

# Government, Local and Private Support Services & Information

## Support Services Available

### EMERGENCY SUPPORT

#### Police, Fire, Ambulance – 000

For immediate assistance with any medical or mental health emergency or in any situation you are not feeling safe

#### Lifeline – 131 114 or Text 0477 13 11 14

A confidential service where you remain anonymous. An online crisis chat option also exists, for those who prefer this option.

#### Kids Helpline – 1800 551 800

Australia's only free, private, and confidential phone and online counselling service for young people aged 5 to 25.

#### Beyond Blue – 1300 224 636

Trained mental health professionals via phone or online chat who will be there to listen, provide information and advice, and point you in the right direction so you can seek further support.

#### headspace Whyalla 8641 4330

Providing counselling and support services to young people from 12 – 25 years. Refer yourself or be referred by a friend, family member, health professional or school. The service offers a range of help and covers issues such as relationships and drug and alcohol abuse.

### FINANCIAL SUPPORT

#### National Debt Helpline: 1800 007 007

<https://ndh.org.au/> The National Debt Helpline helps people in financial hardship with FREE, independent, confidential assistance. NDH financial counsellors are professionals who are trained to help people in stressful situations.

Phone 1800 007 007 Call weekdays 9:30am – 4:30pm, Chat weekdays 9:00am – 8:00pm

#### Small Business Debt Helpline:

<https://sbdh.org.au/> provides free financial counselling support for small business owners and sole traders experiencing financial hardship 1800 413 828

#### ACCC

<https://www.accc.gov.au/consumers/debt/help-when-youre-in-debt> helps consumers and businesses understand their rights and responsibilities, and investigate businesses where they might be breaking the law.

#### Wesley Financial Counselling Services

provides free, independent and confidential counselling to assist people experiencing financial difficulty.

#### Ask Izzy <https://askizzy.org.au/>

connects people in need with support services such as housing, meals, counselling, financial assistance, domestic and family violence and more

#### Australian Taxation Office (ATO)

<https://www.ato.gov.au/> has tools and services to make it easier to get your tax and superannuation right. The ATO also provides [support](#) during crisis events and difficult times. If you experience financial hardship and are struggling to meet tax obligations, contact the ATO as soon as possible.

#### ATO's Tax Help program

<https://www.ato.gov.au/individuals-and-families/your-tax-return/help-and-support-to-lodge-your-tax-return/tax-help->

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[program](#) is free and helps eligible people earning \$60,000 or less lodge their tax return online.

## Legal assistance services

<https://www.ag.gov.au/legal-system/legal-assistance-services> list a range of services delivered by legal assistance providers that can help people with a legal problem.

## Justice Connect

<https://justiceconnect.org.au/> has close connections with over 10,000 lawyers through their network of pro bono member firms so that people facing legal problems can get the help they need.

## National Tax Clinic program

<https://www.ato.gov.au/individuals-and-families/financial-difficulties-and-disasters/support-to-lodge-and-pay/national-tax-clinic-program> is a government-funded initiative to help people who may not be able to afford professional advice and representation with their tax affairs

## Australian Taxation Office [ato.gov.au](http://ato.gov.au)

ATO supports Australian businesses experiencing challenges in a variety of ways including free access to Financial Counselling, and reconstruction of tax records and payments.

To access Financial Counselling services call 1800 413 828

To contact the Hardship Team call 1300 788 347 (choose Option 1)

<https://www.ato.gov.au/individuals-and-families/financial-difficulties-and-disasters/support-in-difficult-times/tax-and-super-support-in-difficult-times>

## Australian Banking Association <https://www.ausbanking.org.au/> Banks / Credit Unions, Finance company

Contact your local branch of your banking partner to discuss the challenges you are facing regarding cash flow, mortgage payments,

credit card payments, business loans, and what assistance they can provide. <https://www.ausbanking.org.au/financial-assistance-hub/>

## Financial Counsellors

Financial counsellors provide free, confidential, financial education and support to householders who are experiencing financial difficulties.

## South Australian Financial Counsellors Association

The peak body for Financial Counsellors in South Australia and the Northern Territory. Financial counselling is a free, independent and confidential service available through community organisations and community legal centres. <https://www.safca.org.au/>

## Centacare Catholic Country SA – 8645 8233 or

[whyallaadmin@cccsa.org.au](mailto:whyallaadmin@cccsa.org.au)

Offering the following services in Whyalla: Emergency Relief, No Interest Loans (NILs) Applications, budgeting, financial literacy, financial counselling

## BankSA and Westpac Whyalla

T-71 Westland Shopping Centre, Cnr McDouall St & Nicolson Avenue Whyalla, SA 5600

Phone (08) 8640 3700 or [131 376](tel:131376)

## Commonwealth Bank – Whyalla

7 Forsyth St, Whyalla SA 5600

Phone: (08) 8645 8666

Whyalla CBA branch staff have details about how CBA customers can contact us to request assistance including direct contact details for complex cases that may require urgent attention.

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## ***CBA Customers can call:***

### *Financial Assist*

Phone: 1300 720 814

8am to 9pm Monday to Friday AEST 9am to 2pm Saturday AEST

Email: [financialassist@cba.com.au](mailto:financialassist@cba.com.au)

Message us in the CommBank app anytime

### *Business Financial Assist*

Phone: 1800 222 232

Monday to Friday 8am to 6pm AEST

Email: [businessfinancialassistance@cba.com.au](mailto:businessfinancialassistance@cba.com.au)

## **ANZ Bank – Whyalla**

Address: 16 Forsyth St, Whyalla SA 5600

Phone: 13 13 14

## **Peoples Choice Credit Union 13 11 82**

Westland Shopping Centre, Shop 2 Nicolson Ave, Whyalla Norrie SA 5608

If you're experiencing financial difficulty and would like to discuss your options, please contact our dedicated team at (08) 8124 2146 or email [cmanagementpccu@peopleschoice.com.au](mailto:cmanagementpccu@peopleschoice.com.au) as soon as you can.

## **Beyond Bank**

Westlands Shopping Centre, Shop 65

Whyalla Norrie SA 5608

Phone number: 08 8645 4300

## **Whyalla Business and Tourism**

Representing the best interest of business and tourism in Whyalla

Ph: 0412 810 944 email: [executive@wbato.org.au](mailto:executive@wbato.org.au)

<https://www.wbato.org.au/>

## **Workforce Australia – Local Jobs Program**

The Local Jobs Program supports the development and implementation of tailored approaches to accelerate reskilling, upskilling and employment across Australia and seeks to provide tailored responses to support local labour markets.

<https://www.dewr.gov.au/workforce-australia/help-workers-who-have-recently-lost-their-job>

**Contact: Andrea Broadfoot**

**Employment Facilitator**

**North West Country SA**

Port Augusta | Whyalla | Port Lincoln

M 0459 340 001 | E [andrea@localjobsprogram.com](mailto:andrea@localjobsprogram.com)

## **Small and Family Business Support**

South Australian small business owners can access mental health and wellbeing support for themselves and their employees at low or no cost.

Aiming to increase resilience and capability to cope with mental health challenges, this program offers a range of support activities, including masterclasses, education and training sessions, workshops, webinars, e-learning, and online tools and resources.

## **Mindarma**

Small business owners and their employees can register for Mindarma's free program, which includes a calendar of webinar events, access to the online learning platform and resources. The webinars include psychologist-led skills sessions and other restorative practices.

## **Be Well Co**

An entity of the South Australian Health and Medical Research Institute (SAHMRI), BeWellCo supports people to build their mental health and wellbeing through education, mental health literacy, and

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practical activities. Be Well Co offers free masterclasses, workshops and online tools for business owners and their employees.

To Learn More visit <https://business.sa.gov.au/programs/mental-health-and-wellbeing>

## Office of Hydrogen Power SA

- The government remains fully committed to the Hydrogen Jobs Plan and its construction will go ahead as planned.
- We expect early and civil works to commence in late 2024, early 2025. They will go for approximately six months before construction of the powerplant, electrolysers and storage facility.
- Early and Civil Works packages are up on ICN SA , <https://gateway.icn.org.au/> and all businesses looking to tender for work must be registered. Registrations close on Monday 9 September (this has been extended to maximise local registrations).

Businesses interested to engage with the Hydrogen project are encouraged to drop into from registering the OHPSA office at Westlands Shopping Centre is open Tuesday, Wednesday, and Thursday from 10am to 3pm. Anyone with any questions is very welcome to attend the office at any time.

## Northern Water Project

For anyone interested in learning more and meeting some of the NWP team, we have the next round of information sessions in a few weeks' time, similar to those held in July. Details below and registration via <https://tactic.org.au/northern-water/>

Locally, members of the Northern Water team often accompany the OHPSA team in the Whyalla OHPSA office at Westlands (open

Tuesday, Wednesday, and Thursday from 10am to 3pm), enquiries are always welcome.

## SBFP – Regional Development Australia Eyre Peninsula (RDAEP)

Businesses have access to 1:1 support, mentoring, business advice etc via the Small Business Fundamentals Program. Funding for up to 3 sessions to a maximum dollar value of \$900 can be accessed under this program. Contact RDAEP via [reception@rdaep.org.au](mailto:reception@rdaep.org.au) or call 08 8682 6588

## Skilled Migration

South Australia's Skilled and Business Migration program provides migrants a pathway to living, working or establishing their business in South Australia through the support of State Nomination.

Sean Malone

Team Leader, Migrant Attraction and Connection

Skilled and Business Migration

Department of State Development

E [sean.malone@sa.gov.au](mailto:sean.malone@sa.gov.au) T: +61 (8) 0435 562 212

GPO Box 320, Adelaide, South Australia 5001

Level 4, 11 Waymouth Street, Adelaide 5000

<https://migration.sa.gov.au/>

