

Minutes

Wollondilly Interagency Meeting	
Date: 14 th October 2010	Time: 2pm-4pm
Venue: Wollondilly Shire Council - Menangle Street, Picton	
Attendees	<ul style="list-style-type: none"> ▪ Lynne Burgoyne – ADHC Bowral ▪ Sana Al-Ahmar – MDSI ▪ Julie Longland – WSFSS ▪ Sandra Patea – WSFSS ▪ Cathy Chopping – Centrelink ▪ Dayna Johnston – Centrelink ▪ Jacqueline Dayes – MDS ▪ Fiona Devine – WSC ▪ Bob Lester ▪ Gabi Martinez – SSWAHS ▪ Karen Chisnall – Sector Connect
Apologies	<ul style="list-style-type: none"> ▪ Sharon McKinney – Compeer Macarthur ▪ Carol McKay – MDSI
Previous Minutes	<ul style="list-style-type: none"> ▪ Fiona Devine – WSC ▪ Julie Longland - WSFSS
Guest Speaker	
	Centrelink – Dayna Johnston & Cathy Chopping
	<p>Centrelink’s Purpose Self-sufficiency for individuals and families through access to personalized assistance and co-ordinated delivery of payments and services on behalf of government.</p> <p>Context Australian population 22 million Number of customers 6.5 million Service delivery sites over 1000 Annual phone calls approx 32 million Staff 28, 000 Operating budget AUD \$3.0 billion</p> <p>Major Customer Groups Unemployed - 700,000 Seniors - 2.1 million Families - 1.8 million Disability - 780,000 Carers - 660,000 Students - 350,000 parents - 470,000</p>

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Centrelink is flexible to a number of variable demands and has provided aid for a number of disasters across Australia and internationally, including:

- Bali Bombing 2002
- ACT Bushfires 2003
- Victorian Bushfires 2009
- Asian Tsunami 2004
- Cyclone Larry 2006

Centrelink provides financial support for these disasters but also social workers to deal with the emotional ramifications of such disasters.

Centrelink has a number of innovative services including drought buses. Drought buses are three mobile service units which operate across rural Australia. These buses provide assistance with claims, as well as provide access to rural services officers and social workers.

Centrelink Service Delivery Reform

By the 1st July 2011 the Department of Human Services will have a fully integrated system which will allow for better co-ordination of service delivery mechanisms. The reform is focused on being:

- Easy: more convenient and accessible
- High quality: supported by compliance and integrity
- Works for you: right outcome, right time, based on needs

What would this look like?

- Readily accessible range of services
- Easy online access and support
- Leading edge technology

Centrelink would like this reform to enable people to access all government services within the one place.

Self-Service

Centrelink is pushing to increase self-service across the region. There is a self-service champion based in Camden who is willing to support workers in learning how to submit forms online.

There is a bank of PCs and telephones in each office across Australia and staff are on site to assist with this process. 38 major services are available through self-service including online claiming for 8 payment types. Self-service is increasing with an average of 90, 000 users per day.

Self-Service Online:

- View payment history
- Report employment income
- View student income bank balance
- Receive an estimate of family assistance
- Request/view FTB Advance

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	<p>Self-Service Telephone:</p> <ul style="list-style-type: none"> - Request payment history - Request an income statement for your housing authority - Request copies of payment summaries from Centrelink - Report your earnings <p>Centrelink's Challenges</p> <ul style="list-style-type: none"> - Raising the profile of service delivery as a focus of government - Efficiency expectations - Needed to gain confidence of policy departments - Social policy outcomes can take many years to achieve - Desired outcomes cannot be achieved by a single agency <p>Future Challenges</p> <ul style="list-style-type: none"> - Demographic challenges: less working age and more elderly Australians - Increase in populations, especially in Camden. This links to the issue that there are no additional offices in Camden to meet the population growth - Identifying service delivery of the future: <ul style="list-style-type: none"> ▪ Service offers ▪ Footprint ▪ Online - Leveraging IT developments - Attracting and retaining staff 	
<p>Discussion</p>	<ul style="list-style-type: none"> - Discussion was around whether Wollondilly Shire Council has a Disaster Recovery Plan and whether Wollondilly Interagency should look at updating the plan if there is one in place 	
Action Items	Responsibility	Deadline
<p>Find out if Wollondilly Shire Council has a Disaster Recovery Plan</p> <p>Put Wollondilly Shire Council Disaster Recovery Plan on the next Wollondilly Interagency agenda</p>	<p>Karen</p>	

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Information Share	
11:30am	<p>The group shared information about services and upcoming events verbally. This information was not recorded in the minutes, however completed information share forms are attached as follows</p>
	<p>Macarthur Diversity services Initiative</p> <p>Community Partners Program (CPP) is funded by the Australian Government Department of Health and Aging to assist aged people from culturally and linguistically diverse backgrounds (CALD) in accessing aged care services in Macarthur and Wingecarribee.</p> <p>The Program has a dual role in working with both CALD communities and Aged Care Service Providers by providing information sessions and cultural briefings to Aged Care Services to assist them with strategies for culturally appropriate care; and to assist CALD communities to have better access to aged care services.</p> <p>The communities the CPP project will focus on are: Arabic, Chinese (Mandarin), Spanish, Pacific Islands (Samoan), Mauritian (French), Filipino (Tagalog), Vietnamese and Indian (Hindi and Urdu).</p> <p>The following Information for community groups</p> <ul style="list-style-type: none"> ▪ CACP, EACH, EACHD, Residential Aged care (community housing, hostels, nursing homes), Respite care, Positive aging, Aged care assessment team (ACAT), Rights and responsibilities, Palliative care, Dementia awareness <p>Information for aged care service providers</p> <ul style="list-style-type: none"> ▪ Arabic/ Chinese/ Spanish/ Mauritian/ Samoan (PI)/ Vietnamese/ Filipino/ Indian (Hindi & Urdu) <ul style="list-style-type: none"> ○ Health/ Food/ taboos/ religion/ settlement/ communication/ leisure/ Festivals/ other <p>Contact Sana on (02) 46206855 for further information</p> <p>BreastScreen NSW Sydney South West</p> <p><u>BreastScreen invites women to Tahmoor</u></p> <p>BreastScreen NSW, Sydney South West is returning to Tahmoor and inviting women to attend for their free screening mammogram (breast x-ray), for the early detection of breast cancer. BreastScreen especially invites women aged 50 to 69 years as research shows that these women are in the group that will benefit the most from screening, however all women over 40 years are eligible to attend.</p>

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	<p>BreastScreen’s mobile van will be located in Harper Close, beside Tahmoor Community Centre, off Remembrance Drive Tahmoor from Monday 25 October to Friday 10 December 2010. The Service will be open from 9.30 am to 3.30 pm Monday to Friday and to book their free appointment women should phone BreastScreen on 13 20 50. For any further information about a BreastScreen presentation, group bookings or to order any free BreastScreen resources please contact Diane McLeod by phoning 9515 8749 or via E-mail on diane.mcleod@sswahs.nsw.gov.au</p> <p>Thank you for sharing this information with your staff, clients and the women in your community.</p> <p>BREAST SCREENING SAVES LIVES</p> <p>Centrelink</p> <p>For information on receiving support for workers around Centrelink’s new self-service system please contact Dayna on 4654 7030 or for more information about Centrelink’s other services please see information in minutes.</p> <p>Ageing Disability and Home Care – Wingecarribee and Wollondilly Shires</p> <p>ADHC is keen to provide services to individuals and families in the Wollondilly area. If you are aware of anyone with an intellectual disability who needs assistance (with their consent), refer to information referral and intake at Burwood on 9334 3700 Staff at Bowral can assist with these referrals, please call the manager Helen Fuller on 4861 9800 ADHC Bowral is also keen to develop relationships with service providers in outlying areas.</p>	
Next Meeting	Meeting Date	
	<p>Dates will be distributed via email for 2011 Wollondilly Interagency meetings</p>	