

**MANNING VALLEY INTERAGENCY
MINUTES OF MANNING VALLEY INTERAGENCY MEETING**

Date: 2 September 2009

At: Department of Community Services, Taree 2430

Present: Kayla Thompson (PRA), Colleen McGowan (MVNS: RMW), Derek North (LINC), Peter Stace (FSS), Jane O'Dwyer (FSS Volunteer), Fredrickson (Salvation Army), Keith Martin (FSS), Kerry McDean (Community Housing Ltd), Trudi Gatehouse (Community Housing Ltd), Sandy Bro (MH), Karissa Warnes (Centrelink), Terry Outtrim (Centrelink), Ellen Carter (St Vincent De Paul), Jo Fischer (MCYCS), Shanyn McConnell (PRA), Cl (Job Find Centre), Linda Lee (HNEAHS), Hannah Kift (Community Options), Carolyn Pickett (BCS –Care Centre), Amy Hogan (NILS),

Apologies: Caron Watkins, Bernadette Sexton, Jodie Outtrim, Ros Britton

Time Commenced: 1:00pm

Time Finished: 2.00pm

Chairperson: Colleen McGowan

Minute Taker: Colleen McGowan

<u>TOPIC</u>	<u>DISCUSSION</u>	<u>ACTION</u>	<u>ACTION BY</u>
<u>Minutes Meeting</u>	Minutes to the last meeting and agenda handed out. Correction to minutes – page 4, 2 nd block should read the Community of Christ Hall.	Minutes to be amended.	Correction of minutes ac
<u>Business Arising</u>	<p>1. Community Services Expo Update:</p> <ul style="list-style-type: none"> ○ Colleen (MVNS) informed community agencies that they are in final stages of planning the event. ○ 49 organisations will be participating on the day. ○ A draft of the Guides to Services & Event Program booklet was tabled for feedback. ○ Fliers for the event were handed out. ○ Chris (Job Find) asked if it was too late to register and it was explained that unfortunately registrations had closed and at this stage of the planning it would not be possible to include any more organisations. ○ Some organisations had been contacted by the Manning Times re-advertising for the event. Derek had not received the prices sent by email for the ads. 	Colleen to follow up and forward the prices on to Derek for the ads for the event in the Manning Times.	

	<ol style="list-style-type: none"> 2. Colleen McGowan confirmed that the Parent's Resource Guide had been received via email and asked that they provide feedback ASAP so that the document could be finalised. A draft copy of the booklet was tabled for those that had not received it via email to look at. 3. Sandy Brookes (MH) informed the interagency of a mental health community consultation day on 30th September 2009 at Taree RSL from 9am to 4pm. She encouraged all those with an interest in mental health and mental health services to come along. The purpose of the day is to discuss local mental health services and planned directions for the area of mental health and to obtain feedback from interested parties. Sandy tabled the invite and has asked that Caron send it out ASAP through her email contacts. 		
<u>Standard Agenda Items</u>	<ol style="list-style-type: none"> 1. Transport Sub Committee – update carried forward to next meeting 2. Emergency Relief – Today's meeting cancelled due to lack of numbers. Update carried forward to next meeting 3. CDAT – Next meeting Thursday 3/9/09 at Taree Library commencing 10.30am 		
<u>New Business</u>	Nil		
<u>Correspondence In</u>	Nil		
<u>Correspondence Out</u>	Nil		
<u>Guest Speaker</u>	No guest speaker available this month.		

SERVICE REPORTS			Comment:
Terry Outtrim - Centrelink	<ul style="list-style-type: none"> • There have been key changes in Centrelink • There has been an influx of clients because of the current economic situation • Centrelink is trying to reduce the queue lines in their offices and have introduced new ways of accessing services to assist with this. • They have introduced an Integrated Voice Recognition (IVR) program/service which allows clients who meet particular criteria to lodge forms/report income over the phone. Clients need to be working part-time; earning at least \$150 per fortnight to register for this service. • Centrelink has re-organised reception areas to reduce queues and have introduced computers and phones into the foyer area for self-service. 		
Karissa Warnes - Centrelink	<ul style="list-style-type: none"> • On 20th September changes with regards to pensions comes into effect with regards to assets and the aged pension tapering. • There is information on the website available and also in the Seniors News – two very good resources. • There will also be an information officer available to assist in Centrelink's office and client officers available to assist in the foyer area with regards to their information boards. 		

Jo Fischer (Midcoast Youth Services)	<ul style="list-style-type: none"> • The service areas have changed – now service from Kempsey to Tea Gardens. • Also the age groups have changed • Service is up for refunding on 31 December • Impact of changes and the exact details of the program won't be known until then 		
Shayn McConnell- PRA	<ul style="list-style-type: none"> • New staff member – Kayla, started last Monday • They have 15 HASI clients • 20 R&R clients • Linking into other organisations 		
Kayla Thompson- PRA	<ul style="list-style-type: none"> • New worker on board • Last time at this meeting she attended as a TAFE student but was successful in gaining a position with PRA • Looking forward to getting to know everyone. 		
LINC (Love In the Name of Christ) – Derek North	<ul style="list-style-type: none"> • Service been experiencing a busy time • Services provided include: light house work, gardening, shopping, outings and companionship • Intakes are done by face-to-face assessment • Service operates on a short-term basis – 3 to 4 months; however, if the person requires more long-term services then they look at linking in with other organisations to provide services to help the person. • The team in Forster/Tuncurry is in place and they will be aiming for Port Macquarie next year. • They are financed by donations and subscriptions. • Volunteers are trained and dependence on volunteers is discouraged. • As the service is Love In the Name of Christ – clients may enquire about religion – such queries if persistent are referred (with the client's permission) to the local minister. 		
Salvation Army – Patricia	<ul style="list-style-type: none"> • Client numbers have fluctuated this week 		

Fredrickson	<ul style="list-style-type: none"> • Received a 15% increase in EAPA for the next quarter. • Increase in the number of vouchers able to be given to clients from 6 to 8 vouchers twice a year • No increase in Telstra vouchers; however now able to give clients the vouchers for use with mobile phones or internet connections. 		
FSS(Family Support Services) – Peter Stace	<ul style="list-style-type: none"> • 1 on 1 family work and group work • Groups are mainly around parenting and include: <ul style="list-style-type: none"> - Women’s group - Young Mum’s Group - Supported Playgroup - Healthy Living Group • Still have waiting list • Recently the good for Kids good For Life has had an increase in funding. There is a new volunteer working on this program which is funded by Families NSW. 		
Jane – Family Support Services	<ul style="list-style-type: none"> • Volunteer working on program Good for Kids Good For Life. • Still in the set-up stages • Program will include 4 stages: <ul style="list-style-type: none"> - 1. - 2. Visit to Community Garden Visit; the kids will then go to a kitchen area to participate in healthy cooking and food preparation and will also participate in a healthy activity. Have organised with the PCYC to use their gym for one of these. - 3. There will also be sessions/demonstrations at shopping centres covering such things as what to put in lunch boxes, healthy alternatives to snack foods etc. 		
FSS (Family Support Services) – Keith Martin	<ul style="list-style-type: none"> • Business as usual • Family Worker 		

	<ul style="list-style-type: none"> • Available Wednesday , Thursday • Not long waiting list • Contact: 65515660 		
Community Housing Ltd – Kerry McDean Trudi Gatehouse	<ul style="list-style-type: none"> • Attended a planning conference in Newcastle • Found it very informative • Long waiting list for properties 		
Christine Becroft – Job Find	<ul style="list-style-type: none"> • New employment agency • Able to assist with clients from all four streams • Able to assist all clients with general needs and linking them to other services; able to assist them with obtaining appropriate assistance/payments from Centrelink; able to help with retraining or study options; able to assist with employment options. • Office located opposite BBQ's Galore @ 57-61 Albert Street, Taree (No signage yet) • Contact phone: 02 6551 1700 		
Amy Hogan – Manning NILS	<ul style="list-style-type: none"> • No interest Loans Scheme • Lends money from a \$100 minimum up to \$1000 for household items etc • Repayments are interest free – client pays back just the amount borrowed via Centrepay. Repayments can be made over time - up to an 18 month period. • There is a new worker based at Forster one and a half days per week. • Have received funding to run financial literacy courses in the area in conjunction with the Smith Family. • You need to register. The course is open to everyone • Running a special course for services over two days 8th October and 15th October at Manning Support Services from 9am to 2pm. (Normally the course is a four day course). This course is being run so that services referring clients have an opportunity to know what information clients will be given and how appropriate it 		

	<p>may be for their clients.</p> <ul style="list-style-type: none"> • The course is free but it is an accredited course so if you wish to receive the accreditation certificate you will need to pay \$60. (For clients job agencies will often pay this fee). 		
St Vincent de Paul (Taree) – Ellen Carter	<ul style="list-style-type: none"> • Number of clients accessing service is also fluctuating at the moment, however, they are continuing to see more new clients who are accessing the service for the first time as opposed to clients who regularly access the service. • Asked if anyone in the area provided/had funding specifically for water – had a client recently with several young children who live on a property and their tanks were empty and they were in desperate need of water but were struggling to meet the cost of having water trucked in. St Vincent de Paul were able to organise for water to be trucked to them immediately but was wondering if there were funding for this need. • Patricia said there was specific funding but as we were not declared a drought affected area services in this area would probably not be able to access this funding. 		
Linda Lee – Consumer Consultant Mental Health Unit Manning Hospital	<ul style="list-style-type: none"> • Busy in the Unit. • Currently introducing the recovery model into the Unit. • Would like more people to become members/attend the Community Consultative Committee. • This group is for anyone with an interest in Mental Health. It provides support and lobbies for services for mental health and also has a radio program. • The group meets Wednesdays @144A Commerce Street, Taree 		
HNE AHS Mental Health – Sandy Brooks	<ul style="list-style-type: none"> • Works in Community Mental Health. • DBT – waiting list but programs run in an ongoing fashion. Contact is Gay Bowden. • Vacancies still available in the “How to Care, What to 		

	<p>Say' bereavement workshop on Friday 4 September at Community of Christ Hall (opp. Taree Hospital). This workshop is presented by NALAG and Mental Health. There is a guest speaker; a lady who's husband committed suicide tells of her experience. Starts at 9am for registrations and a cuppa – finishes at 4:30pm</p> <ul style="list-style-type: none"> • Registration from 9am 		
POOP's (Pets Of Older Persons) – Sandy Brooks	<ul style="list-style-type: none"> • Covers Manning and Great Lakes • Supports older people's pets while they are hospitalised, in respite care, or are to infirm to walk their dog etc. • This a partnership program between Mental Health and RSPCA. • There are 24 volunteers from Forster to Wingham. • Stresses that this is not an emergency service; clients need to be registered with them prior to them needing the service. This is for the purpose of ensuring a proper assessment is done so that appropriate services are offered but also around issues of informed consent. The client must have given consent for volunteers to come into their homes. • All volunteers are trained and have the appropriate Police Checks to ensure they are suitable to be going into the clients homes. • Registration with the service involves several steps; referral, initial contact with client, sending of paperwork to client, return of completed paperwork by client, and them a home visit to the client for assessment. • Assessment is made not only of the client and their needs but also in regard to the animal and their behaviour. • The service will have been in operation on 14/09/09 and is still getting organised. • To enquire about the service Ph: 0428 746 836. 		
Hannah Kift – Community	<ul style="list-style-type: none"> • Cover three local government areas; Taree, Great Lakes 		

Options	and Gloucester <ul style="list-style-type: none"> • Is a case management service • Is short term service • There is currently a waiting list. 		
Carolyn Pickett - BCS	<ul style="list-style-type: none"> • HAC Funded • Services include; memory support, group outings, phone checks • Currently no waiting list so referrals are welcome. 		
Colleen McGowan – RMW (MVNS)	<ul style="list-style-type: none"> • Covers four LGA's; Taree, Great Lakes, Gloucester and Hastings • Funded by the Department of Immigration & Citizenship under their Settlement Grants Program • Continuing to see clients and attend Multicultural Support groups. • New funding round opens 14th September. • The position of Regional Migrant Worker has become available due to my relocation interstate and has been advertised this week. If you know of anyone who is interested in applying please tell them to contact Manning Valley Neighbourhood Services for further information. 		
<u>NEXT MEETING</u>	<ul style="list-style-type: none"> • Next meeting will be Wednesday 7 October at 1pm (12.30 for networking) • Enquiries: Manning Valley Neighbourhood Services Inc. PH: 6553 5121, Email mvns@mvns.org.au • Interagency minutes can also be downloaded from MVNS Website: www.mvns.org.au 		