

## DALBY INTERAGENCY MEETING

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

Date 21<sup>st</sup> May Interagency 2019

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

**ATTENDANCE:** Rebecca Lee (MYCNC), Louise Secomb & Alanna O'Halloran (TASC National), Nathan Hall (Legal Aid Queensland), Tanya Marshall (Waminda Services), Sara Thorneycroft (Waminda Services), Tracey Wehrman & Deidre Kearsley (Department of Human Services), Sarah Pocock (MDA – Parents Next), Kim Tubb (Lifeline Darling Downs), Maree Burton (St Vincent De Paul), Con Harriman (Queensland Health), Ken McGilvray & Marrison Moore (R Health), Gordon Rowlings (Many Rivers), Jayne Hennig (CatholicCare), Jayne Swift (Ozcare) & Julie Rathmell (Bush Kids).

**APOLOGIES:** Norman Wotherspoon (Dept. Human Services), Carolyn Tillman (WDRC), Tina Burnett (Department Human Services), Anita Smith & Kristie Lambert (Queensland Health), Steve Elliot (Western Downs Community Care) & Alison Clarke (Dalby Hope Centre).

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

- ) Centre Support Officer working Monday through to Thursday 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.

Louise Secomb & Alanna O'Halloran (TASC National) 4616 9700

[louise@taschnational.org.au](mailto:louise@taschnational.org.au) & [allannao@taschnational.org.au](mailto:allannao@taschnational.org.au)

- ) Louise is a *Lawyer* with TASC National
- ) TASC is a community legal centre providing across the board services with a strong focus on Domestic Violence duty lawyer work at the Toowoomba court.
- ) Duty lawyer service runs every Wednesday at the court.
- ) Respondent work, providing free legal advice.
- ) Available to come out and do CLE's, providing information to clients on what is Domestic Violence and what can be done if they are experiencing or know someone who is experiencing domestic violence.
- ) Another program provided by TASC is the Rural Women's Outreach Legal Service, covering a range of issues.
- ) Region includes Warwick, Stanthorpe, Roma, Tara, Dalby and Chinchilla. Do travel however for those further away can make phone appointments

Nathan Hall (Legal Aid Queensland) [nathanhall@legalaid.qld.gov.au](mailto:nathanhall@legalaid.qld.gov.au)

- ) Nathan the a *Family Law Lawyer* with Legal Aid Qld
- ) Family law includes Family court, domestic violence law, child court matters and mental health matters.
- ) A lot of cross over with TASC the difference being Legal Aid provide both advise and representation, full service right through to trial.
- ) Also have advice clinics for family law and crime at the Toowoomba office.
- ) Usually about a 1-2 week waiting list.

Tanya Marshall (Waminda Services) 4662 1434 or 0439 719 223 [manager@wamindaservices.org.au](mailto:manager@wamindaservices.org.au)

- ) New *General Manager* at Waminda Services
- ) The next Dalby Chamber of Commerce & Industry's Business afterhours will be hosted by & held at Waminda – 12<sup>th</sup> June 5:30pm – 7:30pm (Please see flyer attached)

Sara Thorneycroft (Waminda Services) 4662 1434 [sara.thorneycroft@wamindaservices.org.au](mailto:sara.thorneycroft@wamindaservices.org.au)

- ) *Support Coordinator* roll is around NDIS support coordination and support provision with people with a disability
- ) Offer Direct Disability Support
- ) Provide service to people in Dalby, Chinchilla, Tara and as far north as Quinalow, Macalister etc.
- ) Supported accommodation care is provided and short term accommodation (Respite type service) giving the participants the opportunity to gain life skills.
- ) Offer Community and Accommodation Support. Management of Funding.
- ) Very much a demand for people from all walks of life to work in the Disability Sector.

Tracey Wehrman (Department of Human Services) [tracy.wehrman@humanservices.gov.au](mailto:tracy.wehrman@humanservices.gov.au)

- ) *Indigenous officer* for Toowoomba and Dalby Centrelink.
- ) Visiting communities such as Tara, Chinchilla, Miles, Crows Nest, Gatton & Millmerran.
- ) Role is primarily focused on Indigenous clients working through their cultural and complex needs although more recently the portfolio has changed a little bit to be more community engaged as well.
- ) It is not compulsory to be registered to MyGov, however people now have to be registered to be able to obtain their group certificates. Please see flyer attached for instructions on how to register for MyGov.
- ) The Government have a national Bereavement Register, this is a free service anyone can register the details of someone who has passed and the service will stop any letters going out in the mail. Please see flyer attached for details and pop into any Centrelink office of MYCNC to pick up a reply paid envelope.

Deidre Kearsley (Department of Human Services) 4613 2612 [deidre.kearsley@humanservices.gov.au](mailto:deidre.kearsley@humanservices.gov.au)

- ) *Social Worker* for Centrelink
- ) One of the focuses is with domestic violence, Centrelink can provide a one off crisis payment for perpetrator and victims of domestic violence there are guidelines around accessing these payments please speak to a Centrelink officer.
- ) There is also an away from home payment that can be accessed, again please see a Centrelink officer for guidelines.
- ) For both payments applicants must already be on other Centrelink payments and applications must be made within the first 7 days of incident.

Sarah Pocock (MDA – Parents Next) 4632 1466 [sarah.pocock@mdaltd.org.au](mailto:sarah.pocock@mdaltd.org.au)

- ) MDA - Multicultural Development Australia, Sarah is the new *Parent's Next Officer* based in Dalby.
- ) Working in the Dalby office every Monday and Friday which is situated in the MYCNC building
- ) The parent's next program is a referral system through Centrelink. MDA won the tender for this region 1<sup>st</sup> July 2018. The program is for the parents of children who have their youngest child under 6yr and over 6mths old, they then get randomly picked and referred by Centrelink through to the program which is set up to get the parents job ready for when their youngest child turns 6 years old and they are required to then transition over to New Start Payment and re-enter the workforce.
- ) Program is about goal setting and working out what they are wanting to do next.
- ) Participants can have their payments put on hold or cancelled all together if they do not comply with referral.

Kim Tubb (Lifeline Darling Downs) 4688 3764 [ktubb@lifelinedarlingdowns.org.au](mailto:ktubb@lifelinedarlingdowns.org.au)

- ) Kim works in the *Gambling Health Program* as a *Community Educator*.
- ) Now traveling out to Charleville, Augathella and Quilpie and visiting Roma, Tara, Chinchilla, Oakey, and Miles.
- ) Program is based on getting awareness into the community around the non-substance addiction that gambling is within the community, education of what is happening in the communities and also linking in with other service providers.
- ) Counselling is free to anyone impacted with gambling.
- ) Passionate about educating youth in regards to games and gambling, happy to visit schools to raise awareness.
- ) There are 202 poker machines between Dalby and Jandowae which had just under \$520,000 go through for the month, which is down by 11.45% on last month. In the Western Downs the revenue after payout was just under \$100,000,000.
- ) Still has a financial counsellor visiting once a fortnight and the financial resilience officer.

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

- ) Find the biggest problem at the moment is emergency accommodation, particularly single males.
- ) Helping people in need, providing food, assistance etc.
- ) Information gathering.

Con Harriman (Queensland Health) 4669 0501 [con.harriman@health.qld.gov.au](mailto:con.harriman@health.qld.gov.au)

- ) *Nurse Navigator/Clinical Nurse* with the Adult Mental Health service at the Dalby Hospital.
- ) Community based mental health service, take referrals from members of the public, carers, GP's and other services.
- ) Working within the Western Downs area looking after people with moderate to severe mental illness plus two or more chronic diseases. Also run the Child and youth mental health service and an adult health worker servicing the elderly.
- ) Covering the Western Downs area, outreach to Miles, Tara, Jandowae, Wandoan and Taroom etc.
- ) Available 8am – 4pm Monday to Friday.
- ) 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.

Ken McGilvray & Marrison Moore (R Health) 0459 021 599  
[ken.mcgilvray@rhealth.com.au](mailto:ken.mcgilvray@rhealth.com.au) & [marrison.moore@rhealth.com.au](mailto:marrison.moore@rhealth.com.au)

- ) *Health Service Navigator*.
- ) Phone based, information advice & referral line, for mental health support.
- ) 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.
- ) Linking anyone from low to moderate mental health issues to all services available to them.
- ) 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

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

- ) 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.
- ) Based in Roma travel to Dalby, Charleville, and Goondiwindi etc.
- ) 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.

Jayne Hennig (CatholicCare) [1300 477 433](tel:1300477433) [jhennig@catholiccare.services](mailto:jhennig@catholiccare.services)

- ) New *Counsellor* coming from Toowoomba every Tuesday, working from MYCNC.
- ) Provide relationship and individual counselling.
- ) Can self- refer, please call 1300 477 433
- ) Service fees work on a sliding scale, costs can be free to \$50/session, depending on the individual's financial situation. People will not be turned away because they have no money.

Jayne Swift (Ozcare) [1300 663 702](tel:1300663702) [jayne.swift@ozcare.org.au](mailto:jayne.swift@ozcare.org.au)

- ) Jayne is the *Coordinator* for Ozcare manages across the woman's refuge in Toowoomba and the Supported Accommodation in Dalby.
- ) Providing temporary supported accommodation; assessment and referral for families and adults (men and women) who are homeless or at risk of homelessness.
- ) Have recently handed back the 4 bedroom house and swapped it for 2, 2 bedroom duplexes so more assistance can be provided to the smaller families or single people coming through to the service.
- ) Ozcare 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.
- ) Jayne also chairs the local Dalby District Domestic and Family Violence Action Group, May is DV awareness month. DDDFVAG has no events this year however the group did promote events held around the region including The3R's Recognise, Respond and Refer course held for hair dressers in the area, which meet expected targets of 20-25 participants for each night.
- ) Another new program which will be promoted to all local schools is "Breaking the Silence"
- ) Is currently running in Toowoomba.
- ) Free program run by a Children and Youth Program Officer through White Ribbon Australia for this year and next, running through both primary and secondary schools.
- ) Program is aimed at the teaching team with E-Learning as well as workshops. Please see flyer attached for more information.

Julie Rathmell (Bush Kids) [4662 2729](tel:46622729) [julie@bushkids.org.au](mailto:julie@bushkids.org.au)

- ) Julie is a *Family Health Support Worker*.
- ) Located in Dalby at 33B Archibald St. across the road from Aldi
- ) BUSHkids is a non-Government, not for profit community organisation which offers a range of free allied health services to children and families living in rural Queensland.
- ) Clients are rural and remote children who are experiencing some behavioural, emotional, social and/or developmental difficulties.
- ) Have teams of OT's, speech and psychology. Working with children from 0-10yrs
- ) Locations are Warwick, Bundaberg, Emerald, Dalby, Inglewood and Mt Isa and has been running to the last 80yrs.

*Meeting Closed: 2pm*

*Next meeting to be held on the 18<sup>th</sup> June 2019 at 12pm*

# Business



Dalby Chamber of  
Commerce & Industry

• growth • partnership • prosperity • success

# After Hours

**DATE:** Wednesday 12 June 2019

**TIME:** 5.30pm—7.30pm

**LOCATION:** 19 Patrick Street, Dalby

Register online at [dalbytickets.com.au](http://dalbytickets.com.au) or call the office on 07 4662 4050

## Proudly Hosted By Waminda Services

*Waminda has served the Western Downs community as a respite and lifestyle support service provider for people with a disability since 1978.*

*The disability services sector has undergone a tremendous amount of change since the implementation of the National Disability Insurance Scheme and organisations have had to change the way they provide service.*

*Services now include respite and short-term accommodation, community housing, supported independent living, in-home support, community access, group and specifically designed 1 on 1 programs.*

*Waminda has undergone a substantial amount of change in the past 2 years and will be launching their new brand and programs to coincide with the June Business After Hours.*





## The Australian Bereavement Register




### *Helping to stop unwanted direct mail to the deceased*

When a loved one dies, the last thing family members want is a daily reminder of their grief because of unwanted mail.

The Australian Bereavement Register is here to relieve families of this anguish.

Simply register the deceased's details with The Australian Bereavement Register and we will notify direct mail companies on your behalf.

There are 3 easy ways to register:

-  Online at [www.tabr.com.au](http://www.tabr.com.au)
-  Complete the form on the reverse and return to the REPLY PAID address (no stamp required)
-  Call us on 1300 887 914





# Get started

A simple and secure way to access government services online



Go to [my.gov.au](http://my.gov.au) and select

**Create an account**

## 1 Terms of use

- ▶ Read and select **I agree** to accept our Terms of use.

## 2 Enter an email

- ▶ Enter your email address, then select **Next**

*Each myGov account must have a different email address. If you share an email address, only one of you can use that email address for myGov.*

- ▶ Enter the code we email you, then select **Next**

## 3 Enter your mobile

- ▶ Enter your mobile number, then select **Next**

*Each myGov account must have a different mobile number. If you share a mobile number, only one of you can use that mobile number for myGov.*

- ▶ If you don't have access to a mobile phone or mobile coverage, select **skip this step**

- ▶ If you entered your mobile number, we will send you a code by SMS. Enter the code, then select **Next**

## 4 Create password

- ▶ Create and re-enter your password, then select **Next**

*Your password must have at least 7 characters and include at least 1 number.*

## 5 Create secret questions

- ▶ Create 3 questions and answers that only you can answer.
- ▶ Select your first question from the list or create your own.
- ▶ Select **Next** after entering your answer, and repeat for questions 2 and 3.

*Make sure your answers are easy for you to remember.*



Account created

*Your username will be emailed to you.*

- ▶ You can now:
  - link government services to your myGov account
  - update your settings to tell us how you want to sign in securely.
  - choose to receive Inbox notifications by SMS or email.
- ▶ Select **Continue to myGov**



**Always sign out**

For your privacy and security, select **Sign out** when you have finished using your myGov account.

## Link online services

- 1** To link a service
  - for the first time, select **Link your first service**, or
  - select **Services** in the top menu
- 2** Select the service you would like to link to.
  - Depending on the service you link, you may be asked to agree to myGov storing personal information. If you agree, select **I agree**
- 3** Select how you would like to link your service:
  - I have an online account with the service
  - I do not have an online account with the service
  - I have a linking code
- 4** Select **Next**

*Depending on your selection, you will need to provide details known to the service.*

## Personalise your account

- 1** **Sign in securely**

When you sign in to your myGov account, you can either get a code sent to your mobile number or answer one of your secret questions.

  - Select **Account settings** in the menu bar, then select **Sign in options** under **Sign in settings**.
  - Enter your password, then select **Next**. Choose the security option you want to use to sign in to your myGov account, then select **Confirm**.

**i** **New mobile number?**  
If you change your mobile number, make sure you update your myGov details first.  
This is so you still have access to your security codes to access your account.

## 2 Inbox notification

Tell us how we can let you know there's a new message in your myGov Inbox.

- Select **Account settings** in the menu bar, and select **Inbox notifications** under **General settings**.
- Select how we tell you there's a new message in your Inbox:
  - email, or
  - SMS to your mobile.
- To confirm your choice, enter the code sent to your mobile number or email address, then select **Confirm**.

*These details can be different to your myGov sign in details.*

**i** **Message notifications?**  
The email address or mobile number you use for your Inbox notifications can be different to your myGov sign in details.

## 3 Your username

You can also sign in with the email address you used to create your account, or your mobile number if you enable this sign in option in your Account settings.

- Select **Account settings** in the menu bar, and select **Username** under **Sign in settings**.
- Select your email address and/or mobile number.

**i** **Forgot your username?**  
You can sign in using the email address you used to create your account.

## Need help



go to [my.gov.au](http://my.gov.au)



[youtube.com/mygovau](http://youtube.com/mygovau)



the myGov help desk operates 7 am–10 pm Monday to Friday, and 10 am–5 pm Saturday to Sunday. Call **132 307** and select **Option 1**



Keep up to date  
follow us on Twitter @myGovAU



## Register your school for *Breaking the Silence*

[www.whiteribbon.org.au/breaking-silence-program/](http://www.whiteribbon.org.au/breaking-silence-program/)

*Breaking the Silence* is informed by 10 years of best practice education. It supports the work schools already do and is underpinned by the concepts of primary prevention and generational change.

### Registration Process

1. School submits online Expression of Interest (EOI)
2. Principal/executive completes registration form
3. Participants complete survey
4. White Ribbon Children & Youth Team processes registration, WelcomePack, and access to Online Portal

Not in a region for the current program?

Submit an EOI to find out about future opportunities.

"I believe White Ribbon training should be mandatory for all staff. We all need to be more aware of the prevalence of violence in society and more particularly within our school communities... Perhaps White Ribbon training will make us more aware of what we say, how we act, what we teach and how we interact."

SECONDARY SCHOOL, MELBOURNE VIC



### Awards



National Finalist, Outstanding Organisation Award, 2013  
National Finalist, Social Impact Award, 2015



National Award Winner, Play 'Your Play' Award, 2014



State and Territory Award Winner, 2013

### Sponsors



### White Ribbon Children & Youth Team

E: [schools@whiteribbon.org.au](mailto:schools@whiteribbon.org.au)

P: 02 9045 8444 (option 7)

[www.whiteribbon.org.au/breaking-silence-program](http://www.whiteribbon.org.au/breaking-silence-program)



Discover the impact of *Breaking the Silence* in schools Australia-wide.

"Breaking the Silence provided a platform for me to deliver respectful relationship information and training for staff and students. The issue is at the forefront of people's minds and the program has opened up the discussion channels and taken away the stigma that we don't talk about men's violence against women."

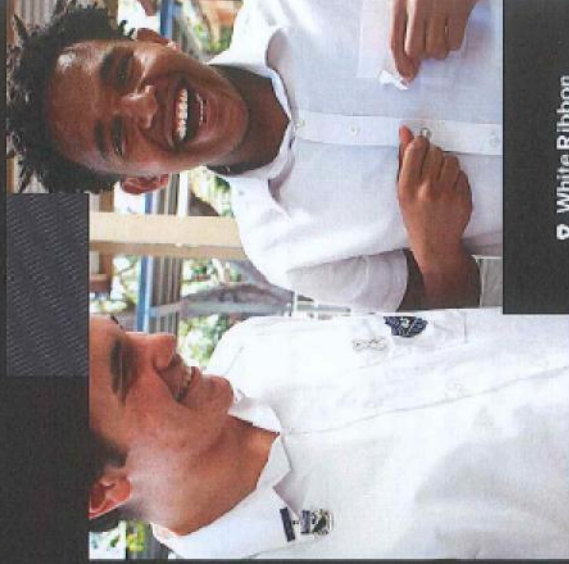
PRIMARY SCHOOL, LIFESTONE COAST SA

# BREAKING THE SILENCE

## SCHOOLS PROGRAM

A free, award-winning professional learning program for principals and school leaders.

White Ribbon can support you to embed models of respectful relationships in your school culture and classroom activities.



White Ribbon  
Australia

# Breaking the Silence Schools Program

Breaking the Silence is a free, award-winning professional learning program for principals and school leaders.

Delivered across two years, it provides foundational knowledge, tools and strategies to strengthen a culture of respect and equality at all levels of the school community.

## Why participate?

- Safer, more respectful and inclusive schools
- Respectful classrooms and improved learning outcomes
- Increased awareness and understanding of violence against women and principles of gender equality
- Reduction in violence supportive attitudes and behaviours
- Evidence-based and evaluated program with proven capacity to result in long-term positive cultural change
- Works alongside Departments of Education across Australia
- Supportive not additive – builds on and integrates with initiatives already underway in schools
- Adaptable to individual school needs, resources, and context
- Facilitated by highly experienced educators (current principals and Directors of leading White Ribbon Schools across Australia)

## Why is violence against women a schools issue?

Children of mothers experiencing domestic violence have higher rates of social and emotional problems than other children.



Source: Rape & Sexual Offences, Violence against Women, Domestic Violence, Children, Department of Health and Human Services, 2018. <https://www.health.gov.au/resources/publications/violence-against-women-2018>



1 in 4 young people don't think it's serious when guys insult or verbally harass girls in the street.

Source: The Australian, 2015. <http://www.theaustralian.com.au/news/young-people-are-serious-about-verbal-harassment/news-story/20150701-2520000>

## YEAR 1

### Term 1: Registration

(Up to 4 participants: 1sg Principals/Executive, Teacher, Wellbeing staff etc.)

### Term 2: eLearning (1 hour online)

Getting started:

- Explore the issue of violence against women and violence prevention
- Respectful relationships education in schools

### Term 3: Workshop 1 (4.5 hours face-to-face)

Creating a White Ribbon School:

- Build the case
- Explore best practice principles and practical tools
- Plan for your school community

### Term 4: White Ribbon Day

- Host activities during the term with school community

## YEAR 2

### Term 1: Workshop 2 (4.5 hours face-to-face)

Embedding Breaking the Silence:

- Reflection and share learning
- Explore future directions and support
- Plan for the future

### Ongoing engagement: White Ribbon support

- Online Portal with access to an online library of best practice resources, an online forum, and eLearning
- Access to White Ribbon Ambassador and Advocates support
- Email support
- Opportunity to showcase your school activities

"Facilitators were great and had a deep

knowledge and understanding of the concepts

of the program and how to implement it

into schools."

SECONDARY SCHOOL LACHLAN REGION NSW

## Q&A

How much does it cost?

Breaking the Silence is delivered free of charge to schools.

Who is it for?

The Program is suitable for both primary and secondary schools. It provides an ideal professional learning opportunity for your school's White Ribbon Team.

What is involved?

Participants complete 10 hours of professional learning across 2 calendar years. Schools will implement White Ribbon activities as part of existing initiatives, tailored to their local context and needs.

What is a White Ribbon School?

A school that has completed Breaking the Silence and has attended all professional learning components. White Ribbon Schools gain exclusive recognition and communication resources upon completion, being a strong symbol for safe, equitable workplaces and vehicles for community change.

Visit the website for more information:

[www.whiteribbon.org.au/breaking-silence-program](http://www.whiteribbon.org.au/breaking-silence-program)

"The workshop presented constructive strategies to

meaningfully assist students in becoming

future leaders in gender equality and in

establishing respectful relations with themselves

and by extension others (and their community)."

PRIMARY SCHOOL, NORTHERN NSW