

DALBY INTERAGENCY MEETING

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

Date 20th June 2023

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

ATTENDANCE: Simi Kaur (Youth in Search), Steph Pumpa (Hope Centre), Gregory Wilson (APM), Shayann Woods & Georgia (Busy At Work), Peter Pendelebury (Act for Kids), Joshua Cesari, Fran Anderson & Norman Wotherspoon (Services Australia), Selina Kelly (Lifeline), Mark Thomas (DrugArm), Kasey Robinson (RFQ), Denny Edwards (Support Finder), Mackenzie Robinson & Annie Balsamo (Toowoomba Family & Child Connect), Deb Richards (ADALink), Charley Rayner & Bec Lee (MYCNC).

Attendance Via Zoom - Amy Brown (PCYC), Joanne Hall (Queensland Health), Chloe Foley (Youth in Search), Samantha Moloney (Toowoomba Children's Contact Centre), Gail Corte (Rural Aid) & Michael Weekes (Carers Qld NDIS).

APOLOGIES: Mitchell Pogan (WDRC), Louise Judge (Chinchilla Community Centre), Gerardine Boyd (Ann Leahy MP - Member for Warrego), Kristy Dodd (Goolburri), Sarah Wenham (Education Queensland, Early Years Support Services), Le-Anne Callaghan (DISCO), Rebecca Carter & Dianne Alderton (LLW) & Samara Hanrahan (DSAS – St Vinnies).

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 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.
- Wayne Smith and Natalie Bagdonas were unable to attend of the June meeting but have requested we include in these minutes their information page, as provided at the end of the minutes.

Simi Kaur (Youth in Search) 0499 500 725 simi.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 an organisation for young people aged between 12-25 years old dealing with anxiety, depression, low self-esteem, bullying, anything that is affecting young ones. Need to be referred through.
- Running a total of four programs: -
- First is case management – provides individual one on one session.
- Second is an afternoon support group meeting held every Wednesday at the MYCNC commencing at 3.15pm – 4.15pm. Provides ongoing support, checking in and planned activities.
- Third are weekend camps, starting on a Friday afternoon and ending on a Sunday afternoon. Camps are held every 4 - 6 weeks. Camps provide a safe environment for young people where we discuss different topics and concerns such as self-esteem issues, relationships,

grief and communication. Support is offered via social workers and teams attending from different areas. Attendees for camps will need to be vaccinated.

- Fourth is free leadership training. If the young person attends more than two camps and are free from drugs and Covid, they can apply for leadership training.
- Brochures available at MYCNC.

Karl & Steph Pumpa (Dalby Hope Centre) 0490 530 705 karl_pumpa@hotmail.com

- Karl and Steph help co-ordinate the Dalby Hope Centre.
- Karl is a Student Counsellor, with a history of chaplaincy.
- Provides lower-cost counselling for individuals, marriage counselling and in the long-term are looking at introducing life courses for larger groups with a trained professional.
- Options for concession and subsidies depending on the needs of the person to make it more accessible to people.
- Three counsellors available on a casual basis, we are looking to put on a full-term counselling in the next couple months.
- Operate out of the Austbroker's building on Patrick Street, (next to Coles).

Gregory Wilson (APM) 0498 819 974 gregory.wilson@apm.net.au

- Employment Consultant.
- We have the Disability contract in Dalby.
- Marketing consultant, finding agencies, try to attract businesses, to helping people with disability to find employment & see what the needs of Dalby are.

Shayann Woods & Georgia (Busy at Work) 0460 516 403 shayann.woods@busyatwork.com.au

- Employment Consultant work with the TTW (Transition to Work) program through Busy at Work.
- Taken over the contract from DISCO and Best Employment.
- Working with clients who have turned 15 to 24 (have to be officially out of school and they don't have to be linked to Centrelink).
- Busy at Works roll is to try and get them to engage, get into sustainable employment.
- Assist with resumes, literacy and numeracy, helping get them into the SEA programs, education, resumes, work experience, pre-employment programmes etc. anything to help them move forward to sustainable employment.
- We work with the Schools (particularly those that aren't going to graduate) and Centrelink.

Georgia is a mentor for Busy at Work.

- Role is to help clients, on the employment benefits to seek work or overcome boundaries that stop them from being able to work.

Peter Pendlebury & Sheralda (Act for Kids) 0429 476 739/ (07) 4687 0200

peter.pendlebury@actforkids.com.au

- Act For Kids provides the Intense Family Support Service for the Western Downs area.
- Home visits working directly with families in the home, developing case plan goals that focus on child development and wellbeing.
- Work with vulnerable families that are at risk of child safety.
- Including linking to local support and stakeholders.
- Families must have children in their care.
- Act For Kids are open Dalby and Western Catchment zones.
- Referrals made through the Family and Child Connect Website.
- Jake has just started in Chinchilla.

Joshua Cesari, Fran Anderson & Norman Wotherspoon (Services Australia) 07 4613 2405
QLD.ISO@servicesaustralia.gov.au & QLD.MSO@servicesaustralia.gov.au &
norman.wotherspoon@servicesaustralia.gov.au

- **Joshua** - is the Community Officer looking after Dalby and Goondiwindi.
- **Fran** - is the Multicultural Service Officer.
- Role in community engagement is to provide payment service information for more complex and vulnerable customers that consistently meet Services Australia payments and services through the usual channels.
- Promote, deliver presentations about our agency and seminars to organisations that deal with vulnerable customers around our areas.
- **Jacki** – Age care specialist officers work alongside Financial Information Service Officers and are based in Toowoomba. Face to face appointments, but starting to do virtual meetings such as TEAMS.
- **Norman** - is the Financial Information Services Officer.
- Covers many areas including aged care.
- Focused heavily on the vulnerable in our community, doing health checks (see if they are receiving a payment, or should be receiving something or if they are struggling and want to know if they may qualify for something, talking about budgeting, financial education).
- Because sometimes people have issue coming into our office, I am now basing myself on Wednesdays at MYCNC.

Selena Kelly (Lifeline Darling Downs Southwest) 0456 672 719 skelly@lifelinedarlingdowns.org.au

- Changing Lane Program, for youth that have offended.
- Referrals come directly from Youth Justice, QPS or through an online referral system, anyway they can.
- Primarily West of Dalby, Jandowae, Bell, Tara, Chinchilla, Miles and surrounding areas.
- Access clients to see if they need help and refer to appropriate services.
- Activities for young people to help them.
- A lot of programmes we don't suit the criteria.
- There is a need for after-hours services in the community.
- As a community we need to do something more community minded.

Denny Edwards 0409 645 947 dennyedwards.mail@gmail.com www.supportfinder.org.au

- Social worker for 30 years.
- Five years ago started a project called 'Support Finder'. Fold out card with a list of services and phone numbers.
- Access National and State numbers and websites in 15 to 30 seconds by clicking on the QR code. Local numbers should be on the site in approximately a months' time.
- If you are in a crisis with someone you can hand this card to them and rather than ask, "Are you ok?" you can say, "Just in Case" – means people have access to this privately in 15 to 30 seconds.
- Community can use this to help others around them.
- Qld Police are partners to this card.
- At the back of the website there is a location label when you can go to for e.g., click onto Western Downs if someone is in Dalby and seeking needs for depression, you will get that information if it hits your site. The web provider will be able to monitor every aspect to that site. Who hits where, is it a youth? a refugee? How many times they looked at it? What sites they looked at? In the past we have guessed, we don't have to guess anymore. At the back of the website there is an email that will go directly to Denny and he will see it and update any information sent to him as fast as he can.

- Denny spoke with DVAC Manager in Toowoomba and the website builders regarding **Quick Exit** enquiry for DV. Current plan is to put something in place shortly.
- Met with General Manager WDRC, plan is that the Support Finder website will be launched in the Western Downs by WDRC and QPS by the 2nd or 3rd week of August.
- Appreciate any feedback from non-Government professional services in the area.

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

Drug ARM – Breakthrough for Families QLD program (BFFQ) and an Indigenous program

“Breakthrough Our Way”

- A free alcohol and other drug (AOD) service.
- Providing up to 12 free support sessions (1-4 sessions is often all that clients find they need).
- Brief intervention support for families and significant others who are concerned about a loved one’s problematic substance use. Support is centred around providing accurate information, improving self-care, and providing strategies to best support their loved one.
- AOD education sessions aim to provide accurate information about substances with an emphasis on harm minimisation, tips on how to support someone with problematic substance use, and decrease harm from stigma by providing current evidence-informed information about substance use.
- Primary target audience of the AOD education sessions are people who are supporting someone with problematic substance use, whether that be on a personal or professional level. It is vital that those who are working alongside someone with problematic substance use be informed on how best to support a person and prevent more harm for lack of understanding, stigmatising language such as “addiction” and “addict”, and ill-informed preconceived ideas of a person with problematic substance use, e.g. moral judgements and misinformation from media.
- However, these education sessions can also be effectively provided for a range of audiences including community, social and sporting groups, educational settings and students, youth programs, and any provider of any service that engages people on a support or developmental level.
- Covering through to Cherbourg, Murgon, Kingaroy, Nanango, Dalby, Oakey, Toowoomba, Warwick, Stanthorpe, Inglewood and Goondiwindi/Boggabilla.
- Referrals can contact Mark directly or Drug Arm Central Intake.

Mackenzie Robinson & Annie Balsamo (Toowoomba Family & Child Connect) 0409 283 804 & 0484 954 760 mackenzie.robinson@mercycs.org.au & annalice.balsamo@mercycs.org.au

- Based in Toowoomba. Cover Dalby, Chinchilla, Gatton, Stanthorpe and Yarraman.
- Short term support service that links families in with other supports.
- Have to have Children under the age of 18.
- They can’t have any current child protection involvement.
- Self-referrals, Qld Police, Schools & Child Safety (if it doesn’t meet their threshold).
- Cold call and offer support.
- We’re early intervention.
- Please call the 1300 number to discuss any referrals.

Kasey Robinson (RFQ - Richmond Fellowship Qld) 0408 734 429 kasey.robinson@rfq.com.au

- Hospital to home programme.
- Referrals come from mental health service
- 18 years and up who are experiencing mental health issues
- Help set and achieve goals
- 3 month intense programme with the capacity to keep them for 12 months
- Link with services like Lives Live Well and Life Line
- Help link with NDIS
- Dalby, Tara, Chinchilla, Kingaroy possibly branching out to Miles.

- Also have an office in Toowoomba and Warwick.

Deb Richards (ADA Link Community Connector) (07) 3637 2022 deborah-anne.richards@adaaustralia.com.au

- As of 1st May, ADA Australia (Aged and Disability Australia) has been awarded the funding for the Care Finder project for the Darling Downs and West Moreton area – now called ADA Link.
- You may already be familiar with our Advocacy service - which in a nutshell gives our older clients a voice in the My Aged Care system.
- ADA Link, by contrast, targets the more vulnerable groups who would benefit from linking in with My Aged Care services and other community supports but are at risk of falling through the cracks by reason of:
 - Isolation or no support person.
 - Communication barriers including limited literacy.
 - Difficulty processing information to make decisions.
 - Resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis within approximately the next year; or
 - Past experiences mean they are hesitant to engage with aged care, institutions, or government.
- We provide specialist and intensive assistance to help people to understand and access aged care and connect with other relevant supports in the community, including supporting people to:
 - Understand the different types of aged care supports and services.
 - Find and make informed choices about providers/services.
 - Work through the income/means testing (if relevant) and costs.
 - Complete forms.
 - Meet with providers to arrange services.
 - Understand agreements; and
 - Connect with other relevant supports in the community.
- We expect that through your daily work you may come across older clients who fall within the scope of this project and would benefit from a direct referral pathway.
- That is, people who require assistance to remain living at home and:
 - Who are 65 years and over, or 50 years or older for an Aboriginal or Torres Strait Islander person; OR
 - 50 years and over, (45 years and older for Aboriginal and Torres Strait Islander people) and on a low income and homeless or as risk of experiencing homelessness 50 years and over, (45 years and older for Aboriginal and Torres Strait Islander people) and on a low income and homeless or as risk of experiencing homelessness; and meet one of the criteria listed above.
- Referrals can be made by your Services with the consent of the person. We would welcome either warm handovers or you can remain involved in the support of your client through their interaction with our Service.
- Our office hub is at 47 Bellevue Street, Toowoomba but our outreach is extensive, and my area includes Dalby, Chinchilla, Miles, Wandoan and Taroom.
- If you would like me to visit your team to provide more information, please don't hesitate to contact me.

Attendees via ZOOM:

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

- *Youth Support Worker* 3 days a week, Monday, Tuesday and 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.

Chloe Foley (Youth in Search) 0455 501 211 chloe.foley@youthinsearch.org.au

- Work with Simi.
- Regional Manager for Queensland South.
- Oversee all the work we do across the whole of Queensland South, both in our existing areas, Caboolture, Dalby, Chinchilla, Tara, Miles and Roma currently established, but I also oversee partnerships and explore new areas that we could potentially connect into and expand into and with.
- One of the advantages at Youth in Search is that we don't have a criteria or a wait list. We can engage with any young person, the only real stipulation of not being able to engage would be if they were quite a complex mental health risk. We can work with mental health but if it is more complex in terms of needing regular psychiatric attention, that probably is a little bit outside of our scope, they need to be able to have some ability to manage safety. We can also engage with young people that have been incarcerated or have a record. If it is significant violence that is probably when we need to look at how to manage that, particularly when we are taking them away on the weekend workshops or program or camp, we use the term interchangeably, but they are all the same thing.
- What sets engaging with Youth in Search apart from traditional services is there is that aspect of lived experience, peer to peer connection.
- The young people that come and help support facilitate those conversations on the weekend are young people that have experienced those struggles themselves, whether its sexual assault, addiction, family domestic violence and we have clinical supervisors that oversee all those conversations to make sure that they are safe and trauma informed.
- Support groups that Simi does each Wednesday at MYCNC are a great opportunity for any young person in the community that needs a safe place to check into each week.

Joanne Hall (Queensland Health Clinical Nurse Consultant) 0448 593 454

disasterrecoveryprogram.DDHHS@health.qld.gov.au

- We meet with communities that have been identified as having been impacted by the recent 2020/2021 floods in the Darling Downs area to determine outstanding areas of need. Using evidence-based approaches we can provide the following:
 - Home visits.
 - Individual Counselling Sessions,
 - Brief interventions.
 - Educational Workshops.
 - Community Engagement
 - Psychoeducational Workshops
 - Support and Education to Clinicians and other Professionals
 - Resilience Building
- The impact of traumatic events is often difficult to ascertain as the symptoms do not always appear to be connected to the trauma. Many times, symptoms do not immediately appear after the trauma & are often misunderstood as unrelated.
- Common symptoms include, but are not limited to:
 - Somatic complaints such as headaches
 - Musculoskeletal pains and fatigue
 - Increased alcohol and other drug use
 - Difficulty in interpersonal relationships
 - Financial concerns
 - Increased symptoms of depression
 - Increased symptoms of anxiety
 - Avoiding memories of the event
 - Change in socialising.
- To refer is as easy as a phone call or an email. A referral form is available if required.

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

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

- Rural Aid can provide primary producers registered with Rural Aid assistance with hay, domestic water, and financial assistance and counselling. See more information below. To access any of these services, farmers can visit our website <https://www.ruralaid.org.au/services-provided/> or call 1300 327 624.
- **Counselling and Wellbeing** - Rural Aid offers free, confidential counselling to registered farmers and their family. They conduct counselling at the place that best suits, on farm, in town or over the phone. Rural Aid counsellors are professionally trained to help support people navigate all kinds of life challenges but come with an understanding of the unique needs of rural people.
- **Counselling Intake Line – 1300 175 594** - Rural Aid's dedicated counselling intake line is staffed by our trained counsellors Monday to Friday 9-5pm AEDST. Farmers, farming family members and farm workers can all contact this number to gain information about counselling, gain support and complete our intake process to be linked in with a counsellor. All services are free and the person does not have to be a primary producer; hobby farmers and their family can also access the intake line. Farmers are supported with practical strategies to help them refocus and get back on track.
- **Hay** - Rural Aid sources and delivers hay for primary producers when there is a localised need for assistance. If you are in need of hay assistance, contact us for more information.
- **Domestic Water** - Rural Aid coordinates domestic water deliveries to assist farmers in need of household water. All farmers registered with Rural Aid can request a load of domestic

water once per quarter, per farm. We will then use a local water carter to deliver a load of potable water directly to your house tank. We can work with your allocated water carter or find a local licenced carter for you. If you would like to request a load of water, you can email us directly.

- **Farm Army** – www.farmarmy.com.au - The Farm Army is a job posting platform for farmers and workers or volunteers. Farmers can post a variety of jobs on a volunteer or paid basis. They can also offer positions on a contra basis, where applicants work in exchange for meals and/or accommodation. Rural Aid provides the platform where farmers list jobs but is not involved in the applicant selection process.

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 need's basis.
- Booking through website or office.

Samantha Moloney (Toowoomba Children's Contact Centre) (07) 4638 0035 admin@tccc.org.au

- Hoping to offer an outreach service in Dalby once a month. Details to follow.
- Creating a safe place for children to maintain a supportive and nurturing relationship with their families.
- The primary service provided by the Centre is the facilitation of changeovers and a place for supervised contact visits. Its focus is the care and safety of children, affording them the opportunity to maintain contact with both parents who are often subject to Domestic Violence Protection Orders or Family Court Orders.

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

- Please see attached flyer.

AI-Anon Contact Numbers as per request during the meeting are as follows:
(07) 4662 1028, (07) 4662 1058 & (07) 4662 1475.

Meeting closed: 1:15 pm

Next meeting to be held on the 18th July 2023 at 12pm.



Personalised community-based
psychosocial supports and services


Everyone needs a hand from time to time.


The team at CountryCare Connections are all about
supporting you to live with mental illness while living your
best life and helping you navigate your way to recovery.

Country Care Connections offers non-clinical psychosocial supports to people who are both accessing and not accessing NDIS funding. Country Care Connections is also a registered provider of "Life Transition Supports" through NDIS. We have many years experience in supporting psychosocial clients to access services in remote and rural areas.



 @countrycareconnections

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Country Care Connections is a registered business name of the not-for-profit charity Rural & Remote Mental Health Ltd



Rural & Remote Mental Health is a not-for-profit organisation with charitable status. Donations to RRMH are very welcome and help support programs and resources designed to improve the mental health of people who live and work in rural and remote Australia. Donations are tax deductible and can be made via our website: rrmh.ccm.au

For information, contact: info@rrmh.com.au

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Rural Aid Counselling Service

Rural Aid's counsellors are based across Australia. Our counsellors are qualified and nationally recognised. We can connect with you via telephone or in person. **Rural Aid** counsellors regularly travel to properties for 'farm gate' sessions.

The benefits of counselling can include improved communication between you and your family, increased confidence, stronger boundaries, trauma and grief support, and finding solutions to personal challenges as a team.

Farmers, their family members, and their employees can access this free service. Retired and hobby farmers are also eligible.

Counselling line:

1300 175 594 | ruralaid.org.au/counsellors

For our mates in the bush



**Counselling
creates a
safe space
to be heard and
understood**

Counselling is...

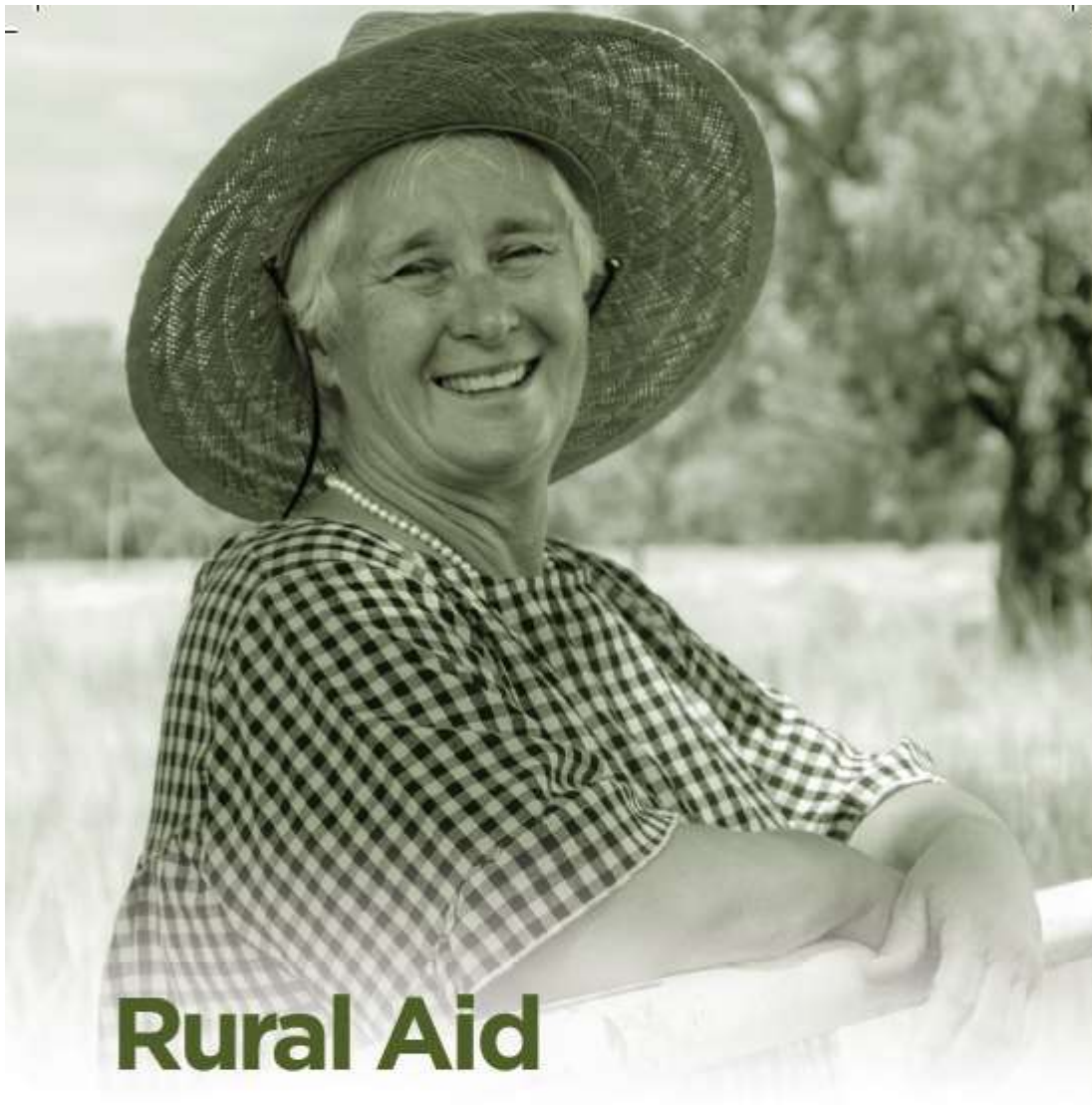
- delivered by a trained professional
- confidential and non-judgemental
- about the topics you want to explore
- tailored to your individual needs
- free of charge

Counselling line:

1300 175 594 | ruralaid.org.au/counsellors

For our mates in the bush





Rural Aid

Rural Aid stands with farmers when they need us most.

Rural Aid provides critical support to farmers affected by natural disaster through financial, water, fodder and volunteer assistance.

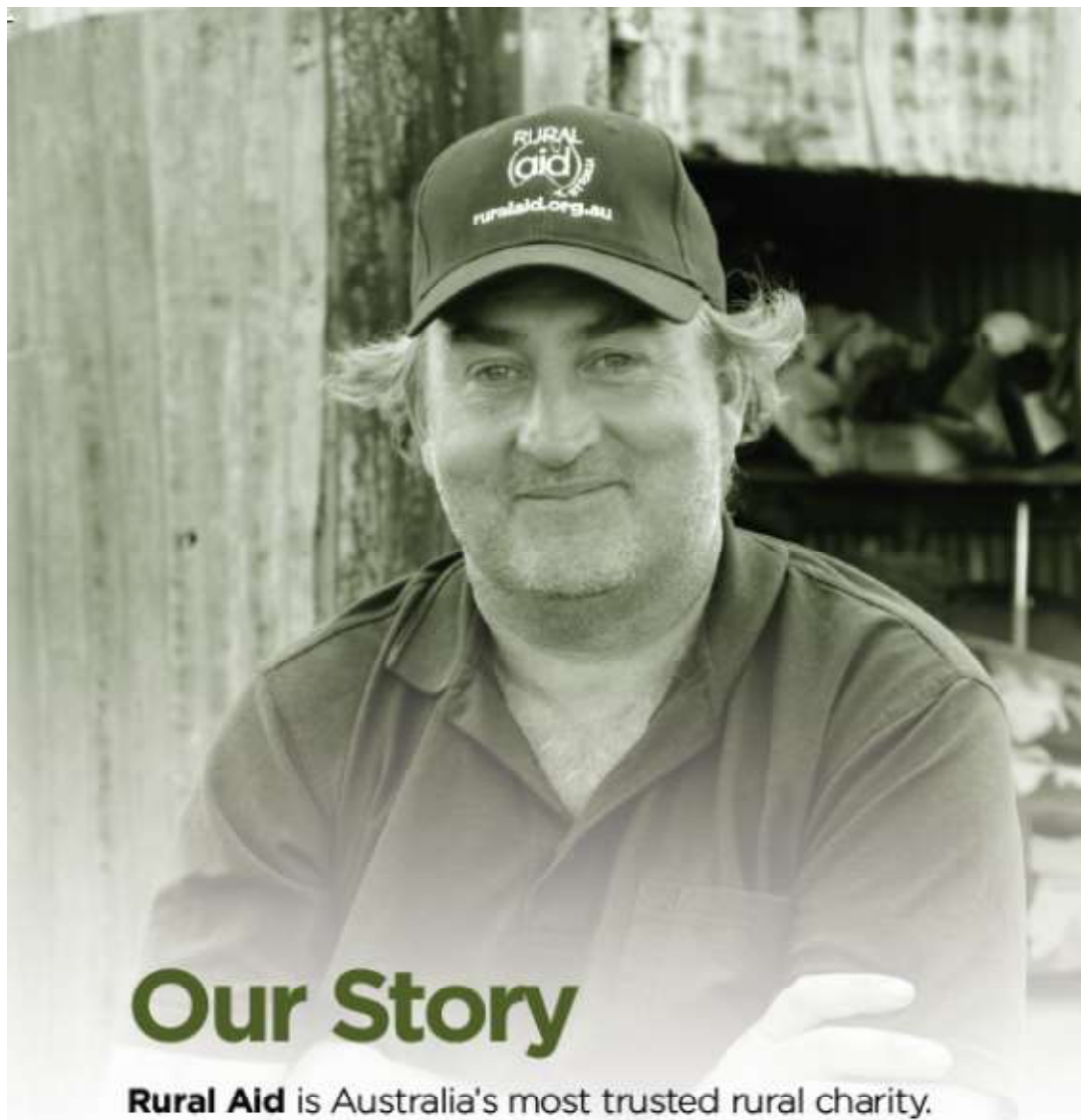
Rural Aid also offers free, confidential counselling to registered farmers and their families. Our vision is to help safeguard farmers by supporting their sustainability to endure the many challenges they face.

We work with community groups and industry to deliver programs that help connect and sustain rural centres. All we do is to support farmers – our mates in the bush.

Registering with **Rural Aid** is free and easy to do. More than 16,500 farmers have done so already.

How can we support you?
ruralaid.org.au | **1300 327 624**

For our mates in the bush **RURAL (aid)**



Our Story

Rural Aid is Australia's most trusted rural charity.

Established in 2015, **Rural Aid's** vision is to safeguard farming and rural communities before, during and after natural disasters. We stand ready to support farmers when disaster strikes and to offer the help needed at the time.

Rural Aid is also dedicated to supporting a stable future for our farmers to ensure they can keep providing food and fibre for all Australians.

We do this through our innovative programs that increase the resilience and sustainability of farmers, families and rural communities. As an independent charity, we rely on the generosity of our industry partners and supporters who fundraise, donate and volunteer to enable our vision to be realised.



Register with
Rural Aid

For our mates in the bush





SUPPORT FINDER



Use this link to find
national, state and local
crisis support

www.supportfinder.org.au

Every family faces challenges at some point.

Children thrive when their parents have the support they need. At Family and Child Connect, we know that with the right guidance, you can get through life's challenges and support your children to develop in healthy and positive ways. It's confidential, free and worth the call. Access to interpreters is available.

Contact us

13-FAMILY 13-32-64

familychildconnect.org.au

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How you can help others

Are you worried about someone else? Maybe it's your adult, kids and grandkids, a family at school or your friend at work? You can help them get the support they need.

One of the best ways you can help is by starting a conversation — it might be the first step in getting them the help they need.

So talk to them and encourage them to contact Family and Child Connect to get some advice and support for their situation.

13-FAMILY 13-32-64

familychildconnect.org.au

Your local Family and Child Connect office is **Toowoomba:**
104 South St, Rangewille QLD 4350



family and child connect

Connect to the right support and get back on track



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**Let us help
you on your
journey.**

How we can help

For children to develop and grow in healthy and positive ways, they need life to be stable, even when their family faces tough times. This is particularly important in a child's early years.

If you feel you need some support to help get you back on track, Family and Child Connect is here for you.

We can connect you to local services that can help with:

- managing your child's behaviour
- building better family relationships
- stopping any violence at home
- budgeting and managing money
- alcohol, drug or gambling problems
- housing, health care or other community or government services.

Family and Child Connect services are provided by trusted, local organisations who are experienced in working with families.

You can use this service as often as you need. There is no limit and no cost.



What happens when you call?

When you contact us at Family and Child Connect you'll speak with an experienced family support worker who will listen to your concerns and undertake a full assessment of your family's situation. Every family is different so when you speak with us you will get advice and support specific to your situation.

We may be able to help you in just one phone call — either by providing advice or referring you to a support service — or we might arrange to visit you at home or a safe place to talk. When necessary, families can quickly be linked in with domestic and family violence services.



StandBy – Support After Suicide is now in Darling Downs & West Moreton

We have been running the service for about two years within our region and would like to introduce ourselves as your StandBy Support After Suicide team for Darling Downs and West Moreton (DDWM).

Wayne is the senior worker and I, Natalie am the coordinator. We have both spent 8 years with Lifeline Ipswich and West Moreton working in the suicide prevention space and are very excited to be heading up StandBy in this vast region. The region covers the local Primary Healthcare Network area and includes Ipswich Region, Lockyer Valley, Scenic Rim, Southern Downs, Goondiwindi, Toowoomba, Western Downs, part of the Banana Shire, South Burnett including Cherbourg and Somerset Region (and everything in between).

StandBy offers the following services to anyone who has been bereaved or impacted by suicide at any stage of their life. Support is provided with a focus on assisting people to navigate and understand what they are experiencing, providing connections and information to local ongoing support services and groups.

We can also provide professional development/information sessions, and workshops with the aim of building not only your own resilience, those you support but that of your local community, all free of charge.

We are both looking forward to meeting you and do not hesitate to contact us for any further information you may require.

Kind regards,
Coordination team

Natalie Bagdonas 0460 421 606
Wayne Smith 0460 362 330

**StandBy - Support After Suicide
Darling Downs and West Moreton
UnitingCare, Family and Disability Services**



StandBy Support After Suicide
now has 24/7 phone support available Australia-wide

call 1300 727 247

Ph: 1300 727 247 (24/7 Support) | **E:** standby.ddwm@uccommunity.org.au
Level 1, 38 Limestone St. Ipswich Qld 4305 | PO Box 2413, North Ipswich Qld 4305
www.standbysupport.com.au

