

Newcastle and Lake Macquarie Combined Interagency

1 February 2018

Notes

Welcome from Emilie Wiggers, Community Development Officer, Lake Macquarie City Council.

Acknowledgement of Country was spoken.

Today's meeting is packed with wonderful presentations from our community services sector.

Northern Settlement Services-Rose and Lydia

Overview of services-Covers all of Hunter Region and provides information and referral for Culturally and Linguistic Diverse communities. Hunter Refugee Network and Multicultural Network. Reconnecting families who have been left behind. Consultancy and cultural training available for services. Three teams, aged care, welfare and resettlement. Aged care also supports carers.

Resettlement includes brighter/better futures, case management with low and medium families at risk. CALD welfare worker, working with mothers and their children under 8 years old. Resettlement focusses on first 5 years of arrival.

Main issues include driving, housing, education and English. Afghan workshops, brochure provided.

Rose does outreach all over the Hunter and provided a flyer.

Hunter Multicultural Communities -Annette and Jason

Previously known as Ethnic Communities Council. Working with established migrant communities, mostly aged groups. Many projects and partnerships.

Looking to engage with youth and emerging fringe groups. Currently have a competition for re-branding, flyer provided.

Multicultural Men's Shed and gardens-looking to network.

Look to Multicultural NSW plans for future directions.

Compass Housing- David Adamson and Michelle Faithful

Regarding the Homelessness Network, Homelessness and access to mental health services, exploring a "common ground approach". Looking to deliver a housing first approach to dealing with homelessness. Need dollars to achieve this approach.

David spoke about the development of an app that can be a digital vault where identification papers can be stored for people to reduce the issues faced by people losing their identification papers.

Compass have launched a program to obtain pledges from partners to end homelessness in Newcastle. Also involved in a national campaign called 'everyone's home' to make having a home a priority for the federal government.

Hunter Homeless Connect day, co-ordinated by Michelle will be on 25th July this year and at Newcastle Exhibition Centre.

Training Note from Emilie

Cultural awareness training being delivered shortly-MCC Focus on aged care, all welcome. Training also available in May at Lake Macquarie.

Presentation/Discussion from Lindsay Stanford Blakworks Employment Solutions

<http://www.blakworks.com.au/>

Free workplace guide to welcome to country and acknowledgement of land available online.

Lindsay offers a resource via the mobile number 0428479700 just sms "welcome" to the number above. (Note: this is not Lindsay's mobile number)

Support to coach/guide you with good practise regarding increasing Aboriginal employment.

To be able to effectively provide services to the Aboriginal communities of the Hunter you have to employ Aboriginal staff. Aboriginal staff need a compelling reason to join your service. Need to measure your progress. What percentage of Aboriginal staff do you have?

How many Aboriginal applicants do you get for jobs advertised? What is your staff retention or turnover?

Presentation from Dressed for Success-Anne

Dressed for success currently provides pack and send services to Newcastle and the Hunter of outfits for job interviews, court appearances and other significant events for women needing some assistance. Currently looking at opening a location in Newcastle region, funded for a feasibility study. 98 to 99% of service users report feelings of empowerment

and confidence. Work with referral agencies to support the person. Undertake workshops for women, practise interviews and provide coaching etc.

All free. Volunteers run the organisation, and there is corporate support and donations to supply the items. More info

<https://sydney.dressforsuccess.org/>

Suggested idea-Interagency might be able to focus a future session on managing, attracting and retaining volunteers.

Compeer

Friendship program for mental health, "A person of equal rank status or ability".

Goals-connectedness, reduce stigma or mental illness, recovery orientated. For ages 18 plus.

Training provided to support someone 1 hour a week for 12 months. Need to be diagnosed and people with lived experience can become a volunteer.

www.compeer.org

Elder Abuse -Janine Slimmon (mobile 0411 779 560), Sector Support worker at Wesley Mission and John Biswas Sector Support and Development Officer Multicultural Access Project, Northern Settlement Services

Spoke about- the collaborative for elder abuse, developing an interagency protocol for Elder Abuse.

Call the Elder Abuse Helpline to get information and support. Ph 1800 628 221

<http://www.elderabusehelpline.com.au/>

Janine suggested up to 50,000 people in NSW are victims of Elder Abuse. Abuse mainly by trusted family, paid carers or neighbours. Cross collaborative approach. Offering training to organisations. Toolkit available on website.

World Elder Abuse Day 15th June 2018. Increasing awareness in Police and others.

People befriending older people in pubs and clubs.

Hunter CALD Elder Abuse forum, for more information contact John. High percentage of CALD Elder Abuse.

Nova

<http://www.novawomen.org.au/>

Referral and Intake 1800 769 654

Refuge accommodation, single women and women with children.

Trisha's house stay up to 28 days, temporary accommodation for DV, homeless or at risk.

Do undertake outreach support.

Referrals from self, Housing NSW, Centrelink, DV agencies.

Intake officer will assess where and how to support.

Rapid response worker-help with basic supports e.g. write rental applications etc.

Will forward report to other agencies when needed, not just support for safety and housing.

Worker for children and families to support in the refuge. Afterhours DV response usually through DV hotline, Link2home, Police. Give them toiletries, transport and support, referral to other agencies.

Will refer out for DV specific.

Big increase for older women being referred for DV and risk of homelessness.