

DALBY INTERAGENCY MEETING

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

Date 18th July 2023

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

ATTENDANCE: Steph Pumpa (Hope Centre), Deb Richards & Nikki Combes (ADALink), Elizabeth Brooker & Sandra Lee (Goodstart), Andrea Trent & Joshua Cesari, (Services Australia), Rebecca Carter & Dianne Alderton (LLW), Kristy Dodd (Goolburri), Le-Anne Callaghan (DISCO), Jayne Swift (Waminda), Cameron Laurie & Selina Kelly (Lifeline), Gail Corte (Rural Aid), Leticia Betts (Corrections Qld), Michael Weekes (Carers Qld NDIS) and Charley Rayner (MYCNC).

Attendance via Zoom - Gerardine Boyd (Ann Leahy MP - Member for Warrego), Amy Brown (PCYC), Simi Kaur (Youth in Search).

APOLOGIES: Mitchell Pogan (WDRC), Bec Lee (MYCNC).

Bec Lee & Charley Rayner (MYCNC) (07) 4662 0152 admin@mycnc.com.au

- *Bec* - Centre Coordinator working Monday - Thursday every week.
- *Charley* – Centre Support Officer working every Tuesday 9 am – 3 pm.
- Centre opens Monday – Friday 8:30am – 4.30 pm.
- 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 6 pm -8 pm.
- 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).

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

- *Karl and Steph* - help co-ordinate the Dalby Hope Centre.
- Counselling service run as an initiative of the Dalby Presbyterian Church.
- 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 (marriage, grief or loss) 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 at full-term counselling in the next couple months.
- Operate out of the Austbroker's building on Patrick Street, (next to Coles).
- Also here today representing Dalby's Eva's Place – Pregnancy & Early Parenting Crisis Support.
- From the woman's first stages of her pregnancy and throughout the first year of the child's life, woman who may have had a miscarriage, stillbirth or any reproductive issues.
- Provide free mentoring, information, any services needed and counselling (weekly or fortnightly).

- Eva's Place Dollars - are able to be used to purchase baby clothes, change tables, etc. any needs for the baby, when they come for a counselling and mentoring session.

Deb Richards & Nikki Combe (she/her/hers), (ADA Link Community Connector) (07) 3637 2022
deborah-anne.richards@adaaustralia.com.au & nikki.combes@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.

Elizabeth Brooker & Sandra Lee (Goodstart Dalby) (07) 4662 5227 ebrooker@goodstart.org.au & dal@goodstart.org.au

- *Sandra* - is the *Centre Director* at the Dalby Centre.
- Supporting children under 6 years of age 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 years of age, 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.

Andrea Trent & Joshua Cesari (Services Australia) (07) 4613 2405

andrea.trent@servicesaustralia.gov.au & QLD.ISO@servicesaustralia.gov.au

- *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.
- *Joshua* - is the Indigenous Service Officer based in Toowoomba, also servicing Dalby and Goondiwindi.
- Help Aboriginal and Torres Strait Islander communities and customers with information for payments from Services Australia, Jobseeker payments, Medicare etc.

Rebecca Carter & Dianne Alderton (Lives Lived Well) 0447 193 939 & 0439 666 840

Rebecca.carter@llw.org.au & dianne.alderton@llw.org.au

- *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.
- Currently have a position available for a New Access Couch in Kingaroy.
- *Dianne* - is Lives Lived Well's Drug and Alcohol Counsellor.
- 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.

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/>

Le-Anne Callaghan (DISCO) (07) 4662 2147 Le-anne@disco.org.au

- DISCO is a youth organisation operating in Toowoomba, Dalby & Gatton.
- Support young people to successfully transition from School into further education or employment, ages 15-24.
- Main program is the – 'Get Set for Work Program' which 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 20 week period with the goal of assisting each young person to successfully transition into them into employment and/or further education and training.
- Budgeting sessions, drug and alcohol sessions, personal development and life skills, career development, resumes, cover letters, mock interviews. Working with any barriers that the young person may be facing.
- Graduate with a year 10 equivalency. Only funded for 20 placements a year.
- 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.
- **Still have places for the Get Set for Work program** – if you have any referrals please contact Le-Anne. Until the 16th November, 2023.

Jayne Swift (Waminda Services) 0427 384 334 jayne.swift@wamindaservices.org.au

- *Jayne* – Is the Client Services Manager at Waminda.
- Waminda has been providing disability services and supports since the 1970's.
- Waminda provides in home care, community access support, group activities and respite services to people with disabilities, in the area from Dalby, Oakey, Chinchilla, Jandowae and all in-between.
- Currently Waminda has approximately 68 participants that we support in that area.
- Waminda have 5 supportive independent living accommodation houses in Dalby and 11 independent units.
- The need has grown phenomenally over the last couple of years. Our client numbers having nearly doubled. Currently Waminda have about 59 support workers.
- Just announced, new Waminda accommodations initiative build for an accommodation precinct to 45 participants. We hope to start it within 12 months.

Selena Kelly & Cameron Laurie (Lifeline Darling Downs Southwest) 0456 672 719 & 0439 874 372 skelly@lifelinedarlingdowns.org.au & claurie@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.
- Cameron operates out of Toowoomba, but plans on being in Dalby 1 day a week.
- Cameron comes from a background of child and sexual assault, drug and alcohol counselling, suicide prevention and bereavement.
- Working as the Rural Family counsellor.
- Free program directed at rural families who need counselling support or who are experiencing crisis.
- All referrals welcome.

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.

Leticia Betts (Qld Community Corrections) (07) 4596 8900 leticia.betts@corrections.qld.gov.au

- Dalby community corrections office and have just taken over the community service section.

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.

Attendees via ZOOM:

Gerardine Boyd (Ann Leahy MP (Member for Warrego) (07) 4519 0700 warrego@parliament.qld.gov.au

- *Gerardine* - is from the office of Ann Leahy – Member for Warrego.
- Position is to be aware and across services available at the Centre and within the area and when encountering people in need of services they are then directed appropriately.
- Anyone with concerns can contact the member's office who may be able to advocate for them.
- Member also puts out a volunteer update each month of grant opportunities.

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.

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 3.15 pm – 4.15 pm. 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.

Meeting closed: 12:35 pm

Next meeting to be held on the 15th August 2023 at 12pm.

NDIS PLAN MANAGEMENT

As a NDIS registered Plan Management provider, Waminda Services offers support when managing the NDIS, as well as expert advice and up-to-date local knowledge.

Call Waminda now on 07 4662 1434 or 0417 237 332 and ask us how we can best assist you.

We are located at ...

4 LOAM STREET, DALBY QLD 4405



Waminda Services has been supporting disability participants in the Dalby and Western Downs community since 1978.

Waminda is a registered and certified service provider with the NDIS. We meet all the requirements against a very stringent set of NDIS Standards.

What does this mean?

You will receive accredited, quality, safe services endorsed by the NDIS.

Waminda undergoes regular audits by an approved NDIS independent third-party Auditor, so you know you are receiving the best support possible.



07 4662 1434 / 0417 237 332
planmanager@wamindaservices.org.au
www.wamindaservices.org.au

PLAN MANAGEMENT SERVICES



Providing Disability Services since 1978



PLAN MANAGEMENT

Why choose Waminda Services to be your Plan Manager?

- We do the work for you and the cost of our service is built-in as part of your NDIS budget, therefore there is NO out-of-pocket expense to you.
- We work closely with the NDIS, participants, and service providers.
- We keep an eye on your budget and track your spending.
- We have capacity and can on-board you quickly - no waiting!
- Providers are paid in a timely manner, which keeps your support team happy and engaged.
- We maintain all records efficiently and securely to ensure your private information is always protected.
- Our experienced staff know the NDIS inside and out to assist you to navigate the rules and unlock your plan's full potential.
- We are local, culturally sensitive, and here to support you and your choices.
- Monthly statements are either emailed or posted, depending on preference.

OUR MISSION:

To support and enrich the lives of people living with disability.

Everything we do, we do to provide an **EXCEPTIONAL PARTICIPANT EXPERIENCE**



Connect now with Waminda's Plan Manager, Julie Sheehan.



Julie Sheehan joined Waminda Services in November 2021, initially employed as the Roster Administrator, but moved over to the Plan Manager position in June 2022.

Working as a finance administrator within the disability sector since the start of NDIS within Queensland, Julie is ready to help as your FREE in-house bookkeeper.

Julie is knowledgeable, trustworthy, and responds promptly to all enquiries, ensuring a smooth and professional process is undertaken for the management of your NDIS funding.

07 4662 1434 / 0417 237 332

 plan.manager@wamindaservices.org.au

 www.wamindaservices.org.au

NDIS SUPPORT COORDINATION

Waminda takes the guesswork out of implementing funding for your NDIS plan, and sourcing providers that suit your individual needs.

Call Waminda now on 07 4662 1434 or 0428 113 025 and ask us how we can best assist you.

We are located at ...

4 LOAM STREET, DALBY QLD 4405



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National Disability Insurance Scheme Practice Standards QUALITY CERTIFIED ORGANISATION

07 4662 1434 / 0428 113 025

supportcoordination@wamindaservices.org.au

www.wamindaservices.org.au

SUPPORT COORDINATION SERVICES



Creating Futures

Providing Disability Services since 1978



SUPPORT COORDINATION

Why choose Waminda Services to be handle your Support Coordination?

- We help you to understand and use your NDIS plan to its full potential.
- We ensure that you obtain the supports that you need to achieve your goals.
- We have knowledge of both local and neighbouring providers to connect you with the appropriate services.
- We will assist you to connect with service providers to fulfil your needs.
- We work with you to build confidence and skills to use and coordinate your supports.
- Support coordination funds are based on what is 'reasonable and necessary' to pursue your goals and necessary in the Capacity Building budget of your plan. This is provided in addition to support received from family, friends, and community or government services.
- We will also assist and prepare you for any upcoming plan reviews.
- We think outside of the box and offer unbiased, independent, and fair advice.
- Our qualified Support Coordinator is well-informed of the NDIS protocols.

OUR MISSION:

To support and enrich the lives of people living with disability.

Everything we do, we do to provide an EXCEPTIONAL PARTICIPANT EXPERIENCE



We would like to introduce, our Support Coordinator, Cherylann Fleming.



Cherylann Fleming joined Waminda Services in March 2021 as a support worker and moved into the Support Coordinator role in August 2021.

With over 10 years' experience in the disability sector, Cherylann has completed both Certificate IV in Community Services and Diploma in Community Services qualifications.

Cherylann is extremely compassionate and eager to assist you accomplish your goals and improve your independence.

07 4662 1434 / 0428 113 025
supportcoordination@wamindaservices.org.au
www.wamindaservices.org.au

ABOUT US ...

Waminda's Directors and Staff have access to ongoing training and professional development so they can continually strive every day to provide an "Exceptional Participant Experience" to you or your family member.

Call Waminda now on 07 4662 1434 and ask us how we can best assist you.

We are located at ...

19 PATRICK STREET, DALBY QLD 4405



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07 4662 1434



admin@wamindaservices.org.au



www.wamindaservices.org.au

DISABILITY SUPPORT SERVICES



Providing Disability Services
since 1978



WHY CHOOSE US?

Waminda Services has been operating as part of the Dalby and Western Downs community since 1978. Waminda is dedicated to providing a wide variety of opportunities and support to people living with disability.

We work to create customized, participant focused care to support their individual NDIS program needs.

Both professional and fun, Waminda schedules regular events designed to develop skills and promote learning, as well as offer ongoing support to both participants and their carers, in-home assistance, and respite accommodation.



ACHIEVE YOUR NDIS GOALS AND HAVE FUN IN THE PROCESS ...

Join us to develop new skills and enjoy our scheduled calendar events, which are customised to suit individual participant needs.

OUR MISSION:

To support and enrich the lives of people living with disability.

Everything we do, we do to provide an EXCEPTIONAL PARTICIPANT EXPERIENCE

07 4662 1434

admin@wamindaservices.org.au

www.wamindaservices.org.au

"I really enjoy doing maintenance work. Coming to Waminda helps me work on my life skills like cooking, cleaning, and preparing food."



WAMINDA OFFERS ...

- ~ Centre-based and Customized Services
- ~ Individualised Programs
- ~ In-Home Support Services
- ~ Supported Independent Living
Creating a home, which encourages maintained independence is the sole aim of Supported Independent Living.
- ~ Short Stay Respite Care
- ~ Supported Employment
- ~ Transport

Being an active part of society is a significant part of the programs we offer at Waminda ...

We provide exciting activities such as:

Swimming; movie events; shopping trips; and other experiences which offer the opportunity to integrate community participation into everyday schedules and NDIS plans.

We also assist Participants with attending their medical or therapy appointments, as well as NDIS plan reviews.



Personalised community-based psychosocial supports and services

Everyone needs a hand from time to time.

The team at Country Care 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

@countrycareconnections

company/countrycareconnections

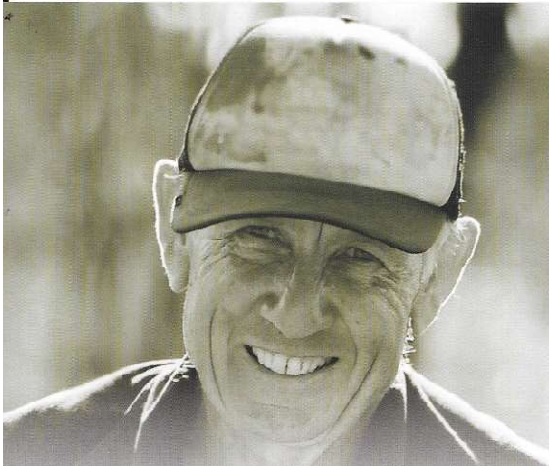
Country Care Connections is a registered business name of the not-for-profit charity Rural & Remote Mental Health Ltd



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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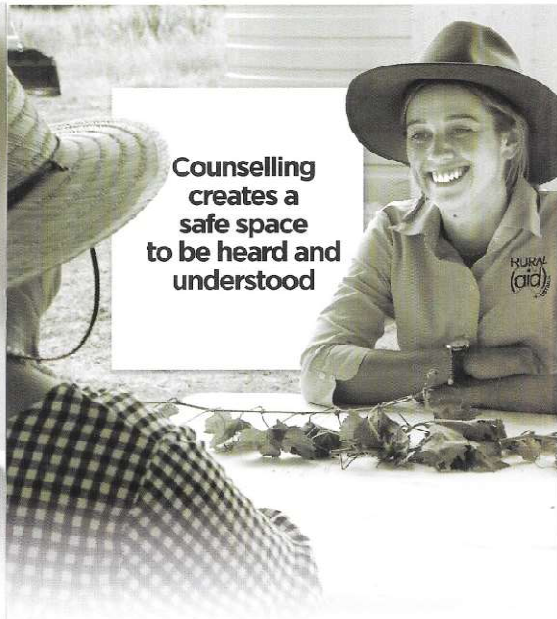


Rural Aid Counselling Service

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
creates a
safe space
to be heard and
understood**

Counselling is...

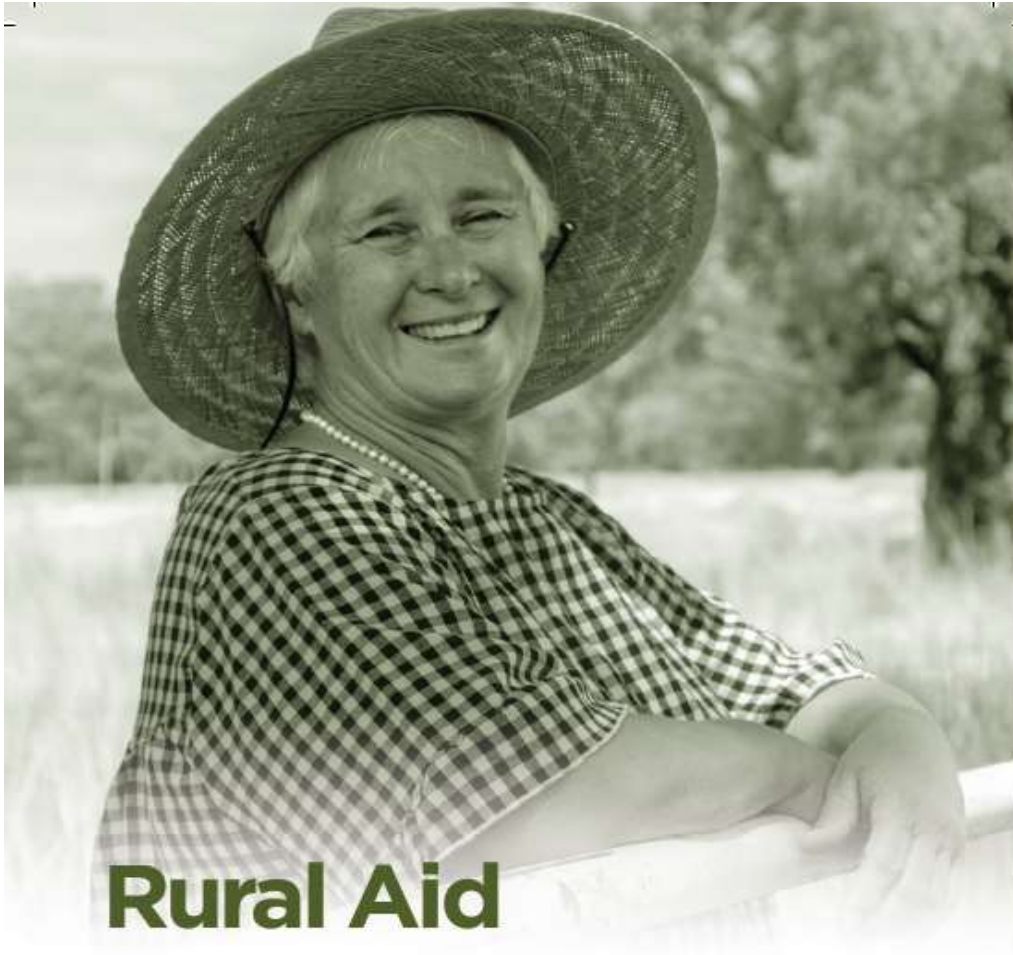
- delivered by a trained professional
- confidential and non-judgemental
- about the topics you want to explore
- tailored to your individual needs
- free of charge

Counselling line:
1300 175 594 | ruralaid.org.au/counsellors

Counselling line:
1300 175 594 | ruralaid.org.au/counsellors

For our mates in the bush 

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





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



- Counselling provides a safe, supportive, confidential environment to assist individuals, couples and families to:
- Identify and work towards changing patterns of communication and interaction.
 - Develop coping strategies and enable positive choices in the face of distressing life challenges.
 - Improve relationships.
 - Enhance self-awareness and emotional resilience.
 - Sustain hope, self-belief and enjoy a more fulfilling life.
 - Move beyond fears and self-doubt.
 - Accept the past, better understand the present and gain courage to move towards the future.

(telephone counselling service is available if preferred)

Confidentiality Policy

Confidentiality will be maintained at all times except in the following circumstances:

- There is clear and imminent danger of harm to either yourself or others.
- If you sign a consent form that enables your information to be shared.

For more information or

an appointment

Please phone

1300 991 443

33 Russell Street

Toowoomba Qld 4350

www.lifelineardarlingdowns.org.au

Like us on Facebook

Lifeline Darling Downs & South West Qld Ltd

If you require urgent assistance,

please phone the Lifeline

National Telephone Counselling Crisis Line

13 11 14

24 hours seven days a week.

or text us on

0477 13 11 14

12pm to midnight



Lifeline

Darling Downs &
South West QLD Ltd

Rural Family

Counselling Service



Lifeline

Saving
Lives

Crisis Support. Suicide Prevention.

Rural Family Counselling Service

This service provides safe confidential counselling to young people between 0 -18 years and their families.

The aim of the service is to build on existing strengths to increase the capacity of family members, by developing the resilience and self-esteem of individuals within the family.

Counselling sessions are available for individuals, couples, children or whole families.

The family counsellor is skilled in providing therapeutic support to individuals across a range of stressful and emotional concerns, including:

- ◆ Social stigma and isolation
- ◆ Depression & anxiety
- ◆ Traumatic life events
- ◆ Relationships
- ◆ Grief & loss
- ◆ Life transition & adjustment to change
- ◆ Anger & behaviour management

Regional Service

The Rural Family Counselling Service is a free and offers family counselling services in regional areas including but not limited to:

Bell	Jandowae
Brigalow	Jondaryan
Cecil Plains	Kogan
Cooyar	Kumbarilla
Crows Nest	Maldenwell
Dalby	Quinalow
Haden	Warra

Counselling sessions can take place over the telephone in your home, at a Lifeline office or a location of your choosing.

If you are unsure about accessing the service please contact Lifeline Darling Downs & South West Qld Ltd on:

1300 991 443

RIGHTS AND RESPONSIBILITIES

As a client of this service, you

have a right to:

- ◆ Be treated with dignity and respect.
- ◆ Receive a service that respects your confidentiality and privacy.
- ◆ Participate in decisions about the counselling process for yourself and / or your family.
- ◆ Ask questions about anything that you are unsure of.
- ◆ Cease the counselling process at any time.
- ◆ Expect to receive the best help available and where appropriate request a referral to another service.

As a Client of this service, you have a responsibility to:

- ◆ Treat staff in a respectful manner.
- ◆ Accept responsibility for the consequences of your decisions.
- ◆ Contact the family counsellor in advance if you wish to change or find yourself unable to attend an appointment.

How to refer.

- 1) Search for the lifeline Darling Downs web page, <https://www.lifelinedarlingdowns.org.au>
- 2) The screen below will appear.



- 3) Choose the "Get Help" tab from the top menu as indicated below.



- 4) Select make referral from the dropdown box as shown below.

