

DALBY INTERAGENCY MEETING

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

Date 18th June Interagency 2019

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

ATTENDANCE: Rebecca Lee (MYCNC), Steve Elliott (Western Queensland Community Care), Con Harriman (Queensland Health), Peter Pendlebsly & Martine Morris (Act for Kids), Jayne Hennig (Catholic Care), Steve Scholten (Aim Big Employment), Lynda Hammond (CAP), Lib McNaughton (Community Connections – Lifeline Darling Downs), Pam Bidstrup (Child Safety), Phillipa Riggs (Lifeline Darling Downs), Cathy McNedile (TASC National), Maree Burton (St Vincent De Paul), Kristie Lambert (QLD Health), Cindy Wood (Lives Lived Well), Dani Cripps (R Health), Alison Clarke (Dalby Hope Centre), Tracey Wehrman & Deidre Kearsley (Department of Human Services), Michelle Davies (NDIS - Carers Queensland), Jayne Swift (Ozcare), Callie Wolter (Anglicare), Mary Middleton (Red Cross – YHARS) & Nathan (Moley's Cleaning Services).

APOLOGIES: Norman Wotherspoon (Dept. Human Services), Carolyn Tillman (WDRC), Tina Burnett (Department Human Services), Anita Smith (QLD Health), Louise Judge (Chinchilla Community Centre), Penny Parker (Dalby State High School) & Adam Poole (WDRC).

Rebecca Lee (MYCNC) [4662 0152](tel:46620152) 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.

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

-) Small *NDIS provider* located at Chinchilla.
-) Providing assistance to clients in Chinchilla, Dalby, Miles, Tara, Bunya Mountains and surrounding areas.
-) Supporting clients from 18 – 65 years of age, one on one so we can really engage with them.
-) Referrals from agencies, NDIS & self-referral.
-) At capacity currently.

Con Harriman (Queensland Health) [4669 0501](tel:46690501) 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.

Peter Pendlebsly & Martine Morris (Act for Kids) [0429 476 739](tel:0429476739) or [4687 0200](tel:46870200)

peterp@actforkids.com.au & matinem@actforkids.com.au

-) Based at Toowoomba and visit Dalby State School Monday and Thursdays.
-) Provide in home support to families.

-) Referrals are provided through schools.
-) Service out to Charleville
-) Martine is a *Home Support Practitioner* for Act of Kids

Jayne Hennig (CatholicCare) 1300 477 433 jhennig@catholiccare.services

-) New *Counsellor* coming from Toowoomba every Tuesday, working from MYCNC.
-) Provide relationship and family 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.

Steve Scholten(Aim Big Employment) 0426 382 403 sscholten@aimbigemployment.com.au

-) *Disability Employment Service Provider*
-) Helping people with a disability gain sustainable employment
-) Can go out to the work place and support clients in the workplace
-) Can take direct registrations (people can walk-in and sign up) as long as they have a diagnosed disability.
-) Other referrals come in from Centrelink

Lynda Hammond (CAP) 0474 475 325 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

Lib McNaughton (Community Connections – Lifeline Darling Downs) 0499 440 959

lmcnaughton@lifelinedarlingdowns.org.au

-) *Community Connections* is a new government funded program that Lifeline run
-) Funded to work with drought affected communities, identifying ways to strengthen social and emotional well-being in various ways. From providing volunteers with extra work or training or working with services etc.
-) Please see flyer attached
-) Based in Toowoomba, visiting the western downs district, out to Drillham down to Westmarand up to Taroom and back into Toowoomba.

Pam Bidstrup (Child Safety) 0439 559 654 pam.bidstrup@csyw.qld.gov.au

-) *Child Safety Officer* at the Dalby Hub.
-) Based at the Roma Office, however have 4 workers based at the Dalby Hub, which is open 5 days a week located at the MYCNC.
-) Gathering information on services and programs provided in the area to support clients.

Phillippa Riggs (Lifeline Darling Downs) 0438 467 679 priggs@lifelinedarlingdowns.org.au

-) *Youth Offenders Support Service*
-) New program started the end of last year to work with youth on Youth Justice orders.
-) Referrals come directly from Youth Justice, attending meeting to collect information on available services and programs for clients
-) If anyone knows of a young person on a youth justice order and are not currently engaged in the service please advise the youth justice officer of the service through Lifeline

Cathy McNedile (TASC National) 4616 9700 cathym@tascnational.org.au

-) *Solicitor* 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.
-) Domestic Violence duty lawyer service runs every Wednesday and child protection duty lawyer on Thursday's 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

Maree Burton (St Vincent De Paul) 4662 3497 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.

Kristie Lambert (QLD Health) 0439 740 783 kristy.lambert@health.qld.gov.au

-) Based in Warwick
-) Mental Health prevision nurse doing the TRAIC - Tackling Regional Adversity and Integrated Care Program
-) *Regional Adversity*, engaging with people who are experiencing adversity, drought, flood, water contamination eg. Oakey, suicide prevention etc. and to make sure they have access to services, information and support.
-) Cover Western & Southern Downs, South Burnett and the Toowoomba area.

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

-) Cindy is the *New Access Program Coach*, covering mild to moderate anxiety and depression.
-) Providing 6 free sessions, this can be done over the phone, via skype or face to face.
-) Based in Dalby running out of MYCNC, Monday to Friday 8:30am – 4:30pm
-) Access Program is newly developed by Beyond Blue and is now taking referrals.
-) Guided self-help model and step care, early intervention stages, includes 6 free sessions not requiring a mental health care plan or any type of referral, people can self-refer or organisations can refer on behalf of them.
-) Do have offices in the Southern Downs, Warwick, Lockyer Valley, Gatton and South Burnett.
-) Age limit was previously 18+, has now been adjusted to 16+

Dani Cripps (R Health) 0459 021 599 dani.cripps@rhealth.com.au

-) *Mental Health Service Navigator*.

-) Phone based, information advice & referral line, for mental health support.
-) Servicing the Western Downs along with Ken (Job share)
-) 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
-) Can provide 6 free sessions with psychologists providing they have a mental health care plan for access to sessions
-) Linked with TRAIC to hold 9 events over the next nine months. Locations Jandoowee, Miles & Taroom it will be a 12pm – 4pm Safe talk session around suicide prevention for shop keepers and business owners culminating with a free family friendly concert with a bit of a mental health focus with speakers etc.

Alison Clarke (Dalby Hope Centre) [0417 073 348](tel:0417073348) aclarke52@hotmail.com

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

Tracey Wehrman (Department of Human Services) tracey.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.

Deidre Kearsley (Department of Human Services) [4613 2612](tel:46132612) deidre.kearsley@humanservices.gov.au

-) *Social Worker* for Centrelink
-) One of the focuses is with domestic Violence, Centrelink can provide a one off crises payment for perpetrator and victims of domestic violence there are guidelines around accessing these payments please speak to a Centrelink officer.

-) With tax time coming around it is important for clients to know if they have any debt with Centrelink as of the 1st July tax payments or back payments are now being used to pay out any debts which can leave the clients with no refund or back payment essentially, even if clients have payment plans in place the total remaining will be paid by any tax or back payments.

Michelle Davies (NDIS - Carers Queensland) 4646 2800 Michelle.davies@ndis.gov.au

-) Michelle is the *Local Area Coordinator* with NDIS partners Carers Queensland.
-) Covering Oakey, Tara, Dalby & Chinchilla.
-) Main focus is to help try and improve access by providing information on correct information needed on applications.
-) Supporting access to the scheme, support education about the scheme, provide workshops for those who are on the scheme, help with understanding and map the area
-) QCCS or Home and Community Care, in home support etc. are having some changes come through on the 30th June in regards to funding being cancelled for people under 65 unless they have NDIS if they have been declined NDIS funding they will need a declined letter and then they will be able to go back to try and access funding through the new scheme being brought in. An issue has been raised in Tara where people are staying on the old schemes and have done nothing to transition to the new scheme or get funding through NDIS, if they continue to sit on the old scheme all funding as of 1st July will stop.

Jayne Swift (Ozcare) 1300 663 702 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 a 4 bedroom, 3 bedroom independent houses and 2, 2 bedroom duplexes.
-) 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. Always have around 6-12 people on the waiting list.
-) Ozcare is undergoing some organisational structural changes which will have no impact on service delivery, as of the 1st July all social inclusion services which include all hostels, refuges, accommodation, drug and alcohol, rehabs etc. are moving from Ozcare to come directly underneath St Vincent De Paul. Basically just means a change of logo on letter head and signage in the Dalby area.

Callie Wolter (Anglicare) 0427 224 097 cwolter@anglicaresq.org.au

-) Based in Rome from the *Family Intervention Team*
-) Clients are referred directly from Child Safety
-) Information gathering and reconnecting after some time away

Mary Middleton (Red Cross – YHARS) 0467 802 565 mmiddleton@redcross.org.au

-) Youth Housing Integration Service
-) Based in Toowoomba but can outreach to Dalby
-) Young people 12-21 who are homeless or at risk of homelessness needing a bit of case management support to get them back on track
-) Do not have housing, all about case management giving them the resources and support they need to get to a brighter future

Nathan (Moley's Cleaning Services) 0458 870 825 nathan@moleyscleaning.com

-) Been in Dalby for 12 months now

-) Working with people who have low to medium need disabilities
-) Helping with in-home support, garden maintenance, transport, shopping etc.
-) Cover the Western Downs and the Maranoa, Monday – Friday

Meeting Closed: 1.10pm

*Next meeting to be held on the **16th July**2019 at 12pm*



Lifeline's Community Connections program is supporting communities to:

- Build awareness of community wellbeing
- Provide access to the right resources
- Increase knowledge of existing services

We are looking for community volunteers to work with us as a primary contact point. If you'd like to help your community in this way, please contact us.

community connections

1300 991 443
connect@lifelinedarlingdowns.org.au

This activity is supported by Darling Downs and West Moreton PHN