

## DALBY INTERAGENCY MEETING

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

Date 18<sup>th</sup> August 2020

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

**ATTENDANCE:** Sarah Berardo (Red Cross YHARS), Gordon Rowlings (Many Rivers), Kerry Osbourne (R Health), Gail Courte (Rural Aid), Kelly Brown (Aim Big Employment), Steve Scholten (Lifeline Darling Downs), Tracey Wehrman & Deidre Kearsley (Services Australia), Georgie Clarke (Department of Education), Nicole Jackson-Ryan (NDIS Carers Queensland), Amy Brown (PCYC), Lynda Hammond (CAP), Allan Murphy (Goolburri), Adam Poole (WDRC), Susan Nitz (I C U Counselling Services), Lindsay Hume (Department Community Corrections), Terri Celledoni (St Vincent De Paul), Annette Jasinski (Lifeline Darling Downs) & Rebecca Lee (MYCNC).

**APOLOGIES:** Michelle Davies (Carers QLD), Carolyn Tillman (WDRC), Norman Wotherspoon (Services Australia), Leisa Finch (Department Of Education), Louise Judge (Chinchilla Community Centre), Lib McNaughton (Lifeline Darling Downs), Anita Smith (QLD Health), Fran Anderson (Services Australia), Debbie Csatlos (Goolburri), Tina Burnett (Services Australia), Tonia Jackson, Jodie Berman & Carley (Department of Housing), Jayne Swift (St Vincent De Paul), Kath McUtchen (Lifeline Darling Downs), Wendi Lindsey (Goolburri), Lizzie Harvey (Helping Hands), Steve Elliott (Western Queensland Community Care), Donna Ryan (Youth In Search) & Norman Wotherspoon (Services Australia).

Rebecca Lee (MYCNC) [4662 0152](tel:46620152) [admin@mycnc.com.au](mailto: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.
- ) Link between the community and services
- ) Helping Hands are unable to attend meeting - Helping Hands Project Dalby now has new opening hrs. Wednesday Thursday Friday 10am to 2pm.
- ) We have been very busy since reopening and we are looking for an energetic volunteer on a Wednesday for customer service. Contact Lizzie on 0447 624294 if you are interested or pass on the information to someone who is.

Sarah Berardo (Red Cross YHARS) [0467 802 565](tel:0467802565) [sberardo@redcross.org.au](mailto:sberardo@redcross.org.au)

- ) Toowoomba Based, visiting Dalby fortnightly.
- ) Offer a case management service to young people 12-21 years.
- ) Supporting young people around housing, with accessing housing not supplying any accommodation.
- ) Help with housing applications, referrals, ID's etc.

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

- ) Based in Roma, cover from Cunnamulla, Charleville back to Dalby, Goondiwindi, St George.
- ) Travel has just started again, very selectively.
- ) Helping people/disadvantaged people own and get their own small business started.

- ) Clients can also be approved for small loans up to \$5000 to get their small business off the ground. Helping through the whole process with anything they may need. From set up to well after the business has been established.
- ) Not For Profit organisation, Federally funded and supported by Origin and Westpac
- ) Have business lawyers on hand to hand any questions or problems which may arise
- ) Non for profit charity helping people that are struggling with their businesses.
- ) Helps with ABN, business names, etc.
- ) Also supports people with disabilities and people who are on Centrelink in building a business.

Kerry Osbourne (R Health) 0447 004 809 [kerry.osborne@rhealth.com.au](mailto:kerry.osborne@rhealth.com.au)

- ) Health Service Navigator.
- ) Based in Goondiwindi, cover Goondiwindi, Texas and Inglewood and have just branched out to the Western Downs as far as Meandarra, Taroom etc.
- ) Connecting people with services, promote the free services the PHN do have available and assist people to connect with what it is they may need.
- ) When you are unsure of who to see or how to find the assistance you need. My role also assists health professionals, and service providers to link with other services and assist with a referral pathways. Gp's are able to refer consumers to the HSN program via refer-Health referral pathway. For assistance with referHealth Philippa Glasby can be contacted during business hours as well as after hours, Philippa's contact details are : 0419201296. HSNs have a wealth of knowledge of services that are available and the referral pathways needed to connect consumers and professionals to the right service for them. HSNs cover the Darling Downs, South Burnett and Somerset regions and are based in Warwick: Helen: 0459022561, Toowoomba: Ken & Trish: 1300012710, Kingaroy: Andrea: 0459022111 and Goondiwindi: Kerry: 0447004809. Click the link below to learn more about the Health Service Navigator role.
- ) More information below

<https://www.rhealth.com.au/what-we-do/current-programs-projects/health-service-navigators/>

Gail Courte & Jane McCullum (Rural Aid) 0428 185 184 & 0428 234 743

[gail@ruralaid.org.au](mailto:gail@ruralaid.org.au)&[jane.mccullum@ruralaid.org.au](mailto:jane.mccullum@ruralaid.org.au)

- ) *Community Representative* for Rural Aid
- ) Focus is for farmers and rural communities providing assistance directly to farmers as well as assistance to communities.
- ) Assist with fodder, house water & financial assistance.
- ) Jane is a *Community Representative & Counsellor* with Rural Aid, based in Toowoomba, covering the Toowoomba, Southern Downs District, Dalby area, Texas and Goondiwindi.

Kelly Brown (Aim Big Employment) 0419 961 750 [kbrown@aimbigemployment.com.au](mailto: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.
- ) Working with people from 15 years old upwards.
- ) Covering Roma, Miles, Chinchilla, via phone at the moment with the Dalby office open daily.

- ) Taking the stigma out of employees with a disability, they are not a liability research has shown people with a disability show up for work 7-8% more than the average worker.

Steve Scholten (Lifeline Darling Downs) 0476 600 688 [sscholten@lifelinedarlingdowns.org.au](mailto:sscholten@lifelinedarlingdowns.org.au)

- ) *Support Coordinator* for Tranquillity Care Services Lifeline Darling Downs South West Qld.
- ) NDIS provider, providing support coordination, plan management & direct supports as well as respite.
- ) Assisting participant with referrals to therapy's within their plans and assisting other providers to make sure plans are going the way the participant wants them.
- ) Toowoomba based but slowly growing.

Tracey Wehrman & Deidre Kearsley (Services Australia) 4613 2612

[tracey.wehrman@servicesaustralia.gov.au](mailto:tracey.wehrman@servicesaustralia.gov.au) & [deidre.kearsley@servicesaustralia.gov.au](mailto:deidre.kearsley@servicesaustralia.gov.au)

- ) Indigenous Service Officer for Services Australia previously known as Department of Human Services (Centrelink).
- ) Toowoomba based, at the moment all our reach in on hold with current contact with service providers via TEAMS meetings.
- ) Tracey's roll is servicing complex and cultural needs with clients.
- ) At this stage not able to do any community outreach because of COVID-19 but
- ) No face to face contact, contact via email still maintaining engagement with community.
- ) [SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au](mailto:SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au)
- ) Visiting the Dalby office every 3 weeks, will coincide with the MYCNC Interagency Meetings
- ) Keen to get the details from any of organisations who service Dalby & Toowoomba and surrounds who have access to **Microsoft Teams** that I may be able to link into to deliver presentations from time to time due to the current times we are all facing.
- ) Service providers who have clients that have difficulties accessing Centrelink through the preferred channels of contact and who have complex or cultural needs can send an email to our Team Mailbox ([SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au](mailto:SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au)) and someone from the team will respond accordingly, attached a generic letter that can be emailed out to service providers with relevant phone numbers to assist with queries; we will need clients to complete an "Authority for Person or Organisation to enquire in order for release of any information. Also attached a form that can be photocopied and emailed to team mailbox with clients enquiry.
- ) Deidre is a *Social Worker* with Services Australia also based in Toowoomba.
- ) Still currently able to have face to face contact with clients however have limits on where contact is to take place.
- ) A lot of focus at the moment on advising clients that the COVID payments are not going to stay around forever they will halve at the end of September and end in December. This will raise issues for long term clients who are now once again finding it difficult even with the current payment increase
- ) All crisis payments are now online.
- ) A one off Coronavirus payment is also available if a client has to isolate for 14days due to the virus.
- ) More information below

Georgie Clarke (Department of Education) [georgie.clarke@qed.qld.gov.au](mailto:georgie.clarke@qed.qld.gov.au)

- ) *Partnership Facilitator* working on the early year's strategy for the department of Education.
- ) Focus of roll is to work with communities to identify needs or strengths in the birth to 5 years area to give every child a good start before they get to school. Also looking at transitions from kindergarten into school, kindy participation, play groups etc.

) Covering the Darling Downs & South West Queensland

Nicole Jackson-Ryan (NDIS Carers Queensland) 4646 2800 [nicole.jackson-ryan@ndis.gov.au](mailto:nicole.jackson-ryan@ndis.gov.au)

- ) Community Development Team for the Local area Coordination Program.
- ) Working with people getting access to the NDIS, helping them to link with main stream and community supports even if they are not eligible for NDIS and do community development and capacity building within the communities they are part of.
- ) Employment supports are now included in clients packages and also psychosocial disabilities are covered.
- ) More information below.

Amy Brown (PCYC) 0484 646 748 [amy.brown@pcyc.org.au](mailto:amy.brown@pcyc.org.au)

- ) Amy – *Youth Support Worker* working with anyone from 12 -21 years of age or 8-11 years if they have a sibling already in the program.
- ) Work on participant’s goals, goal making, resume, job applications, linking in with Centrelink, transport to doctors’ appointments etc.
- ) Working 3 days a week.

Lynda Hammond (CAP) 0412 918 919 [assoc@dcfchurch.com.au](mailto:assoc@dcfchurch.com.au)

- ) *Christens Against Poverty*, debt help service, run from local church – Dalby Christen Family Church.
- ) CAP provides both Debt counselling and assistance and budgeting courses
- ) “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.
- ) More information below

Allan Murphy (Goolburri) 0437 267 485 [allanm@goolburri.org.au](mailto:allanm@goolburri.org.au)

- ) *Reginal Wellbeing Coordinator* for Goolburri Family and Child Wellbeing Program.
- ) Program is comprised of six services including the Family and Wellbeing service, Foster and Kinship Carer Service, Family Participation program, Specialist Domestic and Family Violence Support and Indigenous Youth Services.
- ) Principle roll is to aligning all services with clients.
- ) Referrals can be sent via [intake@goolburri.org.au](mailto:intake@goolburri.org.au)

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

- ) *Community Activation Officer* for the Western Downs Regional Council.
- ) Covering Dalby, Jandowae, Bell, Kaimkillenbun and Warra and partners in Tara, Miles and Chinchilla.
- ) Seniors month at the moment, 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 included some school videos to take into the facilities as students are unable to attend care facilities.

- ) Youth activities are coming up in October currently looking at what this will involve as with Christmas activities.

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

- ) Counsellor at I C U Counselling Services
- ) Specialising in grief, loss, crisis and trauma. Have also gone into the area of end of life options.
- ) 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

Lindsay Hume (Department Community Corrections) 4596

[8900lindsey.hume@corrections.qld.gov.au](mailto:lindsey.hume@corrections.qld.gov.au)

- ) Probation, parole, community services order.
- ) Really handy being here today finding out all the services available in Dalby to link-in clients with any services they may need.

Terri Celledoni (St Vincent De Paul) 1300 663 702 [terri.celledoni@svdpqld.org.au](mailto:terri.celledoni@svdpqld.org.au)

- ) *Acting Coordinator for Dalby Supported Accommodation Services (DSAS) – St Vincent De Paul, located at MYCNC and also the Women's & Children's Refuge in Toowoomba for women and their children escaping domestic and family violence.*
- ) Have a 4 bedroom, 3 bedroom independent houses and 2, 2 bedroom duplexes in Dalby which are all full currently.
- ) Referrals are walk-in or from other services.
- ) Providing temporary supported accommodation; assessment and referral for families and adults (men and women) who are homeless or at risk of homelessness.
- ) 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.

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

*Meeting Closed: 1.20pm*

*Next meeting to be held on the 15<sup>th</sup> September 2020 at 12pm*



**budget. save. spend.**



A free course helping you to manage your money better

**CONTACT** Lynda Hammond 46696211

**VENUE** Online via Zoom

**DATE** 16th, 23rd, 30th September

**TIME** 7.30-9pm

### What is the CAP Money Course?

The CAP Money Course is a revolutionary, free money management course that teaches people budgeting skills and a simple, cash-based system that really works. This course will help anyone to gain more control over their finances so they can win, give and prevent debt.

### What delegates say about the CAP Money Course

**9/10**

course delegates felt they were more in control of their finances after doing the CAP Money Course.



**'I HAVEN'T EVEN FINISHED MY THIRD WEEK OF TRAINING AND ALREADY I AM ABSOLUTELY AMAZED AT THE CAP MONEY SYSTEM AND WHAT IT CAN DO FOR YOU. JUST TRY IT AND YOU TOO WILL BE AMAZED. IT'S TOTALLY AWESOME!'**

capmoneycourse.org.au | 1300 303 929

### What delegates say about the CAP Money Course



**9/10**

delegates felt they were more in control of their finances after doing the CAP Money Course.

**'It's like an health check for your finances.'**



98% of delegates said they would recommend the CAP Money Course to others.

**'Our finances were in a mess. Going on the course has made a massive difference.'**



68% of delegates said that the CAP Money Course helped them to create or achieve savings goals.

### For more info contact:

#### Church:

Daiby Christian Family Church Ltd

#### Money Coach:

Lynda Hammond

#### Tel:

46696211 (9am - 12 noon - Mon-Thurs)

#### Email:

assso@dcbchurch.com.au

All CAP Money Courses are FREE but booking is essential



**budget. save. spend.**



A free course helping you to manage your money better



capmoneycourse.org.au



capmoneycourse.org.au

02 4914 0597 capmoney@capaust.org

PO BOX 916, WENTWORTH STATION NSW 2120.

ABN 12 124 471 414 ADDRESS CORRECTED BY AUSTRALIA POST

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## What is the CAP Money Course?

The CAP Money Course is a revolutionary, free money management course that teaches people budgeting skills and a simple, cash-based system that really works. This course will help anyone to gain more control over their finances so they can save, give and prevent debt.

**I feel so much more in control & spending money is more pleasurable, I've felt like I've had more money although I've been spending a lot less!**

## Who is the course for?

No matter what your financial situation is, the CAP Money Course can benefit you. The tools that are taught on the CAP Money Course are vital life skills, so whether you are financially well-off or not, self-employed, on benefits or in debt, this course is for you!

As well as the core principles covered in the CAP Money Course, there is also extra material provided to help support:

- Those on a low income
- Couples
- Families
- Those who are self-employed
- Those preparing for retirement

## What does the CAP Money Course teach?

During the sessions you will learn:

### 1. How to build a budget

This is the cornerstone of managing your money well. Building a budget can be very freeing, allowing you to spot where you're wasting your money, prioritising what you want to spend and helping you build good financial habits.

### 2. The CAP Money system

This system is a way to manage your finances by using three accounts to keep track of exactly where your money is going. The CAP Money system helps you to prioritise your expenditure and make sure that your money goes towards the things you have planned for.

**18%**

**Studies have found that people spend up to 18% more when they pay by card than when using cash.\***

www.caspar.com

### 3. How to live from week to week using cash

Using cash instead of cards is counter-cultural, but has many advantages. Cash helps you to bring the value back to what you're spending and means you know exactly where you are with your money at all times.



### Join a course!

Find your nearest CAP Money Course by visiting:

[www.capmoney.org](http://www.capmoney.org)

The CAP Money Course is devised by the award-winning debt counselling charity, Christians Against Poverty.

## Additional support through CAP Money Plus and CAP Debt Centres

If, once you have completed the CAP Money Course, you find that you have unmanageable debt and want to work within a budget to achieve a debt-free future, then CAP Money Plus is for you. \*

CAP Money Plus provides additional support in managing your secondary debts (loans, credit cards, store cards etc), whilst also giving advice on dealing with any priority creditors (e.g. mortgage or rent arrears, council rates etc).

**When I lost my job I was able to make use of the tools I learned on the CAP Money Course to help me get by.**

The service is a mixture of self-help and support from the CAP Money Plus team. In this way, it differs from the full debt counselling service offered through our CAP Debt Centres.

### CAP services

You can find out which of CAP's services are available in your area by going to: [www.capaust.org](http://www.capaust.org)

\* Please note: CAP Money Plus is only available if you did a CAP Money Course at a CAP Money Partner church.

# NDIS, Psychosocial Disability and the new Recovery Coach

## NDIS, Psychosocial Disability and the new Recovery Coach

The National Disability Insurance Agency (NDIA), in collaboration with our LAC Partners in the Community, Carers Qld, invite you to participate in an information session on Mental Health and the NDIS.

These sessions will include:

- ) a brief overview of the NDIS and psychosocial disability
- ) considerations for psychosocial disability and access to the NDIS
- ) the psychosocial recovery coach as a new support item
- ) the role of the recovery coach
- ) the recovery coach and support coordination
- ) opportunity for questions and answers

Please note, sessions will be offered over different dates and each will cover the same content. This is to allow flexibility for attendees.

Due to coronavirus (COVID-19), these sessions will be held via videoconference using Microsoft Teams. Details on how to log into the session will be forwarded to all attendees prior to the session date.

If you would like to attend this session, please register your interest below to ensure session log in details are forwarded to you.

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Dates	Register
Wednesday 2 <sup>nd</sup> September 02:00pm – 03:30pm	<a href="#">Click Here to Register</a>
Tuesday 8 <sup>th</sup> of September 10:00am – 11:30am	<a href="#">Click Here to Register</a>
Wednesday 9 <sup>th</sup> September 02:00 – 03:30pm	<a href="#">Click Here to Register</a>
Tuesday 15 <sup>th</sup> September 12:00 – 1:30pm	<a href="#">Click Here to Register</a>
Thursday 17 <sup>th</sup> September 12:00 – 1:30pm	<a href="#">Click Here to Register</a>

**For any questions or assistance with registration, please contact us at**  
[Community.engagement.qld@ndis.gov.au](mailto:Community.engagement.qld@ndis.gov.au)

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# Authorising a person or organisation to enquire or act on your behalf

You can use this form to request another person or organisation to enquire or act on your behalf for Centrelink payments and services.

## When to use this form



Use this form to request a person or organisation be a:

- Person permitted to enquire, or
- Correspondence nominee, and/or
- Payment nominee.



If you or your nominee have your Centrelink payments **income managed**, call **1800 132 594** before filling in this form.

**Do NOT** complete this form for:

- Aged Care
- Medicare, or
- Child Support.

For more information about requesting someone to enquire or make changes about your Aged Care, Medicare or Child Support, go to [humanservices.gov.au/nominees](http://humanservices.gov.au/nominees)

## Important information

We may review your nominee arrangement from time to time. This is to make sure you are happy with the arrangement and that your nominee is fulfilling their responsibilities.

If you think your nominee arrangement is being misused, call **132 850** or visit one of our service centres.

If you are affected by family and domestic violence, call **132 850** Monday to Friday, between 8.00 am and 5.00 pm, local time and ask to speak to a departmental social worker. For more information, go to [humanservices.gov.au/domesticviolence](http://humanservices.gov.au/domesticviolence) or call **000** if you are in immediate danger.

## Choosing your arrangement

Authorising a person or organisation to enquire, act on your behalf or receive your payment **does not prevent you from dealing with us about your Centrelink business.**

There are different types of arrangements to help you with your Centrelink business. The information below may help you choose the arrangement that best suits your needs:

- nominees can do more for you than a person who **only** has permission to enquire. A nominee has more responsibilities and needs to be willing to take on the nominee role.
- you can **only** have **one** correspondence nominee and **one** payment nominee, however, they do not have to be the same person or organisation.
- you can have a person permitted to enquire in addition to a nominee.
- you will need to complete a separate form if you want to have a different correspondence nominee to your payment nominee or person permitted to enquire.

The person you appoint as a nominee cannot already have a correspondence or payment nominee acting on their behalf.

## For more information



Go to [humanservices.gov.au/nominees](http://humanservices.gov.au/nominees)

If you need to call us, go to [humanservices.gov.au/phoneus](http://humanservices.gov.au/phoneus)

We can translate documents you need to give us for free.

To speak to us in other languages, call **131 202**.

**Note:** Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

# Authorising a person or organisation to enquire or act on your behalf

## Filling in this form

- Please use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this  Go to 5 skip to the question number shown. You do not need to answer the questions in between.
- Only one person or organisation can be requested on this form.
- When you have filled in Part A, make sure Part B is given to your nominee or person permitted to enquire to complete.
- If you are affected by family and domestic violence, call 132 850 Monday to Friday, between 8.00 am and 5.00 pm, local time and ask to speak to a departmental social worker. For more information, go to [humanservices.gov.au/domesticviolence](http://humanservices.gov.au/domesticviolence)

## Part A – To be completed by YOU

- 1 Your Centrelink Reference Number (if known)
- -  -
- 2 Your name
- Family name
- First given name
- Second given name
- 3 Your date of birth
- /  /
- 4 Has your permanent or postal address changed since you last told us?
- No  Go to next question
- Yes  Give details below
- Your permanent address
- 
- 
- Postcode
- Your postal address (if different from above)
- 
- 
- Postcode

- 5 Is this request for a person or an organisation?

Tick ONE box only

Person  Go to next question

Organisation  Go to 10

- 6 Your requested person's Centrelink Reference Number (if known)

-  -  -

- 7 Your requested person's name

Family name

First given name

Second given name

- 8 Has your requested person been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or tribal name
- alias
- adoptive name
- foster name.

No  Go to next question

Yes  Give details below

Other name(s)

- 9 Your requested person's date of birth

/  /  Go to 11



CLK0SS313 1807

**Privacy notice**

**17 You need to read this**

**Privacy and your personal information**

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at [humanservices.gov.au/privacy](http://humanservices.gov.au/privacy)

**18 If you have a physical or mental disability and are unable to sign this form ▶ Go to 19**

**Your declaration**


I declare that the information I have provided in this form is complete and correct.

I authorise the person or organisation named on this form, to deal with Centrelink on my behalf according to the arrangement shown on this form.

**I understand that:**

- if my arrangement is voluntary, I can cancel it with Centrelink at any time.
- giving false or misleading information is a serious offence.
- the arrangement may be rejected or cancelled at any time by the Australian Government Department of Human Services, if the person or organisation is not able to meet their responsibilities and obligations.

**Your signature**



**Date**


▶ **Go to 20**

**19 Third party authorisation**

If the customer is unable to sign this form due to physical or mental disability and the nominee arrangement is in the person's best interest, a third party may sign this section on their behalf.

For example, an appropriate third party may be:

- a professional like a treating doctor, nurse, case worker or social worker, or
- the Enduring Power of Attorney if it has been made, or
- the person or organisation appointed by a guardianship board, court or tribunal as the customer's guardian or administrator.

 You will need to provide evidence of the person's inability to sign if the arrangement is not court appointed. Attach a letter from the treating doctor or a copy of the medical evidence of the customer's incapacity or inability to sign this form.

Name of the person signing on behalf of the customer

Relationship to customer

Address  
  
  
 Postcode

Contact phone number

**Third party declaration**

I declare that:

- the information I have provided in this form is complete and correct.
- the customer is unable to sign this form due to physical or mental disability.
- it is in the customer's best interest to authorise the person or organisation named on this form, to deal with Centrelink on the customer's behalf according to the arrangement shown on this form.

Signature of the person signing on behalf of the customer

Date

**20 Which of the following documents are you providing with this form?**

Where you are asked to supply documents, attach copies only. The copies will not be returned.

<b>Tick ALL that apply</b>	
Original photo identification – your nominee or person permitted to enquire is required to take it in person to one of our service centres	<input type="checkbox"/>
Copy of the legal document (if required for question 15)	<input type="checkbox"/>
A letter from the treating doctor or a copy of the medical evidence of the customer's incapacity or inability to sign this form (if required for question 19)	<input type="checkbox"/>

Your nominee or person permitted to enquire must complete Part B on the next page. ▶

Good morning

Thank you for your emails you have been sending on behalf of customers. I would like to advise a change to this work practice as all customer information needs to be sent to our National Processing Centre.

The National Scanning Fax Number for Centrelink is 1300786102 if you could start sending all paperwork for customers to this number. Please ensure customer's full name and Centrelink reference number and date of birth is clearly printed on all paperwork you are sending and this will be attached to the customer's file.

### **Other Important Numbers**

- ) 1800136380 Indigenous Smart Centre Line
- ) 1800132317 ABSTUDY
- ) 136150 Families Line open until 8pm Qld time weekdays
- ) 131030 ATO Indigenous Line
- ) 131272 Child Support Line (customers can request to be transferred to Indigenous Team)

Due to the busy times everyone is currently experiencing as a result of COVID-19 we strongly encourage customers to be registered for My Gov this is our preferred method of contact.

Customers can do a large variety of their business themselves including applying for a payment as well as uploading documents to their record.

Indigenous Service Officer's role within the department is to deal with urgent referrals and enquiries of a complex or cultural nature.

If you have a client that you feel meets that criteria then please do not hesitate to contact us via our team mailbox:-

[SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au](mailto:SOUTH.QLD.INDIGENOUS.SERVICES@servicesaustralia.gov.au)

For customer enquiries relating to claiming a payment from Centrelink please visit our web page [www.servicesaustralia](http://www.servicesaustralia)

Select the tab button payment finder and select the relevant icons to match your client's circumstances. This will advise you of what you may be entitled to claim subject to eligibility requirements.

Kind Regards

Tracey Wehrman

Indigenous Service Officer (ISO)

South Queensland Indigenous Services Team



Services Australia

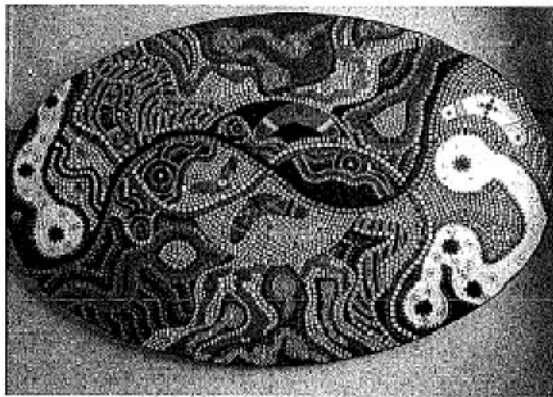
Medicare | Centrelink | Child Support

# Lifeline Darling Downs & South West Qld. Inc.

Rural Family Support Information for Community Educators

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## Acknowledgement of Country.



I acknowledge the traditional custodians of this land on which we meet today and pay respects to the Elders past, present and emerging. They hold the memories, traditions, culture and hopes of Indigenous Australia.

(Image "Wentky" copyright Murrumbidgee)

Who do we work with?  
What do we work on?



Families, people who have children in their lives



Extended, biological, kinship families



Short term issues such as routines



Schools, Community agencies



Positive relationship support



## Family Needs

Anything that may impact on the successful parenting of children may be explored.

Some examples:

- A blended family which may be expecting a new baby and need support to gain a larger house.
- Teenagers within a family may be gaming too much and this is impacting on their study and school.
- Children may be being bullied or bullying
- Mum might be struggling with depression or anxiety and need support to develop some self-care routines.
- The family maybe supported or referred to specific agencies for specialised services.
- Anything that can impact on successful parenting



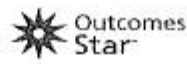
By working from a strengths base the support worker helps the family to identify what works well.

The "Outcome Star" is a tool that helps identify the areas that are going well within families.

Quite often a family member will express surprise because they feel there are no positives in their situation, but the completed star identifies the strengths while also showing just where the changes need to be made.

Plans and strategies can then be developed to address the issues.

Using programs and information such as the following therapeutic and tactile activities better habits and routines can be practiced and encouraged



### Licensed User Certificate

Lifeline Darling Downs is licensed to use the Outcomes Star™ until 12th September 2020

- This center is using the Outcomes Star under license
- Members of staff have completed Star training
- The Star supports an empowering and strengths-based approach at this service

Signed  
Sara Butler  
Director

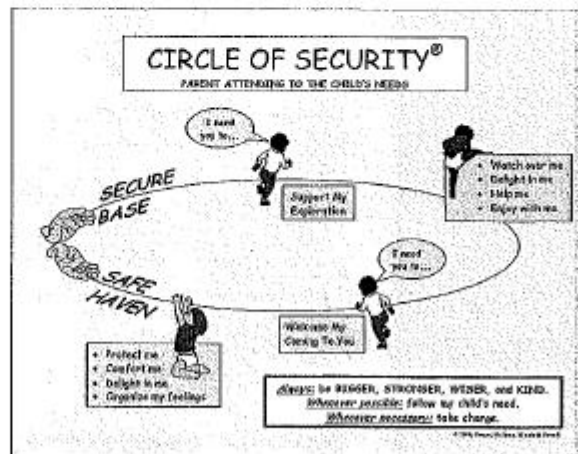
Signed  
Joy MacKinnon  
Director



outcomesstar.org.uk

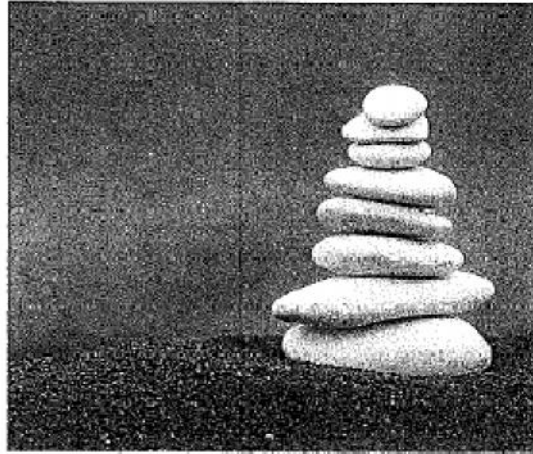
### Circle of Security

Better  
Stronger  
Wiser  
And  
Kind



# Sand Tray Sand Play

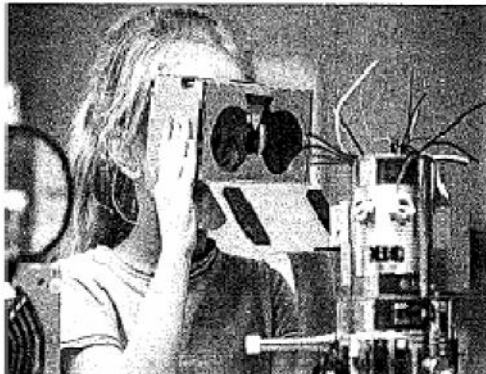
The use of symbols



# Child Directed Play



- Letting the children make up the rules of play



Your Important  
role as Educators  
within  
Community

- What do you See?
- What do you Hear?
- What do you Understand?
- What do you Know?
- What do you see as Barriers?



Knowledge:  
What do you  
know?

Areas of concern

- Harm
- Neglect
- Abuse
- DFV
- Parenting
- Attachment
- Routine
- Emotional Regulation
- Self-Care
- Suicide
- Social Media

Confidentiality is always  
maintained .

Rights, Feedback and Privacy  
policy documents are available  
and offered to all stake  
holders.

How can the  
Lifeline Darling  
Downs & Sth  
West Qld Ltd.  
And the Rural  
Family Support  
Program assist  
you?



NEED WITHIN  
COMMUNITIES



POSITION IN THE  
SCHEME/SYSTEM



COMMUNITY  
EDUCATION



TOPICS

Financial Resilience,  
Gambling help,  
Counselling,  
Emergency Relief,  
Creative Coping and  
Community Connections

Are all offered through Lifeline Darling Downs & Sth West Qld. Ltd.  
Contact Email: [lifeline@lifeline.org.au](mailto:lifeline@lifeline.org.au)

Thank You

Contact details:  
Lifeline Darling Downs Sth. West Qld Ltd.  
Rural Family Support Worker Dalby:  
Annette Jasinski  
Phone: 46 88 37 62  
Mob: 0439 874 372  
Email:  
[ajasinski@lifelinedarlingdowns.org.au](mailto:ajasinski@lifelinedarlingdowns.org.au)