



**Central Highlands Primary Care Partnership
Drought & Climate Change Support Resource**



Version 4 April 2009

To be reviewed 30th September 2009

Developed by Central Highlands Primary Care Partnership

Local Drought Support

Name	Services Provided	Phone	Website																																		
Emergency Contacts	Emergency Ambulance and Fire and Police Bacchus Marsh Ballan Police Ballarat Police Bannockburn Police Buninyong Police Clunes Police Creswick Police Daylesford Police Gordon Police Lexton Police Linton Police Meredith Police Rokewood Police Skipton Police Smythesdale Police Trentham Police	<table border="1"> <tr><td>000</td><td></td></tr> <tr><td>03 5366</td><td>3300</td></tr> <tr><td>03 5368</td><td>1303</td></tr> <tr><td>03 5336</td><td>6000</td></tr> <tr><td>03 5281</td><td>1260</td></tr> <tr><td>03 5341</td><td>3431</td></tr> <tr><td>03 5345</td><td>3211</td></tr> <tr><td>03 5345</td><td>2220</td></tr> <tr><td>03 5348</td><td>2342</td></tr> <tr><td>03 5368</td><td>9202</td></tr> <tr><td>03 5466</td><td>7233</td></tr> <tr><td>03 5344</td><td>7211</td></tr> <tr><td>03 5286</td><td>1222</td></tr> <tr><td>03 5346</td><td>1342</td></tr> <tr><td>03 5340</td><td>2001</td></tr> <tr><td>03 5342</td><td>8524</td></tr> <tr><td>03 5324</td><td>1402</td></tr> </table>	000		03 5366	3300	03 5368	1303	03 5336	6000	03 5281	1260	03 5341	3431	03 5345	3211	03 5345	2220	03 5348	2342	03 5368	9202	03 5466	7233	03 5344	7211	03 5286	1222	03 5346	1342	03 5340	2001	03 5342	8524	03 5324	1402	http://www.ambulance.vic.gov.au http://www.cfa.vic.gov.au http://www.police.vic.gov.au
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Ballan District Health and Care	Social Worker available by appointment emergency relief and community health nurse available, psychologist 4 days per week.	03 5368 1100	www.connectingcare.com/provider.asp?site_id=1&pcp_id=8																																		
Ballarat and District Aboriginal Cooperative	Offer a range of services specific to Aboriginal and Torres Straight Islanders.	03 5331 5344	http://badac.ballarat.net.au																																		
Ballarat Community Health Centre Head Office, 710 Sturt St, Ballarat 3350 Sites Include A.P.R.O.T.C.H. Cnr Queen St & Dyte Pde, Ballarat Cooinda 10 Learmonth Rd, Ballarat Sebastopol 260 Vickers St, Sebastopol	Range of counselling and community health services including drug and alcohol, counselling and youth services.	03 5338 4500	www.connectingcare.com/provider.asp?site_id=6&pcp_id=8																																		
Ballarat Health Services Sites: Ballarat Base Hospital Queen Elizabeth Centre	Range of services including acute care social support rehabilitation programs, aged services as well as allied health services.	03 5320 4000	www.connectingcare.com/provider.asp?site_id=8&pcp_id=8																																		

Name	Services Provided	Phone	Website
Centre Against Sexual Assault	Provide support for victims/survivors of sexual assault.	Business Hours 03 5320 3933 24 Hours Crisis Line 1800 806 292	http://www.casa.org.au/ballarat
Child and Family Services	Child and Family Services offer a range of counselling and family support services including men and family relationships counselling, financial counselling, family services and parenting services Child First - Child FIRST provides a central intake and referral point for families where the wellbeing of a child is at risk	Ballarat: 03 5337 3333 Daylesford: 03 5348 8200 Bacchus Marsh 03 5367 1588 1300 78 33 41	www.cafs.org.au
Centrelink Ballarat	Rural Service Officer In Ballarat will come to the farm to provide advice on Centrelink payments. National number for drought assistance	03 5336 5225 13 2316	http://www.centrelink.gov.au
Centacare Ballarat	Counselling and hardship management youth services, family relationships programs, supported housing and children's services.	03 5337 8999	www.connectingcare.com/provider.asp?site_id=12&pcp_id=8
City of Ballarat	Provide a range of child and family services such as respite childcare and mothers groups, aged and disability services	03 5320 5500	www.connectingcare.com/provider.asp?site_id=16&pcp_id=8
Connecting Care Online Service Directory	Online service directory and e-referral, wide range of services available.		http://www.connectingcare.com/
Department of Veterans Affairs	Offers a range of health services for veterans	1300 55 1918	www.dva.gov.au/contacts/van.htm#vic
Djerriwarrh Health Services, Bacchus Marsh	Offers a range of community health services including financial and family specific counselling services Drought Counsellor Lee Simmons Mon, Wed, Thurs, Fri	03 5367 2000 03 8746 1100	www.connectingcare.com/provider.asp?site_id=19&pcp_id=8
Drought Counsellor-CAFS	The Rural Community Counseling Program is offered by Child & Family Services to assist individuals and families with their emotional difficulties as a result of drought. The service is outreach and works in the Local Government areas of Moorabool, Golden Plains, Ballarat and Hepburn.	Drought Counsellor Kevin Luttrell 03 5337 1603 kluttrell@cafs.org.au	http://www.cafs.org.au
Golden Plains Shire	Offers a range of family services such as family day care, aged and disability services	03 5220 7111	www.connectingcare.com/provider.asp?site_id=21&pcp_id=8

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Hepburn Health Services Daylesford Hospital Creswick Hospital Trentham Hospital Clunes Health Service	Provide a range of acute and community health services including counselling, maternal and child health and other services.	03 5348 2523 03 5348 2371 03 5345 2403 03 5424 1228 03 5345 3102	http://users.netconnect.com.au/~daylhosp/												
Hepburn Shire Council	Offers a range of services including aged and child and family services	03 5348 2306	www.connectingcare.com/provider.asp?site_id=31&pcp_id=8												
Moorabool Shire Council	Offers a range of services including aged and child and family services	03 5366 7100	www.connectingcare.com/provider.asp?site_id=34&pcp_id=8												
St Vincent de Paul Society	Low cost clothing bric a brac and material assistance	<table border="1" data-bbox="987 467 1238 719"> <tr> <td data-bbox="987 467 1070 531">Alfredton</td> <td data-bbox="1070 467 1238 531">03 5334 2234</td> </tr> <tr> <td data-bbox="987 531 1070 563">Ballan/Gordon</td> <td data-bbox="1070 531 1238 563"></td> </tr> <tr> <td data-bbox="987 563 1070 595">Daylesford</td> <td data-bbox="1070 563 1238 595">03 5348 3362</td> </tr> <tr> <td data-bbox="987 595 1070 627">Mount Clear</td> <td data-bbox="1070 595 1238 627">03 5330 3455</td> </tr> <tr> <td data-bbox="987 627 1070 659">Sebastopol</td> <td data-bbox="1070 627 1238 659">03 5335 7466</td> </tr> <tr> <td data-bbox="987 659 1070 719">Wendouree (groceries)</td> <td data-bbox="1070 659 1238 719">03 5339 4817</td> </tr> </table>	Alfredton	03 5334 2234	Ballan/Gordon		Daylesford	03 5348 3362	Mount Clear	03 5330 3455	Sebastopol	03 5335 7466	Wendouree (groceries)	03 5339 4817	http://www.vinnies.org.au
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The Salvation Army	Offers supported accomodation services, emergency accomodation, children's services, recreational activities and community house.	03 5329 1100	www.connectingcare.com/provider.asp?site_id=1382&pcp_id=8												
Reference Group-Grampians Integrated Cancer Service	Social workers and Support Foundation Workers For more Information contact Grampians Integrated Cancer Services	03 5320 4782													
Regional Development Victoria	Planning for change is a support provided to industries and local communities to identify long term consequences of the drought and deliver local solutions Small towns development fund provides assistance to towns with a population of up to 10,000 to create opportunities for economic growth, economic and social infrastructure and enhancing liveability	Ballarat 03 5320 5900	http://www.business.vic.gov.au/BUSVIC/LANDING//pc=pc=SEC12.html												
Relationships Australia Victoria Ballarat	Family relationships counselling, mediation programs, specialised family violence programs, adolescent mediation and family therapy gambling support and drought counselling	03 5331 1558	http://www.relationships.com.au/who-we-are/state-and-territory-organisations/vic												

Name	Services Provided	Phone	Website
Rural Financial counsellors	Helping farmers and small rural businesses to assess and understand their financial position and access support. Government funded free service	Brian Gardiner Servicing City of Ballarat and surrounds 0427 094 675 Lyn Symons 03 5434 6346 0409 189 018	http://www.daff.gov.au/agriculture-food/aaa/rfcs
UnitingCare Ballarat	Offers a range of emergency support services as well as alcohol and other drug counselling and aged care services	03 5332 1286	www.connectingcare.com/provider.asp?site_id=41&pcp_id=8
Universities University of Ballarat Australian Catholic University	50 Scholarships offered in recognition of the drought, both commencing and currently enrolled students can apply, those in "exceptional circumstances" declared areas can apply for these & other scholarships Offers scholarships to rural and regional students living in drought affected areas	03 5327 9069 03 5336 5361	www.ballarat.edu.au/ http://www.acu.edu.au
Water Restriction Information	Contact Central Highlands Water Project Aquarius supplies a plumber to change fittings in the house to water saving fittings	03 5320 3100 1300 8822 51	www.chw.net.au/water_storage.html http://www.chw.net.au/AQUARIUS/Ballarat.html
Water, Bore Licences	Southern Rural Water Goulburn Murray Water	03 5139 3100 03 5833 5500	www.srw.com.au www.g-mwater.com.au
Women's drought community engagement officer- Department of planning and community development	These officers will facilitate opportunities for rural women from across their respective regions to meet, share information about local activities and approaches, and develop supportive networks to deal with drought and climate change	Janine Perry 0439 019 584	
Women's Information Referral exchange	Women's Information provides free information, support and referrals to women across Victoria.	1300 134 130, 9am to 5pm Monday to Friday	www.wire.org.au
Women's Health Grampians	Information and support for women in the Grampians Region Training for professionals on women's health and social issues	03 5322 4100	http://www.whg.org.au/
Women's Resource Information & Support Centre	Provide confidential personal support for women and children who have or are experiencing family violence	03 5333 3666	http://wrisc.ballarat.net.au/

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Name	Services Provided	Phone	Website
Banks	Please contact your local bank as early as possible to discuss mortgage and other difficulties. Please call general customer service number.		
Business Access	Victorian business line helps in the planning and running of small business	13 22 15	http://www.business-access.com
Carted Water Rebate	Low income households eligible	1800 658 521	http://www.drought.org.au/main/index.php?Itemid=42&id=78&option=com_content&task=view
Department of Human Services	Provide funding for drought initiatives across the state.	For further information contact John Koopmans 5333 6020	http://www.dhs.vic.gov.au/emergency/em_events/drought_pubs.htm
Department of Planning and Community Development	Not for profit organisations can apply for emergency volunteer support through sporting club grants, there are a number of criteria. For grants information call Ballarat Regional Office	1300 366 356 03 5327 2824	www.grants.dpcd.vic.gov email grantapplications@dpcd.vic.gov.au
Department of Primary Industries	Drought Apprentice Retention Scheme, helping businesses retain rural apprentices Drought Apprenticeship Retention Bonus, the grants are for sole traders, partnerships or companies that meet the eligibility criteria Information Line, stock advice Groundwater inquiries Business transitioning program provides counselling to non farming businesses Decision making support for farmers	Ballarat & surrounds 03 5320 5900 136 186	www.drought.org.au Emergency Water supply points for water cartage please go to www.water.nrms.net.au/
Department of Sustainability and Environment	Catchment management drought employment program allows rural landholders in drought affected areas to gain employment. Individuals will carry out a range of conservation work.	Corangamite Catchment Management Authority 03 5232 9100	www.dse.vic.gov.au

Name	Services Provided	Phone	Website
Drought Business Support	Offers one on one business counselling	03 5448 2600	http://www.daff.gov.au/agriculture-food/drought/assistance/small_businesses
Drought Personal Support Line	Counselling services provided 24 hours a day 7 days a week	1300 655 969	
Drought Relief Tourism Marketing Campaigns	Regional Victorian Communities can apply for drought relief tourism marketing campaigns	9653 9764	www.tourism.vic.gov.au
Farm Managements Deposits Scheme	Changes to the farm management's deposits scheme including increases to caps for farm management deposits and earlier access to FMD funds without loss of taxation benefits	ATO small business and primary producers hotline 13 28 66 Tax Practitioners 13 72 86	www.daff.gov.au/fmds
Groundwater Inquiry Line	If you are seeking information about the availability of groundwater as a water supply option for stock and domestic purposes	136 186	
Landcare	Protect and repair local environments.		www.landcareonline.com/
Maternal and Child Health Line	24 hour telephone advice service for the cost of a local call	13 22 29	
Nurse on Call	Is a phone service that provides immediate, health advice and information from a registered nurse, 24 hours a day, 7 days a week	1300 606 024	
Rainwater Tank Rebate	For more information please go to the website where you are able to download rebate forms for various household items. Go to water smart rebates section of website.		http://www.ourwater.vic.gov.au
Rural Dispute Settlement Centre	Helps people living in rural and regional areas to deal with disputes	1800 658 528	http://www.justice.vic.gov.au
Rural Finance	Rural Finance Corporation provide interest rate subsidies	03 5448 2600	www.ruralfinance.com.au
Rural Women's Telephone Counselling	Provides support for rural women experiencing drought	1800 182 098	

Name	Services Provided	Phone	Website
Rural Women's Network	Provides support to rural women via a quarterly newsletter.		http://www.ruralwomen.vic.gov.au/
Victorian Farmers Federation	The VFF is a federation made up of eight commodity groups representing farmers in the chicken, meat, dairy, eggs, flowers, grains, livestock, pigs and horticulture industries.	1300 882 833	www.vff.org.au
Telstra	Telstra Bill Assistance Program	1800 816 025	
Work Cover	If the farm is listed as a company injuries and stress can be claimed as work cover, please phone for more information	03 9941 0537	http://www.worksafe.vic.gov.au

National Drought Support

Name	Services Provided	Phone	Website
Ambulance, Fire and Police	Emergency services, please see local numbers in the local part of the document.	000	
Australian Government	Drought information for rural people in Australia		www.australia.gov.au/366
Australian Psychological Society	Will help you find a psychiatrist	1800 333 497	http://www.psychology.org.au
Australian Tax Office	Deferred payment request for individuals and businesses	131 142 Tax Agents - 137 286	http://www.ato.gov.au
Beyond Blue Info line	Provides support for people suffering from mental health issues.	1300 224 636	www.beyondblue.org.au www.ybblue.com.au beyond blue's website for young people information on depression etc
Bush Crisis Line and Support Service	24 hour support for rural health practitioners and families	1800 805 391	
Bureau of Meteorology	For general information about drought and it's causes		www.bom.gov.au/climate/drought/livedrought.shtml
Centrelink – Drought Information	<p>Counselling Services</p> <p>Drought Buses – Schedule is listed on the website</p> <p>Drought Force helping drought affected farming properties with workforce needs www.workplace.gov.au/droughtforce</p> <p>Farm Help assists farm families in serious financial difficulty</p> <p>Financial & Personal Counselling- www.rfcs.gov.au</p> <p>Health Care Cards- If you or your family receive exceptional circumstances payment you are entitled to a health care card</p> <p>Interest Rate Subsidy for agricultural dependent small businesses www.daff.gov.au/droughtassist</p> <p>Interim Income Support- to assist farming families who are likely to receive exceptional circumstances (EC) payments but the area hasn't been EC declared.</p> <p>Job Search Support- Individuals who have been made redundant as a result of the drought with early access to intensive support (job search training)</p>	<p>13 23 16 Janine Ryan, Rural Services 5336 5225</p> <p>Rural Financial Counsellors 1800 026 222</p> <p>Customer Service 1800 050 004</p>	<p>www.centrelink.gov.au</p> <p>www.centrelink.gov.au/internet/internet.nsf/individuals/drought_assist_bus1.htm</p> <p>http://myaccount.centrelink.gov.au/wps/portal/srv_3_farm_help?initURL=true</p>

	(www.rfcs.gov.au) See regional information for local contacts under Financial Counsellors on this website. Small business support available Youth Allowance - subject to parental means test, those whose parents receive exceptional circumstances payments are exempt		
Department of Agriculture fisheries and forestry	Provides information on drought assistance for farmers		www.daff.gov.au/agriculture-food/drought
Directline- Drug and alcohol	Provides 24 hour confidential counselling and support	1800 888 636	www.turningpoint.org.au
Family Drug Help	A 'listening ear for families experiencing alcohol and drug-related difficulties.	1300 660 068	www.turningpoint.org.au
YSASline	Alcohol and drug assessment and referral service for young people	1800 014 446	www.turningpoint.org.au

24 Hour Telephone Support Services

Name	Services Provided	Phone	Website
Beyond Blue		1300 224 636	www.beyondblue.org.au
Direct Line – Drug and Alcohol	24 hour confidential counselling and support	1800 888 236	www.health.vic.gov.au
Drought Force Hotline	Work for the Dole information – farm labour	1800 004 226	
Family Drug Help	A listening ear for families experiencing alcohol and drug-related difficulties.	1300 660 068	www.turningpoint.org.au
Gamblers Helpline		1800 156 789	www.problemgambling.vic.gov.au
Kids Helpline		1800 551 800	
Lifeline		13 11 14	
Maternal and Child Health Line		13 22 29	
Mensline		1300 789 978	
Nurse on Call		1300 606 024	
Parent Line		13 22 89	
Suicide Helpline		1300 651 251	
WIRE - Women's information	9 to 5 Mon – Fri Women's information and referral	1300 134 130 13 36 77(TTY National Relay Service for hearing and speech impaired women)	www.wire.org.au
YSASline	Alcohol and drug assessment and referral service for young people	1800 014 446	www.turningpoint.org.au