

HAND UP

(NOT HAND OUT)



INFORMATION & RESOURCES
FOR BURNETT INLAND
COMMUNITIES

FEBRUARY 2021

*Please note: this document is compiled in good faith based on information available at the time.
It is the responsibility of those using this resource to investigate eligibility and decide what is right for them.*

HEY THERE

We know the past few years haven't been easy in the Burnett inland. After all, we live and work here too.

Hand Up was designed to help spread the word about the different services, resources and support available to those affected by drought and other challenges, here in our part of the world. We also know we are a proud, resilient bunch, and might not reach out for assistance too easily. That's where Hand Up comes in. To share the services that are available here, created for people just like you and me, which are for the most part free to access.

So don't think of this as a hand out, this is an open hand of assistance for whenever someone could use a Hand Up.

All the best,



Kristy Frahm
BIEDO CEO

GENERAL INFORMATION

Federal Government

Assistance for individuals, families, farms and communities in drought regions

https://www.pmc.gov.au/sites/default/files/publications/drought-assistance-information-pack_0.pdf

The Long Paddock

Provides climate and pasture information to primary producers in Queensland, with access to rainfall and pasture outlooks and decision support tools to guide land management planning and decision making.

<https://www.longpaddock.qld.gov.au/>

FUNDS, SUBSIDIES AND REBATES

Department of Agriculture

Drought Relief Assistance Scheme guidelines and forms

<https://www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery/drought/assistance-programs/guidelines-forms>

Queensland Government

Financial assistance

<https://www.qld.gov.au/about/drought/financial-assistance>

Federal Department of Agriculture

Offers several packages of relief and support, including Farm Household Allowance, Rural Financial Counsellors, Drought Community Support Initiative and more...

<https://www.agriculture.gov.au/ag-farm-food/drought>

Drought Relief Assistance Scheme (DRAS) freight subsidies and water infrastructure rebate

Helps primary producers with drought-declared properties to manage the welfare of their core breeding herd during drought, restore their herds after drought.

<http://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/drought/assistance/dras-subsidies>

Federal Future Drought Fund

Program to help make agriculture more productive and profitable, enhance the wellbeing of our farming communities and improve the sustainability and resilience of the natural resources on which agriculture depends.

<https://www.agriculture.gov.au/ag-farm-food/drought/future-drought-fund>

BIEDO
Burnett Inland Economic
Development Organisation





FUNDS, SUBSIDIES AND REBATES

QRIDA Drought Support

The Queensland Rural and Industry Authority (QRIDA) provides a range of measures that can assist drought affected producers including:

- Low interest Sustainability Loans up to \$1.3 million can be used for a variety of drought-related infrastructure that can improve the long term productivity such as de-silting dams, purchasing equipment for feeding and fodder production, adding water points and water infrastructure to exclusion fencing.
- Existing loan clients can talk with QRIDA about possible repayment options to alleviate financial pressure.
- Restructuring farm debt—QRIDA has a free advisory service to access independent financial experts to analyse your farm business and provide you with restructuring options for your farm debt.

Freecall 1800 623 946 <https://www.qrida.qld.gov.au/program/drought-support>

Drought Relief Assistance Scheme (DRAS)

helps primary producers in the grazing industries manage their livestock resource during drought and to help in the restoration of that resource after drought. Up to \$20,000 per property per financial year is available.

For drought affected properties, the assistance includes freight subsidies to transport fodder and water, and the Emergency Water Infrastructure Rebate (EWIR) for purchasing and installing water infrastructure for animal welfare needs.

<https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/drought/assistance/dras-subsidies>

Drought Relief from Electricity Charges Scheme (DRECS)

Provides relief from supply charges on electricity accounts that are used to pump water for farm or irrigation purposes.

<https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/drought/assistance/dreecs>

QCWA Public Rural Crisis Fund

Farmers in drought areas should apply for the Natural Disaster strand up to \$1000.

<https://qcwa.org.au/Public-Rural-Crisis-Fund>



RURAL FINANCIAL COUNSELLORS

Queensland Government

Financial assistance

<https://www.qld.gov.au/about/drought/financial-assistance>

Rural Financial Counselling Service Southern Queensland

Provides free rural financial counselling services across Southern Queensland.

Belinda Clair P: 0448 999 742

E: Belinda.Clair@rfcssq.org.au

Federal Department of Agriculture

Helps primary producers with drought-declared properties to manage the welfare of their core breeding herd during drought, restore their herds after drought.

<https://www.agriculture.gov.au/ag-farm-food/drought>

QRIDA Drought Support

Existing loan clients can talk with QRIDA about possible repayment options to alleviate financial pressure. Restructuring farm debt—QRIDA has a free advisory service to access independent financial experts to analyse your farm business and provide you with restructuring options for your farm debt.

Freecall 1800 623 946

<https://www.agriculture.gov.au/ag-farm-food/drought/future-drought-fund>



NORTH BURNETT

North Burnett Community Service

Offers some emergency relief onsite, financial assistance with Telstra, products for women and some food assistance. NBCS also act as a referral point for Emergency Relief in the form of fuel and grocery vouchers. A Resilience Officer who works directly with people affected by drought offering personal support and an information and linking point into direct drought assistance and other services.

NBCS Resilience Officer contact is Moira Thompson, 0427 654 690 or email moira.thompson@nbcs.org.au (Tuesday, Wednesday, Thursday). NBCS also acts as a linking and information point for people, such as attempting to chase up drought assistance applications and referring to other services.

69 Stuart-Russell St, Mundubbera Qld 4626 | T: 4165 4690

E: nbcs@nbcs.org.au | W: www.nbcs.org.au |

F: <https://www.facebook.com/NBCS.North.Burnett.Community.Service> |

Monto Neighbourhood Centre

Provides relief from supply charges on electricity accounts that are used to pump water for farm or irrigation purposes. Provides the Monto, Eidsvold and surrounding community with information, referral and advice regarding any services in the area who may assist them. The Neighbourhood Centre is where we are the place people come when they don't know where to go and we assist them in finding the answer.

Currently they have a small amount of funding for Emergency Relief in which we provide people in need a food hamper with items to assist them to get by until their next pay day. The centre is also the Centrelink Agent in Monto and our staff are able to assist the client with accessing their MyGov account or they are welcome to use free computers with Wi-Fi to allow people to do their Resume, complete online forms, access emails etc. Check out their free Little Food Pantry and Little Library too.

Monto Community Connect

A worker is able to assist community members with the following:

- Provide advice & support to individuals and families where needed.
- Assist with navigating MyGov and Services Australia.
- Assist with form completion.
- Transport to linked services, (where no other services are available).
- Assist with disaster relief applications.
- Information and referrals to service providers.
- Assist with training and/or education enrolments.
- Assist with resumes, interview skills and attire.
- Develop and build skills like budgeting, tenancy, household routines.
- Assist with navigating NDIS, access requests and gathering supporting evidence.
- Assist with scheduling appointments, online and face-to-face.

Monto Rural Youth Service

- Providing general advice and support to youth
- Supporting youth in accessing services suitable to their needs
- Assisting youth with education applications
- Assisting youth to develop resumes, interview etiquette and appropriate attire
- Assisting youth to create a healthy lifestyle habits- budgeting, household cleanliness/routines, grocery shopping, meal planning
- Assisting youth to identify goals and develop goal setting steps and strategies
- Assistance in form completion, Tax File Number, Blue card, Birth Certificate, Driver's License
- Supporting students to attend school sporting events and medical appointments (within the North Burnett)
- Assisting youth to access Centrelink, Medicare and MyGov services
- Assisting youth with education homework

Monto Neighbourhood Centre (incorporating Monto Community Connect and Monto Rural Youth Service) are located at 7 Huxley St, Monto QLD 4630

T: (07) 4994 2508

E: cdomonto@bigpond.com

<https://www.qld.livebetter.org.au/neighbourhood-centre>



COMMUNITY SUPPORT SERVICES

NORTH BURNETT

North Burnett Emergency Management Dashboard

An all in one emergency information dashboard to stay up to date with weather warnings, power outages, fire and much more.

emergency.northburnett.qld.gov.au

Mundubbera Food Pantry

Offers subsidised fresh and frozen food, prepackaged meals, meat, dairy and household grocery items. Depending on donations and supply, may have clothing, books and other items available.

The Food Pantry is operated by Mundubbera New Life Centre, who also offer emergency food hampers and Christmas hampers

<https://www.facebook.com/lifecaremundubbera>

SOUTH BURNETT

South Burnett Disaster Dashboard

An all in one emergency information dashboard to stay up to date with weather warnings, power outages, fire & much more.

dashboard.southburnett.qld.gov.au

CTC Money Management Program

A free, confidential and independent service that assists people experiencing financial stress to manage their financial situation through assistance, education and advocacy.

[South Burnett CTC Inc Youth & Family Services](#)

Phone: (07) 4162 7788

Graham House (Murgon)

- Emergency Relief Service to assist with Food, Utility Bills, Fuel etc.
- No Interest Loan Scheme to assist with a range of items including but not limited to: Car Registration, White Goods, Household Items, School Supplies
- Transport Service – To assist clients to Medical and Social Appointments
- Centrelink Agent – Murgon & Cherbourg

[21 Taylor St E, Murgon QLD 4605](#)

T: (07) 4169 8400

E: admin@grahamhouse.org.au

The South Burnett Pantry (Kingaroy)

Open Mon-Fri 8:30am-12pm. Pay \$40 handling fee and they'll load you up with a wonderful groceries hamper including fresh fruits/veg and meats. No proof of income/hardship etc. needed, the Pantry is open to everyone.

<https://www.thesouthburnettpantry.org/>

South Burnett CTC

Providing many services including an Emergency Relief program. Is the South Burnett's local provider of the QLD Family and Child Connect Service

www.sbctc.com.au/youth-and-family/

BURNETT INLAND (ALL AREAS)

Individually Droughted Property Declaration (IDP)

An IDP allows access to Queensland Government drought assistance prior to an area drought declaration

www.daf.qld.gov.au/business-priorities/environment/drought/assistance-programs/guidelines-and-forms/idp-application-guidelines

Individually Disaster Stricken Property (IDSP)

Where a primary producer is not in an area activated for NDRRA assistance but has suffered significant damage from a natural disaster they are able to apply for an Individual Disaster Stricken Property (IDSP) declaration. You can contact the DAF customer service center for more information on 13 25 23

www.daf.qld.gov.au/business-priorities/environment/natural-disaster-assistance-and-resources2/disaster-assistance-forms-and-guidelines



BURNETT INLAND (ALL AREAS)

BIEDO

80 Gore Street Murgon Q 4605

P: 0400 695 456

[E:community@biedo.org.au](mailto:community@biedo.org.au) | www.biedo.org.au

Australian Taxation Office Drought Assistance

Help is available for drought-affected taxpayers across regional, rural and metropolitan areas to manage their tax.

<https://www.ato.gov.au/general/financial-difficulties-and-serious-hardship/in-detail/help-for-drought-affected-taxpayers/>

Australian Taxation Office Farm Management Deposit Scheme

The farm management deposits (FMD) scheme is designed to enable primary producers to deal with uneven income flows by making deposits during prosperous years and receiving repayments during less prosperous years

https://www.ato.gov.au/forms/information-for-primary-producers-2018/page=9#Farm_management_deposits_scheme

Wide Bay Hospital & Health Service

Floods, Drought & Adversity – Mental Health Support

1300 64 22 55 | (1300 MH Call)

Flying Doctor – Drought Wellbeing Service

This program offers counselling & support to people living and working in areas affected by drought.

<https://www.flyingdoctor.org.au/qld/what-we-do/mental-health/outback-mental-health/drought-wellbeing-service/>

BUPA

Helping Australian farmers impacted by the drought by providing up to six months relief in paying their premiums. This offer is open to all existing Bupa Health Insurance customers who have approval to receive the Australian Government's Farm Household Allowance.

www.bupa.com.au/campaigns/farmers-relief

QLD Farmers Federation (QFF)

Comprehensive page providing details about assistance & support services available for farmers affected by drought & also details on how we can support Australia's drought-affected farmers

<https://www.qff.org.au/blog/support-farmers-rural-communities/>

Department of Agriculture and Fisheries

Links to Queensland Government & Australian Government drought assistance programs.

www.daf.qld.gov.au/business-priorities/environment/drought/assistance-programs

Aussie Helpers

Support for primary producers, also accept donations from the public.

www.assiehelpers.org.au/aussie-helpers-farm-aid

Buy a Bale/Rural Aid

If you're a farming family in need of help or know a farming family that needs help, tell them about this campaign or even register them here & a team member will respectfully contact them & offer Buy a Bale/Rural Aid resources. Also accepts donations.

www.assiehelpers.org.au/aussie-helpers-farm-aid

Drought Angels

Support consist of providing Stock feed, Financial support via pre-paid visas & local produce vouchers from within the communities, moral support through personal face to face or phone contact & referrals to other support networks as needed.

<https://www.droughtangels.org.au/apply-for-assistance/>

BURNETT INLAND (ALL AREAS)

AgForce

List of drought support measures producers might be eligible for.

<https://www.agforceqld.org.au/knowledgebase/article/AGF-01111/>

Ergon Energy Support for Farmers

Range of initiatives to assist farmers including drought relief & payment extension options.

www.ergon.com.au/retail/business/support-for-farmers

Telstra Adversity and Financial Hardship

A range of payment & service options to help you stay connected

<https://www.telstra.com.au/content/dam/tcom/about-us/community-environment/pdf/Telstra-Financial-Hardship-Policy.pdf>

Qld Regional and Industry Development Authority (QRIDA)

Is a specialist administrator of government financial assistance programs including loans, grants, rebates and subsidies.

Mark Barrett (North Burnett): 0417 775 547

Cynthia Godden (North & South Burnett): 0417 778 317

www.qrida.qld.gov.au

Rural Financial Counselling Services

Counsellors provide financial options & support to help farmers make the right decision for their business.

Kim Corfield (North Burnett): 0427 296 848

Belinda Clair (South Burnett): 0448 999 742

www.rfcssq.org.au/services/

Department of Human Services

A range of information about services and payments for individuals and families in rural & remote Australia (including Farm Household Allowance). Farmer Assistance Hotline: 13 23 16

www.humanservices.gov.au/individuals/rural-and-remote-australians

Farm & Rural Legal Service via LegalAid QLD

The service is free for Queensland producers and rural businesses

<https://www.legalaid.qld.gov.au/Find-legal-information/Work-and-money/Farm-and-rural-legal-service?BestBetMatch=farm%20and%20rural%20legal%20service|33642ca2-1ee0-427b-938e-96024c6f8bda|0a4b0d77-1b6c-4201-871e-25d5b0944cb0|en-AU>

