

January 2026

## Resource Directory

### Emergency Relief Payment

Eligible people can receive emergency relief payments. If you have unmet immediate relief needs and:

- your principal place of residence is damaged or destroyed by the January 2026 bushfires, and you can't live in it, or
- your principal place of residence was in an evacuation warning area, and you evacuated your property.

The Department of Families, Fairness and Housing can help you apply for this payment. You can call the VicEmergency Hotline 1800 226 226 (Press 0, then 1 to talk to someone) or visit an Emergency Relief Centre.

Have personal identification (ID) with you if you can. This could be a driver licence, Medicare card, letter or bill with your name and home address.

### Farm Business Support

#### Rural Financial Counselling Service

The Rural Financial Counselling Service (RFCS) offers free, confidential and independent financial support to farmers and small, related rural businesses who are in, or at risk of, financial hardship.

To connect with your closest service call **1300 771 741** or visit [rfcsnetwork.com.au](http://rfcsnetwork.com.au).

#### Regional Investment Corporation

Farmers may be able to access low-interest loans through the Commonwealth Government's **Regional Investment Corporation (RIC)**. More information about the low interest loans process is available from the **Regional Investment Corporation**. Call **1800 875 675**, email [info@ric.gov.au](mailto:info@ric.gov.au) or visit [ric.gov.au](http://ric.gov.au) or scan the QR code.



#### Farmer Assistance Hotline

Contact the Farmer Assistance Hotline on **132 316** to find out about Australian Government support services available to farmers and rural communities.

#### Farm Household Allowance

Farmers in financial hardship may be eligible for the Commonwealth Government's Farm Household Allowance (FHA), a fortnightly payment available for up to four years in a specific 10-year period. More information on the Farm Household Allowance is at [servicesaustralia.gov.au](http://servicesaustralia.gov.au) – search for 'Farm Household Assistance'. A rural financial counsellor can help farmers to understand eligibility and apply for the FHA.

#### Personal wellbeing support

#### National Centre for Farmer Health

The National Centre for Farmer Health is supporting primary producers through initiatives to boost farmer mental health and wellbeing, including:

- Distribution of mental health resources and support information
- '[Managing Stress on the Farm](#)' book, which explores the common causes of stressors on farms and offers practical ways to deal with them.
- The new mental health hub – tailored mental health information and resources: [farmerhealth.org.au/support-hub-victoria](http://farmerhealth.org.au/support-hub-victoria).

## GPs and community health care providers

For support in difficult times, visit your local doctor (GP). Community health services provide primary health care services including acute hospital care, medical centre, home and community care, district nursing, women's health, allied health services (podiatry, occupational therapy etc.), counselling, pharmacy, referrals. Contact your GP or local Community Health service.

## Royal Flying Doctor Service – Flying Doctor Wellbeing

Flying Doctor Wellbeing is a free mental health and wellbeing service for rural and remote Victorian communities. **Email** [wellbeing@rfds.vic.gov.au](mailto:wellbeing@rfds.vic.gov.au) or **call** 1330 363 3222 (Gippsland) or 03 8412 0480.

## Personal wellbeing contacts

VicEmergency	Monitor the VicEmergency app, website and hotline for warnings and emergency info.	<a href="http://emergency.vic.gov.au">emergency.vic.gov.au</a> 1800 226 226
National Centre for Farmer Health	Support resources and services for emotional and social wellbeing, farm business support, information for rural and health professionals, rural support organisations.	<a href="http://farmerhealth.org.au/support-hub-victoria">farmerhealth.org.au/support-hub-victoria</a>
Australian Red Cross	For people affected by severe weather and flood.	1800 733 276 <a href="http://redcross.org.au/">redcross.org.au/</a>
Lifeline	24/7 crisis support and suicide prevention.	131 114 <a href="http://lifeline.org.au">lifeline.org.au</a>
Beyondblue	24/7 telephone mental health information and support.	1300 224 636 <a href="http://beyondblue.org.au">beyondblue.org.au</a>
MensLine Australia	24/7 service for men with relationship and family concerns.	1300 78 99 78 <a href="http://mensline.org.au">mensline.org.au</a>
Family Relationships	Provides families with access to information about family relationship issues.	1800 050 321 <a href="http://familyrelationships.gov.au">familyrelationships.gov.au</a>
Mental Health Care Plan	Medicare rebates for up to 10 individual or group appointments per year with a psychologist, occupational therapist or social worker.	Contact your GP for a referral <a href="http://healthdirect.gov.au/mental-health-care-plan">healthdirect.gov.au/mental-health-care-plan</a>
Kids Helpline	Confidential telephone counselling service for young people aged 5 to 25.	1800 551 800 <a href="http://kidshelpline.com.au/">kidshelpline.com.au/</a>
Parentline	Counselling and information for families with children up to 18 years. Open 8 am to midnight, 7 days a week.	132 289 <a href="http://parentline.com.au/">parentline.com.au/</a>
NURSE-ON-CALL	Expert health information and advice (24 hours, 7 days a week).	1300 60 60 24
Rural Aid	Offers free, confidential counselling to Rural Aid registered farmers and families, and critical support to farmers affected by natural disaster with financial, water, fodder and volunteer assistance.	1300 327 624 <a href="mailto:contact@ruralaid.org.au">contact@ruralaid.org.au</a> <a href="http://www.ruralaid.org.au/">www.ruralaid.org.au/</a>
Better Health Channel	Health and medical information that is reliable, up to date, easy to understand, regularly reviewed and locally relevant.	<a href="http://betterhealth.vic.gov.au">betterhealth.vic.gov.au</a>

## Agriculture Victoria

Agriculture Recovery Services	Work with farmers and industry to prepare for and respond to natural disasters.	<a href="tel:1800226226">1800 226 226</a> <a href="mailto:recovery@agriculture.vic.gov.au">recovery@agriculture.vic.gov.au</a>
Information	The Agriculture Victoria website provides information on animal welfare, livestock and animals, as well as biosecurity.	<a href="http://agriculture.vic.gov.au/">agriculture.vic.gov.au/</a>