



Covid-19 Community Assistance Guide

August 2021

INFORMATION AND SUPPORT CONTACT DETAILS FOR INDIVIDUALS AND BUSINESSES AFFECTED BY COVID-19

The information that has been compiled is subject to change at any time. The information contained was correct at time of publishing. Council is not responsible for any information that may have changed.

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COVID-19 Health Hotlines

National coronavirus and COVID-19 vaccine helpline (general advice): **1800 020 080**

Department of Health

Find out how we are monitoring and responding to the outbreak, how you can help slow the spread of COVID-19 in Australia, and what to do if you have symptoms. We also report the latest official medical advice and case numbers

P: **1800 020 080** <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

COVID – 19 Vaccine Eligibility Checker

<https://www.health.gov.au/resources/apps-and-tools/covid-19-vaccine-eligibility-checker>

Australian Government

Business.gov.au

Find financial assistance, eligibility and timing for the new government support for Australian businesses. This page is updated as new information becomes available.

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business>

Coronavirus information and support for business

What support is available to you?

COVID-19 Safety Plans and Safe Business registration:

<https://www.nsw.gov.au/covid-19/covid-safe-businesses>

Restrictions on non-essential services:

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/stage-1-restrictions-on-social-gatherings>

COVID-19 government assistance for business

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business>

[business/what-support-is-available-to-your-business](#)

Government assistance

Guide to continuing your business:

<https://www.business.gov.au/guide/continuing-your-business>

Boosting Apprenticeship commencement:

<https://www.dese.gov.au/boosting-apprenticeship-commencements>

Temporary relief for financially distressed businesses:

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/temporary-relief-for-financially-distressed-businesses>

State and territory information, grants and assistance:

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/coronavirus-state-and-territory-assistance-and-events>

NSW:

<https://preview.nsw.gov.au/covid-19>

Business information

Tax support:

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/employer-finance-and-business-obligations>

The Treasury

The Government's economic response targets three areas:

- Supporting Individuals and Households: <https://treasury.gov.au/coronavirus/households>
- Support for Businesses: <https://treasury.gov.au/coronavirus/businesses>
- Supporting the Flow of Credit: <https://treasury.gov.au/coronavirus/business-investment>

Resources / Fact Sheets: <https://treasury.gov.au/coronavirus/resources>

Australian Trade and Investment Commission

Exporters are advised to keep abreast of the situation in various locations by using the link below, relying on trusted partners in local markets, or by contacting Austrade on **13 28 78** and following the prompts for 'export enquiries' (within Australia).

We recommend that you:

- Stay in contact with your customers and partners; communicate on a regular basis as far as possible. Be aware there is a likelihood that the customer's business is being heavily impacted as well.
- Stay in touch with your peak industry body.
- Be aware that many events are being cancelled or rescheduled.
- Prepare a plan for when the pandemic effects ease so you can scale up delivery and promotion of your

product or service.

- Note the latest Australian Government Travel Advice and travel restrictions in place, which are there for your safety.

<https://www.austrade.gov.au/news/news/novel-coronavirus>

Australian Maritime Safety Authority (AMSA)

Advice for the Maritime Industry:

<https://www.amsa.gov.au/news-community/news-and-media-releases/information-about-novel-coronavirus>

Department of Home Affairs

Current Alerts:

- COVID-19 and The Australian Border
- Travelling from Overseas
- Exemptions to travel restrictions
- Visa holders in Australia
- Complying with visa conditions
 - Special arrangements for students who are in Australia - Information about working in Australia
 - Education providers - Information about deferrals, extensions and what to tell students
 - Bridging visa holders
 - Cruise ship passengers - See what you can and must do
 - Cruise ship industry - See details of the restriction on arrivals
 - Airline staff- See what you can and must do

<https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

Services Australia

Information and services to help individuals affected by coronavirus (COVID-19) or looking for more details:

- Carers
- Families
- Job Seekers
- Older Australians
- People with disability
- Students and trainees

<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

Department of Agriculture, Water and the Environment

<https://www.agriculture.gov.au/travelling/to-australia/advice-to-travellers/human-health/coronavirus>

NSW Government

COVID-19 (coronavirus) updates

Information and advice on COVID-19 (coronavirus) for community and businesses in New South Wales:

<https://preview.nsw.gov.au/covid-19>

Businesses and employees

<https://preview.nsw.gov.au/covid-19/businesses-and-employees>

Employee rights and workplace responsibilities to help manage the impact of COVID-19:

- Restrictions on facilities
- Organisations, workplaces and employers
- SafeWork NSW advice:
<https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus>

Fair Trading

COVID-19 FAQs on consumer and business rights:

<https://www.fairtrading.nsw.gov.au/resource-library/publications/coronavirus-covid-19>

NSW Health

- Update for health professionals
- Advice for health sector

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-professionals.aspx>

SafeWork NSW

COVID-19: Advice and guidance for NSW workplaces:

<https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus>

Service NSW

NSW workers and businesses are able to access a range of non-health related COVID-19 advice via Service NSW:

P: **13 77 88** <https://www.service.nsw.gov.au/covid-19>

Driver testing and COVID-19:

<https://www.service.nsw.gov.au/driver-testing-and-covid-19>

Grants, loans and financial assistance

<https://www.service.nsw.gov.au/campaign/covid-19-help-small-businesses/grants-loans-and-financial-assistance#small-business-support-grant>

Non-Government

Business guide to COVID-19:

<https://www.businessaustralia.com/how-we-help/be-a-better-employer/getting-legal-advice/employer-guide-to-coronavirus>

Non-Employing and Sole Trader Guide:

<https://www.businessaustralia.com/how-we-help/be-a-better-employer/getting-legal-advice/employer-guide-to-coronavirus/non-employing-guide>

Employer Guide:

<https://www.businessaustralia.com/how-we-help/be-a-better-employer/getting-legal-advice/employer-guide-to-coronavirus/employer-guide>

Lifeline:

<https://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

Red Cross:

<https://www.redcross.org.au/news-and-media/news/covid-19-and-your-mental-wellbeing>

General Support

Business Connect

A free mobile advisory service is available to small businesses through Business Connect. An advisor can meet you at a convenient place and discuss your business needs. Advice is offered about managing cash flow, planning the next steps, accessing financial support schemes and connecting to additional support. A trusted local business advisor can meet you at your business premises or another convenient location.

P: **1300 134 359** <https://www.business.nsw.gov.au/support-for-business/businessconnect>

NSW Small Business Commissioner

Access a confidential and free dispute resolution service which has been set up to help small businesses needing assistance to work through problems with other businesses or government. The NSW Small Business Commissioner helps parties talk about their problems and work towards a solution through negotiation and communication. We can also assist small businesses with issues in relation to insurance and regulatory concerns.

P: **1300 795 534** <https://www.smallbusiness.nsw.gov.au/>

Department of Planning, Industry & Environment – Regional NSW

Works with state and local government agencies, business and other stakeholders to effectively deliver the support and information to regional businesses.

<https://www.planning.nsw.gov.au/>

SafeWork NSW

P: **13 10 50** www.safework.nsw.gov.au

Service NSW

The NSW government agency where you can apply for a licence, get a permit, register a birth, pay most fines and more. Service NSW is your single contact point for a growing number of agencies including Roads and Maritime Services, Fair Trading NSW and Births, Deaths and Marriages.

P: **13 77 88** <https://www.service.nsw.gov.au/>

Fair Trading

Fair Trading can provide information on credit matters to assist people in negotiating repayments with their lenders and fund regional based financial counselling and legal services for people in financial hardship. Can provide information and assistance on tenants, landlords, renting and buying or selling your home. Assist with home building, renovations and repairs, starting up a business, registering a business name, information for builders and tradespeople on how to obtain a contractor licence.

P: **13 32 20** www.fairtrading.nsw.gov.au

Local Land Services (LLS) Hotline

Provides assistance with livestock and other animals.

P: **1300 795 299** <https://www.lls.nsw.gov.au/>

NSW Rural Assistance Authority (RAA)

Provides disaster relief low interest loans for eligible primary producers and small businesses, and transport subsidies to cover the cost to transport livestock or fodder, to eligible primary producers.

P: **1800 678 593** <https://www.raa.nsw.gov.au/>

Insurance Council of Australia

Can assist policy holders determine which insurer they are with and assisting with general inquiries about the claims process.

P: **1300 728 228** www.insurancecouncil.com.au

Credit/Mortgage Hardship

Banks and Credit Unions

ANZ Bank

P: **1800 252 845**

Commonwealth Bank Hardship

P: **1300 720 814**

National Australia Bank Care

P: **1800 701 599**

St George Bank Assist

P: **1800 629 795**

Newcastle Permanent

P: **13 19 87**

Regional Australia Bank Hardship

P: **13 20 67**

Bank of Queensland

P: **1800 079 866**

Westpac Assist

P: **1800 067 497**

Support with energy bills

The NSW Government provides a range of measures to help NSW customers manage their energy bills. Help includes direct financial assistance, like rebates and emergency assistance vouchers, and legal protection through the National Energy Customer Framework (NECF).

<http://www.resourcesandenergy.nsw.gov.au/?a=295483>

Energy & Water Ombudsman (EWON)

The Energy and Water Ombudsman NSW provides a free, fair and independent dispute resolution service for all electricity and gas customers in NSW, and some water customers.

P: **1800 246 545** <https://www.ewon.com.au>

Telecommunications Industry Ombudsman (TIO)

The Telecommunications Industry Ombudsman provides a fair, independent and accessible external dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Our service is free and complies with the Government Benchmarks for Industry-Based Customer Dispute Resolution.

P: **1800 062 058** <https://www.tio.com.au/>

Financial Counselling Australia

Free, independent and confidential support to people in financial difficulty.

P: **1800 007 007** www.financialcounsellingaustralia.org.au

Financial Rights Legal Centre

Advice and advocacy for consumers in financial distress.

P: **1300 663 464** www.financialrights.org.au

Australian Taxation Office

The Australian Taxation Office can assist if you are experiencing difficulties meeting your tax obligations.

P: **13 11 42** <https://www.ato.gov.au/>

Centrelink

Centrelink can provide information on the impact of leave and other entitlements on eligibility for Centrelink payments. Financial Information Services Officers can help people plan and prepare for their financial future and give information on superannuation, shares and investments.

Employment Services P: **13 28 50**

Youth & Student Services P: **13 24 90**

Family Assistance Office P: **13 61 50**

Disabilities, Sickness & Carers P: **13 27 17**

Retirement Services P: **13 23 00**

Multilingual Service P: **13 12 02**

<https://www.servicesaustralia.gov.au/individuals/centrelink>

Communities & Justice

Communities & Justice help, protect and care for children and young people and support their families, provide and monitor care and support for children and young people who can't live with their families, provide and regulate adoption services, help people separated from their families trace their records, fund and regulate children's services, regulate children's employment, meet the basic welfare needs of people affected by natural and other disasters.

P: **9337 6000** (Sydney Head Office) www.facs.nsw.gov.au

Family Relationship Advice Line

P: **1800 050 321** <https://www.familyrelationships.gov.au/talk-someone/advice-line>

Lifeline

P: **13 11 14** <https://www.lifeline.org.au/>

Australian Red Cross

P: **1800 812 028** <https://www.redcross.org.au/>

Housing NSW

Housing NSW offers assistance in housing applications and bond assistance through programs such as Tenancy Assist, Rent Start, and Mortgage Assistance Scheme.

P: **1300 468 746** <https://www.facs.nsw.gov.au/housing>

Law Access NSW

Law Access NSW provides free legal advice available by phone.

P: **1300 888 529** www.lawaccess.nsw.gov.au

Central Sydney Legal Aid Office (Head Office)

Legal Aid NSW helps people with their legal problems. Legal services include legal advice, help at court and family dispute resolution. Able to provide help in most areas of criminal law, family law and civil law.

P: **02 9219 5000** TTY: **02 9219 5126** www.legalaid.nsw.gov.au

Community Support Services

<https://www.nsw.gov.au/covid-19/community-support-services>



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