

Far West CLSD Program Meeting Q3 2024

9 November 2024 1pm
32 Sulphide Street

MINUTES

Present: Kristy – Children’s Contact Centre Catholic Care, Oliver – Catholic Care FDR practitioner – family law mediations, Peter– Mallee Family Care Solicitor, Kate Riddley – ALS Broken Hill, Peter – Legal Aid Family Law and Care and Protection Team, Sophie – Legal Aid Civil, Toni – Legal Aid, Barbara – Legal Aid Family Law and Care and Protection Team, Rebecca – Violence Abuse and Neglect Service, Meg – Lifeline and Connect Coordinator, Lisa Maree Stevens – Mallee Family Care, Holly – CLSD, Shefali – Warra Warra, Caryn – Disability Advocacy NSW, Narelle - WDV CAS

Apologies:

Agenda Item	Discussion	Action/Outcomes
1. Acknowledgment of Country	Acknowledgment of Country We are meeting on the land of the Wilyakali People. Land never ceded. We recognise and pay respect to the traditional owners of this land and any Aboriginal or Torres Strait Islander people with us today.	
2. Quick Service Introduction	Catholic Care - the children’s contact centre continues to provide a place for supervised contact and change overs with children. They have staff overseeing the centre at all times. Mallee Family Care is continuing operations of the Community Legal Centre including recruiting to improve capacity. ALS provides representation to Aboriginal and Torres Strait Islander Australians in criminal matters	

	<p>Legal Aid Family Law Team can also work on care and protection matters. They are also linked with other specialist units for family violence and child support payments.</p> <p>Legal Aid Civil is currently doing lots of work in housing damages and charges that are a result of domestic and family violence, they are also seeing financial abuse through consumer credit contracts.</p> <p>Violence Abuse and Neglect Service (VANS) provides therapeutic interventions for family and domestic violence, Sexual Assault, Child protection and Joint Child Protection Response Programs. They provide a 24/7 response to Domestic and family violence if a victim reports to the health service and can offer court support for district court matters</p> <p>Lifeline, and Connect programs continue to run. 4 full time counsellors The CLSD has a new Manager – Holly Graham</p> <p>Warra Warra continues to have a strong growth in its client load. They can assist with family law, child protection, national redress scheme and victim compensation matters.</p> <p>Disability Advocacy can provide assistance to people with a disability experiencing Domestic and Family Violence.</p>	
<p>3. WDV CAS</p>	<p>WDVCAS: Was part of CLC, now part of plus community Business as usual for WDV CAS service model, this consists of:</p> <ul style="list-style-type: none"> ➤ Court support for women and children who are victims of domestic and family violence ➤ Can assist at court for AVO's, charges, matters hearings and mentions. This support includes a separate room for people to wait in and assistance with the remote witness room. ➤ WDV CAS is contacted whenever police attend domestic violence matter ➤ WDV CAS makes contact by phone with people referred to them ➤ For clients at threat, they make 3 attempts to contact across 5 days ➤ For clients marked at serious threat a referral to the is made SAM if no contact made 	<p>WDVCAS has a new referral link – https://housingplus.my.site.com/s/referral</p>

	<p>Now WDVCS is tied to Plus community they have connections with a broader range of programs in different regions of the state. They have a centralised referral link</p> <p>WDVCAS makes a lot of referrals to VANS and Staying Home Leaving Violence</p> <p>Will have workers at court on Domestic Violence list days in broken hill and on circuit at Wilcannia and Wentworth.</p> <p>Have hearing support worker as well who attends court on hearing days</p> <p>WDVCAS and Mallee Family care are working to continue to strengthening referral pathways between the services as they used to be operated by the same organisation.</p> <p>WDVCAS can support female victims of domestic and family violence who have become defendants in criminal matters as well.</p> <p>WDVCAS contact number: 1800 407 728</p>	
<p>4. Legal Aid Family Law</p>	<p>Peter and Barbara are the family lawyers in the Legal Aid Family Law Team.</p> <p>Family Law</p> <p>Legal Aid Family Law can provide advice for:</p> <ul style="list-style-type: none"> ➤ Divorce, ➤ Parenting. ➤ Finance ➤ Property ➤ Mediations can be run remotely with assistance of the family law team. <p>Advice clinics are held on Wednesday's</p> <p>Referrals:</p> <p>Clients can self-refer by attending or calling the Legal Aid office, from this Legal Aid will triage their matter and identify the best teams for them to receive advice from. Services can assist with referrals, but the client needs to be with them for the referral. The law check-up form can also assist in identifying what legal services someone may benefit from being referred to.</p>	<p>Contact Legal Aid Family Law on the phone or by email or at the office</p> <p>(08) 8004 9600 2/32 Sulphide St familybrokenhill@legalaid.nsw.gov.au</p> <p>Legal Aid Law Check-up form is attached to the minutes</p>

	<p>Legal Aid has an in-house mediation service They evaluate on means and merit for ongoing casework and for financial and property settlement support, but the asset test doesn't count super. Case work capacity is currently limited.</p> <p>Discussion of the preference for using condition 6 rather than condition 2 on AVO's so that contact with children can be facilitated by a parenting plan.</p> <ul style="list-style-type: none"> ➤ ALS can assist in having AVO's varied to reflect this for their clients <p>The Family Law Team is in the process of establishing their practice scope in Broken Hill so will put more emphasis on what aspects of family law they receive requests for.</p> <p>Care and Protection: 80% of high-risk reports to DCJ are closed without contact being made. There is also a long lag time on DCJ intervening in the Far West LAFPA is an Early assistance program with the goal to intervene before DCJ gets involved</p> <ul style="list-style-type: none"> ➤ It is a partnership between Legal Aid, ALS and DCJ ➤ The program is very new <p>FDR Mediators Mallee Family Care also have mediators so does Catholic Care Main delay is often getting representation or advice for the other party</p> <p>Family Law team is doing outreach to Wentworth and Wilcannia and Menindee</p> <p>WDVCAS also has a family advocacy support worker – for family law matters</p>	
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<p>5. DV referrals in the far west</p>	<p>Family Court: The family court sittings have been cancelled for the last broken hill sittings. The current work around is to list matters on the Adelaide circuit of the Federal Family Court. This is not very accessible for clients. Hopefully as more organisations provide family law services the caseload will increase justifying more sittings in Broken Hill</p> <p>Victim Service Applications (VSA): One of the challenges services had with VSAs is how long they can take making it difficult for services to handle them within their service models. Many are happy to help with completing forms but don't necessarily have scope to follow them all the way through. Legal Aid is no longer doing victim service applications. They can assist completing forms but cannot do ongoing applications – all correspondence must be sent to the client MFC – can do VSA pending capacity Staying Home Leaving Violence can do VSA WDVCAS case worker can assist as well Warra Warra provides counselling services that can be sought through VSA process VANS has also picked up VSA work as they are main contact when people are looking for therapeutic support</p> <p>Catholic Care Mediation Open to anyone - it is not means tested. So long as it is determined as appropriate. Referral – via phone, call Catholic Care or send client over, there is a referral form but often talking with the client in person is easiest. Limited to no wait times. Biggest wait time is contacting clients Contact centre can provide supervised contact</p> <ul style="list-style-type: none"> ➤ Security systems and duress alarms etc ➤ 2 staff at all times 	<p>A contact and referral guide for DV services in town is attached to the minutes</p>
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	<p>Parenting Plans and ADVOs Discussion of how police handle the intersection of AVO conditions and AVO conditions. Suggestion that police will follow a family law order if it means they don't have to be involved in an incident</p> <p>PINOP advice: Getting victims to first mentions is important for outcomes Police don't advice that victims need to attend first mentions but it can be an important time for connections with services and for the process etc to be explained. Warra Warra can provide advice to Aboriginal or Torre Strait Islander victims of domestic and family violence. MFC – intends to be able to provide advice as their capacity increases WDVCAS can explain the court process at first mention and whenever clients attend court Legal Aid has internal referral pathways for PINOPS and victims of domestic and family violence.</p> <p>Referrals between services: 'Go talk to service X' is at times too much of a barrier and leads to clients not connecting with services. Warm referrals and assistance with contacting other services is important. This is especially important for family law matters where sometimes strategic conflicts are used to limit options in the Far west region. Lifeline makes warm referrals and makes sure they aren't just footballing client around Services find the limited engagement with remote but also in person services challenging. If clients are likely to be put off by forms, send them to Legal Aid or Mallee Family care wo can go through a more interpersonal intake process.</p>	
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	<p>Access to Legal support: Private AVO applications outside of police support/access is limited. It is hard to find low cost or duty solicitors and legal support to assist the matter.</p> <ul style="list-style-type: none"> ➤ Hard to find duty solicitors/ legal support ➤ Is a long process <p>Doyle Kingston Swift in town is a legal aid panel lawyer for family law Legal Aid will find lawyers to take matter if clients qualify for a grant of aid MFC is seeing huge numbers of Family law enquiries, mainly parenting Warra Warra can also do parenting and family law matters they do not pass on any cost of serving documents in the matter.</p> <ul style="list-style-type: none"> ➤ Referrals - send an email to them or use the referral form <p>General Service Discussion Legal Aid Civil Law service for Aboriginal Communities (CLSAC) can link with Gilbert and Tobin for client work on a pro bono basis.</p> <p>Warra Warra has been doing some outreach to Tibooburra they are also working on linking with Wirringa Baiya</p> <p>The Health District is not funded to respond to domestic and family violence but is required to respond by ministry policies</p> <ul style="list-style-type: none"> ➤ Clinicians are all integrated and specialised in domestic and family violence ➤ Looking towards mediation services for clients ➤ Emerging issues regarding child protection matters in the Far West ➤ Would like more support for Parents without legal supports ➤ Crisis intervention is the health district's focus 	
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	<p>Mission Australia – have men’s behavioural change and family preservation packages</p> <ul style="list-style-type: none"> ➤ Brighter futures – lower level ➤ 4 or so other packages ➤ Focus on high risk – just before DCJ remove children <p>There is an attempt at a partnership between NSW health and Legal aid to identify and respond to people who are at risk of having children removed at birth. No referrals have been made in the last 12 months because of a lack of capacity form DCJ to identify cases.</p> <p>LA can do community education if services have areas, they would like more information about or information sessions for clients</p> <p>Meg noted that for CLSD planning next year re-establishing the interagency, interagency could be an efficient structure.</p>	
<p>6. Open Business</p>	<p>VANS interagency Service updates occur there as well Services that would like to attend – contact Rebecca from VANS</p> <p>FamAC Outreach FamAC lawyer Julie Marshall is coming to Broken Hill every 2-3months and going to the prison to chat with Aboriginal women inmates, focusing on family law issues.</p> <p>Research on Access to Services The University of New England is doing a research program looking into access to legal services in the far west and the experience of people providing and accessing them. Contact Patricia Vagg at: pvagg@myune.edu.au if you are interested</p>	<p>MFC flyers attached to minutes</p> <p>Contact details for UNE attached</p>

National Redress Scheme for victims of institutional abuse:

There are 17 services set up to provide support to access the scheme in NSW. Since the last CLSD meeting the services below have done outreach to Broken Hill,

- Knowmore,
- People with a Disability Australia,
- Wattle house – targeting Forgotten Australians, people who have been placed in out of home care –

Broken Hill Domestic and Family Violence Services Quick Guide

Service Name	Services	Contact and Referrals
Aboriginal Legal Service (ALS)	<ul style="list-style-type: none"> • Criminal Law Support 	35 Sulphide St (08) 8084 2300
Catherine Haven Salvation Army	<ul style="list-style-type: none"> • Accommodation and case work for women who are victims of domestic and family violence 	08 8087 1999 Catherine.haven@salvationarmy.org.au
Catholic Care	<ul style="list-style-type: none"> • Children's Contact Centre • Family Mediation 	08 8087 3477 Or attend the office in person: 261 Argent St
Disability Advocacy NSW	<ul style="list-style-type: none"> • Support and advocacy for people with a disability navigating other systems and programs 	western@da.org.au (02) 6332 2100
Legal Aid	<ul style="list-style-type: none"> • Family Law advice, including, financial settlements, parenting plans, divorce and property settlements • Family Mediation • Care and Protection • Advice on consumer law and credit/debt law issues • Advice on hosing and tenancy issues 	Clients can make contact in person or over the phone (08) 8004 9600 2/32 Sulphide St Email: brokenhillcrime@legalaid.nsw.gov.au , brokenhillcivil@legalaid.nsw.gov.au , familybrokenhill@legalaid.nsw.gov.au
Lifeline	<ul style="list-style-type: none"> • Counselling services • Early intervention for suicide prevention 	(08) 8087 7525 connect.brokenhill@lifesafewsw.org.au
Mallee Family Care Community Legal Centre (MFCCLC)	<ul style="list-style-type: none"> • Legal information, advice and casework on a broad range of generalist legal matters including family law and domestic/family violence (AVOs), consumer and credit issues, welfare rights and provides duty lawyer services at court on minor traffic matters. • Also provides community legal education sessions on a range of legal topics. 	08 8088 2020 1800 300 036 clcfarwest@malleefamilycare.com.au A referral form is available
Mission Australia	<ul style="list-style-type: none"> • Family support and preservation programs 	Client self-referrals Referral form as well 08 8084 3703 dellarg@missionaustralia.com.au

Broken Hill Domestic and Family Violence Services Quick Guide

Service Name	Services	Contact and Referrals
Staying Home Leaving Violence	<ul style="list-style-type: none"> • Case work and support for women who are victims of domestic and family violence 	A referral form is available Natalie – 0429 592 205 Natalie.hinton@salvationarmy.org.au Teagan – 0439 119 532 Tegan.olds@salvationarmy.org
VANS	<ul style="list-style-type: none"> • Therapeutic interventions for family and domestic violence, sexual assault and child protection 	VANS at the Community Health Centre (08) 8080 1100 24/7 Sexual Assault on Call support (08) 8080 1300 NSW Domestic Violence help line 1800 65 64 63
Warra Warra	<ul style="list-style-type: none"> • Family law advice • Child protection • National redress scheme • Victim services applications • Counselling services • Advice on AVOs 	(02) 9157 1004 A referral form is also available
WDVCAS Women's Domestic Violence Court Advocacy Service	<ul style="list-style-type: none"> • Court support for victims of domestic and family violence • Court support for victims of domestic and family violence who have become defendants in criminal matters as well 	Referral Form: https://housingplus.my.site.com/s/referral 1800 407 728



Free and confidential legal service for Far West communities

The Mallee Family Care Community Legal Centre provides free generalist community legal services such as advice, information, referrals and casework.

We also provide Duty Lawyer services at the Broken Hill Court on matters such as tenancy and minor traffic matters. Community legal education sessions and law reform advocacy activities are also offered through our service.

Who can access this service?

People who live in the Broken Hill and Central Darling local government areas can access this service. We also support people who live in unincorporated areas that comprise Far West NSW.

Legal issues we can assist with

- Family Law
- Domestic/family violence
- Welfare rights
- Driving/traffic offences
- Consumer problems
- Motor vehicle accidents
- Criminal matters (advice only)
- Equal opportunity/discrimination
- Credit and debt
- Employment
- Wills and Power of Attorney (advice only)
- Complaints against public organisations and employees

All appointments are subject to a conflict check. If we cannot assist you with a legal issue we will refer you to the most appropriate service.

Appointments

Face-to-face appointments are available at our Broken Hill office, 304 Oxide Street, Broken Hill.

Contact us

To book an appointment or learn more, contact Mallee Family Care

P: 1800 300 036 or (08) 8088 2020

E: clcfarwest@malleefamilycare.com.au

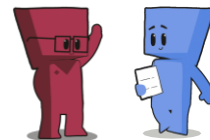
REFERRAL TO MALLEE FAMILY CARE COMMUNITY LEGAL CENTRE



Please forward referral to clcfarwest@malleefamilycare.com.au

CLIENT INFORMATION	
Client Name:	
Previous Names:	
Date of Birth:	
Intake worker to contact directly:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Best person to contact:
Contact Number:	M: _____ H: _____
	<input type="checkbox"/> Safe to leave voicemail/text? Yes <input type="checkbox"/> DO NOT leave voicemail/text
Is the client aware of the referral?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Legal issue/ Outcome sought by client:	
OTHER PARTY INFORMATION	
Other Party Name:	
Other Party Previous Names:	
Other Party Date of Birth:	
REFERRAL DETAILS	
Date of Referral:	
Referrer Details:	Name: _____
	Contact No: _____
	Email: _____
Additional Information:	
Please note that in the event the MFCCLC has a conflict and is not able to act for the person listed above; we will advise you of this outcome so that you are able to inform your client accordingly.	

Law Check-Up



Client Referral Form

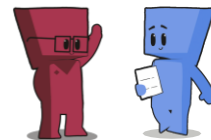
All information will be treated as confidential.

Referred to:	
Name	
Email address	
Date form completed	

Referred From:	
Name of organisation	
Address	
Your name	
Your phone number	
Your email	

Client Details			
Name Also known as (if applicable)			
Phone number		D.O.B.	
Email address			
Alternative contact details Name Phone number			
Address			
Best way to contact the client			
Safety issues to be aware of when contacting client			

Do you have a Court date?	
Name of Court	
Court Date	



Tick boxes that apply to you



Money

- Having trouble paying your fines?
- Having trouble paying a payday or fast loan?
- Being hassled by a debt collector?



Consumer

- Signed a contract you can't afford?
- Someone owes you money?
- Not happy with goods or services you've paid for?
- Crashed your car and not insured?



Centrelink

- In trouble with Centrelink?
- Centrelink said no to a pension or payment?



Disability

- Having trouble getting the Disability Support Pension (DSP)?
- Trouble with the NDIS?
- Can't work anymore because sick or injured? Do you have superannuation?
- Has someone hurt you, treated you badly, refused to help or taken advantage of you?
 - Would you like to tell the Disability Royal Commission about it?



Housing

- Worried about your housing?
- Can't get housing because something happened in a previous tenancy?
- Having problems with your neighbours?



Violence

- Feeling unsafe at home or elsewhere?
- Are you a victim of crime? Want advice about victims support or compensation?
- Have you or someone you know been threatened with violence because of your race, religion, sexual orientation, gender identity or intersex or HIV/AIDS status?



Children

- Has a Communities and Justice caseworker been in contact with you?
- In out of home care and need help with your placement or case worker?



Family

- Separating and don't know what to do?
- Need help to see your kids or grandkids?
- Trouble getting or paying Child support?



Discrimination, harassment and vilification

- Feel you've been discriminated against?
- Feel you're being harassed by someone?
- Have you been vilified?



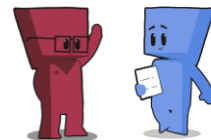
Mental Health and Guardianship

- Need help with a Tribunal application?
- Unhappy with your Guardianship or Financial Manager?
- Worried about your Power of Attorney?



Complaints about government authorities

- Got a complaint about a government department? Which one?
- Got a complaint about police?



Tick boxes that apply to you



Employment

- Hassles at work?
- Having trouble getting a job?
- Want advice about working with children or police checks or discrimination?



Wills and Estate

- Need information about planning ahead – your will, power of attorney, guardian?
- Disputes after someone has died?



Older People

- Feeling unsafe where you live?
- Money or property gone missing?
- Worried about your current living arrangements?



Crime

- Do the police want to talk to you?
- Have to go to court?
- Traffic offender and want to get your driver licence back?



Immigration

- Visa troubles?



Military Veterans

- Having trouble with Department of Veteran's Affairs?
- Need help making a claim?
- Need help appealing a decision?



Which legal issue do you want help with first?



What services or supports do you have?



Any other information you think the lawyer needs to know?

Client Consent:

I, _____ (client name)
 consent to _____ (name of worker)
 from _____ (name of referral organisation)
 sharing my personal information with _____ (name of legal service)
 about the legal problem(s) I ticked on this form. I agree the legal service can contact the referral
 organisation if they need more information.

I agree the legal service can contact the referral organisation if they need more information. I
 understand my personal information will be used to refer me for legal help

Client Signature

Date

Interview Participants Needed



Patricia Vagg
Researcher



UNE
Law School

EVER HAD A PROBLEM THAT NEEDED LEGAL HELP? OR DO YOU PROVIDE LEGAL SERVICES IN WESTERN NSW?

Patricia Vagg, a researcher from the University of New England's AgLaw Centre, is interviewing people about what happened when legal help was needed. This is for the project *Justice of geography: access to legal services and justice in western NSW*.

Participants in the project can be:

- people who live in the Western Division of NSW and have wanted legal help, or
- lawyers and others who provide legal services for people in the Western Division of NSW

You can talk to the researcher about any sort of legal situation. We want to know about your experiences of legal problems, and of trying to get legal services and solutions, in western NSW. These conversations will be on Zoom and will take approximately 40-60 minutes.

If you would like to participate in the research and be interviewed about your experiences of legal problems and legal services in western NSW, contact Patricia Vagg at pvagg@myune.edu.au.

Please note no legal advice will be given during the interview or project. This is a project researching people's experiences with legal services in western NSW

This project has been approved by the Human Research Ethics Committee of the University of New England (Approval No: HE24-091, Valid to 8/08/2025)

What is the National Redress Scheme?

The National Redress Scheme provides support to people who experienced child sexual abuse in the care of an institution.



It can provide access to counselling, a payment and a direct personal response where the institution says sorry for what happened.

SORRY

You can be connected to a free and confidential Redress Support Service.



They can provide emotional and practical support with cultural understanding.



They can also provide access to free legal advice so you don't have to pay for a lawyer.

FREE

Contact your local Redress Support Service to start your healing journey

WATTLE PLACE

Email: wattleplace@ransw.org.au
Phone: 1800 663 844 in NSW or (02) 8837 7000
Website: www.wattleplace.org.au

What is the National Redress Scheme?

The National Redress Scheme is one way for people to get recognition for the harm they experienced.

The National Redress Scheme offers three forms of redress, you can choose which ones you want, one or two or all three:

- **Money**
- **Counselling**
- **An apology**

If you are a person with disability we can help you to apply for the National Redress Scheme.



This is a FREE service



PEOPLE WITH DISABILITY AUSTRALIA

Contact us

To find out more, scan the code or call PWDA's Redress team



0490 082 737

0417 745 319

0434 692 845

Phone (toll free) 1800 422 015

Email pwd@pwd.org.au

Website pwd.org.au

If you are experiencing distress and need help immediately, contact:

Lifeline

13 11 14

lifeline.org.au

Beyond Blue

1300 224 636

beyondblue.org.au

13YARN

13 92 76

13yarn.org.au



PEOPLE WITH DISABILITY AUSTRALIA

The National Redress Scheme

acknowledges sexual abuse people experienced as children in connection with institutions.

PWDA can help people with disability access the Scheme.



Who is eligible?

The National Redress Scheme is for people who have experienced institutional child sexual abuse.

You may be eligible to apply for redress if:

- You experienced sexual abuse when you were under 18 years old, and
- An institution was responsible for bringing you into contact with the person who abused you, and
- The abuse happened before 1 July 2018.

Institutions can include churches, hospitals, missions, detention centres, foster care, schools, sports clubs or other similar organisations.

There are a few other rules about who can apply.

For more information on the National Redress Scheme

- Visit nationalredress.gov.au
- Call 1800 737 377
- or contact **PWDA**

How can PWDA support you to apply for redress?

People with Disability Australia (PWDA) provides confidential and free support to survivors of institutional child sexual abuse with disability.

We can provide you with information to help you understand more about the National Redress Scheme, the application process and information about your rights.

This information may help you decide if you would like to apply for redress.

If you would like to apply for redress PWDA advocates can:

- Provide telephone, online and, in some areas of NSW and QLD, face-to-face support.
- Support you in filling out the application.
- Support you through the entire process including reviews and Direct Personal Response.
- Connect you with other free services that may be helpful, such as legal and financial advice, and counselling services.

Contact the PWDA Redress team today

