

DALBY INTERAGENCY MEETING

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

Date 15th August Interagency 2017

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

ATTENDANCE: Sally Hewes (Carers Queensland), Andrew Phelan (Youth In Search), Callie Wolter (Anglicare), Maria Pau (DVAC), Kath McUtchen (Lifeline Darling Downs), Lyndal Crossman (Dept. Human Services), Denise Gothe & Laurie Stewart (Mercy Family & Child Connect), Kristy Howarth, Kylie Evans & Alison Clarke (Dalby Hope Centre) Peter Evans (Dalby Presbyterian Church & Dalby Hope Centre), Jayne Swift (Ozcare), Josh Fountain (DISCO), Tom Hine (Clontarf), Tom Bower (Dalby Anglican Church), Anne Butten-Smith (Carers Queensland) & Rebecca Lee (MYCNC)

APOLOGIES: Ingrid Hubner, Samara Hanrahan & Pauline Steinohrt (Ozcare), Norman Wotherspoon (Dept. Human Services) Carolyn Tillman (WDRC), Kim Tubb (Life Line Darling Downs) & Kelly Ryan (PCYC)

Sally Hewes (Carers Queensland) 0457 736 233 shewses@carersqld.asn.au

-) Cultural and linguistically diverse program supporting multicultural, vision and hearing impaired participants by connecting them to Queensland community care (services they may require)
-) Also provide training for any service in the areas of culture diversity, session will be held in November 2017
-) Carers Queensland also provide free counselling services, however this is only provided to carers
-) NILS providers for loans from \$200 - \$1500
-) Have now moved and are now located at 632 Ruthven St Toowoomba on level 2

Andrew Phelan (Youth in Search) 0499 601 501 andrew.phelan@youthinsearch.org.au

-) Andrew is the new *Community Coordinator* for the Youth in Search foundation
-) Active in the Dalby Darling Down region for a while now, have been operating now for 30 years offering one of Australia's most affective youth intervention programs to over 30,000 young people within Australia to date
-) Program consists of weekend retreats, local support groups held weekly or fortnightly within local communities and also leadership training
-) Catering to at risk youth aged 14 to 20 years
-) Program begins with a weekend retreat which is run by young leaders going through Life skill sections that cover trust, communication, self-esteem, conflict resolution etc.
-) Have specially trained adult leaders who conduct group therapy sessions on topics such as family violence, grief, sexual assault, drug and alcohol abuse etc. Sessions are supervised by a clinical psychologist
-) Weekend retreats are followed up in each individual community by participants attending the local support groups in their area either weekly or fortnightly sessions
-) Looking for referrals and adult support volunteers
-) Next weekend retreat is the 8th September, registrations close on the 25th August
-) Still have the capacity to take on more referrals
-) Also provide leadership training which focuses on personal development skills, presentation skills so they are able to come back and start facilitating the camps and support groups
-) Anita is currently completing her student placement with Youth in Search

Callie Wolter (Anglicare) [0427 224 097](tel:0427224097) cwolter@anglicaresq.org.au

-) *Family Intervention Service*
-) Information gathering to better help clients who are referred through DOC'S & Child Safety
-) Work intensively with client for 6-12 months to either reunify or get the children out of the system

Maria Pau (Domestic Violence Action Centre - DVAC) [4642 1354](tel:46421354) mariap@dvac.org.au

-) Have taken over the funding from Relationships Australia
-) Represent DV clients in the court system by being in court with them, helping with DVO's and providing counselling
-) See between 150 and 400 DVO's per month and advocate for the client to make orders successful
-) Running a men's program for the respondents, taking a wait list. Program will start in 4 weeks
-) Counselling is running from an undisclosed location in Toowoomba city, please contact DVAC with referrals, have the capacity to take up to 200 clients. Also cover sexual violence with Maria being one of the *Sexual Violence Call Counsellors*

Kath McUtchen (Life Line Darling Downs) [1300 991 443](tel:1300991443) lifeline@lifelinedarlingdowns.org.au

-) Kath is the new *Financial Resilience Worker* with Lifeline Darling Downs based in Dalby
-) Working with people in the Toowoomba and western downs areas both one on one and in group sessions
-) Providing support for anybody – young people, families and retirees etc.
-) Happy to travel to Miles, Chinchilla, Tara and surrounding areas
-) Referrals are made through an electronic system, please send any details through to Kath
-) Annette works with families who have children under the age of 18 who are not engaged with Child Safety but are at risk

Lyndal Crossman (Dept. Human Services) [4592 5084](tel:45925084) lyndal.crossman@humanservices.gov.au

-) Lyndal is a *Social Worker* from Department of Human Services - Centrelink in Toowoomba but cover Dalby out to Charleville, Goondiwindi and Warwick
-) Gathering information
-) Important information to remember is Centrelink service centres will soon no longer accept cash payments on debts etc. payments will be accepted through Australia Post Officers and through the self-service computers at the service centres using card payments only

Denise Gothe & Laurie Stewart (Mercy Family & Child Connect) [13 32 64](tel:133264)

denise.gothe@mercycs.org.au laurie.stewart@mercycs.org.au

-) Receive referrals from Health, Child Safety, Police, Education & Self-referral
-) Early intervention, will meet families and help with implanting supports within the community/services to help keep families out of the Child Safety system
-) Referrals at seen within 10 days of being sent through to Mercy
-) Laurie is the *Aboriginal and Torres Strait Islander worker*
-) Working area is from Warwick, Goondiwindi, Stanthorpe, Toowoomba, Ducklo, Jandowae, Yarraman etc.
-) Finding there isn't a lot of basic support for single mums who may not have family or friends around without having to utilise intensive support which is not warranted, needing a program like "Dial a Granny" people who are will to just call in and have a chat to see how things are going

Kristy Howarth, Kylie Evans & Alison Clarke (Dalby Hope Centre) & Peter Evans (Dalby Presbyterian Church & Dalby Hope Centre) [0490 530 705](tel:0490530705) peter@dpc.ccwww.dalbyhope.org

-) Peter is a *Pastor* at the Presbyterian Church in Dalby
-) Dalby Presbyterian Church has started their own counselling centre within Dalby, Dalby Hope Centre which will have three part time counsellors providing individual, couples, family and group counselling sessions at a reduced rate, individuals - \$50/hr & Couples - \$70/hr
-) Have just advertised for a centre director
-) Kristy working mostly in the areas of anxiety, depression, single women, teenage boys and girls but will and is qualified to treat a wide range of areas
-) Allison resides in Bell and travels to Dalby, former High School special education teacher covering a wide range of areas
-) Kylie (Peters wife) focus area is couples counselling but also cover individual relationship issues, anxiety and have done a small amount of work with 10 – 19 year olds
-) 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 building behind GJ Gardener Homes in the door to the right of Horizons

Jayne Swift (Ozcare) [1300 663 702](tel:1300663702)

-) *Manager* of Dalby Ozcare, working in Dalby 2 days a week and Toowoomba 3 days a week
-) Domestic and Family Violence
-) Have a Women's refuge that houses two families
-) Provide Crisis Family Care with 2 home available, there is a cost for the housing provided. This amount is about the same as they would pay living in a housing commission home, however they can if eligible, access rent assistance, unlike going into a department house where they will receive no rent assistance
-) Houses are currently full across the board
-) Families can stay up to 3 months sometimes longer is needed; working with them on a range of activates eg. Parenting, budgeting, basic living skills, workshops, intervention programsetc. Allows them time to save to get them into sustainable permanent housing

Josh Fountain (DISCO) [4662 2147](tel:46622147) info@disco.org.au

-) Community based *Youth Work Organisation* that supports youth within the community
-) Primarily work with early school leavers – running three programs at the moment
-) Josh is the *Youth Development Officer & Employment Engagement Officer* within the 'Transition to work' program which works with youth on their personal factors to gain employment or further study and working through any barriers which maybe stopping them from gaining employment or further study eg. Risk of homelessness, addiction, anxiety disorders etc. Referrals are taken from Centrelink, Job Active or direct referrals. This program is catered towards working with participants that are early school leavers or long term unemployed from 16 to 21 years of age. An intense program participant have to complete 25 hours a week completing activates from attending workshops, counselling, job search activities etc.
-) 'Get Set for Work' Program, which is funded under the skilling Queenslanders for work. Participants gain a Certificate II in Skills and vocational pathways for work over a 6 month period, participants are expected to attend twice a week and have the same expectations they would in the workforce for example if their sick they need to ring, they must attend and wear personal protective equipment. Participants are 15 to 18 years of age and catered for those who are at risk of/or have just disengaged from school. Participants work with Tony

(Trainer/Assessor) to complete all practical aspects of the program and then will work with Leisa to complete the theoretical side of the program

-) Nicole is the Youth Support Coordinator running a program within the school two to three days a week which helps youth stay engaged in school, Dalby has a high at risk factor with youth disengaging from school primarily grades 10,11 & 12

Tom Hine (Clontarf) 0437 291 374 thine27@eq.edu.au

-) *Director of Clontarf Foundation* at the Dalby State High School
-) Indigenous boys program based from the school, giving 'in school' and 'classroom' support making school more enjoyable for the boys so they move on to complete year 12
-) Program targets Education, sport, leadership and wellbeing
-) Participants are taken to Goondir for health checks etc. training two mornings a week Wednesdays and Fridays and also participate in different activities within the community for example helping Food Assist which will then supply food for program participants, most activities are before or after school hours
-) Each student has the opportunity to go away on a trip once a school term
-) Three full time staff based in Dalby with 7 academies across the Darling Downs and South Burnett and 70 academies Australia wide

Tom Bower (Dalby Anglican Church) admin@anglicandalby.org.au

-) Information Gathering

Anne Batten-Smith (Carers Queensland) 4646 2800 anne.batten-smith@ndis.gov.au

-) Part of the National Disability Insurance Scheme Partners in the Community Local Area Coordination Program within Carers Queensland
-) There to be the face in the community for the NDIS and support the local NDIA workers
-) Region is Dalby, Chinchilla and Tara
-) Working with people who have disability from the ages of 7 to 65
-) Providing information session within the local areas, assisting people with access to the scheme and giving current participants of the scheme further assistance eg. Access to their portal to help manage their plans
-) Anne is the contact point for Dalby School Leavers who may need access to the scheme
-) For further information go to the website as information is changing regularly

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

-) *Centre Support Officer* for MYCNC
-) Extra office space has become available within the centre for both short and long term hire, please contact the centre for more information
-) When visiting the centre don't forget to replenish your business cards and flyers, we have had a lot of people looking for information on various services available within the Dalby area recently

Meeting Closed: 12.40pm

Next meeting to be held on the 19th September 2017 at 12pm