

DALBY INTERAGENCY MEETING

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

Date 21st February 2023

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

ATTENDANCE: Pam Cottier & Richelle Jeffrey (Services Australia), Maria Burton (St Vincent's De Paul), Sam Grimes (Currawong Music Therapy), Danielle Thompson (Toowoomba Youth Justice), Peter Penclebury (Act for Kids), Mary Middleton & Kimberley Shannon (Redcross YHARS), Jenny Thomas, Vanessa Firman & Dan O'Hara (Queensland Police), John Bushell (Country Care Connections RRMH), Mark Thomas (DrugArm), Michael Weekes (Carers Qld NDIS), Sandra Lee (Goodstart Dalby), Charley Rayner & Bec Lee (MYCNC).

Attendance Via Zoom - Le-Anne Callaghan (DISCO), Gail Courte (Rural Aid), Kelly, Pamela & Mel (Wellways), Leisa (Disability Plan Services), Amy Brown (PCYC), Karl (Dalby Hope Centre) & Danny Edwards.

APOLOGIES: Hilary Weedon, Ann Leahy (Local Member), Heidi Fowler (Act for Kids), Samara Hanrahan & Terese Fountain (St Vincent De Paul), Dianne Alderton & Rebecca Carter (Lives Lived Well), Kristy Dodd (Goolburri), Pam Bidstrup (Dept. Child Safety, Youth & Woman).

Bec Lee & Charley Rayner (MYCNC) 4662 0152 admin@mycnc.com.au

- *Bec* - Centre Coordinator working Monday - Thursday every week.
- *Charley* – Centre Support Officer working every Tuesday. 9am – 3pm
- Centre opens Monday – Friday 8:30am – 4.30pm
- Office space available, 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 for community to services, not a drop in Centre.
- Kristy Dodd from Goolburri – Family Wellbeing Service was unable to attend our meeting today, please see flyer below.
- Circles of Care catering to those in need from the Centre every Thursday night.
- Imagine Education Australia have put out a course in Childcare, Certificate 3 in Early Childhood Education & Care for \$34 for those eligible, focus in on getting people in for the new childcare centre opening in town.

Pam Cottier & Richelle Jeffrey (Services Australia) 4013 2405 pam.cottier@servicesaustralia.gov.au
& Richelle.jeffrey@servicesaustralia.gov.au

- *Pam* - Service Centre Manager at the Dalby Centrelink Office.
- Commencing a Community Liaison Project
- *Richelle* is the *Acting Community Engagement Officer* – Based in Toowoomba, covering Dalby, Warwick & Gatton areas. Working with the more complex and vulnerable customers that can't consistently meet Services Australia payments and services through the usual channels

Maria Burton (St Vincent's De Paul) 4662 3497 sj4405@svdpqld.org.au

- Located next door to the shop in Cunningham St
- Providing assistance and help with food, clothing, furniture etc.
- Emergency accommodation is still urgently needed and becoming a bigger problem.

Sam Grimes (Currawong Music Therapy) 0408 013 091 hello@currawongmt.com

- Sam is a registered Music Therapist – Based in Toowoomba
- Looking to cover the Dalby and Chinchilla areas
- Registered NDIS provider for 7years and up however willing to take on clients from age 3
- Refer via website or email.

Danielle Thompson (Toowoomba Youth Justice) 0409 587 571

danielle.thompson@cyjma.qld.gov.au

- Case Manager in Dalby for Youth Justice
- Working with all the young people on supervised orders

Peter Penclebury (Act for Kids) 0429 476 739 peter.penclebury@actforkids.com.au

- Intense family support service
- Cover South West Queensland, based in Toowoomba, but service Chinchilla, Dalby, Miles & have a Roma based team.
- Working with children & families in the home as an early prevention program
- Referral criteria is that families need to have multiple and complex needs
- Focus on improving parenting, run parenting programs
- Link families in with specific needs like drug & alcohol issues
- Specialist DV practitioner we work with and link families, supporting clients into providing advise based in Toowoomba
- Work around structure routines
- Focus on kids to keep safe any needs they have work with Mum & Dad to develop a case plan to address those needs Up to 9 months' time frame depending on the needs of that particular family
- Unborn to 18 years of age consent base service (need Mum & Dads permission)
- Develop strong support networks around kids & families, connect with other agencies like schools, other professionals involved with that family , family friends as part of safety planning
- Free program
- Anyone can refer online portal (Get a lot of referrals from Family Child Connect, Child Safety) Family can self-refer if they are struggling

Mary Middleton & Kimberley Shannon (Redcross YHARS) 0467 802 565 & 0415 145 447 08 013 091
mmiddleton@redcross.org.au & kshannon@redcross.org.au

- Case management service for young people 12-21years who are experiencing homelessness or at risk of homelessness
- Holistic services around building compacity as well with vulnerable young people
- Experiencing the pressure around housing as like everyone else.
- Funding is also available to young people who have transitioned from Child Safety into independence to support goals etc.

Jenny Thomas, Vanessa Firman & Dan O'Hara (Queensland Police) 4669 9222

thomas.jenny@police.qld.gov.au, firmam.vanessam@police.qld.gov.au & ohara.danielr@police.qld.gov.au

- Jenny – *Police Liaison Officer* for Dalby
- Vanessa has temporarily taken over Annie's position recently following her retirement
- RUBY (Rise Up & Be Yourself) Program is hosting another Services Providers session 27th February 2023 for services to participate and experience what the program has to offer.
- Services can also bring along a client they think would like to participate in the program

John Bushell (Country Care Connections RRMH) 0437 110 216 johnbushell@rrmh.com.au

- Originated from Rural & Remote Mental Health Group
- NDIS SUPPORT - CO-ORDINATION - can help understand and use NDIS plan to make the most of funded supports and to connect with providers
- NDIS PSYCHOSOCIAL RECOVERY COACH –(Peta at Kingaroy South Burnett Region comes to Dalby on a regular basis as part of the NDIS program) Specialist mental Health support person for NDIS participants with mental Health conditions
- COMMONWEALTH PSYCHOSOCIAL SUPPORT PROGRAM – Community based supports to assist recovery for people experiencing severe to moderate Mental Illness through a range of services to help and assist with NDIS
- Currently we have a long waiting list, but we are still taking them
- RURAL RHYTHMS - Drum therapy workshop to promote Healing and self-expression held at the PCYC – free programme for anyone
- Held on the 3rd Tuesday of month 9.45am for a 10.00am start enquire on website
- John services Goondiwindi, Dalby, Toowoomba and Nanango
- 16 years of age up and can be contacted via our ccc website and Facebook

Mark Thomas (DrugArm) 0437 509 297 markt@drugarm.com.au

- Working with the Break Through For Families Program. Covering through to Cherbourg, Murgon, Kingaroy, Nanango, Dalby, Oakey , Toowoomba, Warwick, Stanthorpe, Inglewood & Goondiwindi/Boggabilla
- Working with the families and loved ones of those who misuse drugs and alcohol, providing 12 free sessions.
- Hold information & education sessions throughout the regions then work one on one with clients.
- Two programs include mainstream one is “Breakthrough for Families” and an Indigenous program “Breakthrough Our Way”
- Within the office DrugArm have a drug and alcohol counsellor and a family support counsellor
- Also hold sessions every Thursday night 6pm at the Toowoomba library “Smart Recovery Group” behavioural change mutual help group, open to everyone.

Michael Weekes (Carers Qld NDIS) 07 4646 2800 michael.weekes@ndis.gov.au

- Local Area Coordinator
- Dalby once a month at MYCNC
- Bookings through website
- Primarily support people with NDIS on understanding and using their plans
- Help assist people through the process of NDIS
- Carers Side – provide support, give referrals & information to any people who are carers, whether they’re providing care for someone with a disability, elderly parents etc.
- Trying to reach out to School to educate about NDIS
- Happy to support anyone on a needs basis

Sandra Lee (Goodstart Dalby) 4662 5227 dal@goodstart.org.au

- Sandra is the *Centre Director* at the Dalby Centre.
- Supporting children to start their lives with early childhood education and to meet those goals to get to school.
- Gathering information on groups and services & make connections to better support families and cares.

- Also have Elizabeth who is a *Family Community Engagement Worker*, a part of the IAP program which is - Increasing Access and Participation of children under 5, free of charge to the vulnerable children within the community.
- Helping access Centrelink payments for the child care subsidy up to a handover with the centre and then working with the family and children in that centre for about six weeks.
- Working with children with developmental delays etc. who normally wouldn't be able to access early learning.

Attendees Via ZOOM;

Le-Anne Callaghan (DISCO) 4662 2147 le-anne@disco.org.au

- DISCO is a youth organisation operating in Toowoomba, Dalby & Gatton
- Get Set for Work program assists young people aged 15-19 who have disengaged from school and are having difficulty obtaining employment. Training and work experience are provided over a five month period with the goal of assisting each young person to successfully transition into employment and/or further education and training.
- Youth Employment Support Program is also offered. The Youth Employment Support Program assists young people 15-24 to transition into the workforce by providing them with the practical skills they need to successfully seek work. The program offers short-term intervention (6-8 weeks) for young job seekers that lack the skills and/or knowledge to find work.

Gail Courte (Rural Aid) 0428 185184 gail.courte@ruralaid.org.au

- *Community Representative* for Rural Aid
- Farmers that might need any financial support, support following a Disaster. Must be a Primary producer to receive financial support. Process is very simple
- Registration is free.
- Contact us if they May need financial assistant Hay, domestic water.
- Can also provide counselling to farmers.
- If not a primary producer we can refer to counselling services for support

Kelly, Pamela Whitman & Mel (Wellways) 1800 422 737 pwhitman@wellways.org

- *Pamela* is a part of the *Commonwealth Psychosocial Support Program*
- In Dalby every Tuesday working from an MYCNC office
- COMMONWEALTH PSYCHOSOCIAL SUPPORT PROGRAM – Non NDIS clients, Community based supports to assist recovery for people experiencing severe to moderate Mental Illness through a range of services. Working with clients for 6months
- Kelly is a *Psychosocial Wellbeing Worker* working with clients over 16years, under 16years can be assessed and correctly placed
- Mel – just recently started with Wellways.

Leisa (Disability Plan Services)

- At Disability Plan Services is an NDIS Plan Management and NDIS Support Coordination Service, focused on improving the quality of life of people with disabilities because we believe everyone has the right to receive the support they need
- Based in Toowoomba and travel out to Dalby, Goondiwindi and other rural areas.

Amy Brown (PCYC) 0408 768 558 amy.brown@pcyc.org.au

- *Youth Support Worker* 3 days a week, Monday, Tuesday & Wednesday

- PCYC Youth Support Service is a free service that aims to provide support to at-risk or vulnerable young people in the Dalby area, with the aim to help clients avoid disengagement and anti-social behaviours.
- The Program offers holistic, individualised case management planning for young people aged 12 to 21 years (or from 8 years of age if they have a sibling already attending the program).
- Amy aims to help clients:
 - Establish goals and determine what steps are needed to achieve them
 - Reconnect them with family, friends and into the community
 - Offer practical assistance and advocacy to help improve their life
 - Provide transport for essential needs
 - Help organise medical appointments, or accompany clients to any other places of support such as Centrelink, banks, employment agencies, etc.
 - Can also provide them with information and referrals to other local support services or resources in the area.
- Amy also has access to brokerage money to assist clients with assessed needs. This could be for things like mobile phone credit, medications, personal hygiene products, food, clothing, etc.
- Clients can be referred by anyone, or self-referred. Will require consent from all clients, as well as parent or guardian consent for anyone under the age of 18
- Business cards are in the front foyer, but if anyone has any further questions, please feel free to call or email.

Karl (Dalby Hope Centre) karl_pumpa@hotmail.com

- Karl is a Student Counsellor and has taken on the role of Coordinating Dalby Hope Centre which provides low-cost counselling for those who need it.
- For now, making connections and seeing what other supports are available within the area
- Position is to be aware and across services available at the Centre and within the area.

Denny Edwards dennyedwards.mail@gmail.com

- Attended via TEAMS however technical difficulty had and was unable to communicate to participants.

*Next meeting to be held on the **21st March 2023** at 12pm*

Our Goodstart Offer

- Dedicated referral contact point
- Support for families to overcome barriers to accessing Early Childhood Education and Care
- Best place matching in a Goodstart Early Learning Centre that meets the needs of the child and family
- Partnership planning meetings
- Six weeks ongoing support for the child, family, Centre following commencement
- Referral for further inclusion funding and supports to ensure the child continues to access Early Childhood Education and Care

Goodstart in Qld¹

221 centres
20,638 children
17,154 families
4,987 employees

Qld snapshot

Early Learning and Care sector in Qld²
1,703 long day care centres
187,160 children
148,110 families

Goodstart's presence in lower socio-economic areas in Qld³

SEIFA 1	0 centres
SEIFA 2	21 centres
SEIFA 3	35 centres
TOTAL	56 centres

Facts about Goodstart

671 centres
70,700 children
59,200 families
14,900 employees, including **1,300** teachers
 Around **one quarter** of our centres are in **low socio-economic communities**
 Around **one third** are in rural and regional areas



Contact Us

Increased Access and Participation
 Family and Community Engagement Worker

1800 560 766
0401 332 806



Increasing Access and Participation

Enhancing outcomes for children in vulnerable circumstances.

Ensuring children have the learning, development and wellbeing outcomes they need for school and life.

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Our Strategic Goals 2020-2025

Increasing Access and Participation

Information for Referring Services

The Increasing Access and Participation Program (IAPP) was introduced at Goodstart Early Learning to enhance outcomes for children in vulnerable circumstances.

Goodstart Early Learning have created the role of Family and Community Engagement Worker to support equity of access and participation in Early Learning and Childcare to those children and their families in vulnerable circumstances.

Our Vision

is for Australia's children to have the best possible start in life.

Our Purpose

is to ensure children have the learning, development and wellbeing outcomes they need for school and life.

Supporting Children, Families and Communities

The Family and Community Engagement Worker will support vulnerable and at-risk children and families with:

- **Enrolment** into our Centres, including outreach to assist families, advocating for the benefits of early learning and care, registering for childcare subsidies, matching Centre to child and family need
- **Partnership** working with the referring agency, the family and the Centre to collaboratively plan learning, development and wellbeing outcomes tailored to the child's specific needs
- **Commencement** support for the child, family and Centre for six weeks to ensure a smooth transition, review support strategies, build relationship between the family and the Centre
- **Ongoing** inclusive approach with support and funding pathways identified to ensure the child and family stay connected to Early Learning and Childcare, including direct access to our Individual Intensive Support Program.

Goodstart in Queensland

Goodstart is Australia's largest provider of early learning and care and was formed in 2009 when four of Australia's leading charities saw an opportunity to build a new child-focused social enterprise.

Since then, Goodstart has been on a journey of transformation. Every cent we earn from our centres is redirected back into improving the quality of early learning and supporting disadvantaged and vulnerable children and their families.



Exceptional Quality

Our practice will be world class: we will deliver 'best practice' and discover 'best practice'. Through this, we will create enjoyable learning experiences for children that prepare them to take on the world, now and into the future.



Inclusion for Everyone

We will be a place of opportunity where all children, families and Goodstarters feel safe to belong. This means we will think differently and do more to create opportunities for those children, families and Goodstarters who may be experiencing exclusion. Through this, everyone at Goodstart will be able to thrive.



Impact beyond Goodstart

We will create an unstoppable force for change in the early years ecosystem. We will build indisputable evidence of what works for children in the first five years, and we will rally our network of Goodstarters, families and communities to work with others to ensure that all Australia's children have the best start in life.



Amazing Goodstarter Experience

We will be known as a place to learn, grow and have real voice. People will flourish when they become a Goodstarter, so that together we can make the difference for children and families, in each local community and across our whole Goodstart community.



Personalised family experience

We will value our families for who they are and what they bring. We will work with them in partnership to realise their aspirations for their children – including by supporting family life and enhancing learning and development at home. We will make their Goodstart experience seamless and rich.



Thriving Organisation

We will be a financially driving organisation that reinvests to improve children's outcomes in and beyond Goodstart. We will be agile, innovative and responsive to challenges and opportunities now and in the future. We will be the best at getting better.

Reconciliation at Goodstart

Goodstart Early Learning acknowledges all Traditional Custodians across Australia and recognises First Nations peoples' continued cultural and spiritual connection to the land, sky and waterways that surround us. We pay our respects to Elders past, present and emerging.

Our Safety Commitment

Safety starts with each of us – but at Goodstart it is more than that. Being safe is who we are and what we do.



Increasing Access and Participation

Enhancing outcomes for children in vulnerable circumstances.

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Ensuring children have the learning, development and wellbeing outcomes they need for school and life

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Contact Us

Increased Access and Participation

Family and Community Engagement Worker

 1800 560 766

0401 332 806



Goodstart in Queensland



For 11 years Goodstart, as a not-for-profit social enterprise, has been creating positive social change by giving Australia's children, especially our most vulnerable, the best possible start in life through access to high quality early learning.

Goodstart was founded by a partnership of four of Australia's leading charities who recognised a child's early years experiences had a huge influence on the rest of their lives – The Benevolent Society, The Brotherhood of St Laurence, Mission Australia, and Social Ventures Australia.

Today, Goodstart is Australia's largest provider of early learning and care and Australia's largest non-government provider of preschool and kindergarten programs.



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TOTAL 56 centres

Key facts

15,639 employees, including 1,500+ teachers

67,670 children **56,800** families

664 early learning centres

15,000 families using our online learning platform **Goodstart@Home**

A third of our centres are in rural and regional areas

A quarter of our centres are in low socio-economic areas

Strategic Direction 2021 – 2025



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Youth Support Service

PCYC Dalby

Youth Support Services

What Supporting youth to:

- Re-engage back to school, with family and the community
- Maintain a healthy and productive lifestyle
- Build their guidance and resilience to cope with everyday life situations
- Learn new skills to find employment and maintain positive relationships.

Who Young people from 12 - 21* year olds in the surrounding areas of Dalby.

Where PCYC Dalby
Cooper Street, Dalby, 4405

Contact Amy Brown
Youth Support Worker
P 0408 768 558
E amy.brown@pcyc.org.au

Drop in or phone for more information.

*8 - 11 year olds welcome, if they have a sibling who is already a client.



Building safer, healthier communities through youth development

pcyc.org.au