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Directory of Resources for rural families and businesses experiencing difficulties

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Department of
Agriculture and Food



**Directory of resources for
rural families and businesses
experiencing difficulties**

This document is intended to be a resource to support services for individuals, families and community groups in regional areas experiencing hardship.

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Using this guide

This guide has been developed for frontline staff in shire offices, Community Resource Centres and other community service providers who may be engaging with individuals experiencing difficulties associated with financial hardship.

There are many support networks and forms of assistance available to rural communities and individuals. This is not a comprehensive reference and we will continue to update this reference in an ongoing way. This reference attempts to provide useful information on the nature of the services available and how to access them.

Referring someone to the counselling services listed may pose some concerns for frontline staff. We recommend that the guide be available upon request rather than directing clients to the specific services.

We hope you find it useful.



Emergency contacts

24 Hour Support

Emergency services	000
Lifeline	131 114
Crisis Care	1800 199 008
Family Helpline	1800 643 000
Mensline Australia	1300 789 978
Men's Domestic Violence Helpline	1800 000 599
Women's Domestic Violence Helpline	1800 007 339
Kids Helpline	1800 551 800
National Sexual Assault, Family and Domestic Violence	1800 737 732
Samaritans	1800 198 313
Beyondblue	1300 224 636

Support available during working hours Monday to Friday

Cancer Helpline	131 120
Commonwealth Respite and Carelink Centres (your link to living independently)	1800 052 222
Disability Services Commission	1800 998 214
Gamblers Help Gamblers Help line	Free call 1800 633 635 (GLINE NSW) 1800 858 858
Health Direct	1800 022 222
Parenting WA Centre	1800 686 155
Relationships Australia	1300 364 277
WA Natural Disaster Relief and Recovery Arrangements (WANDRRRA)	1800 198 231
Women's Information Service	1800 199 174



Local emergency contacts

Police

Hospital

Doctor

Friend or Relation

[illegible]



Family matters

Talk to a mate – Regional Men's Health Initiative

Further information: Phone: (08) 9690 2277; Email: menshealth@agric.wa.gov.au;
Website: <http://www.regionalmenshealth.com.au>

Regional Men's Health Initiative is aimed at improving the health and wellbeing of men in rural Western Australia. The Regional Men's Health Initiative is working with individuals, community and business groups covering a range of men's health topics.

1. Presents a variety of community education sessions about males, in particular physical, mental and social/spiritual wellbeing.
2. Delivers the 'Fast Track' Pit Stop program (which is about health awareness and listening).
3. Does advocacy work:
 - (a) through the promotion of our philosophy, before it all gets too much—Talk to a Mate! and
 - (b) personal resilience support/counselling.

Related Services

Men's Health – Midwest	9921 8512
Men's Resource Centre Albany	9841 4777

School psychologists

School psychologists provide services through local schools to support students' educational and social-emotional needs in collaboration with their teachers and families. The main focus areas for School Psychologists are; student behaviour, learning, mental health and wellbeing, disability, emergency response and management, and whole-school student support programs. School Psychologists provide direct services to students and advice to school staff and parents; and can assist students, schools and families identify and access other government and community services.

School Psychology services are accessed through the local school principal. For more information, please contact your local school or the Wheatbelt Regional or Local Education offices.

Further Information: Northam 96220 200 and Narrogin 98810000



Centrelink – Social Work Services

Centrelink: Social Work Services – Help during difficult times by providing confidential counselling, support and information.

Further information: Call Social Work Services on 132 850 for more information (opening hours/days a week, i.e. 8:00 am to 5:00 pm Monday to Friday).

If you know someone who is experiencing a crisis that cannot be resolved, has no support, or does not know where to go for help; a social worker can assist with:

- short-term counselling and support for difficult personal or family issues
- working out options
- information about, or referrals to, government and community support services.

People of all ages can talk to social workers about a range of issues, including domestic and family violence, homelessness, relationship breakdown, loss and bereavement, mental health, and addictions.

Family Counsellors – Rural	
Central – Bruce Rock	9061 1840
Central – Corrigin	9063 2037
Southern – Broomehill	9824 1036
Southern – Mount Barker	9845 3045
Southern – Lake Grace	0427 441 459
Wheatbelt – Nungarin	9046 5091
North Midlands – Morawa	99711030
Midwest – Geraldton	9921 4477
Midwest – Geraldton Centrecare	99211433

Beyond blue

Further information: Phone: 1300 224 636; Website: www.beyondblue.org.au

One of the key roles of Beyondblue is to produce and refer people to accurate, up to date, easy to read information on depression, anxiety and related disorders. This includes information relating to:

- | | | |
|------------------------|--------------------|----------------------|
| • Depression | • Bipolar disorder | • Recovery |
| • Anxiety disorders | • Diagnosis | • Young people |
| • Postnatal depression | • Treatment | • Men |
| | | • Family and friends |

Other Support Services

Counselling and Support

Rural Community Support	
Upper Great Southern, Narrogin	(08) 9881 0790
Central Great Southern Mental Health Services, Katanning	(08) 9821 6341
Lower Great Southern, Albany	(08) 9892 2440
Wheatbelt GP Network Support Services	(08) 9622 5539
Wheatbelt, Nungarin	(08) 9046 5091
North Midlands, Morawa	(08) 9971 1030
Midwest, Geraldton	(08) 9921 4477
Midwest, Geraldton Centrecare	(08) 9921 1433
Ancillary Service	
Avon Youth Service	(08) 9622 2612
Carers WA (face-to-face counselling, skype, email and telephone)	1800 007 332 chat@carerswa.asn.au
Community Drug Services Team	
Albany, Katanning, Lake Grace	(08) 9842 8008
Midwest/ Murchison	(08) 9956 2424
Wheatbelt	(08) 9621 1055
Share & Care Community Services	(08) 9622 2828
Centrelink	13 10 21
Mental Health Services	
Geraldton	(08) 9956 1999
Wheatbelt	(08) 9621 0999
Upper Great Southern	
Albany Rural callers	(08) 9892 2440 1800 676 822
After Hours (Rurallink) Rurallink	1800 720 101 1800 522 022



Medical Practitioners

Your local GP is an important resource in your overall health care and wellbeing. GPs provide advice on a range of social, emotional and medical issues that may affect their patient group. GPs act as a common point of enquiry where other support services may be lacking in the more remote areas of your region. They can offer advice and referral for support services such as specialist, counselling or mental health services, family support and other comprehensive services including podiatry, diabetes education, chronic disease management, home medicine reviews, asthma education, nutrition advice, Aboriginal health and immunisation.

Beacon Silver Chain Health Centre

Lindsay Street, Beacon	Phone: (08) 9686 1020
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Bencubbin Silver Chain Health Service

79 Monger Street, Bencubbin	Phone: (08) 9685 1229
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GP from WGP – Kununoppin also visits Beacon and Bencubbin Nursing Posts once per week each.

Bruce Rock – Bruce Rock Health Centre

Bruce Rock Health Centre	Phone: (08) 9061 1166 Practice email: brucesurg@wheatbelt.com.au
General Practitioner	Dr Caleb Chow
Practice Nurse	Trudy Butler
Practice Manager	Sam Aurisch

Kellerberrin – Kellerberrin Medical Centre

Kellerberrin Surgery	Phone: (08) 9045 4301 Practice email: kellersurg@wheatbelt.com.au
General Practitioner	Dr Andrew van Ballegooyen
Practice Nurse	Katy Hunt

Koorda – Wyalkatchem Medical Centre

Quondong Clinic (Wyalkatchem)	Phone: (08) 9681 1140 Practice email: theragandbonecollective@gmail.com
General Practitioner	Dr Lili Costello

Merredin and Westonia

Merredin Medical Centre	Phone: (08) 9041 2900 Practice email: admin.mmc@westnet.com.au
General Practitioner	Dr Gabriel Adeniyi (currently practicing in Perth) Dr Miriëlsa Nufable-Ruiz
Practice Nurse	Katy Hunt

Karis Medical Group	Phone: (08) 9041 3126 / 9041 5347 Practice email: info@karismedicalgroup.com.au
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Mt Marshall, Mukinbudin, Trayning, Kununoppin – Wheatbelt General Practice

Wheatbelt General Practice – Kununoppin	Phone: (08) 9683 0204 Practice email: kununoppin@wheatbelt.com.au
General Practitioner	Dr Brian Walker
Practice Nurse	Judith Farmer
Practice Manager	Dianne Cox / Michelle McHugh

Narembeen – Narembeen Medical Centre

Narembeen Medical Centre	Phone: (08) 9064 7145 Practice email: narembeenmedical@westnet.com.au
General Practitioner	Dr Peter Lines



Nungarin

Wheatbelt General Practice – Kununoppin	Phone: (08) 9683 0204 Practice email: kununoppin@wheatbelt.com.au
General Practitioner	Dr Brian Walker
Practice Nurse	Judith Farmer

Salmon Gums – Norseman or Esperance

Norseman General Practice	Phone: (08) 9039 9235
Genpar Medical Services	Phone: (08) 9071 1956
Banksia Medical Centre	Phone: (08) 9071 1511

Southern Cross – Wheatbelt General Practice Yilgarn

Wheatbelt General Practice – Yilgarn (Southern Cross)	Phone: (08) 9049 1152 Practice email: yilgarn@wheatbelt.com.au
General Practitioner	Dr Sally Simpson
Practice Nurse	Stephanie Oetiker
Practice Manager	Stephanie Oetiker

Leaving the farm?

Centrelink programs

Further information: Phone: 136 357; Email: fis.seminar@centerlink.gov.au

Thinking of retiring but don't think you can afford it? Through the Financial Information Service, Centrelink is providing a range of free education. 'Creating Wealth – Getting started' discussed debt reduction and wealth creation. 'Understanding retirement income streams' is also extremely useful for rural and farm businesses.

Beyond farming

Further information: Free call: 1800 616 076; Email: beyondfarming@wacoss.org.au

The WACOSS—**Beyond Farming**—program helps farmers with their planning by connecting them to people who know farming and can identify with the issues that might arise for families when moving from the farm.

Beyond Farming puts current farmers in touch with former farmers to discuss opportunities outside farming. It is available to farmers who would like to discuss the options for themselves and their families if selling the farm business or retiring.

Considering these options is an important part of business and succession planning. It can be helpful to talk with someone who knows farming but has moved on, and is using their skills and experiences outside farming.

Re-skilling, recognised prior learning – C Y O'Connor Institute

Further information: Free call: 1800 627 256; Website: www.cyoc.wa.edu.au; or

Goldfields Institute of Technology Free call: 1800 465 334;
Website: <http://www.goldfields.wa.edu.au>

Recognition of Prior Learning (RPL) is an assessment process that recognises the skills and knowledge that you have gained through work, life experience or informal training that may lead towards a national qualification. Benefits of RPL includes improving your employment prospects, gaining a qualification or credit towards a qualification; avoid having to learn what you already know; complete a course in a shorter period of time, save time and money, gain professional recognition, have a sense of personal achievement, pathway to further/higher education and training.



Workforce Development Centres

Further information: Phone: 13 64 64;

Website: <http://www.dtwd.wa.gov.au/wdc/detcms/p ortal/>

There are offices in Northam, Narrogin, Merredin, Moora, Albany, Kojonup, Esperance and Geraldton.

Workforce Development Centres (WDC) can help you at any point in your life to make informed choices about your career and training options. Centres are located across the State and provide a free, local service to all Western Australians.

Workforce Development Centres provide:

- one-on-one career guidance;
- information on training courses;
- referrals to training providers and other services;
- access to online career development resources and tools;
- workshops that improve your skills and assist you in looking for work; and
- free computer access for job search activities.

WDC services are offered face-to-face, online or over the phone. Whether you are just starting your career, re-entering the workforce, looking for a career change or still at school WDC trained and experienced staff can assist you.

Housing assistance

Department of Housing

Further information:

General Enquiries Toll free: 1800 093 325 ask@housing.wa.gov.au

Aboriginal Home Ownership Toll free: 1800 306 877

Access Home Loans Toll free: 1800 001 722

Homeless Advisory Service: 1800 065 892

The Department of Housing provides public housing for those in need, when in need; affordable land and housing opportunities for those on low-moderate incomes; assists with housing finance through Keystart; provides rental assistance; and provides government employees in regional areas with quality homes so that they can deliver the necessary services to their communities

Country Housing Authority (CHA)

Further information: Phone: (08) 9338 3180; Fax: (08) 9338 3152;
Email: info@keystart.com.au; Website: www.keystart.com.au/index.php

The CHA contributes to the development of rural and remote communities in Western Australia by providing access to housing finance, incentives to encourage the development of housing and the development of assistance packages.

The CHA provides financial assistance to farmers, retired farmers, rural employers, the self employed and local governments that wish to provide housing for business and service providers.



Financial assistance

Income support – Centrelink

Further information: Free call: 132 316 (hours of operation 8:00 am to 5:00 pm Monday to Friday); Website: <http://www.daff.gov.au/agriculture-food/drought/assistance/tffp>

Through Centrelink there is the **Transitional Farm Family Payment** – This payment assists farm families who are experiencing financial difficulty to manage the impacts of climate variability and market fluctuations regardless of location.

If you apply for assistance under the Transitional Farm Family Payment you must complete all mutual obligation requirements for continued receipt of household income support payments, including meeting with a Rural Financial Counsellor and the completion of an Action Plan.

The Transitional Farm Family Payment is available to eligible farmers and provides up to 12 months assistance, until 30 June 2014 or until the program funds are expended (whichever occurs earliest). The Transitional Farm Family Payment is paid at a fortnightly rate equivalent to the Newstart Allowance.

The Transitional Farm Family Payment claim form is available on the Department of Human Services website: <http://www.humanservices.gov.au>.

Farm Management Deposits (FMD)

Further information: Website: <http://www.daff.gov.au/agriculture-food/drought/assistance/fmd/tax-legislation>

The Farm Management Deposits (FMD) Scheme is a tax-linked risk management tool that helps primary producers to be more self reliant and better manage fluctuations in their income due to climate variability and market changes. Farm Management Deposits provide tax benefits if kept for at least 12 months, as tax is not payable on the income until the financial year it is withdrawn, when primary producers may benefit from a lower marginal tax rate. The FMD Scheme encourages individual farmers to set aside pre tax income in good years for use in low-income years.

The cap on deposits is \$400 000 and the non-primary production income test is \$65 000.

Financial Ombudsman Service (FOS)

Further information: Phone: 1300 78 08 08; National Relay Service: 1800 555 677;
Email: info@fos.org.au; Website: <http://www.fos.org.au>

The Financial Ombudsman Service (FOS) is an independent organisation offering free and accessible dispute resolution services to the customers of financial services providers (FSP) across Australia.

FOS deals with disputes about the following broad types of product:

- Credit, insurance, investments, payment systems, traditional trustee services and deposit taking.

Customers should raise their complaint with the FSP prior to contacting FOS. If the customer is unhappy with the response received, they can then contact FOS, who will offer conciliation processes or may investigate the dispute and issue a decision that is binding on the FSP.



Business advice

Rural Financial Counselling Service

Further information: Free call: 1800 612 004; Website: <http://www.rfcswa.com.au/>

Rural Financial Counselling Services are available to assist primary producers and small rural businesses experiencing financial hardship to access the right expertise with regard to financial and business planning, as well as family or emotional counselling support.

Assistance not offered by RFCSWA:

- ☒ Advice on any agronomic, legal, financial, accounting or taxation aspects.
- ☒ Calculation of your financial ratios.

Planning advice for farm businesses Australian Association of Agricultural Consultants

Further information: Phone: 1800 644 855; Website: www.aaacwa.com.au

People with a reputation for sound decision making and planning are invariably those that complement their own experience with information and wisdom from their personal and professional networks. The members of the Australian Association of Agricultural Consultants are able to provide a range of services and advice on agronomic, business planning and finances on a fee for service basis. Members service all areas of WA.

Small business centres

Further information: Phone 131 249 (for the location of your nearest Small Business Centre); or contact:

- Central Wheatbelt SBC (office in Merredin) (08) 9041 1211
- Eastern Wheatbelt SBC (office in Corrigin) (08) 9063 2470
- South East Coastal SBC (office in Esperance) (08) 9071 3377
- Wheatbelt West SBC (office in Northam) (08) 9622 5730

Website: <http://www.smallbusiness.wa.gov.au/small-business-centres/>

Small Business Centre can assist to improve existing businesses and plan for growth and development.

The Small Business Centre managers have business experience and can relate to your needs and provide practical assistance. They can also simplify the process of accessing private and public sector support and development programs available to your business.

The Small Business Development Corporation through its Small Business Centres (including Merredin and Corrigin) are available to provide regional small businesses with assistance and support through:

- referral to specialist advisers (accountants, lawyers, and so on)
- help through the maze of government departments and regulations
- business workshops
- business information
- help with problem solving.

Small Business Centres also have networks of contacts they can access to find answers to your inquiries about:

1. finance
2. marketing
3. business planning
4. market research
5. trade information
6. home based business
7. regulations and licensing.

Whole of government information, forms and services Business.gov.au

Further information: Phone Small Business Support Line 1800 777 275 for business information and referral services. Normal service hours are Monday to Friday, 8:00 am to 8:00 pm (Australian Eastern Standard Time).

Business.gov.au offers you simple and convenient access to all the government information, forms and services you need. It's a whole-of-government service providing essential information on planning, starting and growing your business.

The gateway offers assistance to find business grants and personal business counsellors or Contact *Business.gov.au* page for help with finding business information and services, queries about GovForms or Business Consultation, or if you have any comments or suggestions about our sites.



Community Resource Centres

Community Resource Centres are located in more than 100 communities across Western Australia. The Centres are all incorporated, not-for-profit organisations that are independently owned and operated by the community.

Each CRC provides services and facilities that are unique and relevant to their community. Many CRCs are agents for services such as:

- Medicare, Banking, Post Offices, Vehicle and driver licensing, Visitor centres.

In addition, some of the other valuable services provided by CRCs are various business services and facilities and include:

- printers, facsimile and photocopying machines, public computers with internet access, meeting and conference rooms.

The CRC's can also provide access to Government information and service provision areas.

Location	Phone	Email
Merredin	(08) 9041 1041	merredincrc@merredin.com
Westonia	(08) 9046 7077	westonia@crc.net.au
Mukinbudin	(08) 90471129	mukacrc@westnet.com.au
Nungarin	(08) 9046 5400	nungarin@crc.net.au
Wyalkatchem	(08) 96811500	wyalkatchem@crc.net.au
Southern Cross	(08) 9049 1688	southerncross@crc.net.au
Kellerberrin	(08) 9045 4991	coordinator@kecrc.org.au
Bruce Rock	(08) 9061 1687	roctel@wn.com.au
Narembeen	(08) 9064 7055	narembeen@crc.net.au
Kondinin	(08) 98891117	kondinin@crc.net.au
Hyden	(08) 9880 5088	hyden@crc.net.au
Kulin	(08) 9880 1021	resourcecentre@kulin.wa.gov.au
Newdegate	(08) 9871 1791	newdegate@crc.net.au
Lake Grace	(08) 9865 1470	lakegrace@crc.net.au
Ravensthorpe	(08) 9838 1340	ravensthorpe@crc.net.au
Jerramungup	(08) 9835 1630	jerramungup@crc.net.au

Industry and support networks

West Australian Farmers Federation (WAFarmers)

Further information: Phone: (08) 9486 2100; Email: reception@wafarmers.org.au;
Website: <http://www.waff.org.au/WAFarmers>

The Western Australia Farmers Federation (Inc.) (WAFarmers) is the state's largest, longest serving and most influential rural lobby group. WAFarmers represents its members on key issues affecting wool, meat, dairy, grain, horticulture, pastoral and bees.

Pastoralists and Graziers Association of Western Australia

Further information: Phone: (08) 9479 4599; Website: <http://www.pgaofwa.org.au/>

The PGA is a non-profit industry organisation in Western Australia which represents primary producers of wool, grain and meat and livestock.

Farmsafe WA Alliance

Further information: Phone: (08) 9359 4118; Website: <http://farmsafewa.org/contact-us.aspx>

Farmsafe WA Alliance aims to protect farming families and workers—and improve farm business performance—through better safety awareness and practices. Farmsafe WA is an independent not-for-profit incorporated body.

Grower Group Alliances

Further information: Phone: Susan Hall – Project Leader on (08) 6488 7937;
Email: susan.a.hall@uwa.edu.au

The Grower Group Alliance (GGA) is a non-profit, farmer driven organisation connecting grower groups, research organisations and agribusiness in a network across WA.

Proudly supported by the Grains Research & Development Corporation (GRDC).



WIFE – ‘Women in Farming Enterprises’

Further information: Phone (08) 9874 7032: WIFE Committee President Anna-Lisa Newman or (08) 9874 7000: for Committee Secretary Naomi Barrett-Lennard or; Email: info@wife.org.au; Website: <http://wife.org.au/about-wife/>

WIFE is a network and resource for women who are keen to share knowledge and support, up-skill in farm business, improve farm systems and procedures.

WIFE holds 8 monthly networking meetings and 2 Farm Business Seminars a year. Topics include:

- *Working with Family and Staff*
- *General Administration and Improvement of Office Management, IT, Systems and Procedures*
- *Income Management (Commodity Marketing)*
- *Finance, Risk Management and Decision Making*
- *Caring for Family and Self*
- **Would you like to start you own WIFE group?**

Rural Youth WA

Further information: Phone: (08) 9061 1692; Email: admin@ruralityouthwa.org.au; Website: <http://www.ruralityouthwa.org.au/>

Rural Youth WA is a social support network for young people across Western Australia. Rural Youth WA aim to improve the quality of life of young people aged between 18 and 35, particularly those based in regional or rural areas.

RRR Network

Further information: Phone: (08) 6552 4486; Email: rrr.network@rdl.wa.gov.au

The Rural, Remote and Regional (RRR) Women's Network of Western Australia (WA) is a communication network. RRR provides a mechanism for sharing information relevant to the development of women and communities in RRR WA.

The network aims to recognise, promote and expand the contribution women make to their communities.

Country Women's Association of WA (CWA)

Further information: Phone: (08) 9321 6041; Website: <http://www.cwaofwa.asn.au/>

CWA is an active women's organisation working to improve the welfare and wellbeing of people everywhere, especially in country areas. In the CWA there will be an interest for all women. The CWA provides community service, support networks, welfare in times of need, education opportunities, friendship, fun and a great deal more.

The CWA manages the Sir James Mitchell Education and Welfare Fund, which offers assistance for families in need of a helping hand from time to time due to need, emergency or distress. The CWA also provides some limited budget holiday accommodation.



Legal Advice

Legal Aid WA

Further information: InfoLine: 1300 650 579

Legal Aid WA is an independent statutory body set up by the Legal Aid Commission Act 1976.

Legal Aid WA provides information, advice and other legal help. The type and amount of help you will get depends on your finances, your legal problem and our resources.

Information services: through our telephone information line, community legal education, this website and a range of publications and kits.

Legal advice: through our duty lawyers at court or legal advice sessions, either face-to-face, over the telephone or by video conference to people in remote areas.

Minor assistance: through solicitors or paralegal advisors, who can help you negotiate, write letters, draft documents or prepare to represent yourself in court.

Legal representation: through lawyers working for Legal Aid WA as well as private lawyers. Only people with incomes and assets below a certain level get their own lawyer.

Legal Aid WA specialist services include:

- Family Dispute Resolution
- Family Court Services (Duty Lawyer)
- Children's Court (Protection) Services
- Domestic Violence Legal Unit
- Child Support
- Civil Litigation Assistance Scheme
- Immigration Service
- YouthLaw
- Corruption and Crime Commission Fund

Law Access Pro Bono Referral Scheme –Law Society of WA

Further information: Phone: (08) 9324 8600; Email: info@lawsocietywa.asn.au

Law Access was established to coordinate the giving of free, reduced fee, cost recovered or fixed fee legal advice or representation by the legal profession. The service targets those people in the community in genuine need of legal assistance who are unable to afford the usual rates charged and are unable to obtain Legal Aid or assistance from a community legal centre.

The scheme is designed to increase community access to justice and legal services where all other avenues of assistance have been exhausted. The scheme is also a useful focal resource for non-profit organisations to seek assistance from the legal profession.

Community Legal Centres

Further information: InfoLine: 1300 650 579 – see regional office contact details below.

Community Legal Centres (CLCs) are **not for profit, non-government organisations** that provide legal and welfare services to people in need. The CLC's can help client's access legal aid. Other services provided by CLCs may include legal information, advice and representation to individuals and groups; community education and law reform programs and advice to governments on policy issues. Most services are **free** or at a very low cost.

- Southwest Regional Office, Bunbury Phone: (08) 9721 2277
- Goldfields Regional Office, Kalgoorlie Phone: (08) 9025 1300
- Great Southern Regional Office, Albany Phone: (08) 9892 9700

Insolvency and Trustee Service Australia

Further information: Phone: 1300 364 785 Monday-Friday: 8:30 am – 5:00 pm (except national public holidays); Website: <https://www.itsa.gov.au/about-itsa/introduction-to-itsa>

The Insolvency and Trustee Service Australia (ITSA) is an executive agency in the Attorney-General's portfolio.

ITSA is responsible for the administration and regulation of the personal insolvency system, trustee services and the administration of the Personal Property Securities Register (PPSR) and proceeds of crime.

ITSA provides improved and equitable financial outcomes for consumers, business and the community through application of bankruptcy and personal property securities law, regulation of personal insolvency practitioners and trustee services.

Public Trustee

Further information: Email: public.trustee@justice.wa.gov.au

The Public Trustee administers the estates of deceased persons when named as executor in the will, or when an executor is not named or unwilling to act. It prepares wills and enduring powers of attorney, and provides a comprehensive trust management and administration service for people, who through youth, old age or disability cannot manage their financial affairs.



Youth Legal Service

Further information: Phone: (08) 9202 1688; Country Callers: 1800 199 006

They are open 9:00 am to 5:00 pm, Monday to Friday.

Youth Legal Service is a Community Legal Centre that provides free and confidential legal services to young people in Western Australia.

The website provides information about the available services, projects, and publications. It also provides access to an expanding collection of Fact Sheets that deal with the legal issues young people are facing. The Fact Sheets are available to download—for free!
<http://www.youthlegalserviceinc.com.au/>

The legal services are available to young people who:

- are under 25 years of age and need legal information or advice
- need representation in the Children's Court.

You must make an appointment with the Service.

Women's Legal Services Australia

Further information: Free call: 1800 625 122; Phone: (08) 9272 8800;

Email: info@wlsa.org.au; Website: <http://www.wlsa.org.au/>

Women's Legal Services Australia is a national network of community legal centres specialising in women's legal issues. We are part of the National Association of Community Legal Centres (NACLC).

The National Network was established to be actively involved in law reform activities to ensure that women and children are not disadvantaged by laws and to lobby for improved access to justice.

The individual Member Centres regularly provide advice, information, casework and legal education to women on family law and family violence matters but can also provide advice on more general legal issues.

Production management

Production Planning – Department of Agriculture and Food

Further information: Phone: (08) 9368 3333 (Monday to Friday, 8:00 am to 5:00 pm);
Website: www.agric.wa.gov.au

Planning ahead. A guide for WA broadacre enterprises. This a comprehensive guide to the production choices and decisions available to enterprises following a dry year. This includes how to incorporate your financial position into the production decisions.

Water Supplies – Department of Water

Further information: Phone: (08) 6364 6848; Mobile: 0434 603 441- Peter Collins,
A/Manager Media and Public Affairs, Department of Water;
Email: peter.collins@water.wa.gov.au

The Department of Water has initiated a seasonal response due to water shortage concerns. Regular updates are provided to stakeholders through Peter Collins, at a regional or local level.

Farm Water Rebate Scheme – Department of Water

Further information: Free call: 1800 780 300 (hours of operation 8:30 am to 4:30 pm Monday to Friday);
Website: <http://www.water.wa.gov.au/Business+with+water/Rural+water/default.aspx>

The Farm Water Rebate Scheme (FWRS) encourages commercial farmers in dryland agricultural areas (areas receiving less than 600 mm average annual rainfall) to implement on-farm water supply improvements in order to address identified areas of water deficiency, better manage existing water supplies and reduce water wastage.

The FWRS replaces the Farm Water Grants Scheme and follows on from the comprehensive farm water supply audit and planning process described under the Farm Water Supply Planning Scheme section. Rebates are available for selected on-farm water supply improvements which are identified during the farm water supply audit and planning process and approved by the Department of Water following lodgement of a Farm Water Supply Plan. The rebates cover the development and installation of reliable on-farm water supplies for domestic, crop spray and livestock use.

In order to access rebates under the FWRS, the applicant must first complete the farm water supply audit and planning process under the Farm Water Supply Planning Scheme. There is financial assistance available for eligible producers to undertake farm water supply planning.



Climate conditions – Department of Agriculture and Food

Growing Season Outlook

Further information: http://www.agric.wa.gov.au/PC_90647.html?s=1730097348

The Growing Season Outlook (GSO) is produced in the third week of most months. It provides a review of the current ENSO (El Niño Southern Oscillation) or Pacific indicators, local Australian indicators (Sea surface temperatures and pressures systems) and three month rainfall and temperature outlooks from a number of national and international climate models.

Statistical seasonal forecasts

Further information: www.agric.wa.gov.au/ssf

Statistical forecasts are not for exact amounts. They take the form of probability distributions that may represent a shift from historical rainfall probabilities.

The probability of above median rainfall map shows the chance of getting more rainfall than usual, when compared to the years in the base climatology.

Automated weather stations

Further information: www.agric.wa.gov.au/weatherstations

DAFWA has online, automated weather stations that can be monitored by farm managers and interested parties. The stations provide the most up to date monitoring of environmental conditions as they stream data to the website continuously.

Education, training and skill development

Department of Agriculture and Food programs

Further information: Free call: 1800 198 231 (8:00 am to 5:00 pm Monday to Friday);
Website: <http://www.agricwa.gov.au/workshops>

As part of the Department of Agriculture and Food, Western Australia (DAFWA) ongoing commitment to building industry capacity, DAFWA is offering access to 3 workshops, at no cost to eligible growers, to support farm business success. These workshops are outlined below.

Strategic Planning Workshops, Plan, Prepare, Prosper

The DAFWA Plan, Prepare and Prosper Workshops will support farm businesses to build foundation skills in strategic business planning. The 5 day workshop series will help all members of the farm business update or develop a strategic business plan of the business. In 2012/13 around 200 workshop places are available to farm businesses across Western Australia.

All members of the farm business are encouraged to attend. Learn how to prepare the farm family business to better manage challenges and develop a better understanding of:

- the importance of strategic business planning
- getting to grips with your finances
- managing work/life balance
- the importance of succession planning
- managing variable seasonal conditions.

At the end of the five day workshop you will have:

- completed a strategic business plan
- undertaken practical exercises that will improve your business skills
- developed an understanding about how other farmers are managing their challenges.

Contact 1800 198 231 to apply for this training.

Plan, Prepare, Prosper Refresher

If your farm business has already completed the Plan, Prepare and Prosper workshop, including a strategic plan in 2010, 2011 or 2012 as part of the Drought Pilot, you have the opportunity to update your strategic plan at the refresher workshop.

Since 1 July 2010, around 994 farm businesses in Western Australia have completed strategic planning with 95% of participants in 2011/12 stating they would recommend the workshops to other farmers.

Contact 1800 198 231 to apply for this training.



Planning for Profit

DAFWA's Planning for Profit workshop focuses on the most effective ways to increase your farm business profitability by addressing the key profit drivers:

- Price
- Production
- Operating Costs
- Business Costs.

The free one day workshop helps you to identify how you can make more from your farm business. We encourage all members of the farm business to attend.

At the workshop you will get a better understanding of:

- achieving an effective price for your produce
- the costs of owning and running your business
- optimising your operating expenditure
- targeting profitable production.

At the end of the workshop you will have:

- a better understanding of the measures of business success
- the ability to focus on your business profitability not just productivity
- completed an action plan to increase your farm business profitability.

Attending the Plan, Prepare and Prosper Workshop before enrolling in the Planning for Profit Workshop is beneficial but not essential.

Contact 1300 198 231 to apply for this training

Courses and information sessions on emotional distress

Further information: Phone: (08) 6401 3499; Mobile 0447 619 506;
Email: info@bloomingminds.com.au

Blooming minds WA Pty Ltd offer courses and information sessions to assist those experiencing emotional distress and upheaval in their communities. The services offered are tailored to the unique needs of each community group or business.

ApprentiCentre

Further information: Contact the ApprentiCentre team on 13 19 54;

Website: <http://www.training.wa.wa.gov.au/apprenticentre/detcms/portal/>

ApprentiCentre manages the apprenticeship and traineeship system in Western Australia. ApprentiCentre help employers, apprentices and trainees through every stage of their apprenticeship/traineeship.

At www.training.wa.wa.gov.au you will find a host of information about apprenticeships and traineeships in Western Australia including more than 80 apprenticeships and 400 traineeships. Our ApprentiCentre ambassadors tell their story about their experience as an apprentice or trainee—hear what they have to say.

Employers can advertise for an apprentice/trainee on the sites Jobs Board and those looking for an apprenticeship or traineeship can register with sites Jobs Board to be advised by email or SMS alerts of vacancies.



Support for skills development

Centrelink

Further information: Online Services Support Hotline: 132 307;

Website: <http://www.humanservices.gov.au/customer/services/centrelink/austudy>

Through Centrelink there are two forms of support for those specifically wishing to acquire skills and qualifications.

Austudy: Financial help to full-time students and Australian Apprentices aged 25 or more.

Youth Allowance is financial help for young people who are studying full-time, undertaking a full-time Australian Apprenticeship, training, looking for work or sick.

- 16 to 21 years old and looking for full-time work or undertaking approved activities. If you do not have a Year 12 Certificate or equivalent qualification (Certificate Level II or above), you will have to undertake study or training in order to qualify for Youth Allowance
- 18 to 24 years old and studying full-time
- 16 to 24 years old and undertaking a full-time Australian Apprenticeship.

Wheatbelt Education Participation Team

The Wheatbelt Education Participation Team assists early school leavers in their 11th & 12th year of schooling that require support to make a successful transition from school to further education, training or employment.

Participation Coordinators provide intensive individualised support to early school leavers (Years 11 & 12) to assist them in finding a suitable education, employment or training pathway. There are lots of options, but whatever pathway the young person chooses must add up to a full time equivalent. Participation Coordinators can meet with the young person at a time and place that best suits them. If the young person is engaged with another service provider, a collaborative approach will be made to assist the young person is dealing with their needs and issues.

Further information contact the Engagement & Transition Manager located in Northam 9622 0200 and Narrogin 98816962

Finding work or workers

Getting help for the busy times can be hard. There are a number of services that can fill short term and long term employment gaps.

2 Workin Oz

Further information: Phone: (08) 96417069; Mobile: 0429 726 118;
Email: wirraway@bordernet.com.au

2 Workin Oz is a company that is providing pre-start farm skills training and induction to backpackers and for graduates and an employment agency service for farmers

2 Workin Oz Working with farmers and backpackers to build productive enjoyable and safe working relationships and environments.

Help Exchange

Further information: www.helpx.net/

HelpX is an online listing of host organic farms, non-organic farms, farmstays, homestays, ranches, lodges, B&Bs, backpacker's hostels and even sailing boats who invite volunteer helpers to stay with them short-term in exchange for food and accommodation.

HelpX is provided primarily as a cultural exchange for working holiday makers who would like the opportunity during their travels abroad, to stay with local people and gain practical experience. In the typical arrangement, the helper works an average of 4 hours per day and receives free accommodation and meals for their efforts.

World Wide Opportunities on Organic Farms

Further information: www.wwoof.org/ WWOOF

WWOOF is an exchange – In return for volunteer help, WWOOF hosts offer food, accommodation and opportunities to learn about organic lifestyles.

WWOOF organisations link people who want to volunteer on organic farms or smallholdings with people who are looking for volunteer help.



Farm Sitters

Further information: Phone: (02) 6721 0052; Email: info@farmsitters.com.au;
Website: www.farmsitters.com.au

If you are looking to find a suitable, reliable person to care for your property while you are away, then Farm Sitters—Australia is for you!

Once you are registered with Farm Sitters your details and requirements will also be listed on the web site. These details are accessible by Farm Sitter members only.

Farm Sitters – Australia will also provide useful information on the general requirements of farm sitting and how to organise things, once you have found a farm sitter who you feel comfortable with.

Full membership to Farm Sitters –Australia is only \$90.00 plus gst (\$99) per year for the first year and \$30.00 plus gst (\$33) per year each year after!

Employment agencies

As well as the dedicated employment agencies listed below, your local Community Resource Centre is also a good place to start when seeking employment opportunities.

Greater Southern Personnel	Phone: (08) 9842 1510 Email: admin@gsp.org.au
Esperance Careerstart	Phone: (08) 9071 0299
Career Contact Inc.	6430 0438 218 097 Mobile Service
Max Employment	Merredin Phone: (08) 9041 4740 Northam Phone: (08) 9622 3500 http://www.maxemployment.com.au/

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