

## Greater Albury CLSD Program meeting

6 March 2024 10am to 12pm, Albury Library & Museum

### MINUTES

**Present:** Stacey Simpson (CVGT – Parents Next), Louise Fraser (Murrumbidgee LHD), Rebecca Bryant (VERTO), Gabby Maginnes (HRCLS), Jennifer Pegler (Murrumbidgee LHD), Arlinda Wentworth (HRCLS), Navinesh Nand (Legal Aid NSW), Raissa Butkwoski (HRCLS), Felicity Hartridge (HRCLS), Kathryn Hall (KPW Lawyers), Jelna Keljin (YES Unlimited), Ella O’Donahoo (YES Unlimited), Anthony Nguyen (HRCLS), Deagan Jackson (YES Unlimited), Seema Sanghi (Legal Aid NSW), Felicity Hartridge (HRCLS), Louise Fraser (MLHD), Amanda Meagher (HRCLS)

**Apologies:** Kate Halliday (Legal Aid NSW), Michelle Conroy (One Door), Erin Kerr (PCK Solicitors), Ashlie Barclay (HRCLS), Karlee Hirt (HRCLS), YMCLC, Sara Reid (HRCLS), Karen Buckley (Murray River Council), Taylor Smith-Stephens (HRCLS), Margie Tickner (The Women’s Centre), YMCLC, Ben Foley (RDAS), Eva Medcraft (PCKSolicitors / ADLS), Shannon Le-Lievre (Intereach), Westside Community Centre, Sara Reid (HRCLS), Kathryn Lord (CVGT), Kathie Makeham (Service Australia), Michelle Head (Albury City), Tracey Whatley (The Personnel Group), Kate Wiley (2homes NSW gov), Damien Morgan (Homes NSW), Diane Small (Albury City), Loretta Caunt (Intereach), Tanya Patterson (Service Australia), Tessa Mead (HRCLS), Romani Blue (NSW Ombudsman), Kylie Skrypczak (Service NSW), Carlyne Hartwig (Service NSW), Eleshia Shelton (Woomera Aboriginal Co-Op), Janaya Carney (Revenue NSW), Ellie Haas (NSW LA), Samantha Whittet (Yes Unlimited), Kylie Hampson (Yes Unlimited), Shelbie Strauss (Yes Unlimited), Beth Kennedy (Legal Aid NSW), Heidi Lachs (RDAS), Amber Murphy (Intereach), Shandell Blythe (Gateway Health Childhood), Tracey Barkley (NDIS), Tracey Zani (Westside Community Centre), Tanya Jones (ADACAS), Rohan Harrison (Legal Aid NSW), Rebecca Cooper (Service NSW), Kim Richardson (YLA), Sheridan Jones (YES Unlimited)

Agenda item	Discussion	Action/Outcome
<b>1. Opening &amp; Acknowledgement of Country</b> (10.00am)	Colette welcomed and thanked everyone for attending the first Greater Albury CLSD meeting for 2024.  Acknowledgement of Country – Greater Albury CLSD – Colette	
<b>2. Meeting Purpose &amp; Agenda</b>	<b>Purpose:</b> <ul style="list-style-type: none"><li>Think Tank - Action Plan 2024 to 2025</li></ul>	

10.05am	<p>The purpose of the Greater Albury CLSD 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. We do this by:</p> <ul style="list-style-type: none"> <li>• making better referrals/ referral pathways</li> <li>• working on projects and devising new services, and</li> <li>• coordinating our efforts.</li> </ul>	
<p><b>3. Ice breaker</b> 10.10am</p>	<p>Pass It Round - A bowl of freddo frogs is passed around, inviting people to take "as much as they need." Then, you go around the room and for every Freddo that the person took, they must share that many pieces of information about what you / your agency can bring to this group – what we need to know, will find handy to know – don't know.</p> <p><b>Jen:</b> Murrumbidgee LHD - A&amp;OD Service - offer a wide variety of health interventions (physical and mental), Services – Wagga (centre) Balranald, hay, Deni, Moulamein, Tumut, Batlow, Narendra, Lockhart. \$ staff across area. Mental health is not a huge focus but should be. We are well placed to join this group.</p> <p><b>Seema:</b> CLSD Project Officer – provides collateral and on the ground support to Regional Coordinators. Draw upon what other regions have done, help inform projects.</p> <p><b>Louise:</b> Murrumbidgee LHD – Assists with referral process as we are often unaware of the services available. In event of disasters -offer support and draw on disaster recovery teams as well. Support people who are sectioned under mental health act. WDO – can support people with mental health counselling. Not a sponsor but can do WDP activities (add Vinnies services).</p> <p><b>Felicity:</b> Add value to what everyone here does by promoting work of the group – helping build partnerships – where we see systemic issues (assist with law reform) -</p> <p><b>Rebecca:</b> <b>VERTO</b> - provide tenancy advice to any tenant in our region – also provide Tribunal advice (at hearings) (like duty service)</p> <p><b>Stacey:</b> <b>CVGT</b> – Parents Next - A range of different Govt programs deal with a lot of single mums – people on the verge of homelessness – also have Workforce Australia so engage with Jobseekers – have Govt funding for education purposes or even child care fees (i.e. counsellor) – if we can't find, we find someone who might be able to</p> <p><b>Gabby:</b> Lawyer at HRCLS - so much that we can do. CLSD helped at Wills Day at AWAHS – successful event and BC day – huge day with big success. Going to do same thing again this year. Has a lot of legal connections beyond AW region – if something is outside</p>	

	<p>expertise – can refer to corporate partners that do pro bono work. Send clients and also support to engage client through proceedings.</p> <p><b>Ella:</b> Yes Unlimited. Assist young people to access legal needs. Can also do WDO.</p> <p><b>Jelna:</b> Yes Unlimited - Work with a lot of disadvantaged people. Mainly young people but service does adults. Came here to find out how to help people.</p> <p><b>Nav:</b> NSW Legal Aid - provide legal services in diff spears of law, mainly crime, FL and civil (broad) – provide advice and represent in different Courts and Tribunals – we are part of this group so we can establish better referral pathways – serve clients from diff social backgrounds – means and merit tested – if eligible, can provide ongoing service – attendances at this meetings means we can ensure to refer people from different social backgrounds – refer.</p> <p><b>Anthony:</b> CEW – HRCLS works with First Nations peoples. Support I can offer is BC and Wills – that they’re on the register and contacted and know about it – WDO and VOCAT / Victims Services application I can help with.</p> <p><b>Amanda: Lawyer HRCLS</b> - empower DV clients with information and referring them to private solicitors who assist with legal aid work.</p> <p><b>Raissa:</b> Lawyer HRCLS -can provide free legal advice if an area of law that we can assist with and leave in NSW can get an appt with me – BC days in Deniliquin – Community education – trivia to old people – also secondary consults (if you have any questions I am happy for my email or phone number to be made available) – sits at YES and Vinnies in Deniliquin and happy to touch base.</p> <p><b>Kathryn:</b> Lawyer - private and legal aid services – passionate about programs (connecting grandparents to legal aid services – getting funding for that) – care protection space very important for our firm – also do work in ACT, VIC, NSW – looking to set up a non for profit to assist GP) – does it also cover GP who cant see grandchildren: yes it will – is it only for CP proceedings or also FL: all of above. Evolving space, hoping to attract some.</p>	
<p><b>4. Think Tank</b>  <b>Our priorities for 2024 / 2025</b> (10.20)</p>	<p>Referred to meeting minutes from November 2023.</p> <p>Group broke into small groups based on interest in topics to discuss and populate the plan:</p> <ul style="list-style-type: none"> <li>• Improve our knowledge about legal services that are available and build skills and confidence in making sure that people with complex needs get the right legal help,</li> <li>• How we work together - meeting structure and opportunities for guest speakers and training</li> </ul>	

	<ul style="list-style-type: none"> <li>• Referrals</li> </ul>	
<p><b>6. Plenary</b> (11.10am)</p>	<p>Plenary to discuss outcomes from small groups and plans for 2024 and the potential events/actions for 2025:</p> <p>(1) Improve our knowledge about legal services that are available and build skills and confidence in making sure that people with complex needs get the right legal help by engaging with new partners How do we identify new / existing partners by going to the organisation venues and leaving information at / onsite?:</p> <ul style="list-style-type: none"> <li>○ By contacting Councils / community organisations.</li> <li>○ Community Legal Education (CLEs) – LA NSW can provide resources (brochures)</li> <li>○ Attend all staff days (once a month?)</li> <li>○ Potential for HRCLS &amp; LA to do onsite CLE together.</li> <li>○ Share disaster recovery resources (Colette) – include fire stations.</li> <li>• Can we organise transport for clients to attend events if they live out of town (Intereach bring clients to events)</li> <li>• Providing food at events – sausage sizzle, lollies, balloons, food.</li> <li>• <u>Wills / LHC event</u> <ul style="list-style-type: none"> <li>○ HRCLS – Planning a non CLSD Wills Day at AWAHS in May 2024</li> <li>○ How do we promote           <ul style="list-style-type: none"> <li>▪ Anthony suggested that we start off by asking the workers to identify clients in need</li> <li>▪ Ask them to register interest</li> <li>▪ Based on that organised a date</li> </ul> </li> <li>○ Pro Bono Lawyer in Deniliquin may prove a stumbling block.</li> <li>○ Pro Bono partner Clayton Utz, CLSD pro bono partners.</li> <li>○ Think about referral to grief counsellors -Grief pathways – aftermath can be difficult for families dealing with probate etc, gives people autonomy over decisions they make.</li> </ul> </li> <li>• <u>Birth Certificate Day</u> <ul style="list-style-type: none"> <li>▪ Only 33 Certificates left for this financial year – large event after June</li> </ul> </li> </ul>	<p>Source Pro bono lawyers</p>



	<ul style="list-style-type: none"> <li>• Housing</li> <li>• Domestic Violence</li> <li>• Recovery of Property – particularly youth experiencing DV</li> <li>• Tenancy – particularly evictions, rent arrears.</li> <li>• Disasters and Insurance – Colette - Financial Rights Legal Centre, Justice Connect Preparedness Kit – Online Tool</li> <li>• AOD and mental health services – what is available? CDAT has local guides (Jen will send through what she has)</li> <li>• School holiday session on Consent / sexting etc.</li> </ul> <p><u>What do we need?:</u></p> <ul style="list-style-type: none"> <li>• Collaboration of service</li> <li>• Resources that make: <ul style="list-style-type: none"> <li>○ information access easy</li> <li>○ referral pathways</li> <li>○ understanding of who does what.</li> </ul> </li> </ul> <p>Interagency events – calendar of events on CLSD website or piggyback off Council website. Non – HRCLS partners want easier access to secondary consults and legal information – (VERTO, CGT, YES Unlimited).</p> <p>(3) Referrals Community services guide for use by legal services for locations. What are the priority locations? Start with Deniliquin?</p> <p><u>How?</u></p> <ul style="list-style-type: none"> <li>• Send out / contact agencies and survey them – what is there catchment area - then work out referral options.</li> <li>• Update the existing list.</li> <li>• Have focus groups – do we invite community members to events?</li> <li>• Go to Communities (e.g.: Council meetings and talk about our presence – towns like Finley)</li> <li>• Do more outreach.</li> </ul>	<p>Colette to manage</p>
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	<ul style="list-style-type: none"> <li>• Having a central location in each town where clients can access Zoom for appointments / Court appearances.</li> </ul> <p><u>Priority Locations</u>  Griffith  Deniliquin  Finley  Corowa  CALD communities – Help for immigrants including additional translation services for those communities.  Areas with significant homelessness.</p> <p><u>Why?</u>  Information is the key but it needs to be accessible</p> <p><u>Resources</u>  Money / Funding  Government support at any level and open lines of communication  Need a local Council representative from each location at CLSD meetings.  Red Cross.  Advertising – local newspapers etc.</p> <p><b>Outcome: See Action Plan 2024 / 2025</b></p>	<p>Action plan to be uploaded to CLSD website and Colette to provide link</p>
<p><b>Documents and upcoming events</b></p>	<p>Documents to distribute:  About the NDIS Quality and Safeguards Commission  Community Status Resolution Service  MERIT Pamphlet  New Youth Referral Service</p> <p>Upcoming Events:  Safe talk – Suicide Prevention Training – Deniliquin RSL – Book at Sticky Tickets – 7 March 2024  Federation Ageing Well Festival – 11-24 March 2024</p>	<p>Colette to distribute</p>

	UMFC – Careers Open Day 9.30am – 2.30pm 21 March 2024. Law Week – Justice Breakfast open to all legal and non-legal service organisations involved in social justice – 2 May 2024.	
<b>Next meeting Q2</b>	Colette questioned if it was too soon to attend Deniliquin. Focus on Birth Certificate Day for Young People from Yes (subject to the okay from YES Unlimited).  <b>8 May 2024 at 10.00am Albury</b>	