

## Greater Albury CLSD Program meeting

15 November 1.30pm to 3.00pm, Albury Library & Museum & Teams

### MINUTES

**Present:** Tanya Jones (ADACAS), Rebecca Bryant (VERTO), Kathie Makeham (Service Australia), Kate Halliday (Legal Aid NSW), Michelle Conroy (One Door), Tracey Barkley (NDIS), Rebecca Cooper (Service Australia), Tracey Whatley (The Personnel Group), Eleshia Shelton (Woomera Aboriginal CoOp), Rohan Harrison (Legal Aid NSW), Arlinda Wentworth (HRCLS), Amanda Finnemore (WDVCAS), Margie Tickner (Anglicare), Leanne Mearns (One Door Mental Health Service), Navinesh Nand (Legal Aid NSW), Kathie Makeham (Services NSW)

**Apologies:** Shandell Blythe (Gateway Health Childhood) Nathan Brown (DCJ), Janaya Carney (Revenue – NSW), Coordinator Thurgoona Community Centre, Damien Morgan (DCJ), Andrea Ryder (Red Cross), Sue Beddowes (LAC–Linker Intereach), Ben Foley (RDAS), Jane Cipants (Legal Aid – NSW), Kathryn Hall (KP Lawyers), Alexander Dy (Legal Aid NSW), Ellie Haas (Legal Aid NSW), Jessica Blum (UMFC), Michelle Head (Albury City), Gabby Maginnes (HRCLS – BBM), Heidi Wilkes (Services Australia), Laurel Stanton (Vinnies), Loretta Caunt (Intereach), Jenny Rawlings (DCJ – Housing), Liz Hargrave (UMFC), Karlee Hirt (HRCLS), Scott Boyle (Anglicare), Romani Blue (Ombudsman), Nathan Lorenzon (Intereach), Laura Johnston (STARTTS Southern NSW Health), Anthony Nguyen (HRCLS), Liz Collins (HRCLS), Ali Maher (HRCLS), Diane Small (Albury City), Shannon Le Lievre (Intereach), Jennifer Pegler (Murrumbidgee LHD), Barbara Hall (Murrumbidgee LHD),

Agenda item	Discussion	Action/Outcome
<b>1. Opening, Acknowledgement &amp; Introductions</b> 1.35pm	<p>Colette welcomed and thanked everyone for attending the last Greater Albury CLSD meeting for 2023.</p> <p>Acknowledgement of Country – Greater Albury CLSD – Colette read I would like to acknowledge the Traditional Owners of the land on which we work and meet. I pay my respects to their Elders, past, present, and emerging, and extend my respect to Aboriginal and Torres Strait Islander people who are here today. I recognise the enduring relationship that Aboriginal people have with Country across our Greater Albury CLSD region. As a worker in the legal sector, I acknowledge the discrimination and disadvantage that Aboriginal people, families, and communities have experienced, and continue to experience in our legal system.</p>	

	<p>Our work to achieve a just society for all, comes from a foundation that values and respects Aboriginal custodianship of this country. These include the Wiradjuri people in the Albury region, the Wamba Wamba Perrepa Perrepa people in Edward River LGA including Deniliquin and the Bpangerang people in the Federation LGA including Corowa.</p> <p>Introductions: Around the room Name and the agency you are from</p>	
<p><b>2. Meeting Purpose &amp; Agenda</b> <b>1.40pm</b></p>	<p><b>Purpose:</b></p> <ul style="list-style-type: none"> <li>• Discussion on the priorities for the partnership to better direct our Action Plan in 2024.</li> <li>• The purpose of the Greater Albury Cooperative Legal Service Delivery program is to build and nurture a network of legal assistance and community services to increase access to justice and improve legal and social outcomes for people experiencing social or economic disadvantage or dislocation.</li> </ul>	
<p><b>3. Ice breaker</b> <b>1.45pm</b></p>	<p>Checking in with our drivers, goals expectations and risks – during this exercise it became apparent that there were common themes among the group – they have been captured under those themes.</p> <ul style="list-style-type: none"> <li>• The group broke up into small groups and were asked what motivates them to participate in the CLSD partnership? <ul style="list-style-type: none"> <li>- <b>Relationships:</b></li> <li>- Collaboration / connections – issues and trends, implementation</li> <li>- Establish referral pathways to understand other services.</li> <li>- Lot of legal stuff comes up in my service and good to have connections and direction for where to go.</li> <li>- Networking is really good for learning about the work of others.</li> <li>- Meeting everyone from different organisations and learning about them.</li> <li>- Expertise – learning from experience.</li> </ul> </li> <li>- <b>Assistance for our clients:</b></li> <li>- Create data base of support services for regional locations – already have one for Albury want to create other ones.</li> <li>- Planning – for future events like disasters, CLE, birth certificate, Cut it Out.</li> </ul>	<p>Calendar of events</p> <p>Create data base of support services for regional locations</p>

	<ul style="list-style-type: none"> <li>- Suggestion – calendar of events – 6 months in advance?</li> <li>- Helping those in need and assisting vulnerable customers.</li> <li>- Awareness &amp; Identifying gaps, trends or spotlights on the future.</li> </ul> <ul style="list-style-type: none"> <li>• What difference do you seek to make by participating in the partnership? <ul style="list-style-type: none"> <li>- <b>Awareness:</b></li> <li>- Making people more aware of the support and services that people need.</li> <li>- Providing a non-lawyer approach – bringing a different lens to people’s issues.</li> <li>- Don’t know a lot about what people do, improvement in service delivery, brainstorming, networking to help those in need.</li> <li>- Understanding what criteria for accessing help (legal help) is: Tracey young people in strife, mental health relapse, have to go to court, have a fine, domestic violence, stalking and vandalism, traffic offences, drug offences.</li> <li>- Working as a disability advocate 50% of clients need some kind of legal help, helping the more vulnerable navigate.</li> <li>- Here to learn from each other – how do customers navigate services?</li> <li>- If we know what lawyers need we can support their work – like accessing some of the paperwork / Can do the heavy work in doing budgets – financial counsellor.</li> <li>- Communicating legal information / advice – can be challenging – people we are helping don’t need to know the source of the law.</li> <li>- Show growth.</li> <li>- <b>Achieves:</b></li> <li>- Better outcomes for clients in legal and non-legal eg get DCJ to withdraw termination apps</li> <li>- Everyone is heard and not left out.</li> </ul> </li> <li>• What are your expectations of other partners / the partnership? <ul style="list-style-type: none"> <li>- Understanding of services access to them and follow up:</li> <li>- Access to information / address complex matters / if you can’t help then guidance where to go / help people to get to the right place.</li> <li>- Understanding and engagement, understanding each other’s commitments in terms of service delivery. Need responses to referrals.</li> </ul> </li> </ul>	
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<p><b>4. Building on our progress</b> 2.15pm</p>	<ul style="list-style-type: none"> <li>• Activities and achievements of the last 2 years / what worked / what didn’t/ learnings: <ul style="list-style-type: none"> <li>- Birth Certificate / Legal Health check days</li> <li>- 15.11.2023 - free BC’s at AWAHS – 45 plus drop ins.</li> <li>- 23.5.2023 Deniliquin BC event.</li> </ul> </li> </ul> <p>Deni was hard. It was a 1<sup>st</sup> for all of us. It is an old school town so advertise in the paper.</p>	<p>BDM looking to have a day at the Aboriginal Land Council. Woomera up for doing a BC day.</p>

	<ul style="list-style-type: none"> <li>- Cut It Out forum – poorly attended, by invitation only, cohort was hairdressers, personal trainers and opened up to real estate agents.</li> <li>- Positive outcome was collaboration between services,.</li> <li>- Didn't advertise publicly as didn't want perpetrators turning up.</li>   <li>- Free wills day at AWAHS 14 August 2023 Legal Aid and private lawyers well attended and opportunity to assist when State Trustees withdrew their agreement to store the Wills for free.</li>   <li>- Women in law breakfast – does it need to be a everyone in law breakfast?</li> </ul> <p>Learning and considerations:</p> <ul style="list-style-type: none"> <li>- Use face to face network meetings to get the word out.</li>   <li>- Focus clients living out in the Deni region (might be living a few hours out of town).</li> <li>- How to get the word out to smaller locations?</li> <li>- Send information out through networks.</li> <li>- Send it to local GPs.</li> <li>- Ask the town what it wants or needs (Cut Ot Out Forum – ask the hairdressers etc.)</li> <li>- Teaming up with services that already go out to these towns – i.e., Service NSW have a specialist in Deni and buses that go out to regional towns – can go on a mailing list for notification of the visits.</li> <li>- Be imaginative with audience (Finely &amp; Deniliquin Football Netball Clubs) assistance.</li> </ul>	<p>See if NSW REIV would consider allocating PD points to the Forum in the future?</p> <p>Needed in Berrigan</p> <p>HRCLS is considering this – Issue – too many attendees.</p> <p>Mobile service centre visit to be emailed out.</p>
<p><b>5. Break 2.30pm</b></p>		
<p><b>6. Setting priorities for 2024</b></p>	<ul style="list-style-type: none"> <li>• The Law and Justice Foundation (May 2023) profile tells us what we already know.</li> </ul>	

<p><b>2.30pm- Finish</b></p>	<ul style="list-style-type: none"> <li>• That the need for legal assistance is high in our relatively high to highly disadvantaged region.</li> <li>• Our priority groups by LGA are above and in some cases well above the state average.</li> <li>• The further you live from city centre the less access you have to services.</li>   <li>• What work should we take on - brainstorm? How do we assist to send our clients to a destination rather than on a journey? <ul style="list-style-type: none"> <li>- Networking and up to date contacts</li> <li>- Forum to focus on services – rather than 1 guest speaker. Relationship building’ is the best thing. Ability to share a couple of slides that would then be collated.</li> <li>- Building the document that Rowan was talking about.</li> <li>- Guest speakers? What do we really want to hear about?</li> <li>- Insurance and bushfires – never enough learning about this.</li> <li>- Session on drugs/alcohol/traffic - MERIT – sit on drug and alcohol committee.</li> <li>- Clients who have been sent where there is conflict? Are not being referred on appropriately. Session on conflicts and referrals.</li> <li>- How to get around”: I can’t do this because it is not in my funding problem</li> <li>- We are told to refer everyone to LawAccess – Service NSW –alternative to this that is region focussed.</li>   <li>- Calendar of events.</li> <li>- Round up at the beginning of meetings - Emerging trends</li> </ul> </li>   <li>• How should we work together, how should we organise the partnership? Not reached.</li> </ul>	
<p><b>7. Getting ready to implement</b></p>	<ul style="list-style-type: none"> <li>• Colette will email out and ask for creative response prior to the 1<sup>st</sup> meeting in 2024 to:</li> <li>• Recap actions and approach</li> <li>• Sense check: is this what we want?</li> <li>• Any other risks or barriers that should be discussed / considered</li> <li>• Anything else?</li> </ul>	

<p><b>Other questions or information that came out of the meeting?</b></p>	<p>Does Service Australia provide a check-list for clients who have made application? For online yes. In other cases: there are phone requests and letters.</p> <p>Link for the Service NSW Mobile Service Centres to be included in the minutes. <a href="https://www.service.nsw.gov.au/campaign/mobile-service-centres">https://www.service.nsw.gov.au/campaign/mobile-service-centres</a></p> <p>Are the minutes helpful? Handy if you can't make it. Do we need to consider at meetings? No.</p> <p>WDVCAAS – every Friday 10am in front of the police station come and ask about Albury – see flyer attached.</p> <p>One Door has joined Mind Australia – see flyer attached.</p> <p>No one was concerned if the meeting dates or times were changed as long as they had notice early.</p>	
<p><b>Next meeting</b></p>	<p><b>TBC – February 2024</b></p>	