

Support Networks for Farm Families Involved in Farm Debt Mediation

Farm debt mediation provides an opportunity for many rural families to resolve differences in a consultative manner with their farm finance providers. It can be highly stressful, involving financial difficulties and possibly relationship conflicts. Information is provided below about services that can provide farmers in distress with support.

The process of farm debt mediation may require members of rural families to travel to Sydney or regional centres. This can be a lonely experience. If you or your family needs to travel and are unsure of accommodation options etc, the following networks are prepared to help and support you with information.

Alternatively, you may just want someone to listen to your concerns. Your adviser or rural financial counsellor may be busy preparing for the mediation and may be unavailable to support you during the evening prior to the mediation. The following support groups may be able to provide some support.

Rural Financial Counselling Service provides rural financial counselling to a range of clients who are suffering, or at imminent risk of suffering financial hardship. **1800 940 404**

Rural Resilience Program & Rural Support Workers provide information about support available for farming families including relevant service providers – <http://www.dpi.nsw.gov.au/about-us/rural-support/RRP>

Australian Red Cross provides personal support and emergency aid services. **1800 812 028**

Salvation Army provides all social services including financial, family and personal support and disaster recovery assistance. <http://salvos.org.au/need-help/financial-troubles/> **1300 363 622**

Kids Help Line is a 24/7 confidential support and counselling service specifically for kids aged 5 to 25 years. Kids can contact the service about a wide range of issues, from everyday issues such as family, friends or school, to more serious issues such as abuse, mental illness, drug and alcohol use, homelessness and suicide. Counselling can be provided online or over the telephone. **1800 551 800**

Country Care Link provides answers to questions about Commonwealth Services quickly and easily between 9am – 4 30 pm Monday - Friday **1800 806 160**
8382 6430

Country Women's Assoc NSW aims to improve conditions for country women and children in various ways including lobbying for change, helping the local community, creating a network of support and meeting together in towns and cities. **9358 2923**

Assistance specifically for mental health and wellbeing

Rural Adversity Mental Health Program (RAMHP) **1800 011 511**
The Mental Health Line is a single number, state-wide 24-hour mental health telephone access service. Anyone with a mental health issue can use the Mental Health Line to speak with a mental health professional and be directed to the right care and information including about where to access services, common mental illnesses and how to keep mentally healthy.

NSW Rural Mental Health Services provides access to local mental health services	1800 201 123
Lifeline Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline's confidential crisis support service. Trained volunteers are available 24/7 to listen and provide support and referrals.	13 11 14
Suicide Call Back Service This 24/7 service provides counselling, information and referrals to people at risk of suicide, carers of suicidal people and those bereaved by suicide. Staffed by professional counsellors with specialist skills in working with suicide-related issues, the service can provide ongoing counselling or referrals to appropriate services.	1300 659 467
Beyondblue Support Service offers 24/7 confidential telephone support, counselling and referrals from trained mental health professionals. All calls and chats are one-on-one and are completely confidential.	1300 224 636
Mensline is a 24/7 telephone and online support, information and referral service for men with family and relationship concerns. The service is staffed by professional counsellors, experienced in men's issues.	1300 789 978
SANE Helpline (weekdays 9am – 5pm) provides counselling, information and referrals to people affected by mental illness	1800 187 263

Emergencies

An **emergency** is a **situation** that poses an immediate risk to life, health, property, or environment.

When to call Triple Zero (000)

For immediate life-threatening or dangerous situations, including threatening suicide or self-harm

Call 000

Also call 000 if:

- property is being threatened
- someone is seriously injured or in need of urgent medical help

If you do call Triple Zero

- Stay calm, don't shout, speak slowly and clearly
- Advise if you need Police, Fire or Ambulance
- Your call will be directed to the service you asked for
- Answer all questions and provide all details and location information
- Don't hang up until the operator tells you to do so

Other emergency numbers

NSW Police Assistance Line for victims of crime, other than life threatening or time critical emergency situations **131 444**

State Emergency Service (SES) assistance **132 500**