

DALBY INTERAGENCY MEETING

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

Date 21st July 2020

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

ATTENDANCE: Kylie Lamb (Lives Lived Well), Alison Clarke (Dalby Hope Centre), CC – Cecelia Titus (Lives Lived Well), Lauren Bradford (Department Community Corrections), Tonia Jackson (Department of Housing & Public Works), Carley Meyers & Jodie Berman (Department of Housing), Georgie Clarke (Department of Education), Kelly Brown (Aim Big Employment), Annette Jasinski (Lifeline Darling Downs), Adam Poole (WDRC), Jess Morgan-Coe & Pam Bidstrup (Child Safety), Narissa Jones (Dalby State High School), Erin Wilkin (Act for Kids), Terri Celledoni & Jayne Swift (St Vincent De Paul), Lynda Hammond (CAP), Lyndell Richards (DrugArm), Kate Curtain & Kathy Shepherd (Queensland Health), Le-Anne Callaghan & Bianca (DISCO), Wendi Lindsay & Kristy Dodd (Goolburri), Susan Nitz (I C U Counselling Services) & Rebecca Lee (MYCNC).

APOLOGIES: Michelle Davies (Carers QLD), Christie Wilson (Community Corrections), Allan Murphy (Goolburri), Carolyn Tillman (WDRC), Gordon Rowlings (Many Rivers), Lib McNaughton, Kim Tubb & Steven Scholten (Lifeline Darling Downs), Dan Gardiner (Early Years), Tina Burnett & Tracey Wehrmen & Norman Wotherspoon (Services Australia), Amy Brown & Tanya Kruger (PCYC), Sara Thorneycroft (Home Instead Senior Care), Leisa Finch (Department Of Education), Kristie Lambert (QLD Health), Donna Ryan (Youth In Search), Louise Judge (Chinchilla Community Centre) & Trish Mullins (R Health)

Rebecca Lee (MYCNC) 4662 0152 admin@mycnc.com.au

-) Centre Support Officer working Monday - Thursday every week.
-) Centre opens Monday – Friday 8.30am – 4.30pm.
-) More office space has become available with Child Safety relocating to a larger room within the Centre, also 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.
-) Please update all business cards, brochures and email address held at the Centre.

Kylie Lamb (Lives Lived Well) 0447 193 939 kylie.lamb@liveslivedwell.org.au

-) Kylie has taken over from Cindy, covering from Dalby to Taroom.
-) New Access Program – low intensity mental health support program for people experiencing anxiety, stress and depression
-) All are welcome to access the program, clients can be referred by service or directly through the beyond blue line.
-) Working with people in the mild to moderate rate, program does not work at lot with are people how are at a high/significate amount of risk around suicide. Can still work with people who have high level needs around their anxiety or depression.
-) Six week program with an assessment taking place in the first visit, followed by five weeks coaching with regular contact, goal setting and problem statement around what the client is experiencing to see a reduction in what the client is experiencing with a number of outcome measures so the client is well aware of what they are experiencing and what it looks like towards the end of the program.
-) Program is sitting around between sixty-seven and seventy percent recovery rates, proving to be a valuable program which Beyond Blue is still supporting with letter box drop and some advertising.

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

-) Eva's is now open two days a week, Tuesday & Wednesdays.
-) Eva's place is for women who have an unexpected pregnancy which they are uncomfortable or unsure what to do, they will then work with a consultant and if they decide they would like to go through with the pregnancy they will be given counselling and mentoring until the baby is one.
-) Eva's place also has a boutique which will provide some clothing food and other items.
-) Eva's place will be opening soon in Kingaroy with Roma being held up due to COVID-19.
-) Dalby Hope Centre has now opened in the Austbrokers building which is the building next to the Coles car park.
-) General counselling service, also working with children as young as 6/7.
-) Providing individual, couples, family, children and group counselling sessions at a reduced rate, individuals - \$50/hr & Couples - \$70/hr
-) 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

CC – Cecelia Titus (Lives Lived Well) 0418 161 065 cecilia.titus@liveslivedwell.org.au

-) CC is taking over from Chris as *AOD counsellor*
-) Back in the Dalby office fulltime located at MYCNC, with one day in Oakey
-) Self-refer, service providers or family members can refer; there is an online portal available through the Lives Lived Well website.

Lauren Bradford (Department Community Corrections) 4596 8900 lauren.bradford@corrections.qld.gov.au

-) Recently transferred to town, getting to know stakeholders.
-) Looking after and supervising community based orders from court.
-) On the lookout for more community service projects, if there are any NGO's or community based services that would be interested in as a community service project there are plenty of clients that are looking to contribute back to the community through their orders.

Tonia Jackson (Department of Housing & Public Works) 0439 875 620 tonia.jackson@hpw.qld.gov.au

-) Toowoomba based, Contract Officer for community housing and homeless providers
-) Attending for information updates on other providers and services.

Carley Meyers & Jodie Berman (Department of Housing) 4699 4400 carley.meyers@hpw.qld.gov.au & Jodie.berman@hpw.qld.gov.au

-) Carley is a *Tenancy Manager* with the Department covering Dalby, Tara, Chinchilla & Oakey
-) Jodie is a *Senior Housing Officer* at the Department working around the same areas as Carley in tenancy management but also cover application enquires etc.

Georgie Clarke (Department of Education) georgie.clarke@qed.qld.gov.au

-) *Partnership Facilitator* primarily around the connect for children strategy.
-) Just picked up this area, attending meeting to gather information and meeting everyone.

Kelly Brown (Aim Big Employment) 0419 961 750 kbrown@aimbigemployment.com.au

-) Disability employment provider. Providing support to people with a disability, illness and injury.
-) Clients do have to have a CRN however do not have to be receiving a benefit from the government to get Aim Big's assistance.

-) Assisting with any from upskill through to education such as Cert 3's, also have a program in town called the CEA program, this is where individuals can go to learn to reading, writing, further their computer skills, Cert 1's & 2's etc.
-) Everything is starting up again after the COVID-19 shut downs with a lot of employers looking for people at the moment and a lot of individuals looking to seek employment or further education.
-) Covering Roma, Miles, Chinchilla and Dalby.

Annette Jasinski (Lifeline Darling Downs) [0439 874 372](tel:0439874372) ajasinski@lifelinedarlingdowns.org.au

-) *Rural family support worker* for the Darling Downs, based in the Dalby office.
-) Work with families who have children under the age of 18 who aren't engaged with Department of child safety.
-) Providing family support for a huge range of things, parenting programs through to Transport to hospital.
-) Back to seeing clients face to face doing home visits doing community support doing office appointments so back to per-COVID-19 running. While still observing all COVID-19 restrictions and regulations.
-) Dalby Office has a Financial Resilience Worker officer and Gambling help Worker & councillor.

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

-) *Community Activation Officer* for the Western Downs Regional Council.
-) Covering Dalby, Jandowae, Bell, Kaimkillenbunand Warra and partners in Tara, Miles and Chinchilla.
-) Events based which has been difficult with COVID-19, spending nine weeks working from home now back in the office.
-) Seniors month is coming up in August, seeing how they can support aged care facilities by bringing in musicians to them and supply catering, also bring in a small inflatable screen to provide a few movie mornings around the area. This year is focused on bringing things into the facilities as they are unable to attend events outside of the Centres
-) Also have some pet therapy animals going out to some of the aged care facilities around the region.
-) Red Rose Foundation - Red Bench project are wanting to place some red benches throughout the region to raise awareness for Domestic and Family Violence, have been working to identify one seat within each Dalby, Miles, Tara and Chinchilla where these seats can be painted red and have a plaque fitted.
-) Interest in opening another community garden has been raised, now in the process of identifying some potential sites, will be done on Council free hold land, needs to be central and easily accessible for people to join in.

Jess Morgan-Coe & Pam Bidstrup (Child Safety) [4614 8900](tel:46148900) jessica.morgan-coe@csyw.qld.gov.au & pam.bidstrup@csyw.qld.gov.au

-) Dalby based however work under Toowoomba North previously Roma.
-) Have just moved to a larger office still within MYCNC.

Narissa Jones (Dalby State High School) [4669 0900](tel:46690900) njone2@eq.edu.au

-) *Deputy Principle* at DSHS.
-) Currently in the process of employing a new social worker to replace Penny following her move.
-) Information gathering.

Erin Wilkin (Act for Kids) [0428 844 263](tel:0428844263) erinw@actforkids.com.au

-) Working in Toowoomba as well as Roma and covering all areas in-between including Warwick, Stanthorpe, Crows Nest etc.
-) Intense family support service. Working with families to try and keep them out of the Child Safety space.
-) Provide a range of options for families, Parenting courses, cultural support etc.
-) Working with children and families in their houses for whatever length of time they are needing the support.
-) First eight weeks is spent doing assessments discovering what sort of issues they need, a case plan is then created with them for them and their families and then help is provided around the plan.
-) Can self-refer consent is needed unless being referred by a school, doctor or police.

Terri Celledoni & Jayne Swift (St Vincent De Paul) [1300 663 702](tel:1300663702)

jayne.swift@svdpqld.org.au & terri.celledoni@svdpqld.org.au

-) *Dalby Supported Accommodation Services (DSAS)* – St Vincent De Paul, located at MYCNC
-) Terri is filling in for Jayne when she goes on leave for the next month.
-) Jayne is the *Manager/Coordinator* of the Dalby Supported Accommodation Services in Dalby and also Manor House Women's Refuge in Toowoomba
-) Providing temporary supported accommodation; assessment and referral for families and adults (men and women) who are homeless or at risk of homelessness.
-) Have a 4 bedroom, 3 bedroom independent houses and 2, 2 bedroom duplexes.
-) DSAS have access to the state-wide data base for all vacancy's currently available making relocating participants easier if they are willing to relocate to another town or city.
-) Those wanting to or needing to stay in Dalby help is provided to link into Department of housing, accessing a bond loan and applying for a private rental etc.
-) Jayne also chairs the local DV group Dalby District Domestic & Family Violence Awareness Group.

Lynda Hammond (CAP) [0412 918 919](tel:0412918919) 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.
-) Since being established in Australia in 2000, 3000 households have gone debt free with the total money being 136 million dollars

Lyndell Richards (DrugArm) [0437 509 297](tel:0437509297) lyndellr@drugarm.com.au

-) Working with the Break Through For Families Program.
-) Covering through to Cherbourg, Murgon, Kingaroy, Nanango, Dalby, Oakey & Toowoomba
-) Working with the loved ones of those miss using drugs and alcohol

-) Hold information & education sessions throughout the regions then work one on one with clients.
-) Two programs include mainstream one is “Breakthrough for Families” and an Indigenous program “Breakthrough Our Way”

Kate Curtain & Kathy Shepherd (Queensland Health) [0407 120 490](tel:0407120490) kate.curtain@health.qld.gov.au

-) Kate is a *Social Worker* at the Dalby Hospital working with the Allied health team.
-) Working with inpatient and outpatients
-) Kathy is a *Social Work Student*
-) Main area of focus is helping inpatients to address Psychosocial barriers to their health care outcomes and outpatients are the same however reducing their need to come to the hospital
-) Referral mostly come from the hospital, with some coming from GP’s within the community and also accept referrals from community agencies as well. No longer accepting self-referrals do need a referral to see people.

Le-Anne Callaghan & Bianca (DISCO) [4662 2147](tel:46622147) le-anne@disco.org.au

-) Bianca has just come on board with the DISCO team working the Transition to Work team.
-) Work with young people between the ages of 15-24 years, normally early school leavers trying to help them get skills to get into further education or employment.

Wendi Lindsay & Kristy Dodd (Goolburri) [0428 628 271](tel:0428628271) & [0428 416 695](tel:0428416695) wendi@goolburri.org.au & kristyd@goolburri.org.au

-) Have a Family and Child Wellbeing and Foster and Kinship Carer Service.
-) Working with indigenous families around their health and wellbeing.
-) Referrals can be made through family and child connect can be self-referrals or referrals from organisations, can be consented or non-consented.
-) Supporting by making sure their 715’s (Health checks) are up to date, making referrals for their mental wellbeing, supporting kids at school through education parenting and a range of different things depending on the client’s needs.
-) Advocate for clients with Child Safety if they are involved with Child Safety and to help keep them out of that sector.

Susan Nitz (I C U Counselling Services) [0422 721 557](tel:0422721557) admin@icucounsellingservices.com.au

-) Counsellor at I C U Counselling Services
-) Specialising in grief, loss, crisis and trauma.
-) From the immediate onset right through to when the service is no longer required by the client.
-) Tailor made treatments depending on what the client’s needs are.
-) predominantly work with adults

Meeting Closed: 1pm

Next meeting to be held on the 18th August 2020 at 12pm