2019 Drought Support Services in Central and East Gippsland

A guide for individuals, farm families and businesses affected by drought and dry seasonal conditions.

Updated June 2019 to include all the Victorian and Federal Government’s Drought Support initiatives.
# Financial and Family Support

<table>
<thead>
<tr>
<th>Initiative / Service</th>
<th>Description</th>
<th>Eligibility / Available to</th>
<th>Timeframe</th>
<th>Contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Victorian State Concessions and Benefits</strong></td>
<td>The Victorian Government offers a number of concessions designed to assist and improve the affordability of essential services for low-income Victorian households.</td>
<td>Eligible Commonwealth Concession Card holders. If you are not a concession card holder, you may still be eligible. Check with the department’s website or Info line for more information.</td>
<td>Ongoing</td>
<td>Call: 1800 658 521 Visit: <a href="https://services.dhhs.vic.gov.au/concessions-and-benefits">https://services.dhhs.vic.gov.au/concessions-and-benefits</a></td>
</tr>
<tr>
<td><strong>Salvation Army</strong></td>
<td>Material or financial assistance for families.</td>
<td>Individuals and families.</td>
<td>Ongoing</td>
<td>Call: 13 72 56 Visit: <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a></td>
</tr>
<tr>
<td><strong>Foodbank Victoria</strong></td>
<td>Distributes meals to individuals and families across regional, rural and metro areas of Victoria.</td>
<td>Individuals and families.</td>
<td>Ongoing</td>
<td>Call: (03) 9362 8300 Visit: <a href="http://www.foodbank.org.au">www.foodbank.org.au</a></td>
</tr>
<tr>
<td><strong>Catchment Management Authorities (CMA) Drought Employment Program</strong></td>
<td>Farmers, farm workers and individuals affected by drought may apply for off-farm employment and training opportunities.</td>
<td>Farmers, farm workers and individuals residing in the municipalities of Wellington and East Gippsland through the East Gippsland, West Gippsland and North East CMA’s. Until funding expended</td>
<td>East Gippsland CMA Call: (03) 5152 0600 Email: <a href="mailto:egcma@egcma.com.au">egcma@egcma.com.au</a> Visit: <a href="http://www.egcma.com.au">www.egcma.com.au</a></td>
<td></td>
</tr>
<tr>
<td><strong>Kindergarten Support</strong></td>
<td>Families that reside in or attend kindergarten in specified drought affected areas are eligible for 15 hours per week of free kindergarten in the year before school.</td>
<td>Families residing in or attending kindergarten in the municipalities of Wellington and East Gippsland.</td>
<td>Available for the 2019 calendar year</td>
<td>Call: 1300 338 738 (South Eastern Victoria) Visit: <a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a></td>
</tr>
<tr>
<td><strong>Kindergarten Support Grant</strong></td>
<td>Kindergartens can apply for a one-off grant to support their continued operation.</td>
<td>Community-based kindergartens in the municipalities of Wellington and East Gippsland.</td>
<td>Available for the 2019 calendar year</td>
<td>Call: 1300 338 738 (South Eastern Victoria) Visit: <a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a></td>
</tr>
<tr>
<td><strong>Camps, Sports and Excursions Fund (CSEF) – drought assistance</strong></td>
<td>Available to primary and secondary school students in specified areas that are currently attending a Victorian government or non-government school.</td>
<td>Families residing in the municipalities of Wellington and East Gippsland.</td>
<td>Available for the 2019 calendar year</td>
<td>Contact your child’s school in the first instance. Visit: <a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a></td>
</tr>
</tbody>
</table>
## Farm Business Support

<table>
<thead>
<tr>
<th>Initiative / Service</th>
<th>Description</th>
<th>Eligibility / Available to</th>
<th>Timeframe</th>
<th>Contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-on-one consultation sessions</td>
<td>Individual support from Agriculture Victoria to provide advice and information on a range of drought support services.</td>
<td>Farm businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Livestock: Darren Hickey (03) 5152 0496</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Dairy: Maria Rose (03) 5147 0843 or David Shambrook (03) 5662 9913</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Irrigation: Janice Dowe (03) 5147 0854</td>
</tr>
<tr>
<td>Technical and decision-making support for farm businesses</td>
<td>Workshops for farmers to help them make informed decisions and manage dry conditions.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Farm Business Assistance Program</td>
<td>A program to provide a one-off support payment to eligible farm businesses.</td>
<td>Eligible farm businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Until funding expended</td>
<td>Call: 1800 260 425</td>
</tr>
<tr>
<td>On-Farm Drought Infrastructure Support Grants</td>
<td>Grants of up to $5,000 are available to assist farm businesses implement on-farm infrastructure that improves drought management and preparedness.</td>
<td>Farm businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Until funding expended</td>
<td>Call: 1800 260 425</td>
</tr>
<tr>
<td>Pasture Recovery and Management Grant Program</td>
<td>Grants of up to $5,000 are available to assist farm businesses implement pasture restoration and other activities to aid in pasture growth.</td>
<td>Farm businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Until funding expended</td>
<td>Call: 1800 260 425</td>
</tr>
<tr>
<td>On-Farm Emergency Water Infrastructure Rebate Scheme</td>
<td>A program to assist farmers impacted by drought invest in urgently needed on-farm water infrastructure that addresses animal welfare needs.</td>
<td>Farm businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Until funding expended</td>
<td>Call: 1800 260 425</td>
</tr>
<tr>
<td>Drought Relief Authority to Control Wildlife</td>
<td>The program supports the control of wildlife by providing landholders with a simpler and faster means of accessing permits for the control of wildlife.</td>
<td>Eligible farm businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Farm Debt Mediation Scheme</td>
<td>The scheme makes it compulsory for banks and other creditors to offer mediation to farmers before commencing debt recovery proceedings on farm mortgages. Mediations are provided through the Victorian Small Business Commission.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:farm.debt@ecodev.vic.gov.au">farm.debt@ecodev.vic.gov.au</a></td>
</tr>
<tr>
<td>Farm Management Deposits</td>
<td>The scheme assists primary producers to deal more effectively with fluctuations in cash flows.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 1800 875 675</td>
</tr>
<tr>
<td>Regional Investment Corporation Farm Business Concessional Loans</td>
<td>The Regional Investment Corporation offers two loan products for eligible farm businesses in Victoria: Drought Loans and Farm Investment Loans.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 1800 875 675</td>
</tr>
<tr>
<td>Initiative / Service</td>
<td>Description</td>
<td>Eligibility / Available to</td>
<td>Timeframe</td>
<td>Contact information</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------</td>
<td>-----------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Climate tools and resources</td>
<td>Information, tools and resources to support climate change risk management.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Stock Containment Areas</td>
<td>Agriculture Victoria has developed a package of resources to support farmers in designing stock containment areas.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Feeding beef and sheep</td>
<td>Agriculture Victoria has developed a package of booklets on feeding and managing beef and sheep during dry seasonal conditions.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Farming and drought information</td>
<td>Information to assist farmers affected by dry conditions as well as a broad range of other agricultural issues.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Animal Health and Welfare</td>
<td>Agriculture Victoria staff can provide advice and support for the management of livestock in dry conditions.</td>
<td>Farm businesses.</td>
<td>Ongoing</td>
<td>Call: 136 186</td>
</tr>
<tr>
<td>Farm Hub</td>
<td>The Farm Hub aims to provide farmers with a single portal through which they can access information about assistance and advice to manage hardship.</td>
<td>Individuals and families.</td>
<td>Ongoing</td>
<td>Visit: <a href="#">www.farmhub.org.au</a></td>
</tr>
</tbody>
</table>
## Small Business (non-farm) Support

<table>
<thead>
<tr>
<th>Initiative / Service</th>
<th>Description</th>
<th>Eligibility / Available to</th>
<th>Timeframe</th>
<th>Contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Business Rural Financial Counselling</td>
<td>Free and independent financial information, options, decision support and referral services for small businesses in drought affected communities.</td>
<td>Victorian Small Businesses in the municipalities of Wellington and East Gippsland.</td>
<td>Ongoing</td>
<td>Call: Eastern RFCS 1300 045 747 Visit: <a href="https://ruralfinancialcounselling.org.au">https://ruralfinancialcounselling.org.au</a></td>
</tr>
</tbody>
</table>

## Community Programs

<table>
<thead>
<tr>
<th>Initiative / Service</th>
<th>Description</th>
<th>Eligibility / Available to</th>
<th>Timeframe</th>
<th>Contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Look Over the Farm Gate Program</td>
<td>A mental health and wellbeing initiative that delivers grants for community events and mental health training.</td>
<td>Individuals, families and community groups in the municipalities of Wellington and East Gippsland.</td>
<td>Until December 31, 2019 or until funding expended</td>
<td>Call: 1300 882 833 Visit: <a href="http://www.lookoverthefarmgate.org.au">www.lookoverthefarmgate.org.au</a></td>
</tr>
<tr>
<td>National Centre for Farmer Health</td>
<td>The NCFH provides leadership to improve the health wellbeing and safety of farm men and women, farm workers, families and communities.</td>
<td>Individuals and families.</td>
<td>Ongoing</td>
<td>Call: (03) 5551 8533 Visit: <a href="http://www.farmerhealth.org.au">www.farmerhealth.org.au</a></td>
</tr>
<tr>
<td>Tackling Tough Times Together (Foundation for Rural and Regional Renewal)</td>
<td>A grant stream that helps communities access the resources they need to support one another through the ongoing effects of the drought.</td>
<td>Community Groups and non-for-profit organisations in the municipalities of Wellington and East Gippsland.</td>
<td>Ongoing</td>
<td>Call: 1800 170 020 Visit: <a href="http://www.frrr.org.au/grants/tackling_tough_times_together">www.frrr.org.au/grants/tackling_tough_times_together</a></td>
</tr>
<tr>
<td>Initiative / Service</td>
<td>Description</td>
<td>Eligibility / Available to</td>
<td>Timeframe</td>
<td>Contact information</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------</td>
<td>-----------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Mental Health Care Plan</td>
<td>A mental health care plan entitles patients to Medicare rebates for up to 10 individual or 10 group appointments with a psychologist, occupational therapist or social worker in a year.</td>
<td>Individuals and families.</td>
<td>Ongoing</td>
<td>Contact your local GP for a referral</td>
</tr>
<tr>
<td>Mental Health Crisis Line - Gippsland</td>
<td>Psychiatric triage (information, assessment and referral) 24 hours a day, 7 days a week.</td>
<td>Individuals and families in Wellington and East Gippsland.</td>
<td>Ongoing</td>
<td>Call: 1300 363 322</td>
</tr>
<tr>
<td>Gippsland Lakes Community Health</td>
<td>Community Health services provide a range of primary health care services that could include:</td>
<td>Families and individuals in the municipality of East Gippsland.</td>
<td>Ongoing</td>
<td>Gippsland Lakes Community Health</td>
</tr>
<tr>
<td></td>
<td>Acute hospital care</td>
<td></td>
<td></td>
<td>Call: (03) 5155 8300</td>
</tr>
<tr>
<td></td>
<td>Medical centre</td>
<td></td>
<td></td>
<td>Visit: <a href="http://www.gich.org.au">www.gich.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Home and community care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>District nursing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Women’s health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Allied health services (podiatry, occupational therapy etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Counselling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pharmacy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Referrals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please contact your local Community Health service to confirm their services.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orbost Regional Health</td>
<td></td>
<td>Families and individuals in Far East Gippsland.</td>
<td>Ongoing</td>
<td>Orbost Regional Health</td>
</tr>
<tr>
<td></td>
<td>Medical centre</td>
<td></td>
<td></td>
<td>Call: (03) 5154 6666</td>
</tr>
<tr>
<td></td>
<td>Home and community care</td>
<td></td>
<td></td>
<td>Visit: <a href="http://www.orbostregionalhealth.com.au">www.orbostregionalhealth.com.au</a></td>
</tr>
<tr>
<td>Omeo District Health</td>
<td></td>
<td>Families and individuals in Omeo and District.</td>
<td>Ongoing</td>
<td>Omeo District Health</td>
</tr>
<tr>
<td></td>
<td>District nursing</td>
<td></td>
<td></td>
<td>Call: (03) 5159 0100</td>
</tr>
<tr>
<td></td>
<td>Women’s health</td>
<td></td>
<td></td>
<td>Visit: <a href="http://www.odh.net.au">www.odh.net.au</a></td>
</tr>
<tr>
<td></td>
<td>Allied health services (podiatry, occupational therapy etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Counselling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pharmacy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Referrals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Gippsland Health Service</td>
<td></td>
<td>Families and individuals in the municipality of Wellington (with the exception of Yarram and District).</td>
<td>Ongoing</td>
<td>Maffra Hospital</td>
</tr>
<tr>
<td></td>
<td>Medical centre</td>
<td></td>
<td></td>
<td>Call: (03) 5147 0100</td>
</tr>
<tr>
<td></td>
<td>Home and community care</td>
<td></td>
<td></td>
<td>Sale Hospital</td>
</tr>
<tr>
<td></td>
<td>District nursing</td>
<td></td>
<td></td>
<td>Call: (03) 5143 8600</td>
</tr>
<tr>
<td></td>
<td>Women’s health</td>
<td></td>
<td></td>
<td>Heyfield Hospital</td>
</tr>
<tr>
<td></td>
<td>Allied health services (podiatry, occupational therapy etc.)</td>
<td></td>
<td></td>
<td>Call: (03) 5139 7979</td>
</tr>
<tr>
<td></td>
<td>Counselling</td>
<td></td>
<td></td>
<td>Loch Sport Community Health</td>
</tr>
<tr>
<td></td>
<td>Pharmacy</td>
<td></td>
<td></td>
<td>Call: (03) 5146 0349</td>
</tr>
<tr>
<td></td>
<td>Referrals</td>
<td></td>
<td></td>
<td>Rosedale Community Health</td>
</tr>
<tr>
<td></td>
<td>Please contact your local Community Health service to confirm their services.</td>
<td></td>
<td></td>
<td>Call: (03) 5199 2333</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Visit: <a href="http://www.cghs.com.au">www.cghs.com.au</a></td>
</tr>
<tr>
<td>Yarram and District Health Service</td>
<td></td>
<td>Families and individuals in Yarram and District.</td>
<td>Ongoing</td>
<td>Yarram and District Health Services</td>
</tr>
<tr>
<td></td>
<td>Medical centre</td>
<td></td>
<td></td>
<td>Call: (03) 5182 0222</td>
</tr>
<tr>
<td></td>
<td>Home and community care</td>
<td></td>
<td></td>
<td>Visit: <a href="http://www.ydhs.com.au">www.ydhs.com.au</a></td>
</tr>
<tr>
<td>Royal Flying Doctors Service</td>
<td>Free, confidential mental health and wellbeing service for people living in rural and remote communities.</td>
<td>Families and individuals.</td>
<td>Ongoing</td>
<td>Call: (03) 8412 0480</td>
</tr>
</tbody>
</table>
## 24 Hour Support

<table>
<thead>
<tr>
<th>Initiative / Service</th>
<th>Description</th>
<th>Eligibility / Available to</th>
<th>Timeframe</th>
<th>Contact information</th>
</tr>
</thead>
</table>
| Lifeline                             | 24/7 telephone crisis support and counselling.                              | Individuals and families.  | Ongoing   | Call: 13 11 14  
                                |                                                                             |                            | Visit: [www.lifeline.org.au](http://www.lifeline.org.au) |
| Mensline Australia                   | 24/7 service for men with relationship and family concerns.                 | Men.                       | Ongoing   | Call: 1300 789 978  
                                |                                                                             |                            | Visit: [www.mensline.org.au](http://www.mensline.org.au) |
| Kids Help Line                       | 24/7 telephone and online counselling service for young people aged 5-25.   | Children.                  | Ongoing   | Call: 1800 551 800  
| NURSE-ON-CALL                        | 24/7 phone service that provides immediate, expert health advice from a registered nurse. | Individuals and families.  | Ongoing   | Call: 1300 606 024                                      |
| 1800RESPECT                          | 24/7 phone service that provides counselling for sexual assault, domestic and family violence. | Individuals and families.  | Ongoing   | Call: 1800 737 732  
                                |                                                                             |                            | Visit: [www.1800respect.org.au](http://www.1800respect.org.au) |
| Family Relationships Online          | Providing families with access to information about family relationship issues. | Individuals and families.  | Ongoing   | Call: 1800 050 321  
| Beyond Blue                          | 24/7 telephone information and support for mental health concerns.          | Individuals and families.  | Ongoing   | Call: 1300 224 636  
                                |                                                                             |                            | Visit: [www.beyondblue.org.au](http://www.beyondblue.org.au) |
| Victorian Better Health Channel      | Health and medical information that is quality assured, reliable, up to date, easy to understand, regularly reviewed and locally relevant. | Individuals and families.  | Ongoing   | Email: betterhealthchannel@dhhs.vic.gov.au   
| Parentline                           | A confidential, anonymous and free telephone counselling, information and referral service for parents. | Parents and carers with children from birth to school age. | Ongoing   | Call: 1800 301 300  
                                |                                                                             |                            | (8am to midnight, 7 days a week)  
| Maternal and Child Health Line       | 24/7 state-wide telephone service, which works alongside the Maternal and Child Health Service and is staffed by qualified maternal and child health nurses. | Victorian families with children from birth to school age. | Ongoing   | Call: 13 22 29  
                                |                                                                             |                            | (24 hours a day, 7 days a week)  |
## Regional Drought Coordinator

<table>
<thead>
<tr>
<th>Initiative / Service</th>
<th>Description</th>
<th>Eligibility / Available to</th>
<th>Timeframe</th>
<th>Contact information</th>
</tr>
</thead>
</table>
| Regional Drought Coordinator – Gippsland | The coordinator acts as a key point of co-ordination at the local level, providing information on drought services, support options, emerging risks and pressures in the region. | Farmers, farm workers, businesses, support organisations and individuals residing in the municipalities of Wellington and East Gippsland. | Ongoing | Prue McTaggart  
Call: (03) 5152 0480  
Email: prue.mctaggart@ecodev.vic.gov.au |

General information on any drought related service or assistance is available from Agriculture Victoria on 136 186 or at www.agriculture.vic.gov.au/dryseasons.

Each of the services or assistance programs in this guide has accompanying contact details listed and this should be the first point of contact.

Last updated June 2019

The information within this guide may be subject to change. Updates of this document can be accessed at www.agriculture.vic.gov.au/dryseasons. If you do not have access to the internet, please call Agriculture Victoria on 136 186.

Published by the Department of Jobs Precincts and Regions, June 2019.


ISBN 978-1-76090-146-2 (pdf/online/MS word)

Disclaimer

This publication may be of assistance to you but the State of Victoria and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

Drought related information is available in languages other than English. Anyone requiring help in understanding information in this guide should contact Agriculture Victoria on 136 186.

If you would like to receive this information/publication in an accessible format (such as large print or audio) please call the Customer Service Centre on 136 186, TTY 1800 122 969, or email customer.service@ecodev.vic.gov.au.

agriculture.vic.gov.au/dryseasons