

WARREN SHIRE COUNCIL
Delegates Report by Councillor K Irving
to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2 WARREN INTERAGENCY SUPPORT SERVICES

(C3-9)

RECOMMENDATION:

That the information be received and noted.

A meeting of the Warren Interagency Support Services was held on Thursday, 17th October 2019 in the meeting room of the Warren Sporting and Cultural Centre.

**1. Meeting opened at 1:00pm Chair/Secretary: Clr Karlene Irving
Clr Irving welcomed all to the meeting.**

Present:

Carol Owens – Breakthru

Camilla Kenny – Rural Adversity Mental Health Program (RAMHP)

Cheryl Burns – Sector Support and Development Officer (Orana Far West), Live Better Community Services

Lisa White – Director, Warren Preschool Kindergarten Inc.

John Ryan – Relieving Area Manager, Warren, Young Life Australia

Hannah Commins – Warren Young Life Australia

2. Apologies:

Vicki Evingham – Creative Community Concepts, Lorraine Wales - Mission Australia, Leyna Howard – Royal Flying Doctor Service (SE Division), Katie White – Nyngan Community Hub and Australian Red Cross, Rachel - Hear our Heart Ear Bus, Clr Sarah Derrett – Warren Shire Council, Clr Katrina Walker – Warren Shire Council.

Moved: Lisa White **Seconded:** Carol Owens **Carried**

3. Minutes of the Meeting held on Thursday 8th August 2019 be accepted as a true and correct record of that meeting.

Moved: Carol Owens **Seconded:** Hannah Commins **Carried**

4. Business Arising: Nil

Correspondence out:

- Letter of support written by Clr Sarah Derrett, on behalf of the Interagency Committee for Council's grant application for shade sails for the new skate park;
- Letter of support written by Clr Sarah Derrett, on behalf of the Interagency Committee: Youth Programmes and seed funding for a Youth Centre in Warren;
- Letters written by Clr Walker to relevant state government departments re: transport between Nevertire and Warren issue; and
- Letter from Clr Irving sent to Marra Creek Public school as a Directory distribution point.

Correspondence in:

- Rachel from the Hear Our Heart Ear Bus re: offering the service for Warren, out from the hospital, to catch 6 month olds to 5 year olds who maybe missing out.

5. Dates for Interagency Committee meetings for 2019/2020: Dates, times and location were agreed on for Interagency meetings until August 2020: Same time of 1pm, Thursdays in the upstairs meeting room of the Warren Sporting and Cultural Centre: 2019: November 21st, 2020: February 13th, April 9th, June 11th and August 13th.

Moved: Hannah Commins **Seconded:** Lisa White **Carried**

WARREN SHIRE COUNCIL

Delegates Report by Councillor K Irving to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2 WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

Please Note: Jaymie Leigh Shortland is no longer the Administrative Officer for the Manager of Health and Development at Warren Shire Council and that all correspondence is now to be sent to Cassy Mitchell, her replacement. Cassy can be contacted on 68476600 or cam@warren.nsw.gov.au

6. Action Checklist: **Text in bold are updates from the 17th October meeting**

ITEM AND DATE ENTERED	PERSON RESPONSIBLE	ACTION	COMMENT	FOLLOW UP ACTION FROM THIS MEETING	TIME FRAME
Warren Police Youth updates 9th August 2018	Clr Derrett and Police Youth Liaison Officer Martin Paice	Get Smart Meetings	<ul style="list-style-type: none"> Clr Derrett confirmed with Martin Paice that he is continuing to work with the schools and is available to run programs on an 'as needed' basis. As previously reported several programs were run at Warren Central School last year but there have been no programs requested for this year. Programs on offer are available for K-12, as appropriate, and include 'stranger danger', cyber bullying and substance abuse awareness. 		Ongoing
New Constable 13th June 2019	Clr Irving and Cassy Mitchell (Admin Officer) Constable Watts	Introduce new Constable	<ul style="list-style-type: none"> Constable Watts has been unable to attend Interagency meetings but will attend at first opportunity. 	Letter of clarification: Constable Watt knows that he is welcome to attend meeting at first opportunity	Letter to be sent October 2019
Warren Central School Wellbeing Program 2017	Jenny Brooker	"Well Being" Program	<p>A personalised living program for each individual child in the school and looks at the Physical, The Senses, Health, Speech, Mental Health and Academic Development.</p> <ul style="list-style-type: none"> Families at risk will still receive support. Children not attending school will continue to be monitored regularly. Special mentoring program has been set up for Years 8 & 9. A counsellor comes to the school 3 days per fortnight. 		Ongoing
Warren Central School Love Bites Program 8th August 2019		Well being for youth	<p>Is a Respectful Relationships Education Program for young people aged 15-17 years, created by NAPLAN.</p> <p>Carol Owens reported that feedback from students on the program has been very positive. Police school liaison officers conducted the program.</p>		

WARREN SHIRE COUNCIL

Delegates Report by Councillor K Irving to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2 WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

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Royal Flying Doctor's SE Division at WCS April 11th 2019	Ursula Ryan and Central School	Hydroponics System at Warren Central School	Leyna Howard and Ben Fischer, from the Royal Flying Doctor Service, informed the meeting that Ursula Ryan had been able to organise with Warren Central School to supply a hydroponics system. This system is circular, provides food for fish and their waste products provide food for growing vegetables.		Ongoing
Community 11th October 2018	Warren Shire Council, WMLALC and Riversmart and all associated community organisations, Warren preschool, Little Possums, Warren Central and St Mary's.	All Community Inclusion	<ul style="list-style-type: none"> • Warren Macquarie Local Aboriginal Land Council (WMLALC) felt Warren Shire Council has demonstrated an ethos of ongoing community inclusiveness through its actions of support of Aboriginal cultural heritage. • Under the NSW Aboriginal Land Rights Act 1983 the WMLALC has the responsibility of identifying, preserving and promoting Aboriginal cultural heritage in the Warren Shire. • Warren Shire Council has acted very inclusively, especially in relation to the Beemunnel Heritage trail development and by having Council representatives on the River Smart committee. • WMLALC is a member of River Smart. • The WMLALC is the contact or point of call for all negotiations in Warren related to Aboriginal community inclusion. 	NAIDOC Awareness for 2020 Be aware of grants available for NAIDOC celebration through Aboriginal Affairs	Ongoing
Community November 29th 2018	Kelly Sinclair, All inclusive	Interagency services promotion	<ul style="list-style-type: none"> • Lack of awareness in the community re: the presence of agency services in Warren. • Need for a revolving community notice board in a prominent position. • Kelly offered to look into grant options, location and how it could be manned. • Quote has been received for community notice board - \$17,500.00 for double sided and \$12,000.00 single sided. Quote has been included in costing for Community Hub. 	Continue lobbying for funding	Ongoing

WARREN SHIRE COUNCIL

Delegates Report by Councillor K Irving to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2 WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

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Community June 13 2019	Kelly Sinclair and Katie White, All inclusive	Lobby and fundraise for a Community Hub and Youth Centre	<ul style="list-style-type: none"> • Katie White from Nyngan’s Community Hub (funded by the Red Cross and supported by Bogan Shire Council) attended Warren’s Interagency Meeting and informed agencies on how a Community Hub works. • Kerrie Watson reported last November that Nyngan is classified by the Australian government as rural and remote and therefore attracts more funding for such services. Warren misses out on this classification by 7 kms. • Services/consultant appointments e.g. Head Space services for mental health, NDIS. • The issue is having someone able to man the facility during the day. • Aim is to also have a Hub which is wheelchair accessible • Unfortunately the My Community Project Grant application for \$200,000 was unsuccessful. • Unfortunately the My Community Project application for tennis court lighting was unsuccessful . 	Katie liaises with Kelly re next steps.	Ongoing lobbying and fundraising required
17th October 2019	Cassy Mitchell (Admin officer) and Clr Irving	‘Access at a Glance’ Thank you	<ul style="list-style-type: none"> • Wendy Beetson in 2018 contacted Damian Plunkett, Warren Chamber of Commerce to let him know about the Access at a Glance Sticker Project to increase inclusiveness for people with a disability. • Wendy has visited a number of Warren businesses and stickers are on display in Business windows or doors. • Unfortunately funding for Wendy Beetson’s role ceased in September 2019. 	Letter to Wendy to thank her for her work in Warren	October 2019
<i>Warren Community Services Directory</i> November 29th 2018	Clr Irving and Cassy Mitchell, Manager Health & Development Administrative Officer WSC Phone: 68 476600 , All inclusive	Updating agency contacts in the <i>Warren Community Services Directory</i> and distribution	<ul style="list-style-type: none"> • An annual update of the Directory will occur in June 2020. Please email updates for Directory to Cassy Mitchell at cam@warren.nsw.gov.au • Thank you very much to Kerrie Watson for designing and creating the template document for Council’s use and distribution. • Provides contact details on the range of community services available to the residents of the Shire. • Directories have been distributed to: WOW centre, Marra Creek, Nevertire, Collie, Land Council, Tourist Info Centre, Library, Council, RaRMs (Family Medical Centre) <ul style="list-style-type: none"> • It has been observed that directory is not on Council’s website and are still not being effectively accessed. 	Ensure access on the Council’s website Deliver to families through Central School, St Mary’s and Preschool, P&C and P&F	October 2019

WARREN SHIRE COUNCIL

Delegates Report by Councillor K Irving to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2 WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

ITEM AND DATE ENTERED	PERSON RESPONSIBLE	ACTION	COMMENT	FOLLOW UP ACTION FROM THIS MEETING	TIME FRAME
Community transport between Nevertire to Warren February 14th 2019	Clr Walker, All inclusive, Interagency committee, Councillors, Disability Advocacy, Joblink Plus	Investigate public transport for pensioners and disadvantaged persons from Nevertire to Warren.	<ul style="list-style-type: none"> • The General Manager sent a letter to Clr Derrett and Clr Irving requesting that the Interagency Committee investigate concerns expressed by Mr Ron Plunkett in a letter regarding the need for public transport between Nevertire and Warren, particularly for pensioners catching the rail coach from Dubbo. • It was confirmed that people affected are either without a licence or car, after alighting the daily bus service from Dubbo they rely on others to provide them with transport, hitchhike to Warren, or, local residents needing to get to Warren from Nevertire end up missing appointments. • Discussion on local fundraising for a local bus service/business to be established for community use • Clr Walker reported in writing at the October 17 meeting: “that after sending letters to State politicians with transport being a part of their portfolio, Belinda Roberts from the Transport Department has come to Warren. She visited Kerry Boyd at Community Transport to discuss the issue. Belinda Roberts asked if Community Transport could help, getting travellers who arrive on the daily bus service to Nevertire, to Warren. Kerry like other volunteer organisations in Warren is struggling to have enough drivers and resources. Kerry has since spoken to me. As always Community Transport will try hard to help people. Have also tried to contact Belinda with no luck so far.” • Interagency Committee suggested at October 17th meeting: <ol style="list-style-type: none"> 1. Clr Walker talk to Katie White in Nyngan because Transport NSW has conducted surveys in Nyngan regarding suitable times and has adjusted bus schedules as a result. 2. Lobby Roy Butler MP. 3. Ring to make an appointment to see, with a letter of petition, Belinda Roberts. It is Transport NSW responsibility to divert coaches to Warren, as has been done in the past: Belinda Roberts: Area Manager Western and Central West NSW, Transport NSW, Level 1, 188 Macquarie Street, P.O. Box 186, Dubbo, NSW 2830 Phone: 0438 203 214 or 68 414 027 	Contact Katie White and Belinda Roberts: 0438 203 214 or 68 414 027	November 2019

WARREN SHIRE COUNCIL

Delegates Report by Councillor K Irving to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2 WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

ITEM AND DATE ENTERED	PERSON RESPONSIBLE	ACTION	COMMENT	FOLLOW UP ACTION FROM THIS MEETING	TIME FRAME
The Hear our Heart Ear Bus Oct 17, 2019	Warren community: a free hearing testing clinic	Clr Irving Rachel, Mission Australia, Catholic Care, Central School	The service is for ANY children ages 6 months to 18 years as a community day type clinic. We already attend Warren Preschool, Possums and St Mary's once a term anyway. However, we worry about the kids that miss out, especially the 'before school children'. We would like to offer an appointment style testing day if your community is interested and possibly base it at the Hospital and work in partnership with your child and family health Nurses. We already do this in Wellington, Narromine and Nyngan and it has been very successful so we thought we would see if you are interested too?	Clr Irving ask Cassy to reply to Rachel with a 'yes', but clarify process and inform Rachel of key organisations in Warren to liaise with	Oct 2019
7. Designing Resilience Action Workshop	Clr Derrett All inclusive	Everyone asked to attend workshop if possible	<p>Discussion was held on the Brief presented regarding the April workshop. Need to clarify:</p> <ol style="list-style-type: none"> 1. What information in the Brief is pertinent to Warren? 2. Who was involved in the April workshop, i.e. which groups and individuals in the community? 3. Did they represent a cross section of the community? <p>All are invited to contribute in designing resilience action for the community on November 6th 10am – 1 pm. (see attached flyers) If you can attend, RSVP to: Jana-Axinja Paschen (researcher) jpaschen@unimelb.edu.au; ph.: 0466 023 171 Rachel Holloway (CRDC, local facilitator) People.Program@crdc.com.au; ph.: 0429 434 949 Helen Dugdale (local facilitator) helen@australianbraincoaching.com.au; ph.: 0417 064 507 Designing</p>	All invited to attend workshop to help design a resilience action plan for the community	Nov 6th
Australian Unity Aged Care provider 17 Oct 2019	Clr Irving	Aged Care service	Discussion was held re Australian Unity no longer having an office in Warren (as of August). The service will still be offered out from Nyngan. Face to face contact with clients in Warren has been beneficial with assistance provided to complete processes required for the delivery of the Aged Care program. Pauline will be sorely missed.	Clr Irving to organise a thank you letter to Pauline Serdity for her years of service in Warren for the aged	Oct 2019

WARREN SHIRE COUNCIL
Delegates Report by Councillor K Irving
to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2

WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

8. Agency Reports:

Live Better- Cheryl Burns: There are a range of programs available to support elderly clients to remain living in their own homes, as independently as possible, for as long as they wish.

More information on these programs can be found at:

<https://agedcare.health.gov.au/publications-and-articles/booklets-brochures-and-printed-materials>

One of the programs is 'Short Term Restorative Care', an eight week program that aims at improving a client's independence to alleviate the need for ongoing service provision.

Clients accessing services through My Aged Care, especially Home Care Packages, are now referred to as consumers because they are purchasing specific services from providers. With this in mind, Australian Competition and Consumer Commission (ACCC) has developed a brochure outlining their rights as consumers –

<https://www.accc.gov.au/publications/home-care-know-your-consumer-rights> These rights include consumers being able to negotiate with the package holder their providers, staff, times and types of services required. In some areas, there have been reports of service providers influencing clients around these choices.

Some clients are struggling with the process of having to refer through My Aged Care for services and having an assessor call them back, it's not the same as visiting face to face with a provider and they are wary of phone calls from people they don't know, because of all the scams that are currently operating. It is not a smooth process for either the client or provider at present - it still has a way to go before it is operating well.

My role is to work with CHSP providers across Orana Far West, including local Community Transport, Meals on Wheels and Home Care service providers.

Rural Adversity Mental Health Program (RAMHP)- Camilla Kenny: covers Dubbo to the Qld border. Works to link people to care for mental health concerns through delivering information and training about mental health and where to seek help.

Attended the Independent Panel round table for the socioeconomic assessment across the Murray Darling Basin. Good representation from across Warren, split into 2 meetings. Discussed key aspects or concerns in Warren such as population decline, shift to an increased low socioeconomic population and increased retirees, impact of water reform, volunteers tired and overwhelmed, value of workers on solar farm to economy but concern when work is finished, and so on.

Some upcoming events or activities mentioned include:

- Thursday, 17th October: Carpe Diem play in Trangie
- Friday 18th October: Carpe Diem play in Narromine
- Thursday 31st October: Drought One Stop Shop - many service providers on hand to give information about various drought support available including financial, pastoral, mental health etc
- Thursday 28th November: Women's wellbeing day at Marthaguy (workshop teaching stress management strategies, communication, and other elements of wellbeing)
- Friday 29th November: Women's wellbeing day at Collie

WARREN SHIRE COUNCIL
Delegates Report by Councillor K Irving
to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2

WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

Camilla is from Collie and part of the tennis club and CWA. Upcoming events in Collie include:

- Sunday 3rd November: Collie tennis day. Includes kids coaching clinics, luncheon and social tennis across the afternoon. Ad to come out in Warren Weekly next week
- Sunday 1st December: Collie community Christmas party hosted by the CWA evening branch

Warren Preschool Kindergarten Inc- Director Lisa White :

- Enrolment numbers for 2019 are down 20%.
- Speech pathology service will be integrated into the preschool's program for Term 4, 2019 and Terms 1 and 2, 2020. Lisa Hall from Mission Australia has accessed funding for this to happen with a possibility also of OT.
- The preschool has purchased the old Ambulance station with a view to transforming it into a multipurpose community facility for support services for preschool aged to work out from as well as offering a children's after school care service.

Breakthru: Carol Owens: NDIS and Home Care has enabled services to come to Warren. Breakthru mapped Warren as an area of need. A relatively high proportion of people with a disability 0-65 years live in Warren. Carol has 3 staff working under her, working with 7 clients in Warren. There are 9 Breakthru clients in Warren, two go to Dubbo for the service. NDIS has been successful for the clients. For example, one client is receiving speech and OT services which is making a big difference to that client's wellbeing. Clients choose which staff they work with (as with aged care, the clients have consumer rights), what activities they undertake, with guidance so as to develop skills and improve wellbeing.

Young Life (YL) Australia: Hannah Commins and John Ryan: Hannah informed the committee that she is going on maternity leave and introduced John Ryan as her replacement as Area Manager for the next 5 months. John reported that YL is a not-for-profit youth charity seeking to build confidence, values, resilience in Australia's young people through significant mentoring relationships with active adult role models in local communities. Mentoring includes helping youth obtain their drivers' license. During the school term YL is hoping to start weekly activities in a fortnightly rotation. This may include sporting and cooking events as well as adventures with Gilgandra youth club. Currently YL is looking for a bus and more volunteers. John reported that the Wyldlife Camp for Years 5-8, held on Milson Island in the recent October holidays was very rewarding for 3 Warren youth. Hoping to build funding base through sponsorships, bake sales and car washes to assist more students in Years 9-12 to attend the YL Summer Camp from 12-18th January 2020 in Jindabyne. Up to 15 youth from Warren have previously attended this camp.

9. General Business:

Clr Irving presented Rachel's (Hear Our Heart Ear Bus), request and a discussion was held. The response has been added to the Action Check list (see above).

Clr Irving thanked everyone for coming.

Meeting Closed: 2:25pm.

WARREN SHIRE COUNCIL
Delegates Report by Councillor K Irving
to the Ordinary Meeting of Council to be held in the Council Chambers,
115 Dubbo Street, Warren on Thursday 24th October 2019

ITEM 2

WARREN INTERAGENCY SUPPORT SERVICES

CONTINUED

Date of Next Meeting:

Thursday 21st November 2019 at 1.00pm at the Warren Sporting and Cultural Centre, Udora Road, Warren.

Hope to see you there!

Councillor Karlene Irving
Co-Chairperson
Warren Interagency Support Services