARY CLUBS – RAWCS APPLICATIONS

Email: jmaconsulting@gmail.com
Website: <https://rotary9700.org.au/page/farm-drought-relief-committee>
Telephone: 0402 018 318



TOOLS

Drought Feed Calculator

A free mobile app helping farmers determine feeding requirements and budgets for their livestock.

Drought and Supplementary Feed Calculator (DASFC)

A world first App designed to help farmers calculate drought and supplementary feed rations for sheep and cattle.

The DASFC incorporates the functionality of the Drought Feed Calculator with the addition of ‘Supplementary feeding’ to help develop rations in dry periods as well periods leading into and out of drought.

The DASFC enables the user to:

- Assess pasture to see if supplementary feeding’s needed.
- Compare different supplements to assess which is best.
- Calculate the amount of feed required for different livestock classes.
- Develop rations for single and twin bearing ewes.
- Develop rations to meet livestock growth targets.
- Calculate the costs of different feeding options.
- Compare and develop mixed rations containing five feeds.
- Calculate quantities and feed-out timings for different sized mobs/herds and feeding schedules.
- Save and clone mobs/herds.
- Track feed quantities using an inbuilt feed inventory.
- Share the farm feeding schedule with workers.

Assistance Near You Map

Search the “Assistance Near You” map on Drought Hub to find a regional location where staff can meet with you in person to assist with lodging application forms, internet access and scanning documents.

HEALTH AND WELLBEING

For access to local mental health services, please contact the organisations listed below

THE RURAL ADVERSITY MENTAL HEALTH PROGRAM

RAMHP provides a range of information services to individuals, communities and service providers to link rural and remote people to the help they need. This includes information on where to [access services](#), [common mental illnesses](#) and [how to keep mentally healthy](#), as well as the Glove Box Guide to Mental Health.

To find the location of your nearest RAMHP Officer call **02 6363 8444**.

Lismore	Steve Carrigg	0477 368 183	Orange	Phil Worrad	0436 921 076
Grafton	Samantha Osborne	0402 892 642	Canowindra	Di Gill	0427 460 430
Moree	Letitia Cross	0477 343 628	Lithgow	Sonia Cox	0448 125 676
Port Macquarie	Orry Berry	0409 834 501	Cootamundra	Faith Rogers	0427 273 895
Tamworth	Matt Milne	0437 989 044	Yass	Judy Carmody	0417 131 301
Dubbo	Camilla Kenny	0419 299 493	Nowra	Alison Tye	0436 826 672
Forster	Kylie Atkinson	0437 268 325	Wagga Wagga	Aimee Makeham	0428 249 719
Ivanhoe	Marie Kelly	0429 674 307	Bega	Jennie Keioskie	0447 278 957
Mudgee	Cas Mastrone	0436 932 919			

Kids Helpline Tel. 1800 551 800 telephone counselling service 24 hours, seven days a week

Community Mental Health Line Tel. 1800 011 511

Mensline Australia Tel. 1300 789, 24 hours a day, 7 day telephone counselling for men

Beyondblue depression information line. Tel. 1300 224 636

Lifeline 131114

Australian Red Cross The Red Cross provides personal support during a disaster and an outreach service to affected households. Contact 1800 660 066 or (02) 49413200 in the Hunter area.

Black Dog Institute Tel. 9382 4530

Grief Line 1300 854 745

Virtual Psychologist www.virtualpsychologist.com.au text 0488 807 266

MANAGING IN DROUGHT

If you are reading this information in a printed form, please go to www.dpi.nsw.gov.au/climate-and-emergencies/drouthub/information-and-resources to access all the links below.

Area	Title
General Drought Management	Managing and preparing for drought <ul style="list-style-type: none">• a book covering all topics Livestock transport costs calculator Drought Feed Calculator app: Apple iTunes or Google Play
Local Land Services drought response	2018 drought response
Feeding Livestock	Feed and fodder : Requirements for fodder purchased from interstate Video: Drought feeding pregnant and calving cows <ul style="list-style-type: none">• Strategies, management tips and feeding options.
Water Quality	Farm water quality – testing and treating for stock and domestic use

RURAL WOMEN'S NETWORK

The Rural Women's Network (RWN) is a state wide government program within the Department of Primary Industries. The small RWN team works in innovative ways to share information and promote action on rural women's issues, often in partnership with individuals, groups and non-government and government agencies.

From meeting at crossroads with drought stricken women in 1992, the NSW Rural Women's Network continues to reflect and improve how we listen to rural women, link them to information and services and create opportunities that build personal and business resilience and strengthen rural communities.

Tel: 02 6391 3620
Email: rural.women@dpi.nsw.gov.au
Web: www.dpi.nsw.gov.au/about-us/rural-support/rural-womens-network
FB: www.facebook.com/NSWRWN

COMBINED DROUGHT INDICATOR (CDI)

This interactive tool provides more detailed seasonal conditions information than ever before. This data will be used to inform policy and Government responses to changing seasonal conditions, including drought.

Web: <https://edis.dpi.nsw.gov.au>

NSW DEPARTMENT OF PRIMARY INDUSTRIES (NSW DPI)

Web: www.dpi.nsw.gov.au/contact-us
Facebook: www.facebook.com/NSWDPI/

Head Office: 02 6391 3100
Biosecurity: 1800 680 244
Agriculture: 1800 808 095

Rural Support www.dpi.nsw.gov.au/about-us/rural-support
Rural Women's Network www.dpi.nsw.gov.au/about-us/rural-support/rural-womens-network

EMERGENCY ASSISTANCE

INSURANCE CLAIMS

If you are insured, talk to your insurance company as soon as possible about how to make a claim. Take photos or video of damage to your property and possessions as evidence for your claim.

If you have clearance from your insurer and evidence for your claim, you can start cleaning up.

The Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance on **1800 734 621**

The Insurance Council can assist communities with any issues related to insurance and the claims process. If necessary they can escalate particular issues to a higher level within your insurance company. The Insurance Council can also explain the dispute process and refer you to the Financial Ombudsman Office if necessary.

If you are not insured and have limited income, you may be eligible for a disaster relief grant.

Contact the Disaster Welfare Assistance Line on **1800 018 444**.

DISASTER RELIEF FOR INDIVIDUALS

DISASTER RELIEF GRANTS

Grants are available for eligible individuals and families whose homes and essential household contents have been damaged or destroyed by a natural disaster.

- To be eligible for this assistance you must:
 - be a low-income earner and meet an income assets test
 - demonstrate that the affected home is your principal place of residence
 - not be covered by insurance
 - demonstrate that the damage was caused by the disaster
 - lodge the application within four months of the disaster occurring

Contact the Disaster Welfare Assistance Line on **1800 018 444**.

DISASTER RECOVERY PAYMENT

The Australian Government Disaster Recovery Payment has been activated for people severely affected by the Northern NSW Bush Fires.

This provides a one-off payment of \$1000 per adult and \$400 per child if your home has been destroyed or severely damaged – including smoke damage.

Call **180 2266** or visit disasterassist.gov.au

DISASTER RELIEF FOR LANDHOLDERS

Disaster relief for landholders that have been impacted by fire includes:

Animal welfare

Local Land Services can assist with emergency fodder, stock water and assessment of animals impacted by the fire.

If you require emergency assistance or to report stock losses, contact the **Agriculture and Animal Services Hotline on 1800 814 647**.

Emergency fodder

If you still require emergency fodder, water or animal assessment please call the **Agriculture and Animal Services Hotline on 1800 814 647** to register your request. These requests will be considered on a case-by-case basis. Requests already received are still being processed. Thank you for your patience.

So far assistance has been provided to more than 350 landholders, assessed bushfire affected livestock and damage on 200 properties and distributed 756 tonnes of emergency fodder.

NSW Rural Assistance Authority

Provides disaster relief low interest loans of up to \$130,000 to eligible primary producers and small businesses, and transport subsidies of up to 50 per cent of the cost to transport livestock or fodder, to eligible primary producers.

<https://www.raa.nsw.gov.au/disaster-assistance>

Call Rural Financial Counsellors - RAA 1800 678 593

Telstra disaster relief

Impacted customers and people who have lost their home are encouraged to call **132 203** to report a fault and register for assistance. For Telstra customers who have suffered severe damage or loss of their premises:

- Free call diversion from the customer's Telstra fixed phone service to another Australian fixed or mobile service of their choice, regardless of the carrier. This offer is applicable for a maximum period of 6 months from the date of the fire.
- In addition, Telstra will apply a one off credit to the value of \$500 inc. GST to the customer's Telstra fixed phone account to help cover the costs of the following, if required: Connection of a Telstra fixed phone service at one temporary residence
- Re-connection of a Telstra fixed phone service at the customer's original permanent premises

Legal assistance

Legal Aid NSW lawyers can provide free legal advice and assistance to people affected by disasters on a range of issues including:

- insurance policies
- tenancy or employment
- credit and debt issues

Visit legalaid.nsw.gov.au or call 1800 801 529

LawAccess phone 1300 888 529

Water

If your potable water has been used by a fire fighting agency to fight the fire, you may be eligible to have it replaced.

This assistance is for residential properties in rural areas.

Disaster Welfare is working with NSW RFS to identify impacted properties.

Call the Disaster Welfare Assistance Line on **1800 018 444** to register or for more information.

Clean up

- Houses, sheds and other buildings that have been burnt in a bush fire can leave potential health and safety hazards in the remaining rubble and ash.

- Hazardous household materials that may be present after a bush fire include asbestos, ash from burnt treated timbers (i.e. copper chrome arsenate or CCA), medicines, garden or farm chemicals, other household chemicals and cleaning products, damaged gas bottles, metal and other residues from burnt household appliances as well as ash and dusts.
- Other hazards may include unsafe building structures, electrical hazards and missing fencing panels around swimming pools.

If returning to your property after a bushfire, consider the following precautions to protect your health:

- Do not enter your property until you are advised that it is safe to do so by emergency services, utilities companies or local council.
- Electrical hazards could exist such as live power lines that may be down or active solar panels.
- Buildings and other structures may be unstable to enter or walk over.
- Sewerage services may be disrupted causing health risks.
- Be aware that hot, smouldering coals and other potentially hazardous materials may be hidden under the rubble.
- Building rubble should not be buried as it may contain hazardous materials.
- Don't spread ash around your property, particularly if asbestos materials were used in your home or other structures, or CCA-treated timber was burnt.
- Moisten the ash with water to minimise dust and keep damp but do not use high pressure water sprays.

Asbestos

Asbestos dust and fibres have the potential to present a health risk during and after a fire if not properly managed.

- Asbestos clean-up and removal must be done by a licensed asbestos removalist.
- Avoid unnecessary entry, particularly entry by children.
- Asbestos debris may have been sprayed with PVA, or a similar sealant by Public Works to suppress the release of fibre until the material is safely removed.

For information about the safe handling and removal of asbestos, visit safework.nsw.gov.au.

For information about transport and disposal of hazardous materials, visit epa.nsw.gov.au.

Before removing any waste from your property, please contact your council for disposal advice.

Smoke damage

If your home has been damaged by smoke, including your clothes, furniture or carpets, you may be eligible for the Australian Government Disaster Recovery Payment.

Please call:

180 2266 or visit disasterassist.gov.au

Replacing personal documents

Service NSW can help replace many of your personal documents free of charge if they were damaged or destroyed. This includes birth certificates, marriage certificates, licences and number plates.

For assistance please visit your nearest NSW Service centre or call 13 77 88

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Disclaimer: The information contained in this publication is based on knowledge and understanding at the time of writing (November 2019). However, because of advances in knowledge, users are reminded of the need to ensure that information upon which they rely is up to date and to check currency of the information with the appropriate officer of the Department of Primary Industries or the user's independent adviser.