

Greater Albury CLSD Program Meeting

5 March 2025 | 10am to 12pm | Online

MINUTES

Present: **Danielle Plumb** (NSW Legal Aid), **Kim Busuttil** (NSW Legal Aid), **Louise Fraser** (Murrumbidgee Health), **Gabby Maginnes** (HRCLS), **Natalie Neumann** (NSW Legal Aid), **Julia Vesal** (Albury City), **Rose Kirby** (Woomera), **Navinesh Nand** (Legal Aid NSW), **Elise Gavin** (DCJ), **Leanne McNamara** (One Door), **Rebecca Bryant** (VERTO), **Tanya Finneran** (NSW Legal Aid), **Erica Molyneaux** (Victoria Legal Aid), **Evrin Gunce** (EWON), **Shandell Blythe** (YES Unlimited), **Deb Fisher** (HRCLS), **Felicity Hartridge** (HRCLS), **Amanda Meagher** (HRCLS), **Amber Murphy** (Intereach), **Jessica Cottom** (YES Unlimited), **Scott Dunlop** (Personnel Group), **Javvier Pitovao** (EWON)

Apologies: **Holly Graham** (Legal Aid NSW), **Ellie Haas** (NSW LA), **David Whitehouse** (HRCLS), **Michelle Conroy** (One Door), **Michelle Milligan** (YES Unlimited), **Bec Glenn** (YES Unlimited), **Jennifer Pegler** (Murrumbidgee LHD), **Claire Cartwright** (Wodonga Secondary College), **Julie Gardner** (The Personnel Group), **Tracey Zani** (Westside Community Centre), **Kate McGrath** (YES Unlimited), **Jane Cipants** (NSW Legal Aid), **Kathryn Hall** (KPW Lawyers), **Ben Foley** (RDAS), **Eva Medcraft** (PCK Solicitors), **Beth Kennedy** (NSW Legal Aid), **Helen Ford** (Intereach), **Suzanne Beddowes** (Intereach), **Amanda Finnemore** (WDVCAS)

Agenda item	Discussion	Action/Outcome
1. Opening	Colette welcomed and thanked everyone for attending. Acknowledgement of Country – Greater Albury CLSD Colette.	
2. Purpose	Purpose: To reflect on 2024 and prepare for 2025 – WDO's, Deni type event with a Wills focus, response to needs in survey, Deni ideas board.	
3. Guest speaker 25 minutes	Danielle Plumb and Kim Busuttil - Work and Development Order Service (WDOS) – LA NSW Provided presentation on WDOS. <ul style="list-style-type: none">Work and Development Order Service team are based at LANSW in Wollongong and look after Vic and ACT.	Colette to provide link to WDO - Completed

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	<ul style="list-style-type: none"> • New WDO Guidelines 2025 available with Resource Kit. • Key changes - WDO interstate restrictions are lifted, no age restriction for mentoring, court mandated activities can now be used for WDO, 3 step process for eligibility. • Data shows that Albury region has \$6m in fines. • Outreach to Albury planned for 17 - 21 March 2025. <p>Contact details: WDOS email: wdo@legalaid.nsw.gov.au WDOS Website: LANSW WDOS NSW Revenue email: WDO@revenue.nsw.gov.au NSW Revenue contact: 1300 478 879</p> <p>Link: WDO sponsor resources</p> <p>Outreach at Albury 17th to 21 March Kim and Dani Providing training to WDO sponsors and catch up with anyone who wants to know about the scheme.</p>	Colette requested that an outreach session be made available for the RRRR areas of our region outside of Albury. CQ happy to coordinate that session online at HRCLS.
4. Ice breaker	<p>Name, agency or service you are from? If you could master any new skill or superpower instantly, what would it be and why?</p> <p>All attendees participated in the ice breaker.</p>	
5. Reflection on the Deniliquin Event on 4.12.2025	<p>Reflection on Deniliquin event:</p> <p>BIRTH CERTIFICATES 18 appointments booked from 10am until 12pm. 10 walk in appointments. Applicant addresses - 22 Deniliquin, 1 Berrigan, 1 Caldwell, 6 Hay, 1 Mayrung. Applicant circumstances (if known) – 2 homeless, 14 ATSI, 14 applications on behalf of children, 23 on Centrelink Benefit. 3 solicitors Intereach staff members at front end. 5 appointments did not attend. 15 NSW birth certificates applications processed. 20 Victorian birth certificates processed.</p>	<p>Amber request the Council for Deniliquin Shire be added to CLSD future meetings.</p>

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PLANNING AHEAD INFORMATION SESSION – LANSW - Albury

Approximately 25 attendees.

Facilitated by Navinesh Nand (LANSW) – Thank you so much Nav.

Feedback: 'Great! Nav was personable and made the information easy to understand', 'it was great that we could ask questions', 'great to talk to Nav after the session to get more information'.

Outcome: Need to Planning Ahead clinic.

FINES and WDOs SESSION – Albury legal Aid

Results:

No traction for this event - beneficial to have Dani and Kim hopefully providing an outreach session to our RRRRs.

SERVICES and AGENCIES EXPO

HRCLS – Wodonga, UMFC – Financial Counsellors - Wangaratta, VERTO – Albury, The Personnel Group – Bendigo, Workforce Australia – Wagga, Wagga, Intereach – Deniliquin, Women's Services Vinnies – Deniliquin, Services Australia – Albury, Farming Community Counsellors – Murrumbidgee LHD – Deniliquin Hospital, Legal Aid NSW – Albury. Thank you one and all.

Comments: 'Having slices and biscuits and the Coffee Van is a great idea – it creates a real sense of welcoming'. 'Love Santas helper handing out chocolates, that got everyone in the mood'.

LEGAL HEALTH CHECK TRAINING

LHC Training with the Mental Health Unit facilitated by HRCLS.

It is planned that HRCLS and Albury Legal Aid will continue to offer training to the LHD staff.

2 referrals received that week as a result of the training. Well done Raissa.

COFFEE and CAKE SPEED DATE

26 attended and met face to face to discuss issues and ways to collaborate.

and collaboration, New Police Inspector Mr Fuller came off leave to attend and there was police representation from both Deniliquin and Albury as well as HRCLS, ONE DOOR Mental Health, Deniliquin Mental Health Unit, The Personnel Group, Workforce Australia, Albury legal Aid, UMFC, Intereach VERTO and Yarkuwa.

Yarkuwa Aboriginal Learning Centre were able to test out their new home, event space and catering. Thank you all so much it was amazing.

The event created a lot of conversation, and all agreed that we should do it more often.

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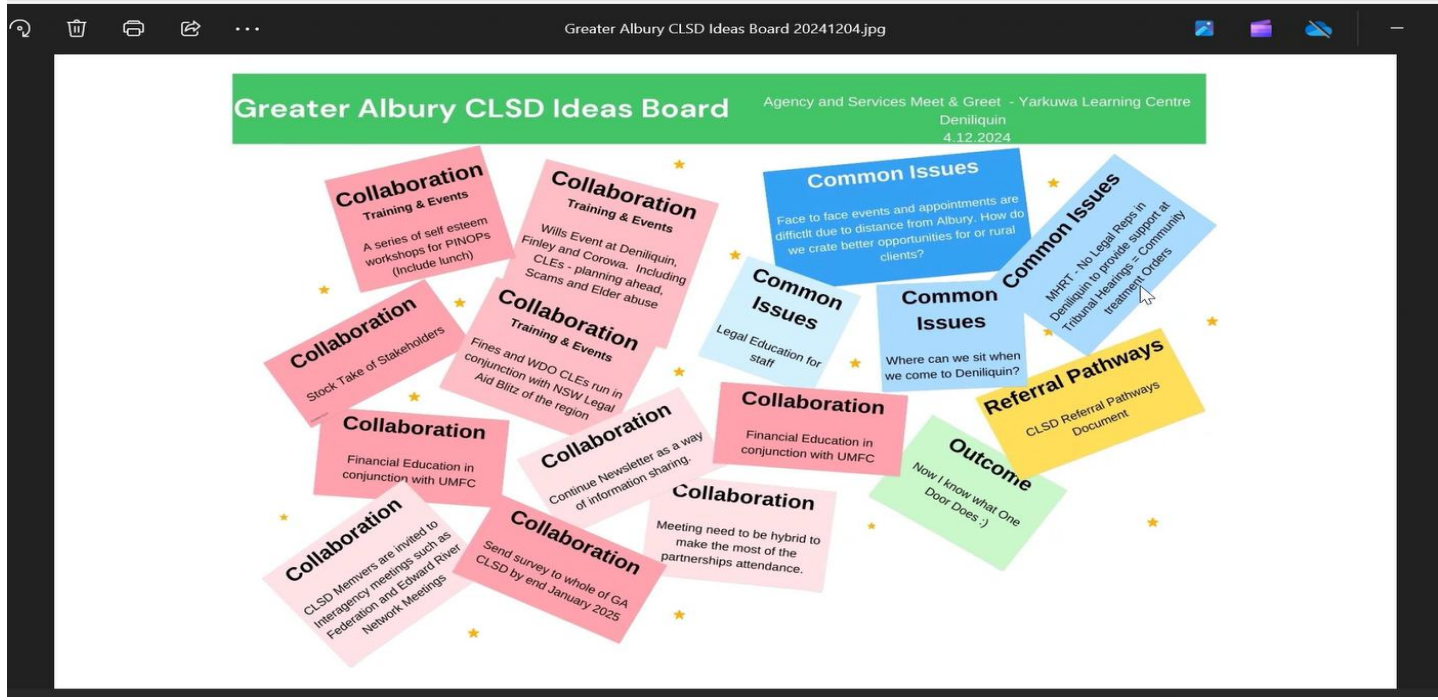
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	<p>Ideas Board:</p> <p><u>Collaboration:</u></p> <ul style="list-style-type: none"> • Self Esteem Workshops for DV survivors (Include lunch). • Wills event at Deniliquin, Corowa and Finley – Include CLEs planning ahead, scams and elder abuse – Planned for 2025. • Fines and WDO – LANSW attending in week of 17 March 2025. • Continue GA CLSD newsletter. • Send Temperature Check Survey to GA CLSD. • Hybrid Meetings to continue. • CLSD members invited to Interagency meetings. • Financial Education for staff in conjunction with UMFC. <p><u>Common Issues:</u></p> <ul style="list-style-type: none"> • Continue Legal Education for staff = better referral pathways. • Face to face appointments – how can we do this better? Where can we sit at Deniliquin? • NCAT Specific - No legal representation or support at Tribunals regarding Community Orders. Nav, LANSW – Info provided, no duty solicitors to attend NCAT in Deniliquin. Identified a service gap and flagged with NCAT team. Nav will follow up. Raise a few issues with NCAT not lack but no duty solicitors. <p><u>Referral Pathways:</u></p> <ul style="list-style-type: none"> • Identify or better referral Pathways. (GA CLSD Legal Services Guide) 	<p>Colette: Self Esteem Workshops: Temperature Test at LGA focused table in Deniliquin + Action Plan</p> <p>Planning for Will Events ongoing</p> <p>Newsletter ongoing</p> <p>Survey – Completed Hybrid / Online meetings – ongoing</p> <p>CLSD Attendance - Interagency Meetings UMFC Financial CLES – commenced +Action Plan</p>
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	 <p>The screenshot shows a digital board with the following content:</p> <ul style="list-style-type: none"> Greater Albury CLSD Ideas Board - Agency and Services Meet & Greet - Yarkuwa Learning Centre Deniliquin 4.12.2024 Collaboration Training & Events: A series of self-esteem workshops for PINOPs (Include lunch) Collaboration Training & Events: Wills Event at Deniliquin, Finley and Corowa. Including CLEs - planning ahead, Scams and Elder abuse Collaboration Training & Events: Fines and WDO CLEs run in conjunction with NSW Legal Aid Blitz of the region Collaboration: Stock Take of Stakeholders Collaboration: Financial Education in conjunction with UMFC Collaboration: Continue Newsletter as a way of information sharing. Collaboration: Meeting need to be hybrid to make the most of the partnerships attendance. Collaboration: CLSD Members are invited to interagency meetings such as Federation and Edward River Network Meetings Collaboration: Send survey to whole of GA CLSD by end January 2025 Common Issues: Face to face events and appointments are difficult due to distance from Albury. How do we create better opportunities for or rural clients? Common Issues: Legal Education for staff Common Issues: Where can we sit when we come to Deniliquin? Common Issues: MIJPC - No Legal Fees in Deniliquin to provide support at Tribunal Hearings - Community treatment Orders Referral Pathways: CLSD Referral Pathways Document Outcome: Now I know what One Door Does :) 	<p>Stocktake and document appointment venues in RRRR communities. Research hybrid opportunities. +Action Plan.</p> <p>Update GA CLSD Legal Services Guide + Action Plan.</p>
<p>6. Partner Survey Responses to inform 2025 Action Plan</p>	<p>Partner survey</p> <p>Colette informed the group outcome of survey:</p> <ul style="list-style-type: none"> • Distributed in January 2025. • Over ½ of the respondents worked in Albury. The split between Berrigan, Deniliquin and Finley was the same at 42.8%. Corowa and other was about the same at around 29%. • All respondents were non-legal service provider and provided services to the community, carers support with mental health, drug and alcohol, DV, financial counselling, and post separation programs and all want to remain on the mailing list. 	

<p>Update on Action Plan</p>	<ul style="list-style-type: none"> • Feedback for GA CLSD – continue Newsletter and continue to call for information of events outside Albury. Coffee and cake worked well. Birth Certificates in Corowa, Finley and Deniliquin. <i>Continue as current actions on Action Plan.</i> • Respondents assist with housing, combined with risk of homeless, family breakdown, DV and NDIS. Suggestion: LGA based Roundtable. Bec - Verto – have committed to a round table discussion in Corowa during Homelessness Week Monday 4 to Sunday 10 August 2025. • Debts were highlighted as an issue at 71.43% followed by issues with fines. • Respondents felt comfortable to reach out to CLSD if they had a question. <p>Feedback to Legal Services:</p> <ul style="list-style-type: none"> • Our free legal services are easy to access and make good referrals to non-legal services across the board when they can't help. • It is noted that legal services scored under 30% when it came to being culturally appropriate. • There are gaps in face-to-face appointments. • It can be hard to access and if referrals are not accepted it can be difficult to refer clients to the right service. • There are often conflicts of interest in smaller towns. • Legal Services conducting legal education - waiting for new legislations which are rolling out. EG: Bec - Verto new stuff happening which will be rolled out. It's the time of the year and getting back on track after Christmas. <p>Action Plan 2024: 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 Q2: Birth certificate and Legal Health Checks event for youth @ the Hive. 8 May 2024 - Not a lot of interest or people wanting Birth certificates from that cohort and did not go ahead. Plan on holding an event when new allocation of Birth Certificates occurs in new financial year.</p> <p>Q3: Hold 'Legal information and free help' event in Deniliquin = Deni Event on 4.12.2024. Q4: Alcohol and Drug and Mental Health themed events. CLE with Deniliquin hospital in 2024 completed but would like to do more.</p>	<p>Research LGA based Roundtable + Action Plan</p> <p>Fines and Debt: Continue to assist visibility of WDO and EOWN.</p> <p>Feedback to Legal Services.</p> <p>Another event + in new financial year</p> <p>Completed Partially completed. Colette to liaise</p>
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	<p>How we work together - meeting structure and priority issues for meetings</p> <ul style="list-style-type: none"> GA CLSD Legal Services Guide – completed GA CLSD. Legal spotting sessions – Becky from HRCLS has conducted a session and they are now a standard based item at meetings and based on a scenario. HRCLS , LANSW – Albury and now VLA meet quarterly to discuss current issues, focus, new legislation impacts, better referral pathways etc. Networking session as a standard item at GA CLSD Meetings. Call for issues and trends form CLSD to be forwarded on. E.g. Police Inspector Mr Fuller was surprised with scams and elder abuse in Deniliquin and would like to highlight in newsletters in the community. <p>Improving Referrals (continuous)</p> <ul style="list-style-type: none"> Planning Ahead event: Colette met with Macarthur Legal Centre have held many free Wills clinics across NSW Macarthur Legal Centre will share their documents. Roll out of Wills events across Deniliquin, Finley, Berrigan, Corowa. AWAHS Wills event – TBC. Community services guide for use by both legal and community services for various locations in the region – feasibility study. Make collaboration possibilities for the Greater Albury CLSD easier – Newsletter. <p>2025 Potential Actions / Events</p> <p>Q1 themed meeting (TBC) - Disasters and insurance with Disaster Response Legal Service NSW Event or meeting in an area of need: Finely, Berrigan, Corowa.</p>	<p>with Louise Frazer.</p> <p>GA CLSD Legal Services Guide - Completed but will be update for 2025. Completed and ongoing. Ongoing Ongoing</p> <p>Planning stage</p> <p>Is this feasible for Colette</p> <p>Ongoing</p> <p>CLSD to liaise with LANSW confirm when and if Disaster Response Legal Service NSW can attend in person. MLDH –</p>
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		Louise Frazer to be involved.
7. Information sharing	<p>Free child car seat checks in Tocumwal 4 March, Finley 6 March Barooga 6 March – Contact Trish Suckling to book – 0448 987 816 – See poster</p> <p>Drivers Licence Access Program – Registration Information – Geoff Little – 0407 450 689 – See poster</p> <p>Scams and Spam Information Session now 21 March 2025 Finley Intereach – call June Madden on – 0455 583 611 to book a spot – See poster.</p> <p>Time of Your Life Seniors Expo 16 March 2025 at Club Corowa 11am to 3pm – See poster SOLD OUT</p> <p>Settlement Engagement and Transition Support – Support for newly arrived migrants and refugees. See poster.</p> <p>Factsheet - NCOSS Portable Long Service for Community Services – see factsheet.</p> <p>Overview of the Victims Services Scheme Presentation – Sarah Dalenberg - 27 March 2025- See poster</p> <p>National Redress Scheme Workshop 27 March 2025 - ½ day – 13 Victorian and NSW Redress Support Services are collaborating to provide detailed information about how to assist clients. – See poster.</p> <p>NSW Legal Aid – Albury – Office Move to: 1, 530 Swift St Albury NSW 2640 (next door to our current site). As of 7 April 2025. On 2-4 April 2025 our current office site will be closed to the public. We will still have access to emails, our post office box and we still expect to be able to take phone calls locally. Our staff will be either working remotely or on leave 2-4 April.</p> <p>Anthony Nguyen – HRCLS Free Home Internet Program – Extended to 30 June 2028.</p>	<p>Colette to add information to Minutes email.</p> <p>Student Internet Program - Anglicare Victoria</p>

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	<p>RDAS – Ben Foley SPARK is a leadership program specifically for women with disability that have experienced family or domestic violence. Email: agould@rdas.org.au</p> <p>Carole Grey - University of Canberra Tax Clinics Provide free, confidential and independent taxation advice and services to vulnerable individuals and small businesses in hardship across the Canberra region and surrounding community. The services are provided online via Teams/Zoom and we also assist a broad range of clients from around Australia. We can offer face to face appointments via outreach. Assistance is available to vulnerable individuals, small businesses and non-profits who are:</p> <ul style="list-style-type: none"> • unable to access tax advice and assistance in managing their tax affairs due to economic, social or personal factors; and • not currently using a tax agent. <p>The UC Tax Clinic provides a work integrated learning opportunity to our students studying accounting and law-related degrees under the supervision of experienced tax agents registered with the Tax Practitioners Board. We are part of a national network of university tax clinics, generously supported by the Australian Government. https://www.canberra.edu.au/future-students/study-at-uc/study-areas/business/uc-tax-clinic</p>	<p>SPARK program.</p>
<p>8. Other business</p>	<p>Evrin Gunce & Javvier Pitovao - EWON (Energy and Water Ombudsman NSW) Will be holding a Bring Your Bills Event In Albury 9th April TBC and Wagga Wagga 10th</p> <p>Free Community Event Inviting: Legal services, Financial Counsellors, Service NSW, Services Australia, Community organisations supporting clients, tenants’ rights, revenue NSW. Energy retailers, government agencies will also be attending Spaces are limited. Exhibitor invitations will be sent next week. If you have any suggestions as to what other services to invite, please email: community@ewon.com.au</p>	

	<p>Amber Murphy - Intereach - Chair of the Interagency Group for Berrigan area – Please reach out if you would like to be part of the group or have any questions please email: amberm@intereach.com.au</p> <p>Louise Fraser - MLHD - homelessness is important, many people are in terrible housing conditions and can't move, many people can't find affordable housing, knows someone in their 60's whom is not working – obtaining certificate of aboriginality would make them eligible for age pension.</p> <p>Jessica Cottom - YES Unlimited – suggested having conversations/roundtables in different LGA's due to having different needs, how to access NDIS for people without formal diagnoses, homelessness?</p> <p>Leeanne McNamara / Daniella One Door NCOSS regional forum in Wagga Wagga – are there other organisations wanting to attend – What works? What doesn't?</p> <p>Erica Molyneaux- Victoria Legal Aid New presence in Wodonga. Office space at UMFC. 4 team members, 3 lawyers and a triage office. Accepting referrals through Shepparton office, currently doing duty lawyer work and casework.</p> <p>Natalie Neumann - CLE Team LANSW. Webinars upcoming, 2-week series on temporary visa holders experiencing domestic violence, protection visa holders being refused, subpoenas, Kieran doing CLE in Tumut, check out Law Week NSW website, Lunch and the law webinars for community,</p> <p>Rebecca Bryant – VERTO There are changes to Residential Tenancy Act coming up. VERTO will be holding webinars for community workers.</p> <p>Scott Dunlop – The Personnel Group Allied Health team has new psychologist, can offer face-to-face or telehealth appointments, immediate availability.</p>	<p>Colette + Action Plan</p> <p>Colette to send out registration form with minutes</p> <p>Colette to contact Scott</p>
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9. Next meeting	Q2 – Hybrid – Wednesday - 7 May 2025 Online and at YES Unlimited 10am	
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Transport for NSW



Free child car seat safety check

2 in 3 car seats are not being used correctly

Make sure your child is safe with a free inspection by a Transport for NSW Authorised Restraint Fitter. You can have your child car seats and booster seats checked for safety and correct fit.

Date: Tuesday 4 March - 10am - 2pm

Location: Barooga Library, Golf Course Road, Barooga

Contact: Trish Suckling - Mobile: 0448 987 916



BOOKINGS ESSENTIAL
Please contact Trish Suckling to book
0448 987 916

childcarseats.com.au

Transport for NSW



Free child car seat safety check

2 in 3 car seats are not being used correctly

Make sure your child is safe with a free inspection by a Transport for NSW Authorised Restraint Fitter. You can have your child car seats and booster seats checked for safety and correct fit.

Date: Thursday March 6 - 1.30pm - 3.30pm

Location: Canoe Park, Murray Street, Finley

Contact: Trish Suckling - Mobile: 0448 987 916



BOOKINGS ESSENTIAL

Trisha.suckling@transport.nsw.gov.au

childcarseats.com.au

Transport for NSW



Free child car seat safety check

2 in 3 car seats are not being used correctly

Make sure your child is safe with a free inspection by a Transport for NSW Authorised Restraint Fitter. You can have your child car seats and booster seats checked for safety and correct fit.

Date: Thursday March 6 - 10am - 12pm

Location: 9 Morris Street, Tocumwal (Library Park)

Contact: Trish Suckling - Mobile: 0448 987 916



BOOKINGS ESSENTIAL

Trisha.suckling@transport.nsw.gov.au

childcarseats.com.au



BIRRANG ENTERPRISE
DEVELOPMENT COMPANY LTD



DRIVER LICENCE ACCESS PROGRAM

FINLEY



Scan QR Code to get a head start on your Licensing Journey



Need assistance through the licensing Process?
Birrang will be back in your community delivering our FREE Driver Licence Access Program Mondays to Fridays.*

Registration Information

Date: Thursday 27th February 9am to 1pm

Venue: Intereach Community Centre

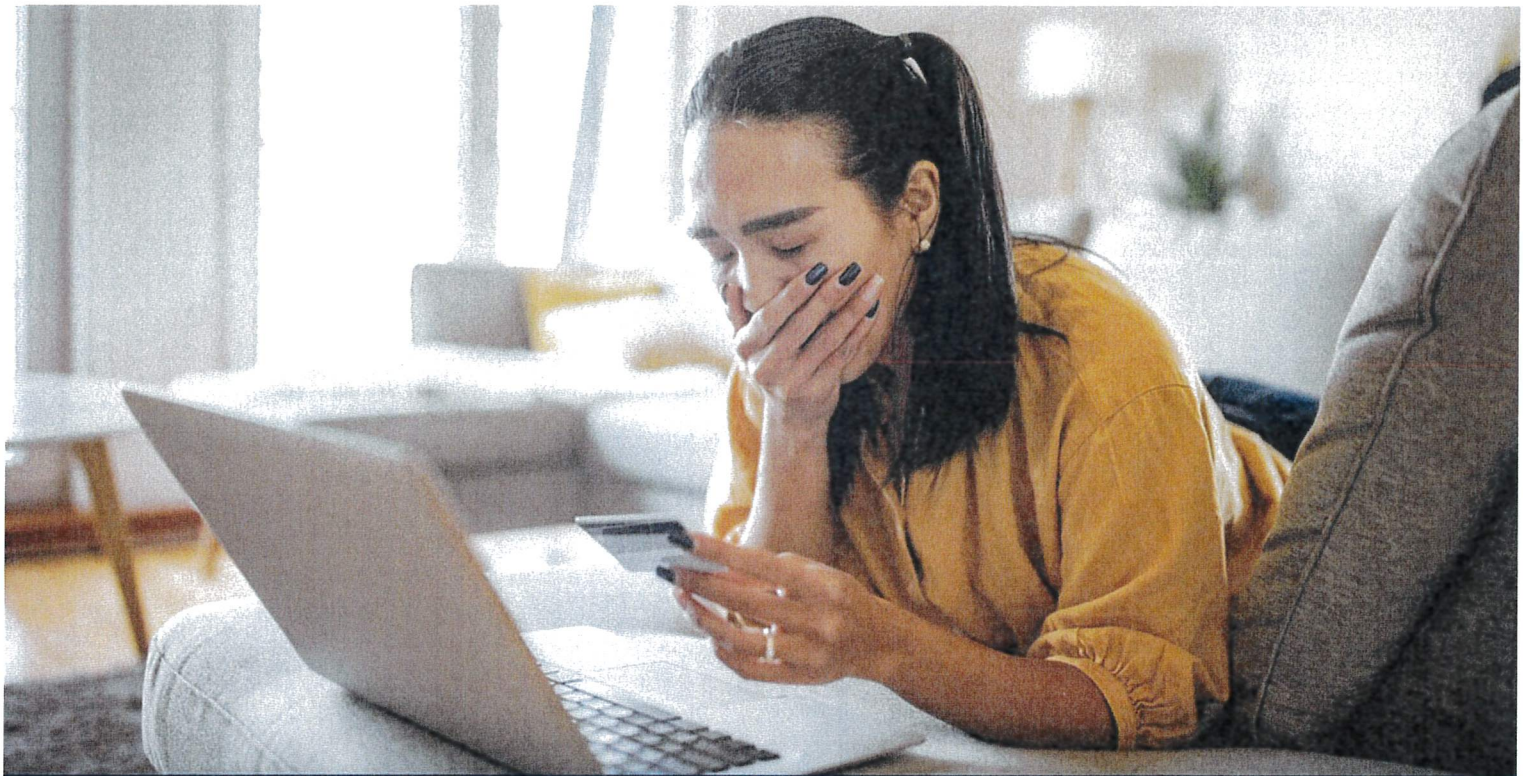
Address: 134 Murray Street

Contact: Geoff Little - 0407 450 689



*Eligibility Conditions Apply





SCAMS AND SPAM INFORMATION SESSION

Finley

Presented by

Services Australia

When: ~~Friday 7 March~~

NEW DATE—FRIDAY 21 MARCH

Where: Finley Intereach office,
134 Murray St

Time: 10.30am

 **Book your spot by calling
June Madden: 0455 583 611**

Morning tea provided



For more information about Intereach services:
P: 1300 488 226 | www.intereach.com.au

intereach 



Settlement Engagement and Transition Support (SETS)

We support newly arrived migrants and refugees who live, work or study in the wider NSW-Victorian border region to become independent and contribute to the Australian community.

How does it work?

We offer a range of support such as:

- Casework and settlement support
- Information, advice and referrals
- Advocacy and support
- Capacity building sessions
- Information sessions and workshops

We can help with:

- Practical information about housing, schools, jobs, banking, health, social security
- Citizenship, form filling, and understanding Australian government and legal systems'
- Accessing culturally appropriate physical and mental health services

- Referrals to services (Centrelink, health, childcare, family support)
- Obtaining a driver's licence
- Support to find classes to strengthen your English language skills
- Assistance to find education and training
- Support at school
- Support to build employment readiness
- Social support groups and community activities
- Youth engagement activities and future planning
- Events, info sessions and groups for all ages

Is there a cost?

- SETS is a free and confidential service.

Need assistance to talk to us?

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

TTY users

Phone 133 677 then ask for 1300 488 226

Voice Relay

Phone 1300 555 727 then ask for 1300 488 226

SMS relay users

SMS 0423 677 767

Need an interpreter?

Phone 131 450 then ask for 1300 488 226

REDRESS SCHEME OPTIONS

Workshop For Frontline workers
(not for individual Survivors)

A free half day seminar
for community
organisations & their
staff

- Gain knowledge and resources
- Speak with redress support staff
- Networking opportunities

THE NATIONAL REDRESS SCHEME

The Federal Government established this Scheme to support Survivors of institutional child sexual abuse. It commenced on 1 July 2018 and is open for applications until 30 June 2027. Thirteen Victorian and New South Wales Redress Support Services are collaborating to provide you with detailed information about how to assist clients on their journey.

The half day workshop covers:

- Interactive presentations about the National Redress Scheme; Victorian Stolen Generations Reparations Package; Territories Stolen Generations Redress Scheme; Victorian Historical Forced Adoptions Redress Scheme; and Victorian Redress for Historical Institutional Abuse.
- Information on how to access free and independent lawyers and financial counsellors. Presentations by specialist Redress support staff including First Nations, CALD and Multicultural services.
- Interactive workshop exploring cultural safety and trauma-informed practice.
- Networking with Q & A sessions.
- Information resources to take away.

Date: Thursday 27th March 2025 9:30 am-1:30 pm
Venue: Atura Hotel Albury - Dawson Room
Address: 648 Dean Street, Albury NSW 2640
Free workshop with Refreshments and Lunch provided



Scan to register

For more information call IGFF on 1300 12 4433

Registration is essential by 5pm
Tuesday 25th March

[CLICK TO REGISTER](#)



The NSW Council of Social Services (NCOSS) in partnership with Linking Communities Network (LCN) invites you to join a **one-day Regional Forum for the community and related services sector in the Riverina** on Tuesday 1 April 2025 in Wagga Wagga.

Who are NCOSS and LCN?

NCOSS is the peak body for the social services sector in NSW. With over 250 members and a wider network of organisations and individuals who share our values, we advocate to alleviate poverty and disadvantage in NSW. As the peak body for the social services sector, NCOSS is uniquely placed to provide a platform for sharing information and resources, developing agreed positions and seeking greater transparency and delivery on commitments from government.

LCN is the lead agency for homelessness and domestic violence services in Griffith, Leeton, Narrandera, Hay, West Wyalong, Hillston, Lake Cargelligo and all areas in between and the agency that holds the Women's Domestic and Family Violence Service in Wagga Wagga, Albury and Griffith. LCN's vision is for all people to have access to safe, secure, affordable housing, live free from violence, have equal rights, opportunities for participation and the freedom to reach their potential.

What is the event?

The Regional Forum will bring together regionally-based non-government organisations and networks across a range of service areas working in the diverse communities of the Riverina.

The Forum will explore the existing strengths of local communities, and coordinate solutions to shared challenges and unmet needs. We will address topics such as sector workforce and sustainability, as well as the changes to health and related services and the ripple effect on the wider community. A more detailed agenda will be provided shortly.

Why attend?

Engage with experts: Hear and discuss the latest policy changes that impact the sector and your communities.

- **Share your insights: Contribute your knowledge and experiences through Q&A and open discussion about the growing inequalities and issues for diverse regional communities.**
- **Network with peers: Develop relationships with other community sector organisations and stakeholders to strengthen cross-system coordination and connection.**

How do I register?

Register here: <https://events.humanitix.com/regional-forum-wagga-wagga>

Attendance is free with catering provided.

NCOSS is committed to supporting marginalised and historically excluded voices to be heard - if you or your organisation require financial support to attend, please get in touch.

If you have any questions, **contact NCOSS Sector and Community Engagement Officer Michelle Shackleton** at michelle@ncoss.org.au or 0402 013 597.

I hope to see you in Wagga Wagga on 1 April.

Sincerely,

Cara

Cara Varian
CEO, NCOSS

About NCOSS

As the peak body for the social services sector, NCOSS is uniquely placed to work together with our members, government, business and other stakeholders to strive for a more equitable and inclusive society.

We provide a platform for sharing information and resources, developing agreed positions, progressing joint work and seeking greater transparency and delivery on commitments from government.

Read more: <https://www.ncoss.org.au/>

About LCN

The target group for our services are women with or without dependent children, youth, men and families who are homeless or at risk of homelessness for various reasons, including domestic and family violence, relationship breakdown, poverty, trauma and financial issues.

The service operates via a trauma informed approach and works to achieve goals that the client sets. Our team are passionate advocates who work alongside clients in a case management framework to meet their goals.

Read more: <https://lcn.org.au/>

Fact Sheet: Portable Long Service Leave for Community Services

What is portable long service leave?

In June 2024, the NSW Parliament passed legislation that established a new portable long service scheme for the community services sector, commencing 1 July 2025. This means that workers can:

- access paid time off based on the number of years worked in the sector, eligible for long service leave after 7 years of service in the sector.
- accrue long service entitlements regardless of how many times they change employer in the sector.
- take time off between jobs, up to 4 years.

The scheme is designed as an incentive to attract and retain workers in the sector. The NSW Long Service Corporation (LSC) will administer the scheme.

Who will be covered by the new scheme?

- The new scheme covers full-time, part-time, fixed-term and casual workers who work in eligible community services. Eligibility is determined through:
 - **Role** – a worker is eligible if they deliver a community service that is prescribed in the *Community Services Sector (Portable Long Service Leave) Bill 2024*, which can be amended through regulation (see Appendix 1 for list as at July 2024).
 - **Organisation** – all roles at an organisation are covered by the scheme, including ‘head office’ and administration roles such as maintenance, accounts payable and property management, if their employer has the predominant purpose of delivering a prescribed community service.
- Contractors who provide community services work can also opt in to the scheme.
- The scheme generally will not include standalone aged care, early childhood education and care, or health care services. However, there will be limited coverage – e.g., if an organisation’s predominant purpose is to deliver a prescribed community service, and that organisation also provides an early childhood education service, those workers in the early childhood education service will be covered by the scheme.
- Workers at any Commonwealth, state, or local government agency are not included in the scheme.

What will workers be entitled to?

Long service entitlements will be calculated as per the *Long Service Leave Act 1955*, which provides for 8.667 weeks of leave after 10 years, but with a shorter vesting period. Eligible workers will:

- receive 6.1 weeks of paid leave after 7 years of employment (2,555 days of service).
- receive a 12-month gift of service if they register in the first 6 months after the scheme begins, which will further reduce the wait-time to access leave from 7 to 6 years. This gift is aimed to incentivise registration and recognise workers for their tenure, as there will be no recognition of service completed before the scheme begins.
- be entitled to a pro rata amount of leave (0.8667 weeks as per the Long Service Leave Act 1955) after each extra year (365 days) of service if they reach and pass the equivalent of 7 years’ service.

- need to be registered with the LSC and accrue one 'service credit' for each day employed, recorded in the register of workers. Number of days employed, not hours or days worked will be recognised for leave accrual. For contractors, it will be based on when they start and finish work.

How will the scheme be funded?

- All covered employers, and any contractors who opt in, will pay a levy to the LSC.
- The initial levy rate is expected to be 1.7% of the ordinary wages of eligible workers. For contractors, the levy will apply to their own wages. Over time, the levy rate may reduce, but this will not be in the short term (the levy for a similar NSW scheme in the contract cleaning industry was initially 1.7%, but reduced to 1% of the ordinary wages of workers after 10 years).
- The levies will be pooled in a central fund managed by the LSC.
- Scheme design and other market factors like wage growth and rate of investment return impact the levy rate. The Minister will set and adjust, where needed, the levy rate through a Ministerial order published on the NSW Legislation website.

What will employers need to do under the proposed bill?

- Employers need to apply to the LSC to register as an employer within one month of the scheme's commencement, or becoming eligible, and keep details up to date. Employers will:
 - bear primary responsibility for the application and any updates to a worker's registration (workers can also apply for their own registration as well).
 - need to apply to register a worker if the worker does not register within 3 months of becoming eligible, within 14 days of the end of the 3 months.
 - need to keep and retain records including information about each eligible worker's days of employment and wage. This information will need to be retained for at least 7 years after a worker's employment ends.
- Employers will need to make a periodic return (quarterly) to the LSC for each registered worker including the days employed and wages.
- Contractors who opt in must apply for their own registration and keep and report similar information as employers.

How will the transition to the new scheme work?

The scheme will come into effect on 1 July 2025 to provide time to develop the regulations and for the sector to prepare for the implementation.

What is NCOSS's position on the scheme?

NCOSS celebrates the establishment of the community service Portable Long Service Leave scheme. The introduction of the scheme is a huge win for the NSW community services sector because it acknowledges the value of the workers by providing access to long service leave, even if they change employers within the sector or take a break (up to 4 years) without losing the leave entitlement.

However, NCOSS has called on the NSW Government to cover the additional cost of the Levy, and to ensure that financial costs and administrative burden on social service organisations are minimal. NCOSS is continuing its advocacy on these issues.

Appendix 1

- Aboriginal and Torres Strait Islander community services



- Accommodation support services
- Alcohol and other drug services
- Child safety and support services
- Community advocacy services, including education and other services provided by peak bodies
- Community development services
- Community care services
- Community legal services
- Community mental health support services
- Community recreation services
- Community transport services
- Community welfare services
- Disability supports and services
- Employment services
- Family and domestic violence services
- Family support services
- Financial counselling services
- Foster care services
- Homelessness support services
- Lesbian, gay, bisexual, transgender and intersex services
- Migrant and multicultural support services
- Neighbourhood and local community services
- Out-of-home care services
- Respite care services
- Settlement and refugee services
- Sexual assault services
- Social housing services
- Social work
- Women's health support services
- Youth justice services
- Youth support services



References

This factsheet was developed from information from the following sources:

Australian Services Union NSW/ACT Services (2024) Portable Long Service Leave for Community Workers in NSW https://www.asu.org.au/ASU_NSW/Campaigns/PLSL.aspx

Community Services Sector (Portable Long Service Leave) Bill 2024 (NSW)
<https://www.parliament.nsw.gov.au/bil/files/18609/Passed%20by%20both%20Houses.pdf>

Community Services Sector (Portable Long Service Leave) Bill 2024, Legislation Review Digest No. 15/58 – 18 June 2024 (NSW)
<https://www.parliament.nsw.gov.au/ladocs/digests/702/Legislation%20Review%20Digest%2015%20of%2058%20-%2018%20June%202024.pdf>

Department of Customer Service (2024) Portable long service leave for community services: Regulatory impact statement March 2024
https://hdp-au-prod-app-nsw-haveyoursay-files.s3.ap-southeast-2.amazonaws.com/8517/1150/3440/Portable_long_service_leave_for_community_services_regulatory_impact_statement.pdf

The Victims Support Scheme in NSW

Webinar Presented by: Sarah Dahlenburg,
Principal Solicitor | Port Macquarie

Join us for this incredibly informative presentation:

An overview of the Victims Support Scheme including:
Eligibility Criteria,
Stand of Proof.

What is an Act of Violence?
Types of Support Available,
INSP, Recognition Payments,
Police Reports,
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27 March 2025 at 10am online.

RSVP to: cquin@umfc.com.au
to receive a link to the
training.

Sarah is a wealth of knowledge - don't miss this opportunity !

The logo for CLSD (Cooperative Legal Service Delivery Program) features the letters 'CLSD' in a bold, sans-serif font. The 'C' and 'L' are light green, while the 'S' and 'D' are a darker green. The letters are set against a white background within a green-bordered box.

COOPERATIVE
LEGAL SERVICE
Delivery Program

The logo for Legal Aid NSW (New South Wales) features the text 'Legal Aid' in a large, bold, sans-serif font, with 'NEW SOUTH WALES' in a smaller font below it. To the right of the text is a red square with a white diagonal line.

Vol 4 January 2025

Happy New Year to you all,

Welcome to the first edition of the Greater Albury CLSD monthly newsletter for 2025.

First of all I hope you all had a lovely Christmas and are refreshed and enthused by the promise of good things in 2025.

Secondly, I want to thank everyone involved in the Deniliquin event on the 4th December 2025. I can't thank you all enough. The feedback was excellent.

To Helen and wonderful Team at Intereach for all your assistance and patience.

A huge thanks to Nav for his highly informative info session and Ali, Amanda and Raissa for administering 37 Birth Certificates in 2 hours.

To Murrumbidgee LHD for hosting a Legal Health Check Session with Raissa.

To Yarkuwa for the wonderful space, catering and for being so welcoming.

And all those who attended the Speed Date, for your participation and wonderful ideas. I have attached the ideas we captured below on page 2.

As discussed at the event, we thought it would be a good idea to revisit our 2024 - 2025 Action Plan - to view, click on the link to the [Action Plan](#) on Page 3.

I have also attached a survey link at page 4 to inform our work for the rest of 2025 and into 2026. See page 4 and click on the [Partner Survey 2025](#) link.

Regards
Colette

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Greater Albury 2024–2025 Action Plan

Click the link below to be taken to the Greater Albury
2024–2025 Action Plan.

<https://www.legalaid.nsw.gov.au/content/dam/legalaidnsw/documents/pdf/about-us/our-partners/cooperative-legal-service-delivery-program/greater-albury-partnership/clsd-greater-albury-action-plan-2024-2025.pdf.coredownload.pdf>