

Greater Albury CLSD Program Meeting

21 May 2025 | 10am to 12pm | Hybrid – Online and the Hub - YES Unlimited

MINUTES

Present: **Carole Gray** (Canberra EDU), **Claire Williams** (Justice NSW), **Liat Kedem** (Knowmore), **Kate Coomber** (Knowmore), Shannon Trindall (Knowmore), **Jasmine Harris** (Knowmore), **Jerry Callope** (Knowmore), **Felicity Hartridge** (HRCLS), Louise Fraser (**Murrumbidgee LHD**), **Steph Martin** (FASS), **Rebecca Bryant** (VERTO), **Amanda Finnemore** (WDVCAS), **Trevor Groves** (IDRS), **Delphine Bellarose** (Law Foundation), **Sarah Ratcliffe** (Law Foundation), **Ali Maher** (HRCLS), **Kate Schirripa** (Centacare SW MNW), **Sue Beddowes** (Intereach), **Tanya Finneran** (NSW LA), **Erica Molyneaux** (Legal Aid VIC), **Rebecca Cooper** (Service NSW), **Kelly Stensholt** (VERTO), **Anthony Nguyen** (HRCLS), **Trevor Jones** (CLSD / IDRS)

Apologies: **Raissa Butowski** (HRCLS), **Faye Dhelin** (GM Local Jobs), **Rohan Harrison** (NSW LA), **Rosa Krilic** (EWON), **Natalie Neumann** (NSW Legal Aid), **Sally Fisher** (Sureway) **Kate McGrath** (YES Unlimited), **Jacki Eckert** (Gateway Health), **Jane Cipants** (NSW LA), **Jennifer Pegler** (Murrumbidgee LHD), **Diane Small** (Albury City), **Tracey Barkley** (NDIS), **Kathryn Hall** (KPW Lawyers), **Michelle Conroy** (One Door), **Jessica Blum** (UMFC), **Shandell Blythe** (Aust Childhood Foundation), **YMCLC** (YMCLC EDU), **Gabby Maginnes** (HRCLS), **Bec Glen** (YES Unlimited), **Ashlie Barclay** (HRCLS), **David Whitehouse** (HRCLS), **Margie Tickner** (Anglicare), **Serena Kent** (YES Unlimited), **Amanda Meagher** (HRCLS), **Jemmah Conallin** (Stronger Minds), **Sarah Caplice** (NSW LA), **Holly Graham** (Legal Aid NSW), **Michael Fuller** (NSW Police),

Agenda item	Discussion	Action/Outcome
1. Opening 10.00am	Colette welcomed and thanked everyone for attending. Acknowledgement of Country – Greater Albury CLSD	Nil
2. Purpose	Information sharing and networking.	Nil

Greater Albury CLSD Program Regional Coordinator
Email: clsd@umfc.com.au
Phone: (02) 6055 8090
Webpage: [Greater Albury CLSD](#)



Agenda item	Discussion	Action/Outcome
3. Ice Breaker	<p>1. Who are you where are you from?</p> <p>2. If animals could talk which, do you think would be the rudest?</p>	Nil
4. Guest speaker 10.15am 30mins	<p>Jasmine Harris – Lawyer RSS Capability Development – Knowmore Legal Service. Provides free and independent legal advice for survivors of child sexual abuse and the stolen Generations.</p> <p>Kate Coomber, Social Workers Counsellor Jenny Collope, Aboriginal Engagement Advisor Shannon Trindall, Aboriginal Engagement Advisor Jasmine Harris, Capability Development Lawyer Liat Kedem, Lawyer</p> <ul style="list-style-type: none"> • National free and independent legal service. • Supporting survivors of child sexual abuse and the Stolen Generations. • Providing trauma-informed legal advice, financial counselling, social support, and specialist cultural support for First Nations people. <p>Knowmore stats:</p> <ul style="list-style-type: none"> • 156,580 calls through 1800 • 21,926 client's intake completed • 93% new clients since the Royal Commission • 10% were priority clients, 42% identified as ATSI, 44% female and 55% male. <p>Legal advice, support service, law reform and advocacy, financial counselling ATSI engagement.</p> <p>Support Service Team:</p> <ul style="list-style-type: none"> • Social workers and counsellors. • Provide short-term counselling support survivors accessing our service. 	

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	<ul style="list-style-type: none"> • Link survivors with ongoing counselling and other options prior to their legal advice appointment and within gaps. <p>Aboriginal Engagement Team:</p> <ul style="list-style-type: none"> • Understanding about complexity and impacts of trauma on First Nations people, families and communities. • Respect for Cultural Protocol. • Specialist Aboriginal and Torres Strait Islander Engagement Advisor (male and female). • Cultural guidance to staff, first point of contact. <p>People withdrawal from National Redress, will be taken away to the debt recovery. It's not compensation it's recovery.</p> <p>Legal Team:</p> <ul style="list-style-type: none"> • Legal Advice: Legal advice for survivors of abuse in both institutional and private settings • Ongoing Legal Representation: Continued support for survivors needing legal representation or assistance. • Assistance for survivors of the Stolen Generations: including help with the Territories Stolen Generations Redress Scheme. <p>Legal Issues can assist with:</p> <ul style="list-style-type: none"> • National Redress Scheme • Victims of Crime compensation • Police reporting options • Territories Stolen Generations Redress Scheme <p>National Redress Scheme Who can apply:</p> <ul style="list-style-type: none"> • Experienced child sexual abuse in an institutional setting. • The abuse occurred before 1 July 2018. 	

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	<ul style="list-style-type: none"> • Additional eligibility criteria. • Applications lodged by 30 June 2027. <p>What does this Scheme offer:</p> <ul style="list-style-type: none"> • Recognition payment up to \$150,000. • Access to counselling. • Direct personal response from the institution (apology). <p>If you accept an offer of the Scheme means giving up the right to commence or continue any legal proceedings against the responsible institution.</p> <p>Legal issues Knowmore can assist with:</p> <ul style="list-style-type: none"> • National Redress Scheme • Victims of Crime compensation • Police reporting options • Territories Stolen Generations Redress Scheme <p>Financial Counselling</p> <ul style="list-style-type: none"> • Assist survivors who are consider or applying to the National Redress Scheme: • Understanding the implications of a payout. • Managing and protecting a lump sum. • Financial hardship support and referrals to other services. • Understanding advance payments and instalment option. <p>Contact: Free call: 1800 605 762 Visit: knowmore.org.au Email: info@knowmore.org.au Referrals: jasmine.harris@knowmore.org.au</p>	

Agenda item	Discussion	Action/Outcome
5. Guest speaker 11.00am 30mins	<p>Claire Williams – Community Engagement Officer at Anti-Discrimination NSW (ADNSW) In March 2024, the NSW Parliament passed the Conversion Practices Ban Act 2024. The Act commenced on April 4, 2025. This bans LGBTQA conversion practices. Complaints, reports and/or enquiries can be made to our free service. This legislation already exists in Victoria, Queensland, ACT, SA and New Zealand. Tasmania is drafting their legislation now.</p> <p>From commencement there are criminal penalties and a civil complaints process in NSW. ADNSW can receive, investigate, refer and conciliate complaints under the Conversion Practices Ban Act 2024 and also have a range of powers to consult, investigate and disseminate knowledge in relation to conversion practices. We set up an advisory group consisting of subject matter experts and people with lived experience of conversion practices to guide and inform our work in this area.</p> <p>More information about the legislation can be found here.</p> <p>Contact: Enquires and complaints Phone: 02 9268 5544 Toll free: 1800 670 812 complaintsabd@justice.nsw.gov.au TIS: 131 450 Website: antidiscrimination.nsw.gov.au</p> <p>Claire Williams – Community Engagement Officer Email: Claire.Williams@justice.nsw.gov.au</p>	Presentation slide attached to minutes.
6. Information Sharing 11.30am	<p>NSW Legal Aid – Albury – Office Move to: Level 1, 530 Swift St Albury NSW 2640 (next door to the old site). You need to go in through the glass doors and up the stairs.</p> <p>And NSW Legal Aid has developed a Do your own Divorce Guide</p>	See attached

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	<p>Pat Undy – Services Australia Indigenous Service Officer with Services Australia, so Centrelink, Medicare and child support. Based in Griffith and cover the regions of Berrigan, Jerilderie, Hay, Deniliquin and Finley. Has been doing a bit of work with Intereach as well, which has been good. Role: connect with organizations that work with Aboriginal people in the community and provide information Sand resources and support for any clients that are navigating through Services Australia</p> <p>Has a shared mailbox where the team can be contacted: ISO.NSWACT@servicesaustralia.gov.au</p> <p>St Davids Uniting – Ash Goodsell: If you're working with someone who may benefit from financial or gambling counselling, please don't hesitate to get in touch. Clients are also welcome to self-refer — simply call or email us directly to speak with a member of our team.</p> <p>Phone (02) 6021 7099 Email stdavids@vt.uniting.org Web www.unitingvictas.org.au</p> <p>Long service leave in the community services industry - Jess Eggins - Stakeholder Engagement - Community Services Scheme Commencing on the 1 July 2025, the Community Services Portable Long Service Leave Scheme allows eligible workers in the NSW community services sector to accumulate long service leave based on time in the industry, rather than with a single employer. This ensures workers are recognised for their service, even if they move between employers within the sector. Coming to our region the week of 23–27 June 2025. If you would like Jess to come to you and give a short presentation, email: Jess.Eggins@customerservice.nsw.gov.au</p> <p>Aust Human Rights Commission Has developed bookmarks, posters and social media tiles in 20 languages to raise awareness of the issue and signs of elder abuse and the National Elder Abuse Phone Line 1800 ELDERHelp (1800 353 374). All 20 language versions are available to download at: www.humanrights.gov.au/elderabuse</p>	<p>See flyer attached</p> <p>See referral form and Flyer attached</p>

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	<p>Centacare CALD DV Support Service and Psychologists Appointments available</p> <p>Advanced payments for eligible Forgotten Australians/Pre-1990 Care Leavers in exceptional circumstances. The advanced payment offers a one-off payment to people who were physically, psychologically or emotionally abused or neglected as children in institutional care in Victoria before 1990, and who are now terminally or critically ill. Advanced payments will be available until the Victorian Historical Care Leavers Redress Scheme starts. Those who meet the criteria for an advanced payment will be offered a one-off payment of \$10,000. To be eligible for an advanced payment, a person abused or neglected as a child in Victorian institutional care will need to:</p> <ul style="list-style-type: none"> • have been placed in Victorian institutional care for 6 months or more before 1990 • have a terminal or critical illness. <p>Hume Bank - Scams Presentation How to avoid scams particularly online. If you are interested in a presentation contact: These are her details: Steph Farquhar 0499 873 913 sfarquhar@humbank.com.au.</p> <p>ASK IZZY: Resource to navigate specific services instantly. Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia. And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.</p> <p>ALBURY COURT - Charity Dinner 30 May 2025 The Albury Club 7pm</p>	<p>See flyers attached</p> <p>See invite attached</p>

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	<p>Traffic Offenders Program and WDOs PCYC NSW are a proud approved Work and Development Order Sponsor. Participants who fit the criteria may be eligible for up to \$600 rebate off their unpaid, overdue fines. Criteria includes : A person is eligible for a WDO if they are experiencing: • a mental illness, • an intellectual disability or cognitive impairment, • homelessness, • acute economic hardship. PCYC TOIP is an online meeting through Zoom where participants are constantly monitored to ensure they are engaging during the presentations. The course can be accessed with a mobile phone. Visit www.pcyctrfficoffenders.org.au or email -TOIP@pcycnsw.org.au to learn more.</p> <p>NEW Job opportunity at VERTO: https://www.seek.com.au/job/83998365?ref=search-standalone&type=standard&origin=showNewTab#sol=a6379cd2347184ef1351d6999bf5ff37f27a7a3b Tenancy Consultant VERTO Part time, 3 - 4 day per week position based in Wagga Wagga or Albury (School hours considered).</p>	<p>Timetable for APRIL to JULY 2025, and WDO application attached</p>

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7. Updates	<p>Bec Bryant – VERTO – New Tenancy Laws as of 19 May 2025 New rules are now in effect for eviction. This means that the landlord must have a valid legal reason, with evidence, to evict you. This applies to all residential tenancy agreements – both fixed-term and periodic (ongoing) agreements. Other laws commenced renting with pets, and a fee-free way to pay the rent.</p> <p>Referrals to: Tenancy@verto.org.au 1300 483 786 Or If you have questions you can contact Bec direct: E RBryant@verto.org.au M 0437 540 165</p> <p>Delphine Bellerose - Principal Researcher - Law and Justice Foundation of NSW And Sarah Ratcliffe Using out region as a case study in their research into access to justice in RRR NSW. Looking at the challenges and initiatives in NSW. Conducting interviews and case studies HRCLS and other agencies and services over 3 days.</p> <p>Carole Grey Lecturer Canberra Business School Manager UC Tax Clinic Manager of the UC Tax Clinic. Provide free, confidential and independent taxation advice and services to vulnerable individuals and small businesses in hardship across the Canberra region and surrounding community. The services are provided online via Teams/Zoom and we also assist a broad range of clients from around Australia. We can offer face to face appointments via outreach.</p> <p>Website: https://www.canberra.edu.au/future-students/study-at-uc/study-areas/business/uc-tax-clinic</p>	<p>See flyer Attached</p>
8. Next Meeting	Next meeting – Q3 – Hybrid – Wednesday – 6 August 2025 Online and at YES Unlimited 10am	

Greater Albury CLSD Program Regional Coordinator
Email: clsd@umfc.com.au
Phone: (02) 6055 8090
Webpage: [Greater Albury CLSD](#)



Albury Court staff

INVITE YOU TO OUR CHARITY DINNER

30 MAY 2025 AT 7PM

THE ALBURY CLUB

KIEWA ST., ALBURY

RAISING FUNDS FOR BLACKDOG INSTITUTE

RSVP BY 19 MAY 2025

ENQUIRES TO

ALBURY-LOCAL-COURT@JUSTICE.NSW.GOV.AU

TICKETS AVAILABLE VIA EVENTBRITE

FOR FURTHER DETAILS SCAN

QR CODE



**HUMANITARIAN
SERVICES**



Multicultural Family & Domestic Violence Support



Centacare South West NSW is a Catholic Social Service Agency who exists to make a positive difference in people's lives.

Our psychology, counselling, NDIS, school wellbeing, and education programs support children, individuals, and families.

Are you, or do you know a woman or child, from a Culturally and Linguistically Diverse background that is experiencing family or domestic violence?

Our Multicultural Domestic and Family Violence Support Service can help you or someone you know.

Our program supports Culturally and Linguistically Diverse victims/ survivors of family, domestic, and sexual violence. We provide these services within Griffith, Wagga Wagga, Junee and surrounding communities.

The aim of the program is to empower and support mothers and children to access support services that are victim survivor centered, culturally appropriate and trauma informed whilst adopting a child aware and parent sensitive approach.

Our services include:

- Case Management
- Community Engagement
- Community Capacity Building
- Education and Training Programs

Interpreting services available on request.

Want to know more?

Visit: centacareswnsw.org.au or call 1300 619 379 or email your enquiry to: info@centacareswnsw.org.au.



6th January 2025

Dear Practice Manager

Re: Psychologists appointments available

Centacare South West NSW has 2 full time, Registered Psychologists/Clinical Psychology Registrars which will be starting in February 2025 in our offices based in Wagga Wagga and Albury, and a Provisional Psychologist working in our Wagga office 3 days per week.

We are currently taking appointments for both Psychologists/Clinical Psychology Registrars and Provisional Psychologist, hence we would like to inform your practice if this as soon as possible, knowing availability for psychologists can be limited.

Abbey, (Registered Psychologist/Clinical Psychology Registrar), specialises in working with a range of client presentations, including Autism, ADHD, anxiety, behavioural concerns, and mood disorders. With experience conducting neurodevelopmental assessments, Abbey is passionate about her work in working with children and young adults, aiming to make a positive impact on their lives and that of their families. Abbey will work in our Wagga office 5 days/week.

Georgia (Registered Psychologist/Clinical Psychology Registrar) works with children and adolescents with a range of presentations such ASD, ADHD, learning difficulties, behavioural challenges, anxiety conditions, and depressive disorders. Georgia has experience in the assessment of neurodevelopmental conditions, and is passionate about supporting children, adolescents, and their families. Georgia will work in our Wagga office 2 days/week and our Albury office 3 days/week.

Dan (Provisional Psychologist) is currently in his final year of the Master of Psychology program and is gaining experience working with children, adults and families at Centacare, as well as private practice. Dan is available 3 days per week in our Wagga office.

Our Psychologists, Abbey, Georgia and Dan are here to provide compassionate care and expert guidance to help clients, and their families, flourish.

Phone 1300 619 379

Fax 02 6921 1375

info@centacareswnsw.org.au

www.centacareswnsw.org.au

ALBURY

566 Macauley
Street
Albury NSW 2640
PO Box 3143
Albury NSW 2640

GRIFFITH

140 Yambil Street
Griffith NSW 2680
PO Box 2330
Griffith NSW 2680

MULWALA

109 Melbourne
Street
Mulwala NSW 2647

WAGGA WAGGA

203 Tarcutta Street
Wagga Wagga
NSW 2650

Centacare
South West NSW Ltd
ABN 72 610 403 480

Georgia and Abbey O'Connell love working with children and young people and have the skills to provide:

What we offer?

- Assessment and diagnosis of children and adults
- Psychological treatment for children, adolescents and adults
- Social, emotional and behavioural difficulties
- Grief, loss and Trauma
- Anxiety and depression
- School refusal

Please go to our website for further information on www.centacareswnsw.org.au or call us on 1300 619379.

Yours sincerely



Annemaree Binger
CEO-Centacare South West NSW
E: bingera@centacareswnsw.org.au
M: 0407028151

Phone 1300 619 379

Fax 02 6921 1375

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www.centacareswnsw.org.au

ALBURY

566 Macauley
Street
Albury NSW 2640
PO Box 3143
Albury NSW 2640

GRIFFITH

140 Yambil Street
Griffith NSW 2680
PO Box 2330
Griffith NSW 2680

MULWALA

109 Melbourne
Street
Mulwala NSW 2647

WAGGA WAGGA

203 Tarcutta Street
Wagga Wagga
NSW 2650

Centacare
South West NSW Ltd
ABN 72 610 403 480

meet your



Psychologists

ABBHEY AND GEORGIA

At Centacare South West NSW, we're passionate about providing the highest standard of care and support to our clients.

We are thrilled to announce the addition of two psychologists to our team, Abbey and Georgia.

Abbey has extensive training in conducting neurodevelopmental assessments, including diagnoses of learning disorders, ADHD, intellectual disabilities, and autism. She is passionate about making a positive difference in the lives of young people and their families.

Georgia is a registered psychologist who is also completing her Clinical Psychology Registrar Program.

Georgia has experience working across the lifespan, including children, adolescents, adults, and older adults. Since 2022, she has focused her practice on supporting children and adolescents.

Appointments are filling fast, so don't wait!

Speak with one of our team members to make an enquiry or scan the QR code to find out more.



At Centacare, we believe in wellbeing for all.

We advocate for, support and service vulnerable members of our community.

We do this by:

- Providing services that are flexible and responsive to the needs of our communities.
- Building strong connections and partnerships.
- Empowering individuals to create change for the better.
- Creating resilient communities by giving all people a voice.

Other Centacare Services

Support Mental Health:

We offer individual, couples or family counselling sessions to help support you to achieve a better sense of wellbeing and improved relationships.

School Wellbeing Program:

For our children to think right, they must first feel right. Our School Wellbeing Practitioners work with students, families and school staff within the school community.

Support with your NDIS Plan:

Your NDIS coordinator will work with you to find quality supports, link you with the right providers provide support with social and community access.

Have you recently settled in Australia?

Our settlement, Engagement and Transition Support team (SETs), can help new Australians to feel better connected and supported in your community.

Parental Support:

Our Educators are available to provide parental coaching and individualised tailored support strengthening parent child relationships.

Psychology Services:

Provides psycho educational assessments and evidence based intervention for both individuals and groups and is Medicare Registered Provider.

Centacare South West NSW

Wagga Wagga | Albury | Griffith | Mulwala |

P: 1300 619 379

E: info@centacaresnsw.org.au

www.centacaresnsw.org.au



Office locations:

Wagga Wagga
203 Tarcutta Street

Albury
566 Macauley Street

Griffith
140 Yambill Street

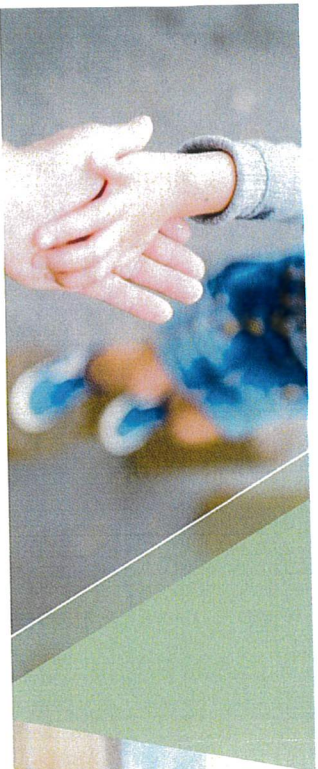
Mulwala
109 Melbourne Street



Psychology Services



We place a high value on mental health and recovery and offer a range of psychological assessment services.



Centacare South West NSW

At Centacare South West NSW, we are passionate about providing the highest standard of care and support to our clients.

Our highly skilled Psychologists and Provisional Psychologists, provide effective treatment for clients.

We provide a warm environment where everyone feels a sense of belonging.

We offer counselling for individuals, couples, children, and families.

If you are looking for counselling services by registered psychologists our professional team is here to help.

At Centacare we do not offer bulk billing for our psychology services. However, as our psychologists are registered psychologists, you will be able to claim a Medicare rebate as long as you have a Mental Health Care Plan (MHCP).

What this means is that there will be a gap fee payable per session even if you have a Mental Health Care Plan.

Cognitive Tests and Assessments:

Our Psychologists and Provisional Psychologists conduct professional cognitive and psychometric assessments, such as: WAIS-IV, WISC-V WPPSI-V, WAT WIAT III, ADOS 2, ADI-R.

Areas we specialise in assessing:

- Cognitive Impairment
- Learning Disorders
- Autism Spectrum Disorder
- Attention Deficit / Hyperactivity Disorder
- Anxiety and Depression
- Behavioural disorders

Psychological Reports:

Comprehensive assessment includes: A summary letter and a detailed report that includes assessment data, interpretations, diagnostic findings, and personalised recommendations.

Psychological and Counselling Services:

- Cognitive Impairment
- Mental Health
- Stress Management
- Trauma
- Parenting
- Relationship Issues
- Learning Disorders
- Attention Deficit / Hyperactivity Disorder
- Anxiety and Depressive disorders
- Behavioural disorders

There are a number of ways you can access a Psychologist:

- Better Access – GP Mental Health Treatment Plan (Medicare)
- NDIS – we are a Registered Provider
- Private Appointments - you do not need a referral to see our Psychologists, however no rebate is available for these appointments.

Phone Centacare South West NSW on 1300 619 379

email: info@centacaresw.nsw.org.au

Some of the signs to look out for:

- Are they disinterested in family/sports/work commitments?
- Are they secretive about how they have been spending time?
- Are they secretive about their finances, bank accounts or bills?
- Have you noticed money missing from accounts?
- Do they sometimes ask to borrow money and can't explain why?
- Do they sell their valuables for unexplained reasons?
- Do they sometimes have lots of money, followed by times when they're low on cash?
- Do they promise to stop gambling, yet continue?

How can Gambling Counselling help?

Take control of your life by chatting to qualified gambling counsellors. We can offer everyone a free individualised appointment and action plan.

What should I expect?

We are here to assist you, so we will need to ask some questions to help us understand your situation. You can expect to receive respect, trust and compassion, without judgement.

The information you receive will be from a qualified financial counsellor who adheres to industry standards and is a member of the Financial Counsellors Association of NSW and/or a qualified gambling counsellor with specific skills to work with people who have a gambling problem or those who are affected by someone else's gambling.

**We can help
you find a
way forward.**



You can feel reassured that our financial and gambling counsellors won't take over your finances or judge you on how you manage your money. It's not our role to offer investment advice, prepare or lodge tax returns or pay your bills. If needed, we can refer you to other Uniting services if you need emergency relief or material aid.

How do I start?

It's simple to access our local services. Call us to book a phone, online or face to face appointment.

A gambling counsellor or financial counsellor will assess your needs.

About Uniting

Uniting has stood with local communities in Victoria and Tasmania for more than 100 years, delivering services to people of all ages.

We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Get in touch

593 Olive Street, Albury NSW 2640

T 02 6021 7099

Monday to Friday 9am to 5pm

Servicing the Murrumbidgee Local Health District.

Interpreters available on request.

unitingvictas.org.au

24-hour emergency contacts

National Debt Helpline 1800 007 007

Gambling helpline 1800 858 858

Lifeline 131 114

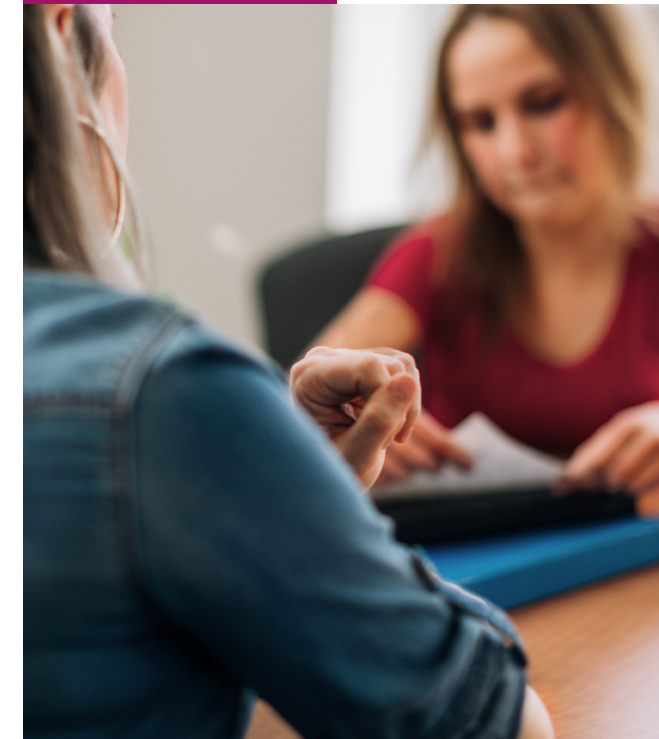
GAMBLEAWARE
Murrumbidgee
gambleaware.nsw.gov.au
1800 858 858



Uniting (Victoria and Tasmania) Limited

ABN 81 098 317 125

**Financial
Counselling
and Gambling
Counselling**



**Free and
confidential
information.**

Uniting

Our Financial Counselling and Gambling Counselling offers local services across the Murrumbidgee Local Health District that can help you to talk through your worries and work towards greater security. We can help you draw on your own resources, resolve problems and explore options to make life choices clearer for you.

You may need Financial Counselling if you:

- Can't see a way forward financially
- Feel anxious or depressed because of your financial position
- Argue with your family over money
- Don't have enough money to pay for essentials such as housing, food or utilities
- Are being harassed by creditors.

How can Financial Counselling help?

Financial Counselling is a free service where information, options and support are provided to people experiencing financial difficulties.

Financial counsellors can:

- Assist you to create your own budget
- Help you negotiate with creditors and make payment plans
- Advocate on your behalf
- Explore options available to you making choices clearer
- Inform you of your rights and responsibilities
- Help you prioritise your bills and debts
- Provide information on rules and laws about payment obligations
- Inform what creditors can and can't do regarding assets and property
- Assist with letters or refer for assistance with legal documents
- Present options to deal with your debts including information on benefits and entitlements
- Provide you with the tools and resources to resolve your own concerns.

What to bring along

When you talk with your financial counsellor, it will help to have all your financial papers with you, such as:

- Proof of income (current pay slip or Centrelink statements)
- Demand letters
- Outstanding bills
- Court orders
- Contracts
- Rent/mortgage amounts
- Bank statements
- Credit card statements
- Any other financial documents.



Gambling Counselling

How can you tell when gambling is a problem?

Gambling may be an issue if you:

- Think about gambling often
- Return to try and regain losses
- Feel depressed as a result of your gambling
- Borrow money in order to gamble
- Argue with your family over money spent on gambling
- Have unpaid bills so you can use the money to gamble
- Find it difficult to limit the amount of money and time spent on gambling
- Try to stop gambling but you can't.

Supporting someone with a gambling problem?

We may not want to believe that someone we know or love has a problem with gambling. It can also be difficult to recognise gambling problems, because many people try to change or attempt to hide or deny them.

Even if you are having trouble talking about it together, there are many ways our counsellors can help you and the person who is experiencing problems with gambling.



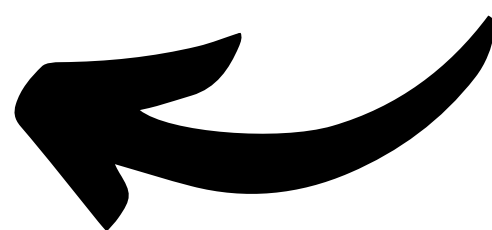
Do Your Own Divorce

A free step-by-step guide to doing your divorce online

info.legalaid.nsw.gov.au/divorceguide



Scan me



Disclaimer: Do Your Own Divorce is a general guide to the law. You should not rely on it as legal advice, and we recommend that you talk to a lawyer about your situation. The information is correct at the time of publishing, however it may change. For more information contact LawAccess NSW on 1300 888 529.

Indigenous Service Officers

Indigenous Service Officers (ISOs) connect with community organisations who support Aboriginal and Torres Strait Islander people. They build meaningful connections with community organisations to help identify trends and address gaps in service delivery.

To do this they:

- Establish working relationships with communities and their organisations.
- Promote our payments and services to help support our customers.
- Increase and improve awareness about our online services.

ISOs can help your organisation and your customers

- Deliver education sessions about our services.
- Give you information about how to access and use our online services.
- Help customers connect with other support services in your area.

Working with the community

ISOs collaborate with communities and participate in community events both face to face and virtually, including:

- Local network meetings with community and third-party organisations.
- Local forums to support Indigenous customers.
- Deliver information to customers at community forums and special events.

For more information about our payments and services

Customers can call the Centrelink Indigenous Call Centre to speak with a Service Officer.

It's important they stay on the line when they call. If they hang up and call back, they may end up waiting longer.



Freecall Indigenous contact numbers:

Centrelink Indigenous Call Centre
Freecall™ 1800 136 380

Indigenous Debt Recovery Line
Freecall™ 1800 138 193

ABSTUDY
Freecall™ 1800 132 317

Income Management
Freecall™ 1800 132 594



Online

Customers can use myGov to access Medicare, Centrelink and Child Support services.

To access these services through our Express Plus mobile apps, go to **my.gov.au**

LGBTQA conversion practices ban and the role of Anti-Discrimination NSW

CLSD

Presenter: Claire Williams





Acknowledgement of Country



Content warning

The content of this presentation may be emotionally challenging at times (explainer video contain references to suicide).

Feel free to step outside – and remember, you can reach out to QLife, Lifeline or Beyond Blue for confidential support.



About Anti-Discrimination NSW

Answer enquiries

Investigate and
resolve
complaints

Raise awareness
about
discrimination and
its impacts

Grant exemptions
to the Act

Advise
government about
discrimination
issues

NSW Anti-Discrimination Act



Under the NSW *Anti-Discrimination Act 1977*, unlawful discrimination is when you are treated less favourably than somebody else because of your:

- race
- disability (includes diseases and illnesses)
- sex (includes pregnancy and breastfeeding)
- age
- marital or domestic status
- homosexuality
- being transgender
- carer's responsibilities.

Sexual harassment, vilification and victimisation are also against the law.

Vilification is a **public act** that could **incite hatred, serious contempt or severe ridicule** towards a person or group with the following characteristics:.

- race
- religion
- homosexuality
- being transgender
- having HIV or AIDS.

Anti-Discrimination Act review

The Attorney General has asked the Law Reform Commission to review the *Anti-Discrimination Act 1977*.

Anti-Discrimination NSW supports amending the grounds in the Act to include protection based on:

- Sexual orientation
- Gender identity
- Intersex (or innate variations of sex characteristics)
- Religion or religious belief

Background

On 22 March 2024, the NSW Parliament passed a bill that banned LGBTQA conversion practices. The law came into force on Friday 4 April 2025.

- **LGBTQA conversion practices are harmful practices** which seek to change or suppress an individual's sexual orientation or gender identity. They are sometimes referred to as 'gay conversion' practices or 'conversion therapy'. Evidence shows that conversion practices are dangerous, damaging and they don't work.
- **Conversion practices are not supported by medical research.** There is no evidence that sexual orientation can be changed or suppressed. While gender identity can be fluid, attempts to forcibly change it are harmful and ineffective.
- **Conversion practices can include** teachings, counselling, spiritual care activities, or other psychological or medical interventions based on the false ideology that there is something wrong or broken about people with diverse sexualities or gender identities.
- **Conversion practices can include** people receiving subtle and repeated messages, that with faith or effort, they can change or suppress their sexual orientation or gender identity.

Anti-Discrimination NSW can now accept reports about conversion practices (and formal complaints about conversion practices which began on or after 4 April 2025).

Examples of conversion practices

Conversion practices include but are not limited to:

- Using shame, coercion or other tactics to give someone an aversion to same-sex attractions or to encourage gender-conforming behaviour
- Encouraging someone to believe their sexuality or gender is defective or disordered
- Performing a ritual, such as an exorcism or prayer-based practice to change or suppress someone's sexual orientation or gender identify.

Often, LGBTQA conversion practices are difficult to recognise because the forms they take might at first appear to be non-threatening, such as group study, mentoring and counselling, or camps and courses.

Impact of conversion practices

- In its position statement on engaging with the LGBTQA community, the **Australian Medical Association (AMA)** states: Conversion practices are rooted in the false assumption that sexual orientations other than heterosexuality, and gender identities other than cisgender, are mental disorders that can and must be altered ... There is strong agreement among the medical profession in Australia that conversion practices have no medical benefit or scientific basis, and that there is evidence of significant harms resulting from such practices'(1)
- **The Australian Psychological Society (APS)** states: There is [however] clinical evidence that (these practices) are harmful and can compound the challenges already faced by LGBTQ+ communities(2)

(1) From the AMA position statement on LGBTQA community. (2) From the APA Use of psychological practices that attempt to change or suppress a person's sexual orientation or gender: Position statement.

What does the Act say?

Conversion practices are against the law. As stated in the *Conversion Practices Ban Act 2024* (NSW), a conversion practice means a practice, treatment or sustained effort that is:

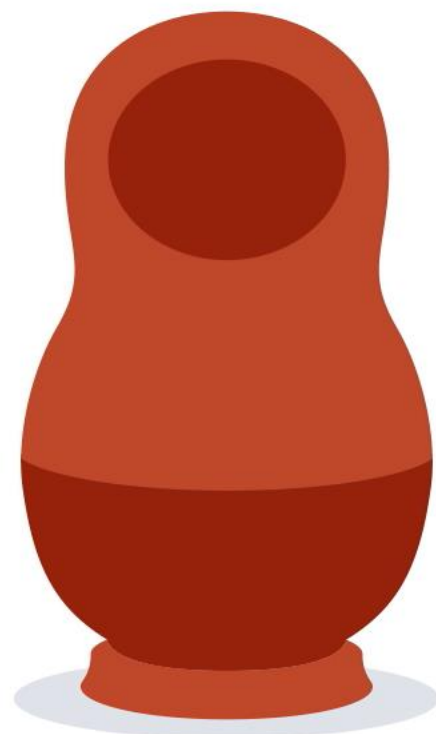
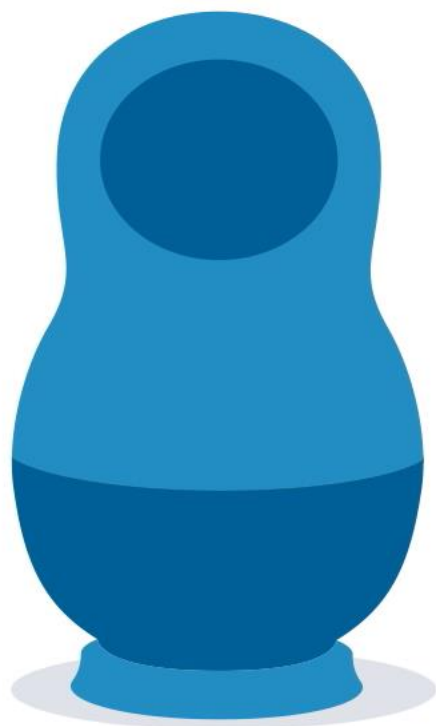
- directed to an individual on the basis of the individual's sexual orientation or gender identity, and
- directed to changing or suppressing the individual's sexual orientation or gender identity.

The Act also outlines what is not a conversion practice:

- stating what relevant religious teachings are or what a religion says about a specific topic
- general requirements in relation to religious orders or membership or leadership of a religious community
- general rules in educational institutions
- parents discussing matters relating to sexual orientation, gender identity, sexual activity or religion with their children.

***The Conversion Practices Ban Act* does not stop anyone from holding beliefs about sexuality or gender or having conversations with others about those beliefs, however it does prohibit causing harm to others by trying to impose beliefs to change someone's gender or sexuality.**





Our role



ADNSW administers the civil (non-criminal) complaints scheme to support survivors and help to address the harms they have experienced.

We have powers to:

- investigate and conciliate complaints where appropriate
- refer complaints to other agencies including NSW Police where appropriate (with consent of the complainant)

We also have research and education functions – we aim to eliminate conversion practices by raising awareness about the law and promoting cultural change.

Who can report a conversion practice?

Anyone who thinks they see or may be experiencing a LGBTQA conversion practice is encouraged to contact Anti-Discrimination NSW.

We can accept reports from anyone, including anonymous reports.

We can accept formal complaints from:

- an individual, on their own behalf, or on their own behalf and on behalf of another individual
- a parent/guardian of an individual who lacks legal capacity (for example, because of their age or disability)
- a representative body
- an agent of an individual (for example, a lawyer).

We can accept:

- complaints on behalf of others (with consent)
- representative complaints (with consent from each person being included and sufficient interest in the matter by the representative group).

Complaints process

We can provide information and referrals to support services and other agencies where appropriate.

If a matter goes to conciliation, the individual will not be required to meet with or talk directly with the other party, unless they choose to.

Complaints process

Through a specialised conciliation officer, individuals can ask for any outcome they like, and this would be negotiated for agreement between them and the other party.

This could include:

- some kind of acknowledgment, recognition or apology from the reported person/organisation
- an agreement not to carry on conversion practices in the future, or a change of policy
- financial compensation from the reported person/organisation
- education or training for the reported person/organisation.

Complaints process

If a matter does not resolve through conciliation, it might go on to the NSW Civil and Administrative Tribunal, where the outcome could include financial compensation up to \$100,000, and/or an order for the respondent to stop or not repeat the conduct; perform any reasonable act or course of conduct to redress loss or damage, and/or publish an apology or retraction.

Referrals

In some situations, it may be appropriate for Anti-Discrimination NSW to refer a complaint of a conversion practice to another organisation, such as the:

- NSW Police
- Health Care Complaints Commission
- Australian Health Practitioner Regulation Agency
- Health Professionals Councils Authority

Conversion practices may also contravene other professional codes and guidelines.

These include the codes of conduct of the Australian Psychological Society, the Psychotherapy and Counselling Association of Australia and the guidelines of several faith-based mental health bodies including the Christian Counsellors Association of Australia.

Criminal offences

Anyone who provides a conversion practice that causes substantial mental or physical harm, or endangers an individual's life, can face up to 5 years in prison.

Taking someone outside of NSW for these practices or engaging someone from outside of NSW to deliver a conversion practice to someone in NSW – can lead up to 3 years in prison, a fine, or both.

Note: Consent to the conversion practice is irrelevant.

ADNSW Conversion Practices Ban

Advisory Group



- ADNSW set up an advisory group consisting of subject matter experts and people with lived experience of conversion practices to guide and inform our work
- The Advisory Group was established to provide a mechanism for ADNSW to be trauma informed
- Members provide independent advice and guidance for key aspects of the implementation of the conversion practices ban, including the development of information resources (internal and external) and community awareness and education initiatives
- The group is made up of many survivors of conversion practices, leaders in the field and people from a multicultural background

Case studies

Research from Professor Tiffany Jones



https://www.latrobe.edu.au/__data/assets/pdf_file/0007/1201588/Healing-spiritual-harms-Supporting-recovery-from-LGBTQA-change-and-suppression-practices.pdf

<https://www.tandfonline.com/doi/pdf/10.1080/14681811.2021.1978964>

What has been achieved so far

- Enquiries being received from community members from multicultural backgrounds regarding conversion practices
- Stronger relationships with community organisations
- Translating materials into community languages
- Running targeted social media campaigns
- Participating in community events and festivals
- Increased awareness within faith-based communities
- Partnering with faith leaders to foster inclusive discussions
- Partnering with LGBTQA organisations to consider joint projects in the future

LGBTQA conversion practices are now against the law in NSW. [Find out more.](#)



العربية

Tiếng Việt

中文

Ελληνικά

Italiano



Listen



Anti-Discrimination
New South Wales



Discrimination ▾

Complaints ▾

Organisations & community groups ▾

Tools & resources ▾

About us ▾

Need help?

Your Feedback



Give us a call

If you've been discriminated against, sexually harassed, vilified or victimised in NSW, we can help. Our services are free.

Call 1800 670 812

Read our FAQs



Discrimination

What is discrimination

Types of discrimination

Sexual harassment

Vilification

Victimisation

LGBTQA conversion practices

Community language information

Frequently asked questions

LGBTQA conversion practices



On 22 March 2024, the NSW Parliament passed a bill that bans LGBTQA conversion practices. The ban will come into force on 4 April 2025.

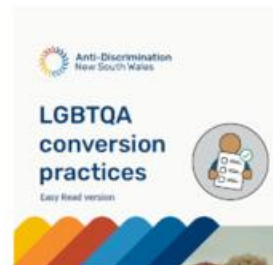


LGBTQA conversion practices explainer

What are conversion practices?

LGBTQA conversion practices are harmful practices which seek to change or suppress an individual's sexual orientation or gender identity. They are sometimes referred to as 'gay conversion' practices or 'conversion therapy'. Evidence shows that conversion practices are dangerous and damaging.

Conversion practices are not supported by medical research. There is no evidence that sexual orientation or gender identity can be changed or suppressed. While it may appear possible for



Support services

You can get further help and support by contacting these organisations:

[Expand all](#)

[Collapse all](#)

LGBTQA support organisations



Advocacy and legal services



Affirming faith organisations



Crisis and mental health support



Frequently asked questions

On this page

Are conversion practices legal in NSW?

Why have conversion practices been banned?

What are examples of conversion practices?

Can conversion practices happen online?

What about prayer and the teaching of abstinence and celibacy?

What is not a conversion practice?

What other practices are permitted?

What can health practitioners do?

Have I experienced a conversion practice?

Who can report a conversion practice?

If I report a conversion practice, what will Anti-Discrimination NSW do?

If I make a formal complaint, what outcomes can I expect?

What can I do if I experienced a conversion practice in NSW before 4 April 2025?

What if I participated willingly, asked for help or consented to the change or suppression attempts?

Will I be identified if I report a conversion practice? Will I have to talk to the person I am reporting?

Do I need legal advice or representation?

What are the penalties for conversion practices in NSW?

What happens if someone makes a complaint against me or my organisation?



LGBTQA conversion practices

Easy Read version



Community language information



Need an interpreter?

Call TIS National on [131 450](tel:131450) [🔗](#) (free service) and ask the interpreter to call Anti-Discrimination NSW.

Information about LGBTQA conversion practices is available in different languages.

Select your preferred language below:

Arabic

العربية



Chinese Simplified

简体中文



Chinese Traditional

繁體中文



Greek

ΕΛΛΗΝΙΚΑ



Korean

한국어



Vietnamese

Tiếng Việt



Website page and support services



1800 184 527
3pm to midnight



13 11 14
Available 24 hours



1300 22 4636
Available 24 hours

Anti-Discrimination NSW contact details



Enquiries and complaints

Phone 02 9268 5544

Toll free number 1800 670 812

complaintsadb@justice.nsw.gov.au

Telephone interpreter service

131 450

Website

antidiscrimination.nsw.gov.au

Subscribe to
[Equal Time](#)



Getting in touch



Claire Williams

Community Engagement Officer

Claire.Williams@justice.nsw.gov.au



Questions?

PCYC TRAFFIC OFFENDERS INTERVENTION PROGRAM

APRIL - JULY TIMETABLE 2025

**TOIP is delivered online via ZOOM
across 2 weeks**

**Saturday - 8:30am - 2:30pm
Tuesday AND Wednesday - 6:30 - 9:00pm**



The Topics We Cover

WEEK 1

**The Police Force
Crash Consequences
The Legal System
Alcohol And Other Drugs**

WEEK 2

**Victims Of Road
Trauma
The Accident Scene
Driving Facts**

UPCOMING COURSES

	WEEK 1	Week 2
Saturday - 8:30am - 2:30pm	5 APRIL	12 APRIL
Tuesday AND Wednesday - 6:30 - 9:00pm	15, 16 APRIL	22, 23 APRIL
Saturday - 8:30am - 2:30pm	3 MAY	10 MAY
Tuesday AND Wednesday - 6:30 - 9:00pm	20, 21 MAY	27, 28 MAY
Saturday - 8:30am - 2:30pm	7 JUNE	14 JUNE
Tuesday AND Wednesday - 6:30 - 9:00pm	24, 25 JUNE	1, 2 JULY
Saturday - 8:30am - 2:30pm	12 JULY	19 JULY
Tuesday AND Wednesday - 6:30 - 9:00pm	22, 23 JULY	29, 30 JULY

PCYC TOIP are an approved Work and Development Order Sponsor
Participants who fit the criteria may be eligible for up to \$600 rebate off their fines
Please contact the team prior to enrolment for an application form

REFERRAL FORM

CLIENT INFORMATION

Name: _____

Date of Birth: _____

Address: _____

Email Address: _____

Contact Number: _____

Client Consent

I (Client's name) give permission for GambleAware Murrumbidgee to:

- Contact me to book an appointment, complete intake, send appointment reminders: Yes ☐ No ☐
- Leave a message: Yes ☐ No ☐
- Communicate with referrer: Yes ☐ No ☐

Client Signature: _____

Referrers Signature if client consent given verbally: _____

Date: _____

REFERRAL INFORMATION

Name of referring Service: _____

Name of referring Worker: _____

Contact Number: _____

Email Address: _____

SERVICE REQUESTED

Financial Counselling ☐

Gambling Counselling ☐

Both Gambling and Financial Counselling ☐

Please email completed referral form to: stdavids@vt.uniting.org

UC TAX CLINIC

About the UC Tax Clinic

The UC Tax Clinic provides free, confidential and independent taxation advice and services to taxpayers within the Canberra region and surrounding community who cannot access or afford a tax agent.

The UC Tax Clinic advice and services are provided by University of Canberra students from the Business, Government and Law Faculty who are under the supervision of experienced tax professionals registered with the Tax Practitioners Board.

Who we help

We help financially vulnerable people with their tax obligations, eg, from a failing business, mental health problems, family issues or English language proficiency, indigenous communities, migrants or prisoners/detainees. We also accept referrals from other organisations that assist financially vulnerable people, eg, debt and financial counselling services.

Please note, priority is given to assisting members of the community who may not be able to access or afford a tax agent.

Services available

Our services include:

- Tax advice including claiming of deductions
- Preparation of tax returns, BAS and other ATO forms
- Assistance with responding to ATO letters and notices
- Help with managing your tax debts including negotiation of payment plans
- ATO dispute resolution including remission of penalties
- Applying for a Tax File Number, Australian Business Number and GST registration
- Education regarding your rights and obligations under Australian tax law



Business hours

Assistance is offered primarily by web conferencing (Teams/ZOOM). We also offer phone and in person appointments by arrangement. The Tax Clinic is currently open all year-round Monday and Thursdays, 10 am to 2pm. Other times by arrangement.

For further information about the UC Tax Clinic and our services, please don't hesitate to email taxclinic@canberra.edu.au with any questions you may have.

Our services can also be accessed via an application form on our website:



Work and Development Order Application Form

PCYC TOIP are an approved Work and Development Order Sponsor, participants who fit the criteria may be eligible for up to \$600 rebate off their fines.

Please return the completed form and supporting documents for approval BEFORE starting the Traffic Offenders Intervention Program.

Only overdue fines can be included in the WDO.

If you have other fines that are not yet overdue, please contact the WDO Hotline on 1300 478 879 to discuss.

Client Details	
First name:	
Middle name:	
Surname:	
Date of birth:	
Australian postcode:	
Gender:	
License number:	
License state:	
Contact number;	
Street Address	
Suburb	
Postcode;	
State:	
FINE Document reference number:	<i>(Enforcement order number, time to pay order number, previous WDO number, or others) DO NOT INCLUDE PENALTY NOTICE NUMBER</i>

Application Date:	
Proposed TOIP start date:	Note: -Approved WDO applicants must complete TOIP within 4 weeks of application date to be eligible for rebate.
Can your client afford to pay the fine?	Yes No
Does your client possess substantial assets?	Yes No
Receiving Centrelink Benefits?	Yes No
Centrelink Reference Number:	
What Centrelink benefit does your client receive?	
Aboriginal or Torres Strait Islander person?	Yes No
Culturally and Linguistically Diverse (CALD)community?	Yes No
WDO GROUNDS Note: Clients applying under the grounds of drugs/alcohol/volatile substances can only participate in drug and alcohol treatment and/or counselling.	<ul style="list-style-type: none"> • Acute economic hardship • Homeless • Intellectual disability/cognitive impairment • Mental Illness • Drugs/alcohol/volatile substances addiction
Is this activity court ordered?	Yes No Court Ordered Activities are NOT ELIGIBLE for WDO debt reduction.
Existing Debt Authorise Revenue NSW to add new enforcement orders to WDO:	Yes No
Has an existing payment plan?	Yes No
Keep existing payment plan while on WDO?	Yes No

Will you be paying their Payment Plan themselves or via Centrelink deductions?	Themselves Centrelink <i>Please be aware that you will be responsible for resolving any outstanding fines not included in your WDO or Payment Plan.</i>
PROVIDE DOCUMENTS: Examples of documents you can provide to assist with assessing/processing of your application are:	Last three pay slips Centrelink income statement Bank statement – 3 months Proof of any other income for you and your partner Medical Certificate Other – Please specify.
Full Name.	
Signature: (Type or Sign)	
Date:	

Please return the completed form and supporting documents for approval BEFORE starting the Traffic Offenders Intervention Program.

Participants must pay the \$180 PCYC TOIP booking fee and have the WDO approval confirmed BEFORE TOIP start date. The course must be complete within 4 weeks of WDO approval date to be eligible for the rebate.

If you have any question or concerns about PCYC Traffic Offender Intervention Program, please contact:
 PCYC NSW - Phone: (02) 9625 9111

TOIP Team: toip@pcycnsw.org.au

If you have any questions or concerns about the WDO, please contact the WDO Hotline on 1300 478 879 Monday to Friday 9am to 5pm. Revenue NSW
 Website: www.revenue.nsw.gov.au
 Phone: 1300 478 879

Privacy Collection Notice

A copy of this notice should be provided to a WDO applicant before commencing a WDO.

Collection of Information for the WDO scheme

1.1 Why are we collecting your personal information?

We, as your sponsor or potential sponsor will collect your personal and health information for the purposes of managing, operating, reporting and complying with the Work and Development Order (**WDO**) scheme. This includes using and disclosing your information to assist with the preparation and submission of your application for a WDO, assessing your eligibility for a WDO, and managing and overseeing your WDO and compliance with WDO activities.

1.2 What personal information do we collect?

We will collect the following information from you:

- First and last name
- Sex/gender
- Date of birth
- Residential address details and/or the address of your health practitioner (if applicable)
- Contact details – including your phone number/s and/or email address/es
- Proof of identity documentation – this may include a copy of your driver licence, birth certificate and/or other photographic identification documentation
- If you receive a Centrelink benefit, your Centrelink Reference Number and income details
- Income details including, if necessary bank statements, pay slips and proof of household income
- If the proposed WDO activities include child related activities, evidence that a Working with Children Check clearance has been obtained from the Children's Guardian
- Any other personal, sensitive and/or health information you provide to prove your eligibility for a WDO, as outlined in Part 3 of the [WDO Guidelines](#).
- Any other personal, sensitive and/or health information the WDO Governance group, auditors or external parties request from us to the extent that it relates to an investigation or audit conducted.

We may use information obtained from Revenue NSW regarding your overdue fines, including those unrelated to your WDO, when applying for, managing and reporting on your WDO.

The WDO Governance Group, auditors and others may also collect information from WDO sponsors for the purposes of managing, operating, reporting and complying with the WDO scheme as set out in part 1.3 below.

1.3 How will we use and disclose this information?

We will use the personal, sensitive and/or health information we collect about you to:

- Assess your eligibility for a WDO
- Identify and manage any conflicts of interest relating to the WDO
- Prepare and submit a WDO application on your behalf
- Manage your WDO application via the WDO Self-Service Portal
- If your WDO is approved –
 - prepare and submit monthly activity reports to Revenue NSW via the WDO Self-Service Portal, and
 - maintain records of WDO activities and attendance
- Assist members of the WDO Governance Group and/or auditors appointed or approved by the WDO Governance Group operate and manage the WDO scheme, undertake audits and investigations into compliance with the WDO Guidelines, or reviews of the WDO scheme, and
- Undertake any other related administrative functions.

We may disclose all necessary information to:

- Third party sponsors – i.e. third parties we engage to assist with the provision of WDO activities, or persons to whom our WDO functions are delegated under section 99H of the *Fines Act 1996* (NSW)
- Members of the WDO Governance Group in accordance with their respective privacy policies – [Revenue NSW Privacy Policy](#), [DCJ Privacy Policy](#), and [Legal Aid NSW Privacy Policy](#)
- Auditors or investigators as appointed or approved by the WDO Governance Group and/or
- Any other agency as permitted or required by law, including NSW Police.

This disclosure would usually be in the following circumstances:

- For the purpose of assessing eligibility, submitting and managing your WDO application, including using the WDO Self-Service Portal, providing activity reports, and recording activities and attendance
- To allow the WDO Governance Group or auditors appointed or approved by the WDO Governance Group to operate and manage the WDO scheme, including undertaking audits, internal investigations, review of individual WDO applicants and/or sponsor compliance with the WDO Guidelines
- To the extent that it is permitted or required by law or for a law enforcement or investigative purpose and
- For any other related administrative functions.

1.4 Are you required by law to provide the sponsor and others with this information?

Providing the WDO sponsor and others with the requested information is not required by law.

However, if you choose not to provide us with this information, we may not be able to submit a WDO application on your behalf, manage your WDO and sponsor your WDO activities. If we are unable to undertake these functions, you may not be able to apply for or continue your WDO with our organisation.

1.5 Further information

You have a legal right to access and update your personal information. For more information about how you can access or amend your personal information, please contact your WDO caseworker or administrator.

For more information, please ask us for a copy of our organisation's Privacy Policy.

Privacy FAQ & Consent Form

Important: This form must be completed by an approved Work and Development Order (**WDO**) sponsor and WDO applicant before commencing a WDO. The approved sponsor must retain the completed consent form for a period of five (5) years and must provide a copy to the WDO applicant. The approved sponsor must provide a copy of the completed form, on request, to any member of the WDO Governance Group or an auditor appointed on behalf of the WDO Governance Group.

Frequently Asked Questions

1. Who is a WDO Sponsor?

A WDO sponsor is a health practitioner, social worker, organisation or person approved to administer the WDO scheme under the [Fines Act 1996 \(NSW\)](#).

2. What does a WDO Sponsor do?

A WDO sponsor assesses your eligibility for a WDO, applies for a WDO on your behalf and monitors your participation in WDO activities and reports on your compliance. A WDO sponsor may provide WDO activities directly or supervise your participation in activities on referral to a third-party provider.

3. What is this form?

This form is a record of your consent to participate in the WDO scheme and engage a sponsor to apply for a WDO on your behalf and manage your WDO.

By providing this consent, you give your sponsor and others permission to collect, use, store and disclose your personal, sensitive and, if relevant, health information as set out in the consent form and in accordance with the WDO Privacy Collection Notice and the WDO Guidelines.

To allow your WDO sponsor to make your WDO application, you agree to provide accurate and up to date information about yourself and your eligibility for the WDO scheme. This can include identity information and documents from a medical provider, social worker, relevant government or non-government agency, and evidence of assets, debts and income.

4. Why is consent required?

You need to provide written, informed consent authorising a sponsor to apply for a WDO on your behalf and support your WDO and for the WDO governance group and auditors to collect your information for the purposes of managing, operating, reporting and complying with the WDO scheme. As noted in part 1.2 of the Privacy Collection Notice, sponsors and potential sponsors are provided with access to the WDO portal established by Revenue NSW. This means that if you consent to participate in the WDO scheme and engage a sponsor to apply for and manage a WDO on your behalf, your sponsor may be able to access details of any of your overdue fines via the portal, including those unrelated to your WDO.

Before you provide this consent, you must review the consent form and the Privacy Collection Notice to understand how your sponsor will collect, use, store and disclose your personal, sensitive and/or health information.

If you consent to your sponsor supporting your application for a WDO, under sections 99BA and 99I of the [Fines Act 1996 \(NSW\)](#), your sponsor is required to keep records in accordance with the WDO Guidelines issued by the Attorney General. These records will likely contain your personal, sensitive and/or health information.

5. What happens if I do not consent or I withdraw my consent?

If you do not provide your consent to participate in a WDO and authorise a WDO sponsor to act on your behalf and support/ manage your WDO, you may not be able to participate in the WDO scheme.

If you provide consent then later withdraw this consent, your WDO may be closed and you may then be required to pay the remainder of the relevant fine.

6. What happens to this form?

Your sponsor keeps the completed and signed consent form on your file. A copy of the signed form is given to you, together with the Privacy Collection Notice and these FAQs.

Your sponsor may use and disclose this signed consent form and any other information you provide to them in accordance with the Privacy Collection Notice.

7. What type of information may be collected by my sponsor?

Your sponsor may collect personal, sensitive and/or health information, including but not limited to:

- Your name, sex/gender, date of birth, address and contact details;
- Proof of identity documentation – this may include a copy of your driver licence, birth certificate and/or other photographic identification documentation;
- Centrelink Reference Number, and Centrelink benefit details (as a mandatory requirement of proof of receiving a Centrelink benefit;
- Income details including, if requested, bank statements, pay slips and proof of household income
- Working with Children Check information, if applicable; and
- Any other personal, sensitive and/or health information you provide to prove your eligibility for a WDO, or your compliance with a WDO as outlined in Part 3 of the WDO Guidelines.

8. What is personal, sensitive and health information?

Generally, personal, sensitive and health information consists of the following:

- **personal information** is any information that may reasonably identify you such as your name, date of birth and address;
- **sensitive information** can include details about your race or ethnic origin, sexual preferences or practices, religious beliefs or affiliations, income details and evidence of hardship;
- **health information** can include personal information about your physical or mental health or disability, other personal information collected to provide a health service, or healthcare identifiers.

9. How, and by whom, is my information collected, used and disclosed?

If you provide your consent to participate in the WDO scheme and engage a WDO sponsor, your personal, sensitive and/or health information will be collected, used and disclosed in accordance with the consent form and Privacy Collection Notice.

The Privacy Collection Notice also outlines who your personal, sensitive and/or health information may be disclosed to. Please carefully review and consider the consent form and Privacy Collection Notice prior to signing the consent form.

10. Who manages the WDO Scheme?

Under the *Fines Act 1996*, the Commissioner of Fines Administration, through Revenue NSW, is responsible for the management of fines in NSW. Revenue NSW is the government department responsible for managing fines and operating the WDO scheme.

The WDO Governance Group, made up of representatives of Revenue NSW, the Department of Communities and Justice, Legal Aid NSW and Aboriginal Legal Service NSW/ACT have responsibility for the operation, management and administration of the WDO scheme.

11. What are my rights?

You can withdraw your consent for your sponsor to act on your behalf. If you have not finished your WDO and would like to continue it, you will need to find a new WDO sponsor. You have a legal right to access and update the personal information you have provided to your WDO sponsor. Please see the Privacy Collection Notice for more detail about your rights in relation to your personal information.

You can ask to see information that Revenue NSW has collected about you under the [Government Information \(Public Access\) Act 2009](#) by calling 02 9219 3700 or emailing GIPA@customerservice.nsw.gov.au.

12. Further information

The Legal Aid WDO team can provide advice about fines and your rights. Email: wdo@legalaid.nsw.gov.au.

Consent Form

Consent to participate in a WDO

Part A: Sponsor (approved under section 99A(1) of the *Fines Act 1996* (NSW))

I confirm that I have explained to the WDO applicant the type of personal, sensitive or health information that may be collected, used or disclosed, the reasons for any such collection, use or disclosure, and the applicant's rights in relation to their information.

I consent to the collection, use and disclosure of my information about my compliance with the WDO scheme by the Department of Communities and Justice (DCJ), Revenue NSW, Legal Aid NSW (WDO Governance Group) for the purposes of the WDO Governance Group managing, operating, administering the WDO scheme and undertaking investigations or audits to ensure compliance with the WDO Guidelines.

I confirm that I have provided the WDO applicant with the Privacy Collection Notice.

I confirm I have provided the applicant with the WDO Guidelines.

I confirm that I have the WDO applicant's informed consent to apply for, and manage a WDO, on their behalf.

I confirm that I must keep copies of all WDO records in a secure location for five (5) years.

Name of approved WDO sponsor:

Name of person completing this form on behalf of an approved WDO sponsor:

Position:

Email:

Preferred contact number:

Signature:

Date / /

Part B: Applicant consenting to participate in the WDO scheme and engage a sponsor

I consent to participating in the WDO scheme

I consent to my sponsor making a WDO application on my behalf, and managing and overseeing my WDO

I confirm that the eligibility information and documentation, and other personal, sensitive and/or health information (information) I have provided to my sponsor is true and accurate, to the best of my knowledge

I confirm that I have read and understood the Privacy Collection Notice and the relevant part of the WDO Guidelines

I consent to the collection, use and disclosure in accordance with the Privacy Collection Notice and the WDO Guidelines for the purposes of the sponsor and others managing, operating, reporting and complying with the WDO scheme. This includes the collection of my information by the WDO Governance Group and/or auditors appointed or approved by the WDO Governance group from my sponsor and the use and disclosure of that information by the WDO Governance Group or the auditor to operate and manage the WDO scheme, undertake audits, internal investigations, reviews and reporting of/in relation to the WDO scheme, if required

I consent to a sponsor or potential sponsor, accessing from the Revenue NSW Self-Service Portal, details of all of my overdue fines (including those unrelated to my WDO and those incurred after my WDO has commenced. This fine information may include the amount owing, and the type and nature of fines issued for the purposes of clarifying and managing the scope of the WDO

I understand that my consent will last for the duration of my WDO, from the date this form is signed by both me and my sponsor

I understand that if I revoke this consent, my WDO may be closed and I may be required to then repay, or otherwise manage the remainder of the relevant fine or find a new WDO sponsor and enter into a new WDO.

Given Name(s):

Client Identification/MIN number Preferred contact number:

Surname or Family Name:

Contact/Email/Location:

Signature:

Date / /