

South Coast CLSD Program Meeting

25th March 2025, 11am – 1pm, online

MINUTES

CLSD Program Priorities 2025 – Summarised from Survey and previous meeting.

- Have a geographic focus on the far south coast – looking at maximising F2F engagement with legal and community services
- Provide a mechanism for promoting regional events and outreach
- Connect people leaving prison who have had their licence disqualified with legal help to have it reinstated.
- Provide training for community services about supporting clients who need to attend court and court processes.
- Targeted work to support people to reduce/better manage their fine debt and encouraging services to screen for fines.
- Use a quarterly CLSD Program meeting to discuss legal issues and referrals specific to aged care, the NDIS and the intersection with homelessness.

Attendees: Brooke Emery (CLSD Program Regional Coordinator), Holly Graham (Legal Aid NSW), Dannielle Falzon (Revenue NSW), Yvonne De Borde (Macarthur Legal Centre), Sarah Dunn (St Vincent de Paul), Andrea Angeles (NCOSS), Susan Cheetham (Salvation Army), Melissa Coe (Legal Aid NSW), Kerry Wright (Legal Aid NSW), Louise Farroway (Illawarra Legal Centre), Kate Milner (IDRS), Sharlene Naismith (Legal Aid NSW), Kim Sinclair (AHO), Lucinda Knapp (ALS), Glen Krone (Illawarra Shoalhaven LHD), Renee Klaasen, Mitchell Hawthorne (Southern Cross Housing), Emily Klaus (Women Illawarra), Daphne Parsons (TAFE), Lucinda (ALS), Melinda Luke (FRC Program Lead, Nowra Family Relationship Centre), Arava Klein (ADACAS), Renee (Uniting), Dana (Hall C Wilcox Law), Ken Beilby (Senior Rights Service), Seth Merrit (Aboriginal Affairs), Malindey Sorrel (The Family Place), Jayne (The Family Place), Louisa (Country Law aka Shoalcoast CLC), Natalie Chwah (LawAccess), Catherine (The Family Place)

Apologies: Yasmine Lewis (Legal Aid NSW, Community Legal Education), Kirsten Griffin (Legal Aid NSW, Senior Civil Law Solicitor), Talisha Godwin (Senior Client Service Officer, Housing Services Batemans Bay-Homes NSW), Sharon Alles (Meridian ACT), Kaitlynd Gosling (Coordinator, Eurobodalla Homelessness Support Service, Anglicare NSW) Justine Conaty (Senior Solicitor (Women), Civil Law Aboriginal Legal Service, NSW/ACT) Andrew Banks (Associate, Hall and Wilcox Law), Lyn Carriage (Legal Aid NSW), Gabby (The Family Place), Alexandra Rafail (Aboriginal Legal Service NSW/ACT), Steve Robinson (Wellways), Lucy Fielding (Legal Aid NSW), Sue Philipps (Legal Aid NSW), Stacey Thomson (Medicare Mental Health Centre Moruya), Claire Brown (Illawarra Legal Centre), Maxine Pendergast (IRT Home Care), Tamara Chatfield (Aboriginal Affairs), Bella Worner-Butcher (Aboriginal Legal Service NSW/ACT), Simona Angeli (Verto)

Agenda item	Discussion	Action/Outcome and service provider links
	<p>Meeting opened: 11:00 am</p> <p>Meeting closed: 12:40 pm</p>	
1. Opening	<p>Brooke welcomed and thanked everyone for attending.</p> <p>Acknowledgement of country.</p>	<ul style="list-style-type: none"> Minutes from last meeting accepted.
2. Actions arising from previous meeting	<ul style="list-style-type: none"> Tenancy Guide finalised for South Coast and distributed Add Macarthur, Verto and ALS to South Coast guide Prepare a separate guide for Queanbeyan/Palerang, Snowy Monaro areas. Share PDF Doing it Tough resource guide Look into facilitating partnerships with Southern Cross Housing to create a Doing it Tough guide for the far South Coast. Unit incorporate idea to hold a CLSD meeting about legal issues and referrals regarding aged care the NDIS and possibly the intersection with homelessness into 2025 work plan. 	<ul style="list-style-type: none"> Tenancy guide completed for South Coast and will be attached to minutes. Separate guide for Queanbeyan/Palerang, Snowy Monaro areas in process
3. Purpose of meeting	<ul style="list-style-type: none"> Discuss and focus on legal issues and referrals to aged care, the NDIS and the intersection of this with homelessness. Mitchell Southern Cross Housing ('SCH') - Potential partnerships for creating a "Doing it tough" guide for far south coast region Mitch provided a brief overview of 'Doing it Tough' guide produced by SCH. Later this year will be a guide for Eurobodalla and then Bega by end Q2. SCH also have a First Nations Tenancy Hub guide. The organisation also produced 'Rent it to keep it' which has been dissolved and has been renamed 'Ricky' by Housing NSW. Ricky has been adapted for people with disabilities, ATSI and translated into 15 different languages and works as statement of attainment. Any service provider can deliver 'Ricky' training. DCJ will provide all training material and deliver inhouse or clients can do themselves. Carole UC Tax clinic to introduce their services and future partnerships. Brooke informed Carole unable to attend. Provided brief overview of UC Tax clinic. Offers free independent tax advice and small business in hardship. Service can meet via TEAMS , Zooms and F2F. 	<ul style="list-style-type: none"> Sharlene email Brooke LANSW Legal Calendar for South Coast (when, where and who details) to share with group only not publication. People doing it tough Shoalhaven City Council (nsw.gov.au) Tax Clinic - University of Wollongong – UOW

4. Quick Service introductions	<p>CLSD Project Coordinator Brooke advised CLSD region covers Bega Valley, Eurobodalla, Goulburn, Queanbeyan-Palerang, Shoalhaven and Snowy Monaro region.</p> <p>Group introduced themselves and organisation.</p>	<ul style="list-style-type: none"> • https://www.legalaid.nsw.gov.au/about-us/our-partners/cooperative-legal-service-delivery-program/south-coast-clsd-partnership
5. Current Identified Issues	<p>Aged Care and Legal Services</p> <ul style="list-style-type: none"> • Legal Needs & Available Services: <ul style="list-style-type: none"> ◦ <i>Identifying Aged Care service providers in the region.</i> ◦ <i>Identifying Legal service providers in the region.</i> • Mapping of Services: <ul style="list-style-type: none"> ◦ <i>Understanding who provides what services, where they operate, and how they deliver support.</i> • Proactive Client Engagement: <ul style="list-style-type: none"> ◦ <i>Ensuring services use multiple contact methods (phone, face-to-face, online).</i> ◦ <i>Addressing feedback on closed referrals, especially when clients are unresponsive.</i> • Aged Care Assessments: <ul style="list-style-type: none"> ◦ <i>Who conducts them, and what does the assessment process involve?</i> • Preventing Package Terminations: <ul style="list-style-type: none"> ◦ <i>How can we prevent aged care package terminations, and who can assist with this?</i> • Collaboration Between Legal and Service Providers: <ul style="list-style-type: none"> ◦ <i>How can we enhance efficiency in working together?</i> • Victim Services: <ul style="list-style-type: none"> ◦ <i>Are they involved in supporting aged care clients, and in what capacity?</i> • Tenancy & Housing Support: <ul style="list-style-type: none"> ◦ <i>Do tenancy workers collaborate with aged care services?</i> ◦ <i>Who assists clients with specific issues such as hoarding, relocation, or housing stability?</i> • Effective Referrals & Follow-ups: <ul style="list-style-type: none"> ◦ <i>Identifying services that actively work with clients and persistently follow up to ensure engagement.</i> 	<p>Brooke to provide to CLSD network:</p> <ul style="list-style-type: none"> • Carers Webinar link • Carefinder link to access who provides services • List from Kate (IDRS) with aged care and disability providers • Details from Danielle (Revenue NSW) regarding Community Action Plan with postcode 2050 target area • Yvonne McCarthur Legal Centre to email Brooke with referral information.

	<p>Aged care - Who are the providers?</p> <p>Ken Beilby (SRS) – Senior Rights Services provide services across NSW on aged care, and rights for older people, First Nations clients above 50 and over 60 for the rest. Mostly online and can try to do F2F. The team spends 1 week at a time in areas. The providers SRS use is Carefinders and community Centres on aged care.</p> <p>Kate Milner (IDRS) – Intellectual Disability Rights Service Inc has contact details for South Coast Aged Servicers Interagency (SCASI) and Eurobodalla Interagency Network (EDIN)</p> <p>Sharlene (LANSW) - For Legal Services contact Law Access.</p> <p>Tenancy and Housing Support</p> <p>Legal Aid Nowra - Has heard older people are unhappy with consumer package or service not up to standard. The office has assisted in accommodation, terminated non-payment of fees and behaviour. Guardianship and financial being subject person from the Tribunal assist.</p> <p>Murramia – Southern NSW Aboriginal Tenants Service</p> <p>Illaroo Shoalhaven - Co-operative Aboriginal Corporation, providing residential and home care support.</p> <p>Who assists clients with specific issues such as hoarding, relocation, or housing stability?</p> <p>Ken (SRS) - Catholic Care do assist with hoarding. Not many other services deal with hoarding issues.</p> <p>Kath – Clutter Cat can assist through NDIS and work on private basis.</p> <p>Collaboration Between Legal and Service Providers</p> <p>Holly (LANSW) –Interested if Ken (SRS) does F2F and if statewide can be done. Holly offered combined model if F2F required to see clients, They can go to that location and team up on a road trip. Team educations to retirement villages. If it is time sensitive refer to community Legal Centre.</p> <p>For Representation we would fly to location and represent in person.</p> <p>Glen (LHD) – My Aged Care portal is easy to refer to. They do various assessments on OT or practical. Service has assisted a client who lives in caravan and advocate to get accessible equipment installed. For ongoing provider Illawaroor Aboriginal Corporation (Nowra and home care in Shoalhaven).</p> <p>Mitchell (SCH) – Supporting Southern Cross tenants have ongoing NDIS and My Aged Care access and with the LAC. Jump onto site and fill out information.</p> <p>Collaboration and Legal – how to help and advance in working together?</p>	
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	<p>Ken (SRS) - Refer client. In terms of F2F. Aged Care advocacy officers are located all over NSW. Aged care advocacy come from the provider directly. Sometimes must be firm. We also provide education sessions on abuse and mistreatment of older people not just interest in the area but feedback. Jump online and see what we can do.</p> <p>Sharlene (LANSW) – Can assist with Referrals, but practically some participants might need hands on support with provider if they have capacity and assist with follow up.</p> <p>Yvonne (MLC) – Warm referrals and working with worker. Holding community education with workers and working with client's is a good example.</p> <p>Natalie (LANSW) – Committed with working with community workers for clients to get the best help with their matter. When using LawAccess, if you phone you are deemed approved straight away compared to using Webchat. The client needs to be the ultimate recipient receiving advice from lawyers. Webchat doesn't take identified information but can transfer if you get a 'Callback'.</p> <p>Lucinda (ALS) – Quite a few of the aged care persons not getting assistance from Family violence, Pension or ACAP. Relationship's Australia – let's talk mediation service when disputes will go out to community.</p> <p>Arava (Disability, ADACAS) – Assists with ages over 65 with housing shortage. The availability for ATSI is from NSW Housing Pathways. Because private stock go through own housing and rental properties. Advocating for more appropriate housing. Needing more accessibility homes. Can only advocate for more stock in the areas.</p> <p>NDIS and Aged Care:</p> <p>Ken (SRS) – Can assist with NDIS funding and assist with NCAT to get money returned and work done. Provided a summary of services SRS.</p> <p>Brooke – If you are over the age of 65yrs and did not previously have a NDIS package, you cannot access NDIS, only Aged Care Packages</p> <p>Clients(with an already standing NDIS Plan) can access both Aged Care and NDIS Packages if they don't Intersect with the same service. i.e cleaning, gardening etc</p>	
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	<p>Housing Issues Raised:</p> <p>Daphne (TAFE) – Raised concerns around empty homes blocked up and not in use whilst so many people are homeless and sleeping rough.</p> <p>Kim (SEARMS) – Advised that a barrier may be damage from previous tenants, the costs can cause delays and trying to obtain funds from Government to fix properties is an ongoing issue.</p> <p>Mitchell (SCCH) – Example provided of house looking habitable on outside and inside previous tenancy had resulted in hoarding and squalor inside and extensive damage requiring repairs.</p>	
6. Aged Care services representatives	Wendy from Carers NSW unable to attend advised that services can go onto Carers NSW website to view webinars on aged care packages	Brooke to distribute link to Carers NSW to CLSD Network by email
7. Other Business	No business arising	
8. Next meeting	Tuesday 27 May 2025 this will be a legal only meeting	