

## Riverina CLSD Program meeting

1<sup>st</sup> June 2023, 12PM – PM

Face to Face Wagga Wagga

### MINUTES

**Present:** Kate **Halliday** (Chair – Legal Aid NSW), Melissa **Van Lierop** (Regional Coordinator CLSD - Intereach), Scott **Boyle** (Anglicare), Kyle **Burgess** (Department of Communities and Justice), Simone **Jolley** (Department of Communities and Justice), Susan **Colley** (Sister Housing), Nicholas **Wright** (TAFE NSW), Kelly **Patton** (Murrumbidgee Local Health District), Craig **Maxwell** (Directions Health), Kathie **Makeham** (Services Australia), Jo **Rigg** (Services Australia), Ash **Credlin** (Marathon Health), Hannah .. (Marathon Health), Danial **Tha Nya** (Multicultural Council WW), Rachel **Bennett** (Department of Communities and Justice), Ellie **Haas** (Legal Aid NSW), Tanya **Jones** (ADACAS Advocacy)

**Apologies:** Jessica **Howard** (Aboriginal Lands Council ALS NSW/ACT), Sue **Killham** (Narrandera Library), Jasmine **Woodland** (Anglicare), Jennifer **Cameron** (Australian Red Cross), Julie **Maron** (Legal Aid NSW), Betty **Egan** (NSW Police), Debbie **Longhurst** (Services Australia), Hai **Van** (Clayton Utz), Stephanie **Hawes** (Legal Aid NSW), Damien **Morgan** (Department of Communities and Justice), Keryn **Foley** (Centacare NSW), Colina **Meadows** (Red Cross), Karen **Tobin** (Tumut Regional Family Services), Annette **Weeks** (St Vincent De Paul), Nathon **Irvin** (TAFE NSW), Elizabeth **Meakin** (St Vincent De Paul), Althea **Brunskill** (Relationships Australia), Kiara **Ferguson** (Service NSW), Karina **Inostroza** (Legal Aid NSW), Danielle **Plumb** (Legal Aid NSW), Duncan (St Vincent De Paul), Cheryl **Ellis**, Sally **White** (Marathon Health), Susan **Halonkin** (Services Australia), Leanne **Gregurke** (Smith Family), Bud **Crawford** (Revenue NSW), Alexander **Dy** (Legal Aid NSW), Ken **Lam** (Legal Aid NSW), Tanya **Jones** (ADACAS), Michelle **Ellis** (St Vincent De Paul).

Agenda item	Discussion	Action/Outcome
<b>1. Opening and introduction.</b>	Kate welcomed everyone to the meeting and acknowledged that it took place on the lands of the Wiradjuri people.	

<p><b>2. Purpose of today's meeting</b></p>	<p><b>CLSD partnership purpose:</b> to work collaboratively to identify and address unmet legal and related non-legal needs of people in the Riverina region. We do this by:</p> <ul style="list-style-type: none"> <li>➤ making better referrals/ referral pathways</li> <li>➤ working on projects and devising new services, and</li> <li>➤ coordinating our efforts.</li> </ul> <p><b>Today's purpose</b></p> <ul style="list-style-type: none"> <li>➤ Progress some actions from the Riverina CLSD action plan including a legal referral guide for the Riverina region and the potential of a collaborative DV-focussed forum</li> <li>➤ Meet our new Regional Coordinator</li> </ul>	
<p><b>3. Introductions</b></p>	<p><b>Introductions</b> – including something that you're excited about in your work/organisation (pairs)  <b>Around the room:</b></p> <ul style="list-style-type: none"> <li>➤ What brought you to the meeting today- what expectations do you have of the CLSD partnership and what has been your experience with the CLSD to date?</li> <li>➤ What issues or challenges are you seeing in your work that the partnership could help with?</li> </ul> <p>Each participant gave a brief introduction of their organisation and about themselves and the reason they had attended the meeting.  Reasons and purpose for attending included;</p> <ul style="list-style-type: none"> <li>• Networking,</li> <li>• The need for face-to-face engagement</li> <li>• Pathway to Legal Aid NSW</li> <li>• Clients have legal issues.</li> <li>• Centrelink issues.</li> <li>• Change of social services and need to know who is doing what.</li> <li>• Zoom was identified as a challenge.</li> </ul>	

<p><b>4. Agenda Items &amp; General Business</b></p>	<ul style="list-style-type: none"> <li>• <b>Action plan stocktake and planning (including previous session's issues raised) <a href="#">Riverina CLSD Action Plan</a></b></li> </ul> <p>The Riverina CLSD Action Plan was reviewed to determine the items for the partners to focus around in the next 6 months.</p> <p>Birth Certificates – Kate Halliday (Legal Aid NSW) provided a recap about how the CLSD Program has an MOU with the NSW Registry of Births Deaths and Marriages which provides an allocation of free birth certificates to be offered at CLSD partnership events to people who meet the eligibility criteria (experiencing financial hardship plus one of the following: homelessness or risk of, experience of domestic or family violence, in or have been in out of home care, cognitive impairment or mental health issues, under 18 years and not in employment or education, Aboriginal or Torres Strait Islander or low or no literacy.)</p> <p>Scott Boyle identified that he is working with some clients who need legal help with solar panel contracts.</p> <ul style="list-style-type: none"> <li>• <b>Report back on birth certificate event with Edel Quin</b></li> </ul> <p>Ellie Haas from Legal Aid NSW Wagga Wagga and Edel Quin with support from Winnie in the CLSD Unit held a birth certificate clinic at Edel Quin in March. A law check-up was done by Ellie for applicants. Ellie reports ongoing demand for birth certificates.</p> <p>Question from participants – can CLSD partners offer this to individual clients, particularly when they are doing outreach in the smaller towns in the region?</p> <p>This is something that we can develop, remembering that the CLSD birth certificate project aims to link people with legal help, using a law check-up, that is conducted with the person who is seeking the birth certificate.</p>	<p><b>Action</b></p> <p>KH, EH and MVL to talk further about how we might use this approach when the new MOU starts with BDM (from 1 July ).</p> <p>KH will send an email to Scott connecting him with Ellie Haas Legal Aid NSW</p> <p><b>Action</b></p>
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	<p>Daniel Tha Nya from Multicultural Council raised an issue about migrants/refugees facing problems because their name is recorded incorrectly at the early stages of settlement, and it is unclear how that error can be corrected.</p> <ul style="list-style-type: none"> <li>• <b>Wagga Wagga City Council Housing Strategy update</b></li> </ul> <p>Follow up from Wagga Wagga City Council regarding their Housing Strategy. Chloe Boyd from the Council contacted the CLSD Unit in May to say that the Council was successful in obtaining funding to develop a housing strategy and that they would be in contact with us when they have engaged a consultant and are ready to start consultations. Ellie gave an example from the local news where there was some controversy about the council approving a development with an affordable housing component. Nick advised that Griffith local council is involved in building affordable housing.</p> <ul style="list-style-type: none"> <li>• <b>Developing a legal referral guide for our region – small group discussion looking at different options</b></li> </ul> <p>Feedback from each table discussion and brainstorming around the Riverina Legal Guide creation was shared -</p> <ul style="list-style-type: none"> <li>• Importance of having accurate contact details for appropriate services</li> <li>• Coverage for the whole Riverina, make sure the correct offices to cover specific towns e.g. ALS for Griffith/Leeton call Griffith office</li> <li>• Phone APP suggestion or WEBLINK</li> <li>• Keep Guide simple and user friendly.</li> <li>• Challenges will be to keep guide up to date and remain current.</li> <li>• Inviting not confronting with too much info</li> <li>• Financial Counsellor information needed.</li> <li>• How will clients know about the guide?</li> <li>• Who is this guide created for?</li> </ul>	<p>KH - An email to be sent to Legal Aid NSW Refugee team to see if they can help or have any advice.</p>
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	<p><b>Outcome:</b> Riverina Legal Guide (that will be created) be placed as a standard agenda item for brief review by the partners each quarter - noting discrepancies or changes required.</p> <ul style="list-style-type: none"> <li>• <i>DV-focused forum</i></li> <li>• <i>Next priorities from the action plan?</i></li> </ul> <p>Legal Services Guide for Riverina Region to be established</p>	<p><b>Action</b> MVL and KH to work on creating a template for Riverina Legal Guide for next meeting. MVL Legal guide to be a standard agenda item</p>
<p><b>5. Partners Update &amp; News</b></p>	<ul style="list-style-type: none"> <li>• Calvary Women’s Wellness – has a new midwife and home detox nurse.</li> <li>• Kyle – circle sentencing is going well.</li> <li>• Scott advised about a new general email address for referrals to financial counselling.</li> <li>• Sisters Housing – Susan is encouraging people to reach out to her to talk about the service.</li> <li>• Marathon Health – Ash Credlin has a new Carefinder program to meet a gap in aged care for people who don’t have any family or carer, who are not connected to aged care, or who are homeless or experiencing domestic violence. Posters advertising the service are available. <b>(Information below from Ash Credlin)</b></li> </ul> <p>We at Marathon Health are excited to announce the commencement of the care finder program across the Murrumbidgee, in partnership with Grand Pacific Health. The care finder program is designed to support vulnerable older Australians to access aged care and community services in instances where they are not able to do so without intensive supports and is currently rolling out across the country.</p> <p>We have care finder staff on the ground and are actively seeking referrals to support older residents across the majority of the Murrumbidgee who are finding navigating the aged care system challenging, are at risk in their home, have communication challenges or have limited family or friends to support them to access services.</p>	

I have attached to this email our factsheet which outlines the list of LGA's we cover, supports we offer as well as an explanation of the target cohort. Care finder's flexibility allows us to be innovative and supportive in how we deliver services and who is eligible for our program. Services can be delivered face to face, over the phone or through another medium which suits clients' needs, and we have staff locally who are able to travel.

It would be fantastic if you could please distribute the attached documents as well as the referral form (attached as a PDF and below in a link). If you or your team have any questions please don't hesitate to call me on *0438 748 830 or insert own number if not Ash* or calling our care finder number 1300 418 223 to discuss how care finder can support vulnerable people who you are working with.

Referral form: [Marathon Health care finder referral form](#)

We have posters available for display – please let me know if you would find it beneficial to have some dropped past for display in your waiting areas. Similarly, please let me know if your organisation would benefit from an in-service presentation on care finder and how we can support your clients to navigate the aged care system.

Thank you and we are looking forward to working together  
Ash

- The Multicultural Centre offers casework for up to 5 years after arrival in Australia. They observe that sometimes people are reluctant to transition to mainstream services after 5 years.
- Services Australia – the increase in Centrelink payments won't actually occur until September.

	<ul style="list-style-type: none"> <li>TAFE is affected by staff shortages, but Nick can help people across the region with TAFE related issues and reminds everyone that TAFE has great venues for use for free for community groups.</li> </ul>	
<b>6. Next meeting</b>	<p><i>24 August 2023 - Online <b>11am – 1pm</b></i></p> <p><i>16 November 2023 Face-to Face Leeton TAFE NSW (<b>11 am to 1 pm time TBC</b>)</i></p>	