

DALBY INTERAGENCY MEETING

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

Date 19th November Interagency 2019

Meeting opened by Patrica Morrinat 12pm – Patrica thanked everyone for their attendance

ATTENDANCE: Patrica Morrin (MYCNC), Lynda Hammond (CAP), Pam Bidstrup (Dept. child Safety & Woman, Leisa Finch (Dept. of Education), Norman Wotherspoon (Dept. of Human Services, Bridgette Ostwald (Each), Michelle Davies (Carers QLD/NDIS), Alison Clarke (Dalby Hope Centre/Eva's Place), Sara Thorneycroft (Home Instead Senior Care), Lib McNaughton (Lifeline Darling Downs), Gordon Rowling's (Many Rivers), Con Harriman (Queensland Health), Dani Cripps (R Health), Jayne Swift (St Vincent De Paul), Marie Burton (St Vincent De Paul), Adam Poole (WDRC), Steve Elliott (Western Downs Community Care), & Carolyn Choyce (Hearts of Purple).

APOLOGIES: Le-Anne Callaghan (DISCO), Kim Tubb (Lifeline Darling Downs), Tina Burnett (Human Services), Kristie Lambert (Qld Health), Cindy Wood (Lives Lived We;), Carley Meyers (Dept. Housing), Louise Judge (Chinchilla Community Centre), Lindsey Hume (Dept. of Corrections), Carolyn Tillman (WDRC), Penny Parker (DSHS), Louise Judge (Chinchilla Community Centre), Kristie Lambert (QLD Health),

Patrica Morrin (MYCNC) [4662 0152](tel:46620152) admin@mycnc.com.au

-) Administration Assistant working Fridays every week.
-) 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.
-) All community groups are welcome to call and discuss room availability.
-) Home Instead Senior Care has now started working full time from MYCNC.
-) DDDFVAG will be having Dalby's Blokes Breakfast on November 22nd starting at 6.30am.
-) MYCNC Christmas Hours Close 23rd December 2019 Re-opening 6th January 2020.

Linda Hammond (CAP Christians against Poverty) [0474 475 325](tel:0474475325) dcoffice@bigpond.com

-) Debt repayment Free Service
-) Can have a plan within 6 weeks to pay off their Debt.
-) The client pays the debt off them self but have support from us throughout the process.

Bridgette Ostwald (Each) [0418 429 366](tel:0418429366) bridgette.ostwald@each.com.au

-) New Service.
-) Support for children and young people with or at risk of developing a severe mental health condition.
-) Need to have a Mental Health Plan in Place so they can be linked in with appropriate services
-) Toowoomba office Outreaches the Darling Downs
-) Focusing on Youth, develop an individual support plan.
-) Brochures available.

Jayne Swift (St Vincent De Paul) [0409 050 381](tel:0409050381) jayne.swift@svdpqld.org.au

-) Dalby accommodation Program Emergency accommodation for people at risk of homelessness.
-) 4 properties that we can accommodate people with crisis accommodation
-) Program & Plans to work towards Independent living.
-) We take self-referrals and walk ins.

Jayne Swift DDDDVAFG

-) Very successful night in the park with our Reclaim the Night over 300 people attended.
-) Blokes breakfast at BMO Friday 6 am – 8 am FREE Breakfast.
-) Message to get the campaign out there to try to have men to influence men to change domestic & family violence and to also acknowledging that men are also victims of domestic violence.

Marie Burton (St Vincent's De Paul Shop Vinnies [4662 3497](tel:46623497) sk4405@svdpqld.org.au)

-) Vinnies are supposed to be assisting with drought relief but as yet we have not been provided with any information

Leisa Finch (Dept. of Education) [0428 090047](tel:0428090047) leisa.finch@qed.qld.gov.au

-) Represents young people, who are not enrolled in school.
-) Based in Toowoomba, but covers the Dalby, Oakey and Tara region.
-) Working one on one with young people, supporting and directing them to the appropriate options available, linking them with other supports within the community.
-) Works closely with Child Safety.

Carolyn Choyce (Hearts of Purple) [0416 138877](tel:0416138877) charitymanager@heartsofpurple.org

-) Domestic Violence Support Charity.
-) Works with Men, Women and children.
-) Rehabilitates perpetrators, not just the victims.

Sara Thorneycroft (Home Instead Senior Care) [46 13 0574](tel:46130574)

sara.thorneycroft@hisctoowoomba.com.au

-) Provides a range of in home supported care. All nonmedical.
-) Funding under Home Care Package.
-) Clients are typically Middle aged to older.
-) New office in Dalby.
-) Currently recruiting for caregivers.
-) Has a fabulous range of resources.

Allison Clarke (Dalby Hope Centre) [0423 072124](tel:0423072124) aclarke2591@gmail.com

-) General counselling service, also working with children as young as 6/7
-) 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 pushed at the Dalby Hope Centre
-) Counsellor at Eves Place which is for woman with an unplanned pregnancy.
-) Eva's place is now based down town at 14 Cunningham St, open one day a week, with the hope of opening 2 days a week next year.
-) New facilities have a reception area, consult room, mentor/training rooms, counselling room, storage room, kitchen and bathrooms
-) Mentoring continues for 12 months after baby is born

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

-) Michelle is the *Local Area Coordinator* with NDIS partners Carers Queensland.
-) Covering Oakey, Tara, Dalby & Chinchilla.
-) Struggling to gain access to funding.
-) Radio has info and 1800 contact number for NDIS, for anyone wanting to put in an application.
-) Helps people in the community with accessing NDIS.
-) Main focus is to help try and improve access by providing information on correct information needed on applications

Adam Poole (WDRC- Western Downs Reginal Council) [4679 4151](tel:46794151)adam.poole@wdrc.qld.gov.au

-) *Community Activation Officer.*
-) Covering Dalby, Jandowae, Bell, Kaimkillenbun and Warra
-) Runs community events and partner with other organisations to help with projects etc.
-) Events include Christmas Tree Light Up, Christmas Carols Event, Just For Laughs, etc.

Pam Bidstrup (Child Safety- Child Protection Officer)[0439 559 654](tel:0439559654)pam.bidstrup@csyw.qld.gov.au

-) Office in MYCNC Building. With four full time staff.
-) Constantly after support services.
-) Helps protect child, including domestic violence, housing, counselling, etc.
-) Needing carers in Dalby to help with just about anything, eg; Respite carers for short periods of time, Long Term carers.
-) Open to any offers of donations for Christmas presents for children.

Gordon Rowlings (Many Rivers) [0427 189 655](tel:0427189655)gordon.rowlings@manyrivers.org.au

-) Non for profit charity helping people that are struggling with their businesses.
-) NDIS Support.
-) Helps with ABN, business names, etc.
-) Also supports people with disabilities and people who are on Centrelink in building a business.

Con Harriman (Dalby Hospital Mental Health Service)[4669 0501](tel:46690501)con.harriman@health.qld.gov.au

-) Works with the mental health unit at Dalby Hospital.
-) Child and youth mental health service and also an adult and older person's service.
-) Look after people with moderate to severe mental illness.
-) Accepts referrals from GPs or self-referrals.

Steve Elliot (Western Queensland Community care)[0418 749 745](tel:0418749745)westernqldcc@gmail.com

-) NDIS Service provider in Chinchilla district.
-) Supports clients from 18-65 years.
-) Helps them to get referrals.
-) Currently at capacity but happy to talk with future clients.

Norman Wotherspoon (Dept. of Human Services- Centrelink) [0411 674 223](tel:0411674223)
norman.wotherspoon@humanservices.gov.au

-) Job seeker payment
-) 7 payments into one payment to change in 2020.
-) Older people will be affected.
-) Any worries and stresses, see the support workers in Centrelink.

Lib McNaughton (Lifeline Darling Downs-Communities Connections) [0499 440 959](tel:0499440959)
lmcnaughton@lifelinedarlingdowns.org.au

-) Works with drought affected communities.
-) Is partnered with Western Downs.
-) Works with communities to strengthen emotional and mental wellbeing.
-) Health and Safe talks and talks through managing stress in stressful situations.
-) Has access to lots of different resources.
-) Working with existing community events.
-) Has a connections group.

Dani Cripps (RHealth) [0488 024 712](tel:0488024712) dani.cripps@rhealth.com.au

-) Supporting people in finding mental health support.
-) Referrals from GPs, Mental Health hospital, schools, etc.
-) Works alongside Lifeline.
-) Runs workshops for children.
-) Think outside the box.

Meeting Closed: 1pm

*Next meeting to be held on the **21st January 2020** at 12pm*

CAREGiver SERVICES

We help with a range of personal care and lifestyle needs while providing welcome companionship.

Many of the care services that our CAREGivers can assist you with are detailed below as a guide, however you are not limited to these services or activities.

To you, it's finding a trusted solution.

To us, it's personal.

Finding the right care for you and your loved ones can be overwhelming. Let us support you at home with our personalised, quality care.

Home Instead
SENIOR CARE



“ I would recommend Home Instead Senior Care services to anyone looking for **personalised, kind, and respectful** care for their loved ones
Maureen ”

THE IMPORTANCE OF HOME

As specialist, national providers of high quality in-home care for seniors, our goal is to maximise your health and happiness so you can continue living at home, independently and with confidence. Home Instead enhances the lives of seniors and their families just like yours across Australia and throughout the world, every hour of every day. We understand the importance of home and pride ourselves on being reliable, responsive and trustworthy.

To us, it's personal.

SPECIALIST IN-HOME CARE

It's a passionate dedication to serving people that sets Home Instead CAREGivers apart. Our CAREGivers complete a thorough, multi-phased training program that helps them become extraordinary home care professionals.

We also provide specialised support to families of clients with dementia, including Alzheimer's disease so you can rest assured they'll know how to respond sensitively to challenging situations. Our CAREGivers receive best practice training through our exclusive Dementia Care Training Programme.

To ensure the quality of care is meeting your expectations, your local Home Instead office maintains regular contact with you and will conduct periodic quality assurance visits to your home.



Providing Companionship & Supporting Seniors to Stay at Home

CARE MANAGEMENT

Your local Home Instead office takes personal responsibility for providing you with information and advice on a wide range of care options and services. Whether you're looking for help a few hours a day, 24/7, or simply on ad hoc occasions, we want to make sure you feel comfortable, cared for and in control at all times.

You choose the time and day that your CAREGiver visits, and you can change your schedule and services at any time. We aim to provide consistency of CAREGiver and peace of mind with a familiar face and safe, experienced hands.

Your CAREGiver is screened, trained and carefully matched to ensure a right fit of personality, skills and experience to suit you. As your needs and preferences change, we have the experience, knowledge and resources to assist and advise you about the ongoing management of your care.

Using honest and open communication, your CAREGiver and office team is committed to building a relationship with you based on mutual trust and respect.

Drought Phone List



Need help now? You are not alone

- **Emergency Services** 000
- Lifeline 13 11 14
- Your local GP
- Beyond Blue 1300 224 636

Financial Assistance

Get onto it early, avoid self-assessing

- **Rural Financial Counselling Service (RFCs)** 07 4622 5500
- Department Natural Resources, Mines and Energy
Drought Assistance 13 74 68
- Drought Angels 07 4662 7371
- Ergon Energy Drought Relief 1800 185 750
- Farm Household Allowance 13 23 16
- Legal Aid Queensland Farm and Rural Legal Service 1300 651 188
- Lifeline Financial Counsellor 1300 991 443
- Queensland Country Women's Association 07 3026 1220
- Queensland Drought Assistance Scheme 13 25 23
- Queensland Rural Industry Development Authority (QRIDA) 1800 623 946
- Rural Aid 1300 327 624
- Telstra Adversity, Financial Hardship Program 13 22 00
- Your Accountant

Wellbeing

Persist to find the right help

- **Mental Health Service Navigators** 1300 012 710
- Lifeline Darling Downs and South West Queensland 1300 991 443
- New Access 1300 727 957
- Relationships Australia QLD 1300 364 277



1300 991 443

connect@lifelinedarlingdowns.org.au

*This activity is supported by Darling Downs & West Moreton PHN
Document: LIST-01 Drought Phone List, Rev:01 Date: 08/10/2019*

Rural Support – Government Organisations		
FarmHub website		https://farmhub.org.au/region/qld/
Federal Department of Human Services (Farm Household Allowance) Drought and Farmer Assistance Hotline	132 316	www.humanservices.gov.au
Federal Department of Human Services Payments and services if you live in regional, rural or remote Australia.	132 318	www.humanservices.gov.au/individuals/rural-and-remote-australians
Federal Department of Social Services For families & children and mental health	1300 653 227	www.dss.gov.au
Australian Tax Office (deferred payments) • Individuals • Businesses • Debt enquiries	13 28 65 13 72 26 13 11 42	www.ato.gov.au
Regional Investment Corporation Drought Loans	1800 875 675	www.ric.gov.au
Federal Department of Agriculture • Rural Financial Counselling Services	1800 900 090	www.agriculture.gov.au/ag-farm-food/drought/assistance/rural-financial-counselling-service/qld#head-office or to find your closest RFC in Queensland South Queensland www.rfcssq.org.au
QRIDA (Queensland Rural & Industry Development Authority)	1800 623 946 or local numbers on website	http://www.grida.qld.gov.au/homepage
Legal Aid Queensland • Farm and Rural Legal Service	1300 65 11 88 or frls@legalaid.qld.gov.au	http://www.legalaid.qld.gov.au/Find-legal-information/Work-and-money/Farm-and-rural-legal-service
Health		
13 HEALTH Talk to registered nurse 24 hours a day, 7 days a week	13 43 25 84	https://www.qld.gov.au/health/contacts/advice/13health
Head to Health website		www.headtohealth.gov.au
Social and Emotional Wellbeing		
Lifeline 24 hours	13 11 14	www.lifeline.org.au
Beyond Blue – information only	1300 224 636	www.beyondblue.org.au
Family Drug Support	1300 368 186	www.fds.org.au
Relationships Australia	1300 364277	www.relationships.org.au
Family Relationship Service	1800 050 321	www.frsa.org.au
Mensline Australia	1300 789 978	www.mensline.org.au
Mental Health Service Navigators: • Neami National (Ipswich, Toowoomba, Scenic Rim and Lockyer Valley regions) • Rhealth (Goondwindi, Southern Downs, Western Downs, South Burnett, Cherbourg and Somerset regions)	1300 012 710	www.neaminational.org.au/find-services/mental-health-service-navigator-toowoomba/ www.rhealth.com.au/what-we-do/current-programs-projects/mental-health-service-navigators/
Kids Help Line	1800 551 800	www.kidshelpline.com.au
Rural Aid	1300 327 624	www.ruralaid.org.au
Men's Referral Service	1300 766 491	www.mrs.org.au
Salvation Army	13 72 58	www.salvationarmy.org.au
Lifeline Darling Downs & South West QLD: • Personal Financial counselling • DV Support • Family Counselling • Drug and Alcohol Support • Gambling Support	1300 991 443	www.lifelinedarlingdowns.org.au/



1300 991 443

connect@lifelinedarlingdowns.org.au

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DISASTER

ASSISTANCE

AVAILABLE

Rural Aid provides assistance to farmers in times of drought, flood and fire. We know farmers are a proud bunch, many of whom won't ask for help! We know that many suffer in silence, however we want to change that through our **Assistance Program**.

If you're a farming family in need of help, please register at:
<https://www.buyabale.com.au/can-we-help-you/>

Farmers must be registered with **Rural Aid** to receive this assistance.



What information will you need to register with Rural Aid?

- **To apply online**, please make sure that you use the **same name** to register as a farmer and for your financial assistance application.
- **Primary Producer Declaration.** If you are a primary producer and your accountant is writing a primary producer declaration for you, please ensure it has the letter head and contact details. Or if your accountant is using a Declaration of Eligibility for a Registration Concession form or any other form, please make sure that it has your and your accountant's signature on it with current date.
- **Please note:** Upon completion of the registration form, you should receive an automated email from us. If you do not receive the email, check your spam folder, if the email is not there, please contact the **Rural Aid** team on **1300 327 624** during business hours.
- **Don't have internet?** Contact the **Rural Aid** team on **1300 327 624** during business hours and we can mail you the required forms.

We're in this together!

ruralaid.org.au

1300 327 624

3/8 Colebard Street East | Acacia Ridge Queensland 4110
PO Box 1342 | Sunnybank Hills Queensland 4109

Email: contact@ruralaid.org.au



DISASTER
ASSISTANCE
overleaf



Rural Aid's assistance includes:



Fodder

The charity sources and delivers fodder to farmers for livestock.

In 2018/19, Rural Aid delivered over **65,000 large bales of hay to over 4000 farmers.**



Gift Cards

Upon registration, you can also request a **pre-paid Visa 'Country Card'** to use as you choose.

In 2018/19, a combined total of over **\$6M was given to over 4500 farmers** in the form of financial assistance and gift cards.



Financial Assistance

The charity provides a **one-off \$1500 payment** towards bills paid directly to the biller. Once we have received your application at Rural Aid and we have verified you are registered correctly in our system, then our team will review and process all approved applications within 14 working days.

- **A maximum of three invoices up to \$1500 bill/s.** (Note: if you provide us with a bill of \$1600, we will pay \$1500 only)
- **All documents are able to be clearly read.**
- **Billers bank account details provided. All invoices must have the biller bank account details: BPay reference & biller code or BSB & account number, as we pay the biller directly.**

If you do not have any bill/s for us to pay, we can put credit up to \$1500 towards your paid electricity, rates and water bill (to the biller directly). If this is the case, you must let us know by providing information in the application's note section.

Please note: You must be in a disaster affected area, be deemed to be a primary producer and have a current Australian Business Number (ABN). Your payment will not be paid if you don't meet the criteria. This one-off payment is capped at \$1500 and an application for less than \$1500 will see the balance value forfeited.



Mental Health Counselling

Rural Aid's mental health counselling program is unique because our counsellors meet face-to-face with farmers and their families on-farm or conduct phone counselling sessions. We know, through experience, that on-farm sessions produce the best results because they create a comfortable, non-intimidatory environment that farmers respond to.

In the 2018/19 financial year, **Rural Aid Counsellors** conducted over **2300 face-to-face and phone counselling** sessions. Importantly, our counsellors made 5000 outbound calls last financial year to farmers registered on our database.



Water

The charity co-ordinates and **delivers domestic water** into a tank to farmers who have run out of drinking water because of a natural disaster.

Registered farmers can apply for water delivery - average water carriage per truck is 19,500 litres.



Farm Army Volunteers

The **Farm Army** initiative is Rural Aid's army of volunteers who provide 1000s of hours of work assisting farmers in times of real hardship and provide more than just help with physical work - they connect with the farmers in so many other ways, bringing hope and friendship.

If you're looking for volunteers to help you on your farm, go to <https://www.farmarmy.com.au/submit-a-job> to list a job, or call **1300 327 624** for assistance.

Complete the form with as much information as you can about the type of person or persons you'd like help from. Also, please consider what you can offer them in return - free accommodation, etc.

The job description field **MUST** be detailed. One-word submissions will not be accepted. If you want good candidates who match your requirements, please give as much information as possible.

Please note: jobs listed won't be displayed until approved by Rural Aid.