

Rapid Response Hunter

List of Resources
December 2015

RAPID RESPONSE HUNTER - RESOURCE LIST

CENTRELINK

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| Employment Services | P: 13 2850 |
| Youth & Student Services | P: 13 2490 |
| Family Assistance Office | P: 13 6150 |
| Disabilities, Sickness & Carers | P: 13 2717 |
| Retirement Services | P: 13 2300 |
| Multilingual Service | P: 13 1202 |

If you resign, are retrenched, or considering a redundancy package, you may be entitled to income support payments. 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. www.humanservices.gov.au

Refer websites:
[Retrenched or Leaving Your Job](#)
[Newstart Payment Rates](#)
[Financial Information Service](#)

EMPLOYMENT

JOBACTIVE

'jobactive' is an Australian Government's way to get more Australians into work. It connects job seekers with employers and is delivered by a network of jobactive providers in over 1700 locations across Australia. Find out more about [jobactive](#) or find a [local provider](#). www.jobactive.gov.au

JOBS/SKILLS IN THE HUNTER

P: 1800 405 377
enquiries@jobsinthehunter.com.au

An online jobs community supported by specialists who can provide assistance with recruitment, training, workforce support and business support services. www.skillsinthehunter.com.au
www.jobsinthehunter.com.au

FORSYTHES RECRUITMENT

Ground Floor, Chifley Building
 14 Honeysuckle Drive, Newcastle
 P: 4935 3500

Largest locally owned and managed recruitment firm in the Hunter and Central Coast region. Their consultants are dedicated to serving the best interests of job seekers and people looking to hire staff.
www.forsythesrecruitment.com.au

EDUCATION & TRAINING

STATE TRAINING SERVICES

P: 13 28 11

Can provide independent support and advice on vocational education & training. Services include skills assessment, recognition of prior learning, identifying skills gaps, pre-vocational training and the provision of skills gap training required for immediate job opportunities. Advice on apprenticeships and traineeships is also available. www.training.nsw.gov.au

HUNTER TAFE

P: 13 12 25

Can provide short, medium and long term career planning/counselling, resume writing/job interview techniques, study skills, skill audit, gap training, formal qualifications and retraining, access training funds, NEIS training for new businesses, small business training, job placement and advice on university options. www.hunter.tafensw.edu.au

WEA HUNTER

P: 4925 4200

Delivering courses to meet the needs of learners, both on campus and in their own space. www.weahunter.edu.au

FINANCIAL ASSISTANCE

CREDIT/MORTGAGE HARDSHIP LINE

ANZ Bank
 P: 1800 252 845
Commonwealth Bank Hardship
 P: 1300 720 814

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| | <p>National Australia Bank Care P: 1300 701 599</p> <p>St George Bank Assist P: 1300 629 795</p> <p>Newcastle Permanent Credit Union P: 13 19 87</p> <p>Westpac Assist P: 1800 067 497</p> |
| FINANCIAL ADVICE | <p>Financial Rights Legal Centre Advice and advocacy for consumers in financial distress. www.financialrights.org.au P: 1800 007 007</p> <p>Financial Counselling Hunter Valley Project Financial counselling, information and referral to legal advice where appropriate 1 Arthur Street, Rutherford P: 4932 9777</p> |
| FAIR TRADING P: 13 32 20 | <p>Fair trading can provide information on credit matters to assist people in negotiating repayments with their lenders and fund regional based financial counseling and legal services for people in financial hardship. www.fairtrading.nsw.gov.au</p> |

WORKPLACE ENTITLEMENTS

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| INDUSTRIAL RELATIONS P: 13 16 28 | Provide general advice on employee entitlements, particularly long service leave entitlements. www.industrialrelations.nsw.gov.au |
| DEPT OF EMPLOYMENT – FAIR ENTITLEMENTS GUARANTEE P: 1300 135 040 | The Australian Government provides financial assistance to cover certain unpaid employment entitlements to eligible employees who lose their job due to the liquidation or bankruptcy of their employer. https://employment.gov.au/fair-entitlements-guarantee-feg |
| FAIR WORK OMBUDSMAN P: 13 13 94 | Provide information and advice about your workplace rights and obligations. www.fairwork.gov.au |

LEGAL ASSISTANCE

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| LAW ACCESS NSW P: 1300 888 529 | Free legal advice available by phone. www.lawaccess.nsw.gov.au |
| LEGAL AID NSW Level 2, 51-55 Bolton Street Newcastle 2300 P: 4929 5482 | 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. www.legalaid.nsw.gov.au |

FAMILY ASSISTANCE

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| FAMILY & COMMUNITY SERVICES Edgeworth P: 4958 0100 | 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. www.facs.nsw.gov.au |
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| CHILD SUPPORT AGENCY P: 131 272 | For information on child support. www.humanservices.gov.au |
| FAMILY RELATIONSHIP ADVICE LINE | P: 1800 050 321 |
| MENSLINE | P: 1300 789 978 |
| LIFELINE | P: 13 11 14 |
| GAMBLING HELP | P: 1800 858 858 |
| HUNTER NEW ENGLAND LOCAL HEALTH DISTRICT P: 4921 3000 / 1800 022 222 | Provides a range of public health services to the Hunter, New England and Lower Mid North Coast regions. www.hnehealth.nsw.gov.au |

HOUSING

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| HOUSING ASSISTANCE P: 1300 468 746 | Housing NSW offers assistance in housing applications and bond assistance through programs such as Tenancy Assist, Rent Start, and Mortgage Assistance Scheme. www.housingpathways.nsw.gov.au |
| FAIR TRADING P: 13 32 20 | 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. www.fairtrading.nsw.gov.au |

UTILITIES

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| HARDSHIP CASES P: 13 77 88 | Customers experiencing any form of long term or temporary hardship with management of utility accounts are advised to contact their retail provider to discuss payment options as soon as possible. Get help paying energy bills. www.resourcesandenergy.nsw.gov.au |
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BUSINESS ASSISTANCE

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| NSW DEPARTMENT OF INDUSTRY P: 4908 7333 | Provides information, advice and assistance for people managing a business, including business tools to analyse profitability and prepare for export. www.industry.nsw.gov.au |
| HUNTER BUSINESS CENTRE 265 King Street, Newcastle P: 4925 7700 | Business facilitators to work with you on a one-on-one basis - direction and training with starting a business and guidance along the way. www.businesscentre.com.au |
| OFFICE OF SMALL BUSINESS COMMISSIONER P: 1300 795 534 | Support business and provide assistance with business leases, disputes and Retail Leases Act. Provide access to the Small Business Toolkit that helps with starting, running and growing a business. www.smallbusiness.nsw.gov.au |

COUNCIL – RATES

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| HARDSHIP CASES | <p>Cessnock City Council P: 4993 4300</p> <p>Dungog Shire Council P: 4995 7777</p> <p>Gloucester City Council P: 6538 5250</p> <p>Great Lakes Council P: 6591 7222</p> |
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Lake Macquarie City Council

P: 4921 0333

Maitland City Council

P: 4934 9700

Muswellbrook Shire Council

P: 6549 3700

Newcastle City Council

P: 4974 2000

Port Stephens Council

P: 4980 0255

Singleton Council

P: 6578 7290

Upper Hunter Shire Council

P: 6540 1100

Whilst this list contains many sources of assistance there will be other bills to pay. It is a good idea to contact those creditors early. Many organisations will try and delay payments if you let them know your position.