



Farmer focused.
Future driven.



Support contacts

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This document summarises some of the support available to assist farming families, businesses and communities.

If you are a Rural Bank customer experiencing financial or wellbeing concerns, we want to help. To find out what support is available, please contact your relationship manager, call Rural Bank on 1300 660 115 or visit www.ruralbank.com.au/for-farmers/financial-hardship.

Financial stress – Government assistance

Commonwealth		
ASIC	'Moneysmart' website – tips and advice on making the most of your money including personal budgeting.	moneysmart.gov.au
Assistance for Isolated Children Scheme	A group of payments available from the Department of Human Services for parents and carers of children who can't go to a local government school because of geographical isolation, disability or special needs.	humanservices.gov.au/individuals/services/centrelink/assistance-for-isolated-children-scheme
Australian Securities & Investments Commission (ASIC)	ASIC is offering relief from various company-related fees that may be payable. They may be able to review fees or waive late fees incurred or provide alternative payment options for companies facing financial hardship due to drought.	asic.gov.au/for-business/payments-fees-and-invoices/drought-relief
Centrelink	Information on transitioning off the Farm Household Allowance and retirement/succession planning.	www.humanservices.gov.au/individuals/services/centrelink/farm-household-allowance/how-manage-your-payment/helping-you-transition
Farm Household Allowance	Farm Household Allowance (FHA) provides eligible farmers and their partners experiencing financial hardship with assistance through planning and training for long-term financial improvements as well as income support for up to four years.	humanservices.gov.au/individuals/services/centrelink/farm-household-allowance Farmer Assistance Hotline 132 316
National Debt Helpline	The free National Debt Helpline is open from 9:30am to 4.30pm, Monday to Friday. When you call this number, you will be automatically transferred to the phone service in your state.	1800 007 007 or ndh.org.au
Regional Investment Corporation	The Australian Government has established the Regional Investment Corporation (RIC). The RIC offers concessional loans for farm businesses affected by droughts, floods and other natural disasters.	Call 1800 875 675 or visit ric.gov.au
Rural Financial Counselling Service (RFCS)	The Rural Financial Counselling Service provides free rural financial counselling to farmers suffering financial hardship.	1800 686 175 or agriculture.gov.au/ag-farm-food/drought/assistance/rural-financial-counselling-service

Financial stress – other support

Aussie Helpers	Farming families can register for assistance. Runs Aussie Helpers Virtual Psychologist (see below).	aussiehelpers.org.au or phone 1300 665 232
Buy a Bale	Farmers can register to be supplied with fodder and other items such as food hampers they may need.	buyabale.com.au Call for donations or help 1300 327 624
Drought Angels	Farming families can register for assistance to receive stock feed, financial support via pre-paid visas and local produce vouchers from within their communities.	droughtangels.org.au
FarmHub	FarmHub has been developed by the National Farmers' Federation to connect Australian farmers to a range of helpful services and support. Information and resources are listed by topic and location.	farmhub.org.au
Foundation for Rural and Regional Renewal	Via the FRRR Tackling Tough Times Together program, communities can access funding for initiatives that are locally led and tailored to the community's needs.	frrr.org.au/grants/tackling_tough_times_together

Need for Feed	Lions Club Project. Farming families can register for fodder, hampers and care packs.	needforfeed.org/apply-for-assistance
Rural Aid	Farmers can register for fodder and counselling services that travel to farms and communities. Coordinates the Buy a Bale campaign.	ruralaid.org.au Call for donations or help: 1300 327 624

Wellbeing support – farmers and rural communities*

Are you bogged mate?	Breaking down the stigma around mental health and connecting rural men to the resources available, supporting and directing them to the right places while bringing the conversation to rural communities.	areyouboggedmate.com.au
Aussie Helpers Virtual Psychologist	This service aims to offer psychological support and education to drought affected farmers in remote areas via SMS, email, phone, online chat and where required, face to face counselling on farming properties.	aussiehelpers.org.au SMS 0488 807 266 or phone 1300 665 234
ifarmwell	Online resource that has been designed by Australian farmers to help other Australian farmers cope effectively with life's challenges and get the most out of every day.	ifarmwell.com.au
National Centre for Farmer Health	NCFH provides leadership in research, education, information and service delivery to improve health, wellbeing and safety for farmers and farm workers.	farmerhealth.org.au
Rural and Remote Mental Health	Delivering mental health programs and services to people living and working in rural and remote Australia.	rrmh.com.au

Wellbeing support – general

Beacon	Online portal providing access to websites and resources for various mental and physical disorders.	beacon.anu.edu.au
BeyondBlue	Information about issues associated with depression and anxiety.	1300 224 636 or beyondblue.org.au
Black Dog Institute	The Black Dog Institute is dedicated to understanding, preventing and treating mental illness.	blackdoginstitute.org.au
dNet	dNet empowers people to make informed choices and find solutions to the challenges of living with depression.	dnet.org.au
Family Relationship Service	Providing families with access to information about family relationship issues.	1800 050 321 or familyrelationships.gov.au
Head to Health	Australian Government Department of Health website which provides links to trusted phone and online mental health support services.	headtohealth.gov.au
Headspace	Provides early intervention mental health services to people aged 12-25 years old, and a free online and telephone support service.	1800 650 890 or headspace.org.au
Health Direct	Australian Government Department of Health website offers information and links on a wide range of disorders such as depression, anxiety, stress, schizophrenia and bipolar disorder.	healthdirect.gov.au/mental-health-disorders
Kids Help Line	24/7 telephone and online counselling service for young people.	1800 551 800 or kidshelpline.com.au
Lifeline	24/7 telephone counselling.	13 11 14 or lifeline.org.au
Mensline Australia	24/7 service for men with relationship and family concerns.	1300 789 978
Mental Illness Fellowship	Information and support about psychosis and other mental illness for people or their friends and family.	1800 985 944 or mifa.org.au
MindSpot	Online assessment and treatment for anxiety and depression.	mindspot.org.au

Mood Gym	An interactive self-help book which helps learning and practising skills which can help to prevent and manage symptoms of depression and anxiety.	moodgym.com.au
myCompass	The Black Dog Institute provides this self-help tool for mental health.	mycompass.org.au
On Track	OnTrack aims to support the Australian community to achieve mental and physical health and wellbeing. OnTrack offers free access to online programs, information, quizzes and advice.	ontrack.org.au
R.U.OK?	Encourages people to meaningfully connect with those around them and start a conversation with anyone who may be struggling.	ruok.org.au
Reach Out	Online mental health organisation for young people and their parents. Offers practical support, tools and tips to help young people get through anything from everyday issues to tough times.	au.reachout.com
Relationships Australia	Relationships Australia is a leading provider of relationship support services for individuals, families and communities.	1300 364 277 or relationships.org.au
Sane	Supporting the mental health of Australians affected by complex mental illness.	1800 187 263 or sane.org
Suicide Call Back Service	Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.	1300 659 467 suicidecallbackservice.org.au
Youth BeyondBlue	Service for young people who may be struggling with depression and anxiety or want to support a friend.	1300 224 636 (24 hours) or youthbeyondblue.com

Notes

Rural Bank Ltd | Telephone: 1300 660 115 | service@ruralbank.com.au

*Please note that this list is not intended to replace professional medical assistance. If you are experiencing ongoing mental health issues it is recommended that you schedule an appointment with your General Practitioner. (1408097-1408096) (12/19)