

DALBY INTERAGENCY MEETING

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

Date 18th April 2023

Meeting opened by Charley Rayner at 12 pm – Charley thanked everyone for their attendance.

ATTENDANCE: Fuchsia Mallinson (Qld Allied Health), Maria Burton (St Vincent's De Paul), Wayne Smith & Meredith Barry (STANDBY –DDWMPHN Suicide Prevention), Sandra Lee & Elizabeth Brooker (Goodstart Dalby), Tahj Minniecon & Lee-Anne Roch (Link-Up Qld), Dianne Alderton (Lives Lived Well), Kristy Dodd (Goolburri), Jenny Thomas & Vanessa Firman (Queensland Police), John Bushell (Country Care Connections RRMH), Gursimaran Kaur (Youth in Search), Michael Weekes (Carers Qld NDIS), Richelle Jeffrey & Andrea Trent (Services Australia), Charley Rayner & Rebecca Lee (MYCNC).

Attendance via Zoom - Amy Brown (PCYC), Gail Courte (Rural Aid), Kath McUtchen (Lifeline), Cherie Johnson (Dept of Education).

APOLOGIES: Sera Harris (USQ), Mitchell Pogan (WDRC), Samara Hanrahan (Dalby Supported Accommodation Services - St Vincent De Paul).

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 unavailable, 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.
- Circles of Care catering to those in need from the Centre every Thursday night 6pm -8pm.
- Skilling Queenslanders for Work Initiative are still accepting enrolments for the Certificate 2 in Skills for Work and Vocational Pathways (See flyer attached for information).

Fuchsia Mallinson (Qld Health)

- Social Work Student.

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

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

Wayne Smith (StandBy – Support after Suicide) & Meredith Barry (PHN) (Suicide Prevention Co-Ordinator) 1300 727 247 & 0460 362 330 & 0431 424 319
standby.ddwm@uccommunity.org.au & meredith.barry@ddwm.com.au

- Providing support for anyone impacted by suicide.
- No limitation on the timeframe, whether it be a few hours ago or 50 years ago.
- Face to face support is our first option.
- Unfortunately Dalby has had a number of suicides these past few months.

- We don't offer long term support, but will offer that initial support, then we link to other services, we can follow up in two years.
- Free training available: -
 - A) Community Based Training – “What I Say Is What I Do” & “Facing What It Is”.
 - B) Service Providers Training – “Pathways to Care” (Aiming to bridge the gap of who is available in the event of a suicide happening).
- Federal Government has provided funding.

**Sandra Lee & Elizabeth Brooker (Goodstart Dalby) 4662 5227 dal@goodstart.org.au
ebrooker@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.
- Elizabeth 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.

Tahj Minniecon & Lee-Ann Roch (Link-Up Qld) 0437 832 829 & 0419 151 439 tahj.minniecon@link-upqld.gov.au & lajoseph-roch@link-upqld.gov.au

- Based Brisbane & Cairns but service the whole Qld region.
- Provides services to reunite Aboriginal and Torres Strait Islander people affected by forced removal.
- Supporting members of Stolen Generations & their families to reunite to their descendants, communities, in person, at family gravesite, or through return to country.
- National Redress/Territories Redress Schemes – for family reunions, those who have been stolen or taken from the Territories, Northern Territory or Canberra.
- Clients can apply for funds.
- Free service -especially National Redress.
- Two Redress officers, who are also counsellors, help with applications for their clients.
- If Client goes further with their Redress we refer to solicitor to continue with their Redress application.
- We continue to support clients following a reunion.

Dianne Alderton (Lives Lived Well) 0439 666 840 dianne.alderton@llw.org.au

- Di is Lives Lived Well's Drug and Alcohol Counsellor.
- Have an office within MYCNC.
- Individual Drug and Alcohol Counselling twelve years of age upwards.
- Basis of the counselling is set on clients based on whether they want to reduce or to cease using drugs and alcohol then that's what we work on.
- If they are in a space of not knowing what they want to do we work on harmony organization and healthy lifestyle.

- Using a four session model program with the aim to be on a path to continue forward if they feel they are where they need to be.
- Recently trailed a day group program at the Centre, which was successful and will be offered again moving into the New Year. Program is completed over a three week period, three days a week for four hourly sessions. Recipients who complete the course receive \$1000 off any SPUR debt.
- Rebecca is the New Access Couch Program coach.
- New Access Program – Six week low intensity mental health support program for people experiencing anxiety, stress and depression twelve years of age upwards.
- We do not diagnose we literally just do the counselling in our sessions.
- Funded to go into Aged Care Facilities and Education facilities.
- All are welcome to access the program, clients can be referred by service or directly through the beyond blue line.
- Will assess anyone coming into the program and if more intense help is needed this can be fast tracked through the program so clients aren't going on the eight month waiting lists.
- Also trying to support the homelessness group as much as possible.
- All services are completely free.

Kristy Dodd (Goolburri) 0428 416 695 kristyd@goolburri.org.au

- Family & Child Wellbeing service working with Aboriginal and Torres Strait Islander families.
- Covering Dalby, Tara, Chinchilla and everywhere in-between.
- Have a Family and Child Wellbeing and Foster and Kinship Carer Service.
- Working with indigenous families around their health and wellbeing.
- Referrals can be made through family and child connect can be self-referrals or referrals from organisations, can be consented or non-consented.
- Supporting by making sure their 715's (Health checks) are up to date, making referrals for their mental wellbeing, supporting kids at school through education parenting and a range of different things depending on the client's needs.
- Click on link for more information <https://familysupportreferral.org.au/>

Jenny Thomas & Vanessa Firman (Qld Police) thomas.jenny@police.qld.gov.au & firman.vanessam@police.qld.gov.au

- Jenny is the Police Liaison Officer for the Dalby District.
- Vanessa is Western Downs Domestic Family Violence Co-ordinator for Dalby, Chinchilla, Tara, Millmerran and Jandowae.
- Promoting our program RUBY (Rise Up and Be Yourself) at PCYC – Free program for woman who are current or past victims of Domestic Violence. Run by a qualified Fitness instructor at the DRUMS program, there is always a female police officer in attendance. Safety is paramount. We do not use any advertising for this event.
- Month of May is DV Month – 1980's themed dress up plus an aerobics workout afternoon tea is provided \$10 cost for both activities Saturday, 6th May, 2023.
- DV Breakfast Tuesday 23rd May, 2023 commencing at 7am. Cost is \$5, held at the PCYC. All money raised goes toward running RUBY program.
- Road Safety Week – Drink Break – Purchase your own alcoholic drinks – set a timer for 10 minutes then you get breathalysed (4 rounds available) – you can eat dinner or choose not to eat - to see how alcohol affects you. Particularly good if you have just got a licence.
- Turning the screws on crime. One way screws to prevent stolen plates. Held at Bunnings Warehouse on the 19th May, 2023 starting at 10am. This is a free service.

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

- A division of the 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 – (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, run by Sheree. Free programme for anyone.
- Held on the 3rd Tuesday of month 9.45am for a 10.00am start. This is a free programme for anyone. Enquiries on website.
- John services Goondiwindi, Dalby, Toowoomba and Nanango.
- 16 years of age up and can be contacted via our ccc website and Facebook.
- Referrals usually from their GP or other health professional. They can self refer and we can forward it onto the correct service.

Gursimran Kaur (Youth in Search) 0499 500 725 gursimran.kaur@youthinsearch.org.au

- Simi is the *Social Worker* for Youth in Search, based at Dalby State High School but supporting the wider Dalby community.
- Youth in Search is a program for young people 12-25 dealing with anxiety, depression, low self-esteem, self harming, bullying anything that is affecting young ones. Need to be referred through.
- Free Peer to peer support program. No cost to go away.
- Running a total of three programs the first is individual one on one case management.
- Second is an afternoon support group meeting are run every Wednesday from MYCNC commencing at 3.15pm – 4.15pm.
- Third are weekend camps, starting on a Friday afternoon and ending on a Sunday afternoon. Camps are held every 4 - 6 weeks and are free. The next camp is on the 5th – 7th May, 2023.
- Attendees for camps will need to be vaccinated.
- Social Worker also available in Chinchilla and the Tara area.

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

- Local Area Coordinator in the community development side.
- 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.
- Booking through website or office.

Richelle Jeffrey & Andrea Trent (Services Australia) 07 4613 2405

richelle.jeffrey@servicesaustralia.gov.au & andrea.trent@servicesaustralia.gov.au

- Richelle is the Community Engagement Officer for Toowoomba & Darling Downs.
- Andrea is the Service Officer for Dalby Service Centre.
- Collaborate closely with our Indigenous Service Officer, Multicultural Officer & Social Worker to provide support for more complex & vulnerable customers that consistently meet Services Australia payments & services through the usual channels.
- Provide direct servicing or seminars to Organisations that deal with vulnerable customers around our areas.

Attendees via ZOOM:

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.

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

- *Community Representative* for Rural Aid.
- Charity supporting farmers & rural communities that might need any financial support, support following a disaster.
- Provide counselling to farmers, families, farm workers.
- Community Builders Programme – supports the community.
- Must be a Primary producer to receive financial support. Process is very simple
- Registration is free & no limit to the amount of sessions.
- Contact us if they may need financial assistant for fodder, domestic water, & household water tanks.
- If not a primary producer we can refer to counselling services for support.

- Currently Rural Aid is doing recovery work & hay drops around for farmers affected by recent fires - Tara, Miles etc.

Kath McUtchen (Lifeline Darling Downs) 0474 418 411 kmcutchen@lifelinedarlingdowns.org.au

- Financial Resilience Worker based at Dalby Lifeline Office (Cnr Patrick & Nicholson Streets).
- Team of three financial counsellors available.
- Cover wide area across the Western Downs, including Goondiwindi & Toowoomba.
- Work with individuals/families that are looking to improve financial situation.
- No restrictions to who we offer services to as in age or situation.
- Anyone experiencing financial difficulty or stress can make referrals to our website. www.lifelinedarlingdowns.org.au/make-a-referral

Cherie Johnson (Dept of Education) 0438 728 565 cherie.johnson@qed.qld.gov.au

- Part of Youth Engagement Service based in Toowoomba.
- Service schools - Oakey, Thargomindah & Quilpie areas.
- Work with young people & families that have barriers or have disengaged from school. Help to get back into an eligible option.
- Team of (3) Senior Project Officers & (1) Senior Guidance Officer to support families & young people to get into school, work, or traineeships.

Meeting closed: 12.35 pm

*Next meeting to be held on the 16th **May** 2023 at 12 pm*

You're Invited to a Fundraiser Breakfast

Family and Domestic Violence Month

\$5.00 per person with all money
going to RUBY(Rise up and be yourself) program.



On Tuesday 23rd May 2022 at 7am

Dalby PCYC

Cooper St, Dalby

Raffle tickets will be available on the day for a multi
prize raffle of items donated by local business.

RUBY
RISE UP, BE YOURSELF

RUBY Rise Up, Be Yourself is a free support group program for women who are
seeking help with family violence, domestic violence, and family violence (FV).



Please RSVP for catering
numbers to Jenny via
email(see below) or phone
Dalby Police Station on Ph
4669 9222 and leave
message for Jenny Thomas

Thomas.Jennyi@police.qld.gov.au



PARENT INFORMATION
AND
GROUP NIGHT
FOR CHILDREN AND ADULTS ON THE
SPECTRUM

4/05/2023

6pm to 7pm

Location: Hub Cowork

Shop 2/ 8 Stuart Street Dalby

Entry \$2

Includes Coffee Tea and Nibbles

Any Questions please Ph Kelly

0487530389



How to access this service?

If you need support please call Lifeline Darling Downs South West QLD Ltd

on

1300 991 443

You can also self-refer or refer a current client by visiting our website and clicking the "Make a referral" option under the "Our Services" or visit:

lifelinedarlingdowns.org.au/make-a-referral

Service providers can also refer current clients by emailing a Lifeline referral form to:

lifeline@lifelinedarlingdowns.org.au

Funded by:
Department of Social Services
and by the Department of Communities,
Child Safety and Disability Services



For more information or an appointment

please phone Head Office on
1300 991 443

www.lifelinedarlingdowns.org.au

Like us on Facebook



If you require urgent assistance, please phone the Lifeline National Telephone Counselling Crisis Line

13 11 14

(24 hours)

or Text

0477 13 11 14

(Available 12pm-midnight)

We pay our respects to the traditional custodians across the lands in which we work and acknowledge their elders past, present and future.

 **Lifeline** Saving Lives
Crisis Support. Suicide Prevention.



**Financial
Counselling
and Financial
Resilience**

 **Lifeline**
Darling Downs & South West QLD Ltd

16/03/2021

Financial Counselling and Financial Resilience

Our Financial Counselling & Financial Resilience programs provide a free and independent service to people who want information or assistance with:

- Negotiating with creditors
- Options concerning debt or over-commitment
- Legal rights and responsibilities about contracts and debts
- Understanding the debt collection process
- Exploring financial options
- Developing budgets
- Creating an individual plan to help with money management
- Understanding Centrelink benefits or debts

Our Financial Counsellors and Financial Resilience Workers may also:

- Give information on Part IX debt agreements and bankruptcy
- Advocacy
- Conduct community education
- Participate in group advocacy, community development and education as well as social action reform



Things that can be done before the debt situation gets worse.

There are a number of options and actions that can be taken.

1. Make contact with creditors and advise them of the situation. They cannot assist if they do not know what is happening.
2. Ask for a hardship application. Many creditors have some form of hardship relief available. It is useful to negotiate for time to pay and for reduction or cessation of interest and penalties.
3. Start a budget by downloading the budget planner from the money smart website at www.moneysmart.gov.au

Other helpful numbers

[National Debt Helpline](http://www.nationaldebtline.gov.au)
1800 007 007

[Mob Strong Debt Helpline](http://www.mobstrongdebtline.gov.au)
1800 808 488

Please note our Financial Counselling and Literacy programs do not provide Emergency Relief support, if you require food or material assistance please contact your local Emergency Relief provider.

16/03/2021