

## DALBY INTERAGENCY MEETING

Held at the **MYALL YOUTH AND COMMUNITY NETWORK CENTRE**

Date 19<sup>th</sup> February Interagency 2019

Meeting opened by Rebecca Lee at 12pm – Rebecca thanked everyone for their attendance

**ATTENDANCE:** Rebecca Lee (MYCNC), Jamie Frid (Waminda Services), Dani Cripps & Ken McGilvray (R Health), Alison Clarke (Dalby Hope Centre), Megan Edwards (Carers Queensland), Trish Mullins & Michelle Kerr (Queensland Health), Deidre Kearsley & Tina Burnett (Department Human Services), Terri (Ozcare), Anna Halloran, Selwyn Smith, Anita Smith & Con Harriman (Queensland Health), Sue Ellen Atkins (Department of Human Services), Vicki Payne & Joe Garnham (Dalby Baptist Church), Amy McGilvray (Act for Kids), Denise Gothe & Staci Foot (Mercy Family & Child Connect), David Davey (Youth in Search), Kristy Dodd (Goolburri), Michelle Davies (NDIS - Carers Queensland), Steve Elliott (Western Queensland Community Care), Vesna Rendulic (Arrow Energy), Maree Burton & Carmel Hart (St Vincent De Paul), Lynda Hammond (CAP), Penny Parker (Dalby State High School), Cindy Wood (Lives Lived Well), Rob Rodgers (Dalby Baptist Church), Jess Chapman (Meals on Wheels), Kristy Howarth (MDA – Parents Next Program) & Kath McUtchen (Life Line Darling Downs)

**APOLOGIES:** Norman Wotherspoon (Dept. Human Services), Carolyn Tillman (WDRC), Kim Tubb (Lifeline Darling Downs) & Simone Rodgers (TASC)

Rebecca Lee (MYCNC) 4662 0152 [admin@mycnc.com.au](mailto:admin@mycnc.com.au)

- ) Centre Support Officer working Monday through to Thursday every week.
- ) Limited office space is now available with only one small office available twice a week and a variety of conference rooms are still available for half day or full day hire; please refer anyone looking for any sort of room hire to MYCNC.
- ) Aim Big Employment Services have moved from MYCNC and are now located down the main street next door to Max Employment, which is a cross the road from the Coffee Club.
- ) “In Kind” rooms are available for not for profit groups or groups who receive no funding and are not being paid to run their service/activity and the participants attend at no cost to themselves.
- ) All community groups are welcome to call and discuss room availability.

Jamie Frid (Waminda Services) 4662 1434 [jamie.frid@wamindaservices.org.au](mailto:jamie.frid@wamindaservices.org.au)

- ) Jamie is the *Operations Manager* for Waminda Services
- ) *Disability Support Service*, Centre programs, community access, one on one support, in home assistance with daily living and self-care, supported independent living/respite and short care accommodation.
- ) Through the Housing department, currently have units’ available 1-2 bedroom, for people with a disability and can live independently.
- ) Contact for NDIS.
- ) Have extended services out to Chinchilla and on a needs basis servicing the Western Downs.
- ) Self-referrals welcome
- ) Service has come from a 12 person service to a 96 person base participant service in a 2 year span.

Dani Cripps & Ken McGilvray (R Health)

0459021599 [ken.mcgilvray@rhealth.com.au](mailto:ken.mcgilvray@rhealth.com.au) & [dani.cripps@rhealth.com.au](mailto:dani.cripps@rhealth.com.au)

- ) Phone based, information advice & referral line, for mental health support
- ) Brand New Role funded by PHN Gap filling 3 Starting in this new role Ken will be covering the Western Downs District, Based in Toowoomba. R Health Website.

- ) Position is Health Service Navigator Basically take phone calls from community people GPs to work best possible outcome for a person
- ) Specialty is Mental Health, also clients who may just be a little stressed with life in general before this becomes something worse.
- ) Hoping this is a one stop shop for everyone. One phone call
- ) Clients can self-refer, referrals are also sent through GP's etc.
- ) Referral number is 1300 012 710, post code based service.
- ) No threshold and no age limit.
- ) Would like information from lots of different services
- ) For more information please see below.

Alison Clarke (Dalby Hope Centre) 0417 073 348 [aclarke52@hotmail.net.au](mailto:aclarke52@hotmail.net.au)

- ) General counselling service
- ) Dalby Presbyterian Church has started their own counselling centre within Dalby, Dalby Hope Centre which will have three part time counsellors providing individual, couples, family, children and group counselling sessions at a reduced rate, individuals - \$50/hr & Couples - \$70/hr
- ) Allison resides in Bell and travels to Dalby, former High School special education teacher covering a wide range of areas
- ) Being funded by the church only Christian counsellors are employed however clients beliefs, life choices or ethnic backgrounds are not a factor and no religious agendas will ever be push at the Dalby Hope Centre
- ) Officers are situated in the Horizons Commodity Building.
- ) Also working for Eva's place, working with girls who have surprise pregnancy's and are unsure what to do and where to go. If the client decides to go ahead with the pregnancy they work closely with trained mentors who are mums themselves, who will then see them every week.
- ) Eva's place is currently based at MYCNC every Wednesday.
- ) Mentoring continues for 12 months after baby is born
- ) Alison works with mums who have any sort of addiction or any mental health issues.

Megan Edwards (Carers Queensland) 4646 2899 [medwards@carersqld.asn.au](mailto:medwards@carersqld.asn.au)

- ) *Counsellor* for Carers Queensland.
- ) Providing brief intervention emotional support for unpaid carers.
- ) Also have family support officers and can provide support for carers.
- ) Run rural outreach clinics, please see flyer below for more information.

Trish Mullins & Michelle Kerr (Queensland Health) 4669

0501 [trish.mullins@health.qld.gov.au](mailto:trish.mullins@health.qld.gov.au) & [michelle.kerr@health.qld.gov.au](mailto:michelle.kerr@health.qld.gov.au)

- ) *Caring consultant and family support consultant* Supporting clients and families
- ) Endeavouring to make sure the families within mental health are included thought the entire process, supplying families with information advice etc.
- ) There is a Consumer carer advisory group run within the Western Downs, meetings are the last Monday, Bi-monthly from 1pm – 2.30pm. Please see flyer attached for more information.
- ) Metal Health First Aid training course will be held over 2 days 14<sup>th</sup> and 15<sup>th</sup> March at MYCNC, if anyone is interested in this training please let Trish know so another course can be organised at another time. Please see flyer below
- ) Michelle works within the mental health sector with Queensland Health and is the - *Regional Adversity Care Clinician*, engaging with people who are experiencing adversity, drought,

flood etc. and to make sure they have access to services, information and support. Also play a large role in education of front line staff in suicide prevention.

Deidre Kearsley & Tina Burnett (Department Human Services) 4613 2612

[deidre.kearsley@humanservices.gov.au](mailto:deidre.kearsley@humanservices.gov.au) & [tina.burnett@dhs.gov.au](mailto:tina.burnett@dhs.gov.au)

- ) *Social Worker* based in Toowoomba
- ) Dealing with the most vulnerable people within the community, such as DV and people at risk providing assessments for one time payments in regards to these areas etc.
- ) Also working with youth unable to live at home, conducting assessments and providing support.
- ) Have a high level of mental health issues which they are also able to refer through to the social workers and other mental health workers within the community.
- ) Deidre visits the region once a month, with a lot of services being provided through phone.
- ) Tina is a *Financial Information Officer* with Centrelink. Has worked in Dalby for the past 20 years; however this role now covers, Dalby, Toowoomba, Warwick, Stanthorpe, Goondiwindi & Charleville.
- ) Free confidential service to anyone in the community (do not have to be on DHS payment) can provide information on payments, services, farm house payments or even just managing your money etc.
- ) Providing face to face and phone servicing, 13 23 00. Free service however do not provide any updates or recommend any products or services but do provide information.

Terri (Ozcare) 1300 663 702

- ) Terri is here on behalf of Jayne Swift who is the coordinator for Dalby Supported Accommodation with Ozcare.
- ) Providing temporary supported accommodation; assessment and referral for families and adults (men and women) who are homeless or at risk of homelessness.
- ) Terri also works from the Toowoomba office with the women's refuges and Domestic Violence.
- ) Have access to a state-wide system for clients who are able to move towns.

Anna Halloran, Selwyn Smith, Anita Smith & Con Harriman (Queensland Health) 4669 0772, 0408 714

478, 4162 9241 & 4669 0501 [anna.halloran@health.qld.gov.au](mailto:anna.halloran@health.qld.gov.au),

[selwyn.smith@health.qld.gov.au](mailto:selwyn.smith@health.qld.gov.au), [anita.smith@health.qld.gov.au](mailto:anita.smith@health.qld.gov.au) & [con.harriman@health.qld.gov.au](mailto:con.harriman@health.qld.gov.au)

- ) Anna and Selwyn are both *Social Workers* based at the hospital.
- ) Anita has recently taken up a new role within the area, based in Kingaroy covering South Burnett & Western Downs.
- ) The idea of the role is to be the link between mental health and any services that provide mental health services to school aged children who are at risk or have mental illness to provide help and advice.
- ) Part of the role is also to help educate and provide training to people who provide services to kids who are school aged.
- ) Con is the *Nurse Navigator/Clinical Nurse* with the Adult Mental Health service at the Dalby Hospital.
- ) For the Western Downs covering all age groups. Mainly looking after people who have mental illness and complex, chronic diseases to navigate the health services.

Sue Ellen Atkins (Department of Human Services) 0436 640 295 [sue-](mailto:sue-ellen.atkins@humanservices.gov.au)

[ellen.atkins@humanservices.gov.au](mailto:ellen.atkins@humanservices.gov.au)

- ) *Farm Household Case Officer*, assisting farmers who are in hardship to access payments and supporting clients whilst on a payment.
- ) Work with Farmers on farmer's household allowance. We ensure that they are working towards making their farms financially viable.
- ) Farm does not have to be running at a loss it just has to be generating low income.

Vicki Payne & Joe Garnham (Dalby Baptist Church) [4662 3717](tel:46623717) & [0475 816 443](tel:0475816443)

[admin@dalbybaptist.org](mailto:admin@dalbybaptist.org)

- ) Vicki – *Administration Officer*, Information gathering and supporting Joe in his role.
- ) Joe – *Community Food Garden Project*, located at the Baptist Church. Open from 9am – 2pm Monday – Thursday
- ) Have developed three primary activities so far. 1<sup>st</sup> is people can come down and volunteer at the garden. 2<sup>nd</sup> running a community garden trading program over a 5 week period. 3<sup>rd</sup> have been funded through Skilling Queensland to provide a Certificate 2 in horticulture, please find information below.
- ) For more information please contact Joe on 0475 816 443
- ) Now have a Facebook page with information and pictures, Dalby Baptist Church Food Garden Project.

Amy McGilvray (Act for Kids) [0437 452 919](tel:0437452919) [amym@actforkids.com](mailto:amym@actforkids.com)

- ) *Family Support Practitioner* at Chinchilla Family Support Centre
- ) Intensive family support service working with families with vulnerable and adverse needs.
- ) Referrals come from schools, hospitals, police, other agencies and self-referrals
- ) Holistic approach service helping families and also link to other services for things like DV and counselling.
- ) Have a pathways to early learning development program which runs a play group within Dalby every Thursday for children under 5 years of age, located at the Presbyterian church. Also work at the Dalby State School on Monday and Thursday, will attend classes to assist students who are struggling.

Denise Gothe & Staci Foot (Mercy Family & Child Connect) [13 32 64](tel:133264)

[denise.gothe@mercyys.org.au](mailto:denise.gothe@mercyys.org.au) & [staci.foot@mercyys.org.au](mailto:staci.foot@mercyys.org.au)

- ) Government funded initiative to work in the early intervention space with families.
- ) Work with families with children under the age of 18.
- ) Currently looking for referrals, most referrals come from Police, Child Safety, QLD Health, Schools, self-referrals etc. referrals generally have to come with consent, which can come straight through to Family and Child Connect rather than going through to Child Safety.
- ) Will engage with clients within their homes and over the phone
- ) Getting supports in place to keep families safe, together and out of the Child Safety system
- ) Based in Toowoomba however working area is from Jandowae, Dalby, Tara, Warwick, Goondiwindi, Stanthorpe, Yarraman, Gatton etc.
- ) Generally make contact with clients within a week.

David Davey (Youth in Search) [0499 601 501](tel:0499601501) [david.davey@youthinsearch.org.au](mailto:david.davey@youthinsearch.org.au)

- ) *Community Coordinator* for the Youth in Search foundation, currently looking after the entire Darling Downs Region
- ) Just had a young person complete leadership training in the last week
- ) Program consists of weekend retreats, local support groups held weekly or fortnightly within local communities and also leadership training
- ) Weekly Support group meetings are held once a week at the MYCNC.
- ) Catering to at risk youth aged 14 to 20 years

- )] Program begins with a weekend retreat which is run by young leaders going through Life skill sections that cover trust, communication, self-esteem, conflict resolution etc.
- )] Have specially trained adult leaders who conduct group therapy sessions on topics such as family violence, grief, sexual assault, drug and alcohol abuse etc. Sessions are supervised by a clinical psychologist
- )] Weekend retreats are followed up in each individual community by participants attending the local support groups in their area either weekly or fortnightly sessions

Kristy Dodd & Lionel Cubby (Goolburri) [0428 416 695](tel:0428416695) & [0427 558 891](tel:0427558891)

[kristydgoolburri.org.au](mailto:kristydgoolburri.org.au) & [lionelcgoolburri.org.au](mailto:lionelcgoolburri.org.au)

- )] *Goolburri Family Wellbeing Service.*
- )] Supporting indigenous families and Children in keeping families together
- )] Will visit homes once a week, connecting with the schools, cultural connections, attending meetings and medical appointments, focus is on health and wellbeing making sure they are up to date with everything.
- )] Cover Dalby, Chinchilla and Tara.
- )] Foster and kinship program, assist families making sure they are meeting the needs of child safety, also provide RE giving cultural advice to organisations, regarding indigenous families
- )] Family Wellbeing service – assist families these can be referred or self-referred and there does not have to be any consent given.
- )] Try to intervene before Child Safety is involved however if they are or do become involved, can still provide assistance and support.

Michelle Davies (NDIS - Carers Queensland) [4646 2800](tel:46462800) [Michelle.davies@ndis.gov.au](mailto:Michelle.davies@ndis.gov.au)

- )] Michelle is the *Local Area Coordinator* with NDIS partners Carers Queensland.
- )] Covering Oakey, Tara, Dalby & Chinchilla.
- )] Main focus is to help try and improve access by providing information on correct information needed on applications.
- )] Supporting access to the scheme, support education about the scheme, provide workshops for those who are on the scheme, help with understanding and map the area

Steve Elliott (Western Queensland Community Care) [0418 749 745](tel:0418749745) [westernqldcc@gmail.com](mailto:westernqldcc@gmail.com)

- )] Small NDIS provider located at Chinchilla.
- )] Providing assistance to clients in Chinchilla, Dalby, Miles, Tara, Bunya Mountains and surrounding areas.
- )] Supporting clients from 18 – 65 years of age, one on one etc.
- )] Referrals from agencies, NDIS & self-referral.

Vesna Rendulic (Arrow Energy) [4678 9050](tel:46789050) [vesna.rendulic@arrowenergy.com.au](mailto:vesna.rendulic@arrowenergy.com.au) &

- )] Vesna is a new member of the *Community Engagement Team* at Arrow Energy
- )] Arrow Energy operates between Wandoan and Cecil Plains providing funding through various partnerships within the community.
- )] Arrows Brighter Futures funding program is currently open for applications, due by the 1<sup>st</sup> of March. All information can be found on Website, [www.arrowenergy.com.au](http://www.arrowenergy.com.au)
- )] If you have any question drop into 42 Cunningham St Dalby or call.

Maree Burton (St Vincent De Paul) [4662 3497](tel:46623497) [sj4405@svdpqld.org.au](mailto:sj4405@svdpqld.org.au)

- )] Helping people in need, providing food, assistance etc.
- )] Information gathering.

Lynda Hammond (CAP) [0474 475 325](tel:0474475325) [lyndamaryrose@gmail.com](mailto:lyndamaryrose@gmail.com)

- ) *Christens Against Poverty*, debt help service, run from local church – Dalby Christen Family Church.
- ) “Fence at the top of the cliff” – Money course. The CAP Money Course is absolutely free and clients are given an online budgeting tool that is user friendly, flexible and very empowering. Please see flyer below.
- ) “Ambulance at the bottom of the cliff” – Debt centre. Provide debt assistance, do not pay the bills but put people in touch with CAP who then get the client onto a sustainable budget and a repayment plan.
- ) CAP will take on negotiations with debt collectors; clients will no longer receive any harassing calls, emails or mail.
- ) Clients first step is to ring 1300 227 000, Lynda cannot take on a client without them contacting CAP through their 1300 number first.
- ) Do not pay clients debts for them. It’s using their own money to become debt free.
- ) This year to date, over 300 households across Australia have become debt free using this service.

Penny Parker (Dalby State High School) 4669 0900 [ppark56@eq.edu.au](mailto:ppark56@eq.edu.au)

- ) Team member at Dalby State High School in the wellbeing group as a *Social Worker*
- ) Team consists of a Guidance Officers, Social Worker, Youth Worker, an Indigenous support team and the Broncos program.
- ) Is a position available in the Broncos program at the moment please see flyer below.

Cindy Wood (Lives Lived Well) 4632 0899 [cindy.wood@liveslivedwell.org.au](mailto:cindy.wood@liveslivedwell.org.au),

- ) Cindy is the *New Access Coach*, covering mild to moderate anxiety and depression.
- ) Access Program is newly developed by Beyond Blue and is now taking referrals.
- ) Guided self-help model and step care, early intervention stages, includes 6 free sessions not requiring a mental health care plan or any type of referral, people can self-refer or organisations can refer on behalf of them.

Rob Rodgers (Dalby Baptist Church) 4662 3717 [office@dalbybaptist.org](mailto:office@dalbybaptist.org)

- ) Senior Pastor at the Dalby Baptist Church.
- ) In relation to the food garden would like to connect with a network of people who are involved with community food support programs so the food garden is able to network with these programs to provide food to the community.

Jess Chapman (Meals on Wheels) 4662 5230 [mowdalby@bigpond.com](mailto:mowdalby@bigpond.com)

- ) *Service Manager* for Meal on Wheels
- ) If anyone is running an activity or event that might be relevant to put into the newsletter, please send it though to Meal on Wheels which will also be included on the Facebook page. Newsletters are provided to services and shops throughout town, Pharmacies, Doctors offices etc.
- ) Have just become NDIS registered, pricing is currently being worked on however can take referrals in the meantime.
- ) Service is not only available for the elderly.
- ) Currently servicing Dalby, Tara, Cecil Plains & Bowenville
- ) Focus is on the volunteer program, looking to the community for extra volunteers.

Kristy Howarth(MDA – Parents Next Program) 0413 637 543 [kristyh@mdaltd.org.au](mailto:kristyh@mdaltd.org.au)

- ) Currently doing contact counselling with Dalby Hope Centre and have a practice in Chinchilla called Equip Counselling.

- ) Also working with MDA - Parents Next Program is a government initiative which was rolled out in July 2018 and is linked to the Parenting Payment.
- ) Referral come directly through from Centrelink for parents who have been on a parenting payment for an extended period of time, have multiple children and the oldest child has not yet turned 6 years old or very late education levels that would make it difficult for when they move over to New Start Payments when their youngest turns 6 years old.
- ) Working out of the MYCNC office Monday's and Friday's every week.

Kath McUtchen (Life Line Darling Downs) [0474 418 411kmcutchen@lifelinedarlingdowns.org.au](mailto:kmcutchen@lifelinedarlingdowns.org.au)

- ) *Financial Resilience Worker* with Lifeline Darling Downs based in Dalby
- ) Travel out to Roma, Surat, weekly visits to Miles & Chinchilla and will also travel to Tara, Jandowae and surrounding areas
- ) One on one financial counselling and financial resilience work where needed and can advocate on behalf of the client when dealing with lender, debt collectors and Ergon
- ) Have two financial counsellors on the team who are based in Toowoomba however they will also travel and meet with clients one on one
- ) Kath will be attending the Dalby Crisis Centre every second Monday, starting 26<sup>th</sup> February 2018, Tara Neighbourhood Centre one Tuesday a month will alternate between the second and third Tuesdays, Chinchilla Family Support Centre every Wednesday, Roma every second month for a period of 2-3 days and finally Miles ever Thursday
- ) Not only one on one support can also work with groups
- ) Lifeline now has one referral form for all services provided by Lifeline.

*Meeting Closed: 1.15pm*

*Next meeting to be held on the **19<sup>th</sup> March** 2019 at 12pm*



# Counselling Rural Outreach Clinic

## Darling Downs



### **The National Carer Counselling Program provides short-term counselling services for carers.**

Carers Queensland Darling Downs has expanded our counselling service to meet the needs of carers in regional locations in the Darling Downs.

We are currently accepting referrals for face to face and telephone counselling sessions in:

- Warwick
- Stanthorpe
- Dalby
- Chinchilla
- Goondiwindi

#### **Counselling can help you:**

- Understand and manage overwhelming and confusing feelings
- Make sense of your experience as a carer
- Work out your own needs and solve problems
- Manage conflict, stress and other emotional factors that make caring more difficult
- Build resilience and cope with change
- Improve your mental, emotional and physical wellbeing
- Cope with transition after your caring role ends

---

#### **Need more information?**

Contact your local Carers Queensland Darling Downs office on 07 4646 2899 or email [darlingdowns@carersqld.com.au](mailto:darlingdowns@carersqld.com.au)

Connect with us at  
[carersqld.com.au](http://carersqld.com.au)

 **CarersQLD**  
Australia  
*Making life better*



## Internal/External Referral Information Form

**Program Referral to:**

Date:    /    /

**Client's Full Name:**

Date of Birth:    /    /

Address:

Contact Number:

Safe to contact via phone?    ☐

Safe to leave a message?    ☐

Background: Aboriginal ☐    Torres Strait Islander ☐    Other (CALD) specify ☐

**Referral Details:** *(if not self-referral)*

**OR Self Referred    Yes ☐    No ☐**

Name of Referral Agency/Program:

Location:

Contact person(s):

Mob:

Wk.:

Email:

**Relevant informal contacts, children, partner, and extended family.**

Name	Age	Relationship

**Formal Contacts (Support worker, GP, mental health care provider, school, Department)**

Agency	Contact Name	Phone Number	Permission to share/discuss client information? Yes / No

Safety Risks (Suicidality, Domestic Violence or Child Safety concerns):

Relevant emergency medical information:

Reason for this referral:

Previous contact with Lifeline: **Yes** ☐ **No** ☐ what previous Lifeline services were provided  
(Incl. dates issues, goals, outcomes etc.):

### Proposed Support / Activity Details

Broadly speaking, what support is requested or you anticipate the client might access?

Housing ☐ School / Education ☐ Employment/Work ☐ Financial Issues ☐  
Family/Social Interactions ☐ Physical Health ☐ Mental Health ☐ Drug/Alcohol ☐  
Culture ☐ Police/Justice ☐ Other

**Additional comments:**

**Client gives permission for this information to be shared with the relevant Lifeline staff and to be loaded onto the Lifeline Client Management System.**

**Client Signature**  
(please circle)

or, **verbal consent provided** Y/N

**Date:**    /    /

If this is an external referral, please email this form to  
[lifeline@lifelinedarlingdowns.org.au](mailto:lifeline@lifelinedarlingdowns.org.au).



## Western Downs Mental Health Consumer and Carer Advisory Group

Consumers, their natural supports and community service providers interested in mental health, are invited to participate in the Mental Health Consumer and Carer Advisory Group.

The aim of the group is to act as an advisory body to the Mental Health Service to ensure Consumer and Carer perspectives are included in service delivery.

*Your contribution is valued.*

Meetings are held the last Monday of every second month at 1 pm to 2.30pm

Dates for 2019 are as follows:

**February 25th** Chinchilla Family Support Centre, 67/71 Middle St, Chinchilla

**April 29th** Dalby Mental Health Service

**June 24th** Chinchilla Family Support Centre, 67/71 Middle St, Chinchilla

**August 26th** Dalby Mental Health Service

**October 28th** Chinchilla Family Support Centre, 67/71 Middle St, Chinchilla

*If you have any questions please call the  
Dalby Community Mental Health Service on 4669 0501*

## ***Skilling Queenslanders for Work: Guidelines for 2018 - 2019***

### ***Community Work Skills primarily targets:***

**<https://training.qld.gov.au/site/community-orgs/Documents/funded/sqw/community-work-skills-funding-guidelines.pdf>**

### ***Dalby Baptist Church Community Access Garden***

***Contact: Joe Garnham – 0475 816 443***

Overview and objectives Skilling Queenslanders for Work plays a critical role in increasing workforce participation and the overall performance of the Queensland economy by improving work opportunities for disadvantaged Queenslanders. Skilled workers support industry to increase productivity, drive innovation and improve workplace performance. Skilling Queenslanders for Work represents the Queensland Government's commitment to support strategies that encourage equitable participation by a broad range of groups that generally face barriers or challenges to their participation in skills development and the labour market.

***Foundation skills;*** Foundation skills refer to the core capabilities for effective workplace and community participation which include language, literacy, numeracy and employability skills. A significant proportion of Queenslanders have very low foundation skills, which is linked to lower workforce participation and greater vulnerability to labour market instability (based on ABS analysis of Programme for International Assessment of Adult Competencies (PIAAC) data). Funding is available for training projects that focus on the delivery of foundation skills courses and qualifications. This will provide additional support to specific disadvantaged groups to build foundation skills, preparing them to participate in and complete vocational qualifications.

***Training and support plans*** A training and support plan is to be developed for each participant and, where appropriate, individually tailored for the acquisition of foundation skills embedded in the learning support. The plans must be developed based on an upfront skills assessment and available training options.

- are ineligible for Australian Government employment services or assistance, or
  - require complementary services because they have significant barriers to learning and employment, or
  - have accessed Australian Government services for more than six months and remain unemployed.
- To be eligible, disadvantaged Queenslanders must also be:
- aged 15 years or older and no longer at school

- an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.

### ***Strategies to assist participants***

- Support mechanisms that specifically address the individual's learning needs and goals
- support mechanisms to encourage completion of qualifications and skills sets
- specialist assistance or links with other agencies to help disadvantaged job seekers overcome barriers to learning and employment
- training and assessment strategies that support the needs of disadvantaged learners
- ability to provide effective training and realistic learning pathways in terms of method, location and timing of delivery
- volume of learning sufficient to ensure disadvantaged learners gain all relevant skills and knowledge
- strategies to motivate participants to complete their training and take up local job opportunities
- level of job search activities and post-placement support methods

Existing or prior qualifications are not a requirement, as Community Work Skills provides a second chance for participants to retrain and gain new qualifications.

Identified disadvantaged groups Disadvantaged groups to be targeted include:

- mature-age job seekers (aged 45 years or older)
- Aboriginal and Torres Strait Islander people
- migrants and refugees from culturally and linguistically diverse backgrounds
- people with disability
- young people (aged 15–24 years), including those in and transitioned from out-of-home care
- women re-entering the workforce
- veterans and ex-service personnel
- under-utilised workers, including workers who are marginally attached to the labour force or underemployed.

The selection of disadvantaged participants for assistance is at the discretion of the funded organisation, subject to the above eligibility criteria and in consultation with DESBT. Permission to recruit participants outside of the above criteria needs to be sought from DESBT. Community Work Skills is to be delivered at no cost to participants.



***KPIs:***

- Completion outcome – 65 per cent of participants successfully gain the required outcome of a qualification or statement of attainment
- Employment outcome – 55 per cent of participants successfully gain employment.

***Program:******15 People***

40 Weeks of Face-to-Face training

12 weeks of supplementary training support or dedicated Job Search activity if it is required

To ensure that everybody has the best chance of gaining a full qualification and gaining employment or going on to further Education by the end of the 52 week period.

Mon. – Thursday

9 a.m. to 3 p.m.

Structured delivery of Theory and Hands on application of the Theory in the existing Garden facility.

RTO is Axiom – who will introduce each UOC and undertake Assessment on a regular schedule. (Face to Face).

Garden Supervisor is a fully qualified Horticulturalist and Industry trainer.

# SERVICE NAVIGATORS



**Information about services in your area -**  
free and fee for service programs,  
groups, self-help, phone, internet and  
email services



**Find out about your next steps  
to better mental health and  
wellbeing**



**A confidential hotline  
9am - 5pm weekdays**

# 1300 012 710

**NB. this is an information and referral service only  
- we do not provide clinical services**

Neami National provides  
the Mental Health Service  
Navigator in the Ipswich,  
Toowoomba, Scenic Rim  
and Lockyer Valley regions  
Fax 07 3103 4634



RHealth provides the Mental  
Health Service Navigator in the  
Goondiwindi, Southern Downs,  
Western Downs, South Burnett,  
Cherbourg and Somerset regions  
Fax 07 4151 0794



This service is supported by funding from Darling Downs and West Moreton PHN under the Australian Government's PHN program

# SERVICE NAVIGATORS



**Information about services in your area -**  
free and fee for service programs,  
groups, self-help, phone, internet and  
email services



**Find out about your next steps  
to better mental health and  
wellbeing**



**A confidential hotline  
9am - 5pm weekdays**

# 1300 012 710

**NB. this is an information and referral service only  
- we do not provide clinical services**

Neami National provides  
the Mental Health Service  
Navigator in the Ipswich,  
Toowoomba, Scenic Rim  
and Lockyer Valley regions  
Fax 07 3103 4634



RHealth provides the Mental  
Health Service Navigator in the  
Goondiwindi, Southern Downs,  
Western Downs, South Burnett,  
Cherbourg and Somerset regions  
Fax 07 4151 0794





# Community-Led Brought Events & Initiatives

## Support for Drought Affected Areas

Darling Downs and West Moreton PHN has been granted funding by the Commonwealth Department of Health to support communities affected by drought under the *Empowering our Communities* initiative.

These funded programs aim to support people in drought affected communities. They will focus on building resilience through community-led mental health, suicide prevention and social and emotional wellbeing initiatives.

As a part of this funding, up to 25 community-led events and initiatives will be held in eligible local government areas.

## Eligibility

Local government areas in our region that have received funding for community-led events and initiatives include:

- Goondiwindi
- Southern Downs
- Western Downs
- Lockyer Valley
- Somerset
- Toowoomba
- Cherbourg
- South Burnett

## More Information

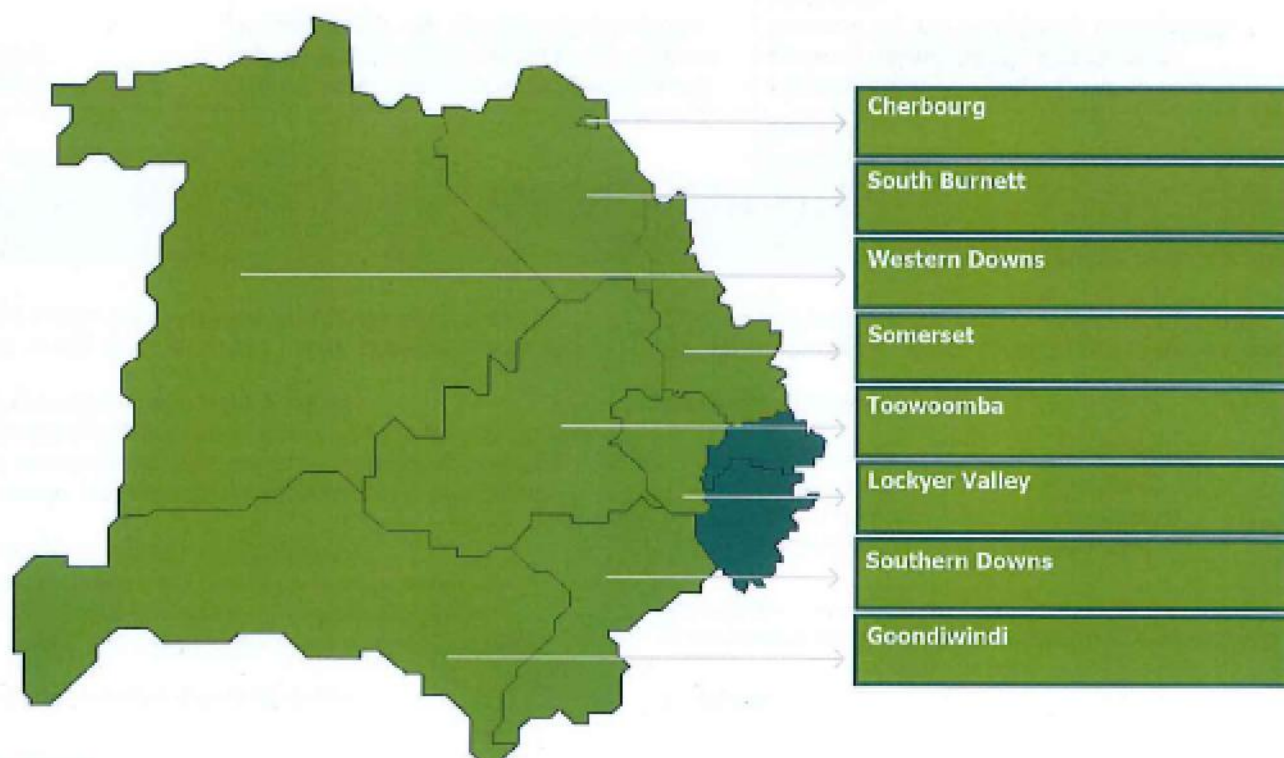
For more information please contact Liam Maher via email [liam.maher@ddwmpnh.com.au](mailto:liam.maher@ddwmpnh.com.au) or phone 07 4615 0900.

Provider	Type of Event or Initiative	Local Government Area/s (LGA) Covered
Rural and Remote Mental Health	Rural Minds Program.	<b>Somerset, Toowoomba, Cherbourg, South Burnett</b>
Toowoomba Hospital Foundation	Mental health workshops for Aboriginal and Torres Strait Islander people to be delivered in partnership with the Black Dog Institute.	<b>Toowoomba, Southern Downs, Western Downs, Goondiwindi, Cherbourg</b> Toowoomba, Warwick, Dalby, Goondiwindi, Cherbourg
	'Navigating Through Tough Times for Farming Community' workshops.	<b>Southern Downs, Toowoomba, Goondiwindi, South Burnett</b> Warwick, Millmerran, Goondiwindi, Kingaroy
Inglewood Medical Centre	'Mindful Lifestyles' group program.	<b>Goondiwindi</b> Inglewood
Outback Health and Fitness	'Moving Mindful Men' group program encouraging physical activity through exercise.	<b>Goondiwindi</b> Yelarbon
Wesley Mission Queensland	'Strengthening Communities' suicide prevention workshop.	<b>Lockyer Valley</b> Laidley
Footsteps to Freedom	'Mental Health Awareness' workshops.	<b>Somerset</b> Lowood and Toogoolawah
Lumsden Psychology	An exhibit at FarmFest which provides mental health assessments, stress management advice and mindfulness.	<b>Toowoomba</b> Kingsthorpe
Kathryn Walton Consulting	'The Adventure Therapy' program for women to increase their community activity and reduce mental health stigma by engaging in adventure activities.	<b>Southern Downs</b> Warwick, Stanthorpe
Goolburni Aboriginal Health Advancement Company Limited	Community workshops for Aboriginal and Torres Strait Islander people as well as 'Train the Trainer' 3-day workshop.	<b>Goondiwindi</b> Goondiwindi
Felton Hall Association	Creative workshops.	<b>Toowoomba</b> Felton
Suicide Programs	CALM Suicide Prevention training.	<b>Toowoomba</b> Toowoomba
Tally Communications	Wellbeing and mindfulness sessions.	<b>Goondiwindi</b> Goondiwindi, Yelarbon, Mungindi
Tara Neighbourhood Centre	Community event for women to come together and build a supportive network.	<b>Western Downs</b> Tara
AgForce Queensland	Support of AgForce Queensland's Young Farmer's Forum.	<b>Goondiwindi</b> Goondiwindi

## Community-Led Drought Events & Initiatives

Provider	Type of Event or Initiative	Local Government Area/s (LGA) Covered
Deb Braga Psychology	'Taking Control of Stress' group program.	<b>Lockyer Valley or Somerset</b>
Rachelle Hampson	Self-care workshop delivered by a psychologist	<b>Toowoomba</b> Pittsworth
Rural Sky and Margot Hawker	'Nourish Mind and Body' program.	<b>Goondiwindi</b> Goondiwindi
Rapid Fitness	Group fitness program with guest speakers including mental health advisors and local community organisations.	<b>South Burnett</b> Nanango
Bell Show Society	Family Twilight Evening Event to bring together families and the community.	<b>Western Downs</b> Bell
Hope Horizons	Travelling cancer wellness sessions.	<b>Southern Downs</b> Warwick, Stanthorpe
Family Matters	Drumming workshops to improve mental health and teach anxiety and stress reduction strategies.	<b>Southern Downs</b> Stanthorpe

### Service Areas





# How we can help ...



## Stepped Care

We can assist GPs, service providers, consumers and carers to navigate stepped care services in the Darling Downs and Western Moreton region



## Coordinate

We can coordinate supports and services for consumers and their carers



## Service Mapping

We can map and identify service needs and gaps at the local level



## Provide information

We can provide information about services funded by the PHN and about other support services and programs in the community

# Everything You Need To Know

...about Mental Health Service Navigators

## and what we are not funded to do ...

### Crisis response

In a crisis please call 000 or a recognised telephone helpline. Navigators cannot provide emergency response



### Casework

Navigators work as system and case coordinators but do not undertake client casework

### Home visits

Navigators are not caseworkers so they are not able to visit consumers at home



For more information about the service call 1300 012 710

You will automatically be connected to a Mental Health Service Navigator

Neami National provides the Mental Health Service Navigator in the Ipswich, Toowoomba, Scenic Rim and Lockyer Valley regions  
Fax 07 3103 4634



RHealth provides the Mental Health Service Navigator in the Goondiwindi, Southern Downs, Western Downs, South Burnett, Cherbourg and Somerset regions  
Fax 07 4151 0794





## **STANDARD MENTAL HEALTH FIRST AID COURSE**



**Learn skills and gain confidence to assist friends, family and co-workers experiencing mental health problems.**

*Mental health first aid is the help provided to a person who is developing a mental health problem, experiencing a worsening of a mental health problem or in a mental health crisis. The first aid is given until the appropriate professional help is received or the crisis resolves.*

**If you're interested in attending this course, please use contact details below to enrol. Hurry limited spots available!**

**LOCATION:** Myall Youth Community Network Centre. Cnr Drayton & Nicholson Streets, Dalby.

**DATE:** March 14th and 15th 2019, 9am to 5pm both days

**PRICE:** No charge

**MHFA INSTRUCTOR(S):** Rob Nielsen and Trish Mullins

**CONTACT NUMBER:** 0409 495 676

**EMAIL:** trish.mullins@health.qld.gov.au to register your place.

**ADDITIONAL INFORMATION:** This course is being provided free, but is uncatered.

It would be appreciated if participants could bring food for shared tea breaks and lunch.

### **COURSE INFORMATION**

- 12-hour Standard Mental Health First Aid (SMHFA) course
- Course topics cover: developing mental health problems, depression, anxiety problems, psychosis and substance use problems, as well as suicide and other mental health crises.
- Participants receive a copy of the Standard MHFA manual
- Participants are eligible to become an accredited Mental Health First Aider.

*Participants will learn the signs and symptoms of mental health problems, where and how to get help and what sort of help has been shown by research to be effective.*

# FREEDOM FEBRUARY

**Christmas credit card  
bills looming?**

**Take control of your  
finances.**

**Sign up for the  
February  
CAP Money Course.**



CAP Money is a FREE and easy course to  
help you gain financial freedom.



**Venue**  
**Contact**  
**Dates**  
**Time**

101 Pratten Street, Dalby

46696211/dcfoffice@bigpond.com

20 & 27 February 2019

7.30 - 9.00pm

**budget. save. spend**



**CLIVE BERSHOFFER CENTRE**

81 FULCHER ROAD  
RED HILL QLD 4059  
AUSTRALIA

T 07 3858 9111

F 07 3858 9112

INFO@BRONCOS.COM.AU  
BRONCOS.COM.AU

**Indigenous Girls Academy – Student Support Officer (Dalby)**

*Part Time x 3 days per week*

**(March 2019 – December 2019)**

*An exciting opportunity to join our Girls Academy programs*

**About the Broncos**

The Brisbane Broncos are a professional rugby league football team participating in the National Rugby League competition. The Brisbane Broncos are one of the most successful clubs having won 6 premierships in the 30 seasons they have played.

The club was founded in 1987 with their first season played in 1988, and was the first club from outside New South Wales to participate in the New South Wales Rugby League competition. The Brisbane Broncos are the only publicly listed sporting franchise on the Australian Securities Exchange.

**The Opportunity**

The Brisbane Broncos have a special commitment to Indigenous communities and are playing an active role in Closing the Gap in Indigenous disadvantage. Reporting to the Indigenous Girls Academy Regional Coordinator, the role is accountable for ensuring delivery of the Girls Academy program in the Surat Basin region.

**Key Responsibilities**

The Student Support Officer is responsible for the achievement of the existing Beyond the Broncos indigenous programs by supporting the engagement, attendance, retention and academic progress of indigenous students in years seven to twelve at specified high schools in the Dalby region. Specifically, the Student Support Officer will:

- Provide case management support to indigenous students to improve school attendance and retention.
- Work with key stakeholders and liaise with school personnel to deliver Beyond the Broncos outcomes.
- Develop individual case management plans and provide support services to participants including career planning, goal setting, mind mapping and progress monitoring against the plan.
- Develop relationships and liaise with local stakeholders and resources in the region, connecting participants and families with available resources.
- Keep informed of local indigenous community, education and employment issues and activities to identify emerging trends.
- Provide timely and accurate reporting on activities and results.
- Ensure all administrative tasks are completed to a high standard.

A complete Position Description is available on the Brisbane Broncos website under our 'Careers' section

**Key Criteria**

To be considered for the role, candidates must address the following:

- Enthusiastic professional with relevant tertiary qualifications or equivalent experience in education, youth or community service.
- Qualifications in career guidance and community services or youth work. Experience in a similar role is desirable.



PRINCIPAL PARTNER



PREMIER PARTNERS



**CLIVE BERGHOFER CENTRE**

81 FULCHER ROAD  
RED HILL QLD 4059  
AUSTRALIA

**T** 07 3858 9111  
**F** 07 3858 9112

**INFO@BRONCOS.COM.AU**  
**BRONCOS.COM.AU**

- Previous experience working with Aboriginal and Torres Strait Islander youth with current knowledge of the local Aboriginal and Torres Strait Islander community, and an established relationship or ability to engage effectively and seek advice.
- Knowledge of the current education, employment and social challenges faced by young people.
- Excellent communication and interpersonal skills, coupled with strong administrative and reporting skills.
- Current driver's licence.
- Strong sense of respect for confidentiality involving participants and team members.
- Hold a current Blue Card, or be able to satisfy compliance with Queensland Working with Children requirements.

Working in an out-posted position, the successful candidate will have a proven ability to work autonomously, take ownership of the role and have a team oriented approach. Critical will be your ability to motivate others towards achieving goals and a strong sense of respect for confidentiality involving participants and team members.

### To Apply

Apply by forwarding your resume and a cover letter addressing the key criteria, plus contact details for 2 recent referees, to [recruit@bruncos.com.au](mailto:recruit@bruncos.com.au) by cob Friday 1 March 2010. For more information, please contact Gail Stephenson, Program Manager – Indigenous Girls Academy [gail.stephenson@bruncos.com.au](mailto:gail.stephenson@bruncos.com.au)