

Kempsey Nambucca CLSD Program Meeting

28 February 2024

MINUTES

Present: Anne Cregan, Gilbert + Tobin, Ron Dennison Legal Aid NSW, Kristina Kerr Mid Coast Connect, Kate Halliday Legal Aid NSW CLSD Program, Mel Kallmier Mid North Coast Legal Centre, Meggie Moloney Mid North Coast Legal Centre, Clair Williams Legal Aid NSW, Jo Knight TAAS Mid North Coast, Shirley Kent Kempsey Neighbourhood Centre

Apologies:

Agenda item	Discussion	Action/Outcome
1. Opening and purpose	Shirley opened the meeting. The meeting's purpose is to review the 2023–2024 action plan and set some priorities, which will prepare the ground for the new CLSD regional coordinator (currently being recruited).	
2. Introductions and some updates	<p>Kristina Kerr Pathways Coordinator from Mid Coast Connect introduced the new service which is available for young people between 15 and 22 disengaged from school, they can help with birth certificate, job training.</p> <p>The Kempsey Neighbourhood has partnered with Community Housing to open a community hub in West Kempsey Hub, formal opening next week 6 March. So far, the hub has been highly utilised by the community for kids' programs and soup kitchen. Food safety is a big issue in this area.</p> <p>The KNC financial counsellor is also working with people in prison to offer more targeted and ongoing support</p>	<p>Kristina Kerr 0447 766 899 6562 5314 Kristina.kerr@midcoastconnect.com.au</p>
3. Review of the 2023 2024 plan	<p>Joint service guide</p> <p>Mel - the legal services refer well between each other but could be more useful for community services.</p> <p>Kris - it would be useful. Kinchella are mapping youth services.</p>	

	<p>Jo – when we are at an event it is clear what the roles of legal assistance services are, I can go to website, but many people don't have internet access and would prefer a bit of paper, and even need somebody to read it for them, 1 document would be useful.</p> <p>Anne – there are new services, ALS NSW/ACT has new services, there are other specialist statewide services offered by CLCs, consolidating that information can be helpful, those services also have a focus on regional services.</p> <p>Mel – what gets people to make the leap to the phone call to seek help? The more touchpoints you have the more likely that people will take action.</p> <p>Shirley – one reason people don't ring for help is that are feeling disempowered so don't ring, impact of trauma can also mean they are not comfortable on the phone. Also issue of credit available to call.</p> <p>One thing we struggle with is getting advice from other people ie not a lawyer (a real estate agent), fear of people knowing stuff.</p> <p>Legal Aid NSW has published a poster for Kempsey legal advice services which includes MNCLC and Legal Aid NSW.</p> <p>Shirley – another option is adapting the yarning program done by the KNC for financial workers 'Yarning about Money' which was developed in workshops with community members.</p> <p>Events</p> <p>Mel- what is the appetite for community service days?</p> <p>Shirley – there is some fatigue in the sector. There is potential for a forum between lawyers and financial counsellors, discussing how they work together and their distinctive roles.</p> <p>Anne – recalls that in the past 'law and spa' days have attracted community workers.</p> <p>Ron - supports focus on community workers, based on recent experience with events held at Kinchella.</p> <p>Purpose of the event – how to make a referral, meet lawyers and spot legal issues. The audience is community workers. Kempsey has more services, but Ron advises that Nambucca feels overlooked in terms of events. 1 could be held in Kempsey and 1 in Nambucca.</p> <p>Ron – at NAIDOC events people often don't want to approach services because of lack of privacy and confidentiality.</p>	<p>Distribute the poster prepared by Legal Aid NSW Port Macquarie advertising legal clinics.</p> <p>Hold legal services days focusing on community workers in Kempsey and Nambucca.</p> <p>Develop a legal service directory based on the Taree model.</p>
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	<p>KNC is organising a pets day on 12 March in partnership with the RSPCA. Would it be appropriate for legal services to attend in an informal way?</p> <p>Shirley supports legal services coming along in an informal way to have interactions with existing groups that are based at the KNC. The CLC would be interested in attending the pets day.</p> <p>A Women’s Expo will be held on 14 March with the Elders Council in South Kempsey, in partnership with the public health network. This tends to be more informal and could potentially be an event for lawyer to answer general questions about family law, care and protection.</p> <p>Key topics for future meetings</p> <p>Jo – evidence that section 109 of Residential Tenancy Act is being used to evict tenants. Section 109 allows a landlord to give a tenant a termination notice if the premises are wholly or partly uninhabitable.</p> <p>NDIS workers seeking advice on behalf of their clients. Indirect contact with the client is not ideal and some concern that NDIS worker may be billing client to provide advice and advocacy on tenancy. Also evidence that NDIS workers are head leasing properties to rent to clients, seeking rent in cash, not lodging bond and entering premises at any time.</p> <p>Anne- suggests removing these agreements from NCAT to challenge in the Supreme Court. Billing for tenancy advocacy is unlawful. Getting this message out would be useful.</p> <p>Ron – is there a fact sheet on clients' rights and support coordinators? When services can’t be billed to the client, liability for work performed over the package limit.</p> <p>Anne- G+T may be able to provide an example for such a factsheet if it does not already exist.</p> <p>Shirley – it would be good to put this in the context of the outcomes of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, perhaps Disability Advocacy could do this.</p> <p>In addition, hold an event about client rights for support workers, could also target therapists who are seeing NDIS clients such as physiotherapists and OTs.</p>	<p>CLSD Unit will research whether such a factsheet exists.</p>
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	<p>Shirley shares feedback from the KNC financial counsellor about issues that they are seeing: fines, police complaints, AVOs and elder abuse.</p> <p>In summary topics for future meetings could include:</p> <ul style="list-style-type: none"> • Centrelink, financial management, payment of income support for kids. • Law reform on tenancy rights. • NDIS workers – building awareness of the rights of NDIS participants. <p>Wills clinics Anne confirms that a wills clinic can be combined with a CLSD meeting. Last wills clinic was in Nambucca 1 year ago.</p>	<p>Updated CLSD regional plan will be sent around.</p>
<p>4. Other news and issues</p>	<p>Ron – reports on young people being unfairly impacted by disciplinary proceedings in the NSW Rugby League Judiciary. Is anyone available to provide legal and advocacy help in these proceedings? Anne – knows someone who may be available. Kate – HWL Ebsworth may be an option as well. Is there potential to do some work with coaches and parents?</p> <p>Jo – encourages everyone to participate in the Tenancy Union’s Make Renting Fair campaign particularly in lead up to the NSW govt deciding about reform to no grounds evictions. Other issues for the Mid North Coast TAAS: tenants face challenges registering for online NCAT lodgment, TAAS may have clients at different locations across the region on the same day with NCAT proceedings.</p>	<p>Anne to check with her contact about whether assistance is available for judiciary proceedings.</p> <p>CLSD Program to reengage with the NCAT user’s forum</p>
<p>5. Next meeting</p>		<p>?</p>

