

Balranald Service Providers Guide



Initiative of the Balranald Interagency Group

Service Providers

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Rural Adversity Mental Health Program (RAMHP)

Address and Contact Details:

Marie Kelly
RAMHP Coordinator for Far West Local Health District
PO Box 1
Ivanhoe 2878
0429674307
marie.kelly1@health.nsw.gov.au

Brief Description of Service:

RAMHP is a state-wide program, funded by the NSW Ministry of Health. RAMHP provides a range of information and education services to inform, educate, and connect rural individuals, families and carers with treatment and support for mental health challenges.

Target Populations:

Far West Local Health District

Programs/Services

Education services include *Community Support Skills (CSS)*, a 1.5 hour training package available to community members who would like to develop the skills to identify and assist people experiencing mental distress.

CSS training develops the skills, knowledge and confidence of participants to identify and approach people they are concerned about, and provide appropriate support to connect those people with the best service for them.

Workplace Support Skills (WSS), a 3 hour training package for front-line staff in government and non-government organisations, likely to become aware of the impacts of stress and adversity on their customers.

WSS training provides staff with the skills and knowledge to deal effectively with clients experiencing stress, to support effective interactions with clients, and to identify when it may be necessary to seek further assistance and link clients with appropriate health services.

Mental Health First Aid Course, 2 day course.

Responding to community need, tailored mental health education sessions to respond to local needs.

Eligibility / Criteria

Live within the Far West Local Health District

Referral procedures:

Nil

New South Wales Department of Primary Industries Rural

Resilience Program or NSW DPI Rural Resilience Program

Address and Contact Details:

Danny Byrnes 0400374 258

danny.byrnes@dpi.nsw.gov.au

126 Lachlan Street ,Hay, NSW, 2711

Brief Description of Service:

Create opportunities to connect people with others in farming communities as well as support services *Provide information, tools & development opportunities that build skills, knowledge & experience* support families while they recover from adverse events and help prepare for the future

*Listen to farming needs & issues & communicate these to policy makers

Target Populations:

Rural populations

Programs:

We are in the process of developing up some courses on financial literacy. We are able to look any areas that will help increase resilience in our target populations

Services Provided:

Eligibility / Criteria

Referral procedures:

National Disability Coordination Officer Programme (NDCO)

Address and Contact Details:

21-29 William Street Orange NSW 2800

Kris Lear- NDCO

Mob: 0458489597

E: ndco@verto.org.au

Brief Description of Service:

The NDCO Programme

The Australian Government's NDCO Programme targets the barriers that people with disability face in successfully accessing and completing post-school education and training and subsequent employment.

A national network of NDCOs works within 31 specific regions across Australia to improve the coordination and delivery of support services to help make it easier to enrol or participate in post-school education, training and employment.

Target Populations:

People with a Disability between the ages of 16 to 65 looking to engage in education and/or employment

Programs:

The Australian Government is committed to helping people with a disability because there can be challenges finding a job or continuing with education after secondary school.

The NDCO Program aims to address those barriers by:

- improving links between schools, universities, vocational education and training organisations, job services and organisations that support people with disabilities
- improving transitions between school/community and tertiary education and finding a job
- improving participation in tertiary education and work.

National Disability Coordination Officer Programme (NDCO) Services Provided:

The National Disability Coordination Officer (NDCO) Programme helps people with a disability access, and participate in, tertiary education and subsequent employment through a national network of NDCOs

Eligibility / Criteria

NDCOs do not work with individual clients

NDCOs work with:

- Secondary schools
- Tertiary education institutions, including Universities, TAFEs and private providers
- Job services and employer groups
- Disability services and community groups that support people with a disability
- Relevant government programs.

Referral procedures:

Kris Lear- NDCO

Mob: 0458489597

E: ndco@verto.org.au

Rural Financial Counselling Service NSW Central West

Address and Contact Details:

Wendy Davison

Brief Description of Service:

Provide free financial counselling service to Farmers and Small Business.

Target Populations:

Farmers and small Business

Referral procedures:

Call to Wendy Davison 0350211558 0428211558

wendy.davison@rfcs-cw.com.au

NSW Police

Address and Contact Details:

Market Street, Balranald – 03 5020 1404

Brief Description of Service:

Crime Prevention / Crime Response

Target Populations:

The entire population

Programs:

Numerous

Services Provided:

Victim - witness support / harm minimisation

Eligibility / Criteria:

Nil

Referral procedures:

Contact or attend station

South West Tenants Advice Service - Verto – (SWTAS)

Address and Contact Details:

562 Macaluey St Albury NSW 2640
PO box 3125 Albury NSW 2640
Ph 1800 642 609
1300 48 3786 press 4 for Tenancy
Direct 0260 416 699
Fax 0260 214 661
tenancy@verto.org.au

Brief Description of Service:

SWTAS is a Tenant Advocacy and Advice Service, part of a state wide programme funded in part by Office of Fair Trading NSW. We give advice and advocacy to residential Tenants only.

SWTAS can assist tenants with almost all problems they are having, whether it be helping with a payment plan for rent arrears, getting repairs done around the property or advising of their rights and responsibilities with landlord access.

SWTAS can assist with many other issues Tenants may be having and can also assist at NSW Civil & Administrative Tribunal. We can assist Tenants to put in claims, or to prepare cases to counter a Landlord claim.

SWTAS also hold Community Education programmes for different groups. These can be for a group of Community Workers who would refer Tenants to us, eg Centrelink, Job Services, Community Health Workers, or they can be community education sessions for the Tenants themselves where we give a brief talk followed by the chance to have a question and answer session.

Please note SWTAS is unable to provide any accommodation or monetary assistance.

Target Populations:

All residential tenants living in NSW with a focus on vulnerable tenants.
Can also assist boarding house and permanent residents of caravan parks.

Programs:

South West Tenants Advice Service

Services Provided:

As per service description

Eligibility / Criteria

Can only assist with NSW residential Tenancies.

Referral procedures:

Self referral via phone
Referral from Community worker with consent from client.

Roads and Maritime Services

Address and Contact Details:

Rod Simpson
Project Officer Aboriginal Programs
1 Simmons Street Wagga Wagga NSW
M: 0407276092

Brief Description of Service:

- Road Safety information - e.g. child restraints, bike safety, road safety campaigns drink drive, fatigue, and speed campaigns.
- Licensing information – Understanding of Graduated Licensing Scheme and process to get your licence. TAFE Aboriginal Driver Education Program

Target Populations:

Aboriginal Community

Programs:

Licensing TAFE Aboriginal Driver Education Program, Child Restraint fitting program, Bicycle Helmet Exchange Program, Koori's and Cars Program.

Services Provided:

Licensing and Road Safety Information, Employment and scholarship opportunities with RMS.

Eligibility / Criteria:

None

Referral procedures:

Ring 0407276092

NSW Fair Trading

Address and Contact Details:

8 Baylis St, Wagga Wagga, NSW, 2650
02 6933 9500

Brief Description of Service:

Provide consumer information sessions to Aboriginal communities of the Riverina / Murray region.

Target Populations:

All people, but with a focus on delivering our services to Aboriginal communities, groups and organisations.

Programs:

Kooris & Cars, Scams, Tenancy, Buying a Car, Australian Consumer Law (ACL), Product safety, Renting & Leasing goods, Signing up for Training courses.

Services Provided:

Info sessions to groups / organisations / community groups

Eligibility / Criteria:

No set criteria / eligibility

Referral procedures:

No referral process, we seek out the groups / organisations to provide info sessions to.

Murray Mallee Community Legal Service

Address and Contact Details:

122 Ninth Street, Mildura

Ph: 5023 5966 or 1800 243 002

Brief Description of Service:

Free and confidential legal service

Target Populations:

The service aims to assist people from low socio-economic backgrounds and in particular young people, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, people with disabilities and people living in isolated rural communities.

Programs:

Legal issues we can assist with include Family Law, Family Violence, Criminal Matters, Welfare Rights, Equal Opportunity, Traffic Offences, Credit and Debt, Consumer Problems and complaints against police, solicitors & government etc.

We provide an Intervention Order Support Service, Do It Yourself Divorce Workshops, Outreach to Robinvale, Swan Hill, Dareton & Wentworth and phone appointments to residents of other areas including Balranald.

We also deliver community legal education to school and community groups on topics such as Wills & Powers of Attorney, Australian Consumer Law, Buying a Car, Consumer Leases, Sexting & the Law and Healthy Relationships.

Services Provided:

The service offers free, confidential legal advice, information, referral and casework. We also provide legal education and law reform activities.

Eligibility / Criteria

Everyone eligible for an initial 30 minute advice appointment.

Referral procedures:

Call 5023 5966 or 1800 243 002 to make an appointment.

** Please note: conflict checks apply

Homes Out West

Address and Contact Details:

139 End Street
Deniliquin NSW 2710
P: 03 5881 4182 F: 03 5881 8361
E: admin@homesoutwest.com.au
W: www.homesoutwest.com.au

Brief Description of Service:

Homes Out West is a not-for-profit Community Housing provider.
We assist in the provision of affordable rental accommodation for people experiencing difficulty with their housing needs.
Our two offices are located in Albury and Deniliquin.
We have a range of properties throughout the region.
We are experienced professionals in housing management.
We work in partnership with support agencies.
We also act as a point of referral and advocacy where appropriate.
We guarantee your rights and confidentiality will be respected at all times.

Target Populations:

We operate between Albury and Wentworth
Including Albury, Tocumwal, Berrigan, Finley, Jerilderie, Deniliquin,
Balranald, Dareton, Wentworth

Services Provided:

Housing Applications –Social Housing
RentStart – Bond Loan
Link to Home – Homelessness Service

Eligibility / Criteria

Housing Applications –Social Housing

To be eligible, all applicants must be registered with Housing NSW
Tenants can apply for a rent subsidy if they cannot afford the market rent.
Tenants will be assessed for the rent subsidy by providing proof of income from their employer, Centrelink, Veteran Affairs or other income sources.

RentStart – Bond Loan

Housing NSW operates Rentstart to provide financial assistance for eligible clients to help them set up or maintain a tenancy in the private rental market.
Under Rentstart, Housing NSW may be able to assist you with a loan of up to 75% of your rental bond to establish a tenancy in the private market.
The loan is interest free and repayable to Housing NSW. Any payments you make can be returned to you at the end of the tenancy if there is no claim made by the landlord or real estate agent.

Link2Home - Homelessness Service – Phone 1800 152 152

Link2home is the new, statewide homelessness information and referral telephone service.

It brings together several homelessness telephone services including the Homeless Persons Information Centre (HPIC), Youth Connect and the After Hours Temporary Accommodation (TA) line.

For information, assessment or referral to homelessness services and support in NSW, call Link2home on 1800 152 152.

Link2home is available 24 hours a day, 7 days a week, every day of the year.

Referral procedures:

Self-referral

Housing application forms and RentStart forms are available at Mallee Family Care.

Legal Aid NSW - Work and Development Order (WDO) Service Southern NSW & Far West

Linda Meyns, Solicitor
73 Church St, Wollongong 2500 |
02 4228 8299 | 02 4253 6849 | 0404 868 070 | linda.meyns@legalaid.nsw.gov.au

WDO Scheme

The WDO scheme allows eligible people to clear outstanding fines (any penalty notice or court fine) by undertaking approved activities or treatment programs.

People can participate if they are in acute financial hardship (Centrelink benefit, low income) or if they are homeless, have a mental illness, intellectual disability, cognitive impairment or serious addiction to drugs or alcohol.

Eligible participants can clear up to **\$1000 a month** from their fines through volunteer work, vocational, educational or life skills courses, counselling (including case management), financial counselling, medical, mental health or drug and alcohol treatment or mentoring programs (for under 25s).

Legal Aid NSW - WDO service:

Legal Aid NSW - WDO service provides support and training to organisations who would like to participate in the WDO Scheme (including government agencies, community organisations, individual health practitioners).

We also provide direct telephone advice, referral and WDO placement to clients who are experiencing hardship through fines they can't pay.

Eligibility / Criteria

- Any client who has outstanding fines and may be eligible for a WDO
- Any organisation who would like more information about fines or WDOs

Referral procedures:

Telephone or send an email to:

Linda Meyns, 02 4228 8299 | 02 4253 6849 | 0404 868 070
linda.meyns@legalaid.nsw.gov.au

Intereach Ltd

Commonwealth Respite & Carelink Centre (CRCC) program

Address and Contact Details:

Head Office – Cnr Trickett & Napier Streets, Deniliquin. 2710

Service coordinators for CRCC program located in Deniliquin, Wagga Wagga, Griffith & Albury offices.

Contactable on 1800 052 222 for CRCC program specific

Or general Intereach number - 1300 488 226

Brief Description of Service:

Commonwealth Respite & Carelink Centre (CRCC) program supports carers. A carer is a family member, parent, partner, friend or neighbour who provides regular support on an unpaid basis. The person they support may have a disability, terminal or mental illness, is frail aged or has dementia.

CRCC provides information on services available. They can also assist with 24/7 respite in emergency situations. CRCC also book residential respite within the Riverina Murray.

Target Populations:

Supports carers of all ages

Programs:

Commonwealth Respite Carelink Centre

Services Provided:

Referrals and Information

Advocacy and Inclusion

Carer respite co-ordination. Access to 24/7 emergency respite

Respite bookings at Residential facilities

Eligibility / Criteria

Must be caring for someone within the community.

Referral procedures:

Referrals may be self-referrals or made by a service provider.

Referrals can be made by ringing 1800 052 222

Home Care Service Of NSW

Address and Contact Details:

41-43 Market Street Balranald NSW 2715
Phoebe Coburn 03 50201534

Referral & Assessment Centre:

Phone: 1300881144 Fax: 1300881184
Email: Referral & Assessment Centre@fac.s.nsw.gov.au
All Referrals need to go to Referral Centre

Brief Description of Service:

Provide In Home Services to maintain and enhance our clients strengths and abilities and help them live happy, healthy and enriched lives in our communities.

Target Populations:

Frail Aged, Younger people with a disability and their carers.

Programs:

Community Aged Care Packages, Brokered services for e.g. Vision Australia, Post Acute Care, Rumbalara

Services Provided:

Domestic Assistance, Personal Care and Respite Care

Eligibility / Criteria :

Meet the target population

Referral procedures:

Self, Doctors, Family can make referrals to the Referral Centre.

Balranald Shire Council

Address and Contact Details: 70 Market Street, Balranald NSW 2715
Phone 03 5020 1300

Brief Description of Service: Local Government services

Target Populations: Whole of Shire

Programs: Numerous

Services Provided: Local Government services, such as
(but not limited to):

- Infrastructure,
- Economic development,
- Maintenance of local roads,
- Town planning and development services,
- Strategic planning,
- Environmental health services,
- Tourism
- Community development

Better Start

Address and Contact Details:

Kerry Commins Carers NSW
PO Box 1871 Dubbo NSW 2830
02 92894225 kerryc@carersnsw.org.au

Brief Description of Service:

Early intervention for eligible children with disability. Disabilities are Angelman Syndrome, Cerebral Palsy, CHARGE syndrome, Cornelia de Lange syndrome, Cri du Chat syndrome, Down syndrome, Fragile X syndrome, Kabuki syndrome, Prader-Willi syndrome, Smith-Magenis syndrome, Williams syndrome, Rett's Disorder, Hearing Impairment (thresholds apply) Microcephaly (thresholds apply) Vision Impairment (thresholds apply) and Deaf blindness

Target Populations:

0-7 year olds

Programs:

Better Start for Children with Disability Initiative

Services Provided:

Total of \$12,000 funding (maximum of \$6,000 in any financial year) to access Registered Service Providers eg. Speech Therapists, Occupational Therapists, Audiologists, Physiotherapists, Teachers of the deaf, Psychologists and Social workers and purchase of resources to support the ongoing delivery of early intervention therapies.

Eligibility / Criteria:

Child must be under the age of 6 and an Australian citizen or permanent resident to register, following diagnosis with one of the listed disabilities and thresholds met.

Referral procedures:

Accept referral from any agencies, caseworkers, social workers, pre-schools, medical professionals, hospitals, clinics etc. Parents and family may also refer.

Vinnies Services Deniliquin

Address and Contact Details:

74 Wellington Street, Deniliquin

Phone: 03 5881 7411

Fax: 03 5881 4444

Brief Description of Service:

Reconnect Program assists young people (aged 12-18) stabilise their living situation and improve their level of engagement with family, work, education, training and local community.

Reconnect supports:

Working with the young person and their family through a strengthen based program providing;

- Personal Support including counselling
- Family reconciliation/mediation
- Advocacy
- Information
- Referral to relevant other support services
- School support; and
- Group work

Target Populations:

12-18 year olds and their family / carer

Programs:

Reconnect

Services Provided:

Balranald fortnightly on a Wednesday

Referral procedures:

Individual, School, Family and Community

Mallee Family Care

Address and Contact Details:

95 Court Street
PO Box 121, Balranald NSW 2715
t: 03 5020 2700 f: 03 5020 1725
Family Services – Robyn Johnson – Case worker
Centre link – Cathy Bruton

Office hours

Monday – 9:00 am – 2:00 pm
Tuesday – 12:00 am– 5:00 pm
Wednesday - 9:00 am – 2:00 pm
Thursday – 12:00 am – 5:00 pm

Brief Description of Service:

1: MFC Family Services NSW

Early Intervention Placement Prevention is funded by Department of Family and Community services NSW.

2: Centre link agent – Centre link advice and support and is funded by Department of Human Services

Target Populations:

Family Services provides case work support and advice to Families and Youth within Balranald Shire.

2: Centre link agent

Provides support understanding or accessing Centre link services to anyone within community.

Programs:

1: Family Services provides case work support to Families living in Shire of Balranald.

2: Centre link agent – Centre link advice and support and offers access to phone and computers to connect with Centre link services and support.

Services Provided:

Family Services provide Case work support and advice, supported referrals, assistance accessing other services, advocacy, and access to services and support that develops parenting skills.

Centre link agent – Centre link advice and support and offers access to phone and computers to connect with Centre link services and support.

Mallee Family Care continued;

Eligibility / Criteria

Family Services – Families with children 0 – 18 years and Youth 13 – 25 years
Who require case work support, to ensure safety and well being of children and adolescents.

Centrelink – available to anyone needing access to Centre link advice and services.

Referral procedures:

Family Services – Phone or visit to Balranald office; worker undertakes Intake processes and determines eligibility.

Allocation of case and action plan discussed with client / referrer.

In the event case cannot be immediately allocated discussion with Family Services Team Leader occurs and other measures put in place to minimise risk.

Centrelink requires no referral and is based on person accessing the Balranald office for service.

Family and Community Services Ageing Disability and Home Care

Address and Contact Details:

Ageing Disability and Home Care
58 Sturt Place Dareton NSW 2871
Telephone: (03) 50819 8130

Brief Description of Service:

The **Dareton Community Support Team** consists of a Case Manager, visiting Psychologist and Behaviour Support Practitioner from Broken Hill. The Community Support Team provides services to improve the quality of life and wellbeing of people with a disability, their families and carers.

Target Populations:

Service is offered to children and adults with an intellectual disability (must be present prior to the age of 18 years.)

Services Provided:

Services are provided using a person-centred, family-centred, strengths-based and early intervention and prevention approach.

Eligibility / Criteria

Priority of service is given to people with complex needs. The focus of the service is changing in preparation for the National Disability Insurance Scheme (NDIS)

Referral procedures

You can request a service for yourself or someone that you know by contacting the Intake number below. To provide a service ADHC requires the consent of the person with a disability. Community Support Team services are provided free of charge.

Intake to Services: 1300 134 450

western.iri@facs.nsw.gov.au

130 Brisbane Street Dubbo NSW 2830

Legal Aid NSW

Legal Aid NSW is a state-wide service but does not have an office in Balranald. To access legal assistance, the first starting point is to call **LawAccess on 1300 888 529** or access the Legal Aid NSW website at www.legalaid.nsw.gov.au

Brief Description of Service:

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of [criminal](#), [family](#) and [civil](#) law. Our services include:

- free confidential [legal advice](#) on most legal issues. [Find a Legal Aid NSW advice service](#) near you, or call **LawAccess on 1300 888 529**.
- legal representation for eligible clients, provided through [duty services](#) and [case grants](#) for ongoing representation. Legal Aid NSW pays a duty lawyer to attend Balranald Local Court for criminal law matters.
- [family dispute resolution](#) services to parties in a family law dispute
- free [workshops and webinars](#) for the public and community organisations
- free [legal information](#) written in plain English to help people resolve their legal problems
- [specialist services](#) for particular groups in the community.

We work in partnership with private lawyers who receive funding from Legal Aid NSW to represent our clients.

Target Populations:

People who are socially and economically disadvantaged.

Services Provided:

As outlined above. In addition, Family Law advice and referrals can be given through our early intervention unit in the areas of family law, care and protection and child support. You can call the **Family Law Early Intervention Unit on 1800 551 589**.

Eligibility / Criteria

Legal advice is free and generally available to most people in the community in the areas of law in which we practice. There are special eligibility requirements for representation and legal casework. Call LawAccess on 1300 888 529 to discuss if you are likely to be eligible.

Referral procedures: Call **LawAccess 1300 888 529** for all legal enquiries, and/ or the **Family Law Early Intervention Unit 1800 551 589** for family law, care and protection and child support issues.

Tirkandi Inaburra Cultural and Development Centre Inc

Address and Contact Details:

Lot 84 Kidman Way, Coleambally. 69544800

Brief Description of Service:

Tirkandi Inaburra is an early intervention centre aimed at recruiting Aboriginal male students between the ages of 12-15. They join our program for a school term (approx. 10 weeks) on a voluntary basis. At our centre we provide our participants with 4 components which consist of Sport and Recreation, Education, Life and Living Skills and Culture. This will empower our participants to gain self-resilience and assist them in making better choices in life. We are based in-between the townships of Coleambally and Darlington Point in NSW.

Target Populations:

Aboriginal male Youth

Programs: these are the programs that we do with the boys:

Life skills: respect, hygiene, manners, managing anger, conflict, drug and alcohol awareness, careers, first aid.

Living Skills: cleanliness, set routines, personal space, room cleanliness, washing clothes/ironing.

Culture: didgeridoo, clap sticks, dance, history of their culture.

Sport/Rec: rock climbing, swimming, bike riding, basketball, touch football.

Art: sketching, painting, badge making, crafts, jewellery.

The boys also do leather work, woodwork, music, cooking and fire awareness.

Services Provided:

- school
- meals
- residences
- around the clock care
- family stay units

Eligibility / Criteria

Eligible Applicants	Ineligible Applicants
<ul style="list-style-type: none">• 12-15 year old Aboriginal Boys• First offenders/non serious offenders• Boys coming to the notice of police/involved in conferencing/making their first court appearance• Boys who are not attending school regularly/have a history of suspension from school• Boys who are exhibiting signs of being influenced by negative role models• Boys who are exhibiting signs of disengagement from family and community life• Boys who reside within our catchment area• Boys who have completed all paperwork in full before pick up day	<ul style="list-style-type: none">• Non Aboriginal young boy's• Girls• Boys who live outside our catchment area• Repeat offenders• Sex offenders• Serious violent offenders• Boys with an existing drug/and or alcohol dependence• Boys with a diagnosed mental illness or complex medical needs which are not manageable at our centre• Boys who are assessed as posing a safety risk to themselves and the participants/and or staff

Referral procedures:

- Family, guardians, carers
- Schools
- Police
- Sponsors

annecto-The People Network

Address and Contact Details:

PH: 03 50 21 54 56, Fax: 03 50 21 54 50

161-163 Langtree Ave Mildura

PO Box 4111 Mildura 3502

Brief Description of Service:

annecto-The People Network: is an independent not-for-profit community incorporated association committed to increasing opportunities and choices in the community for people with a disability, older persons and Carers with a vision of realising a more inclusive society

Target Populations:

65 years and over

Aboriginal and Torres Strait Islander people 50 Years and Over

Programs:

HACC: Government Funded: Personal Care, Respite and Home Care

My Support: is a user-paid service supporting people with a disability, older people and their carers to live better lives, and providing resources to agencies to continue to assist people they support.

Home Care Packages are planned and coordinated packages of care which provide support to enable older people to remain living in their own home and maintain a lifestyle of independence and choice. Packages are flexible and respond to your individual needs. A range of services and supports are available

Services Provided:

Range of services provided Please contact service provider for more information

Eligibility / Criteria

Contact provider for details

Referral procedures:

Referrals can be made via ACAT, Self-referral, Medical practitioner, or service providers

Wiradjuri Home Care Dareton Outlet

Address and Contact Details:

58 Sturt Place, Dareton 2717 NSW

Mobile: 0417142423

Ph: 03 5019 8120

Fax: 03 5019 8199

Brief Description of Service:

Aboriginal services for clients with a Disability

Age care packages- 20 Dareton

-5 Balranald

Target Populations:

Programs:

Arts and Crafts and social support

Services Provided:

Social Support, Domestic Services, Personal, Home maintenance, Meals on Wheels, Dialysis, Transport

Eligibility / Criteria

Aboriginal Aged Care and Younger People With a Disability and Their Carer's via the Dareton Outlet

Referral procedures:

Aged Care Assessment Team (ACAT) and Aboriginal Access Assessment (AAA) Team For HACC Clients

Vision Australia - Mildura

Address and Contact Details:

123 Langtree Avenue Mildura VIC 3500

Brief Description of Service:

Provide service for people who are blind or have low vision

Target Populations:

All ages

Programs:

Telelink

Recreation

Quality living group

Vision Australia Radio

Services Provided:

Low vision clinics

Independence in the home and community (OT Assessment)

Lighting Assessment and advice

Adaptive technology

Library

Eligibility / Criteria

Vision impairment or blindness

Referral procedures:

1. National intake centre **Phone:** 1300 84 74 66
2. **Local intake (Mildura)** **Phone** 03 5023 9500
3. **Email:** referrals@visionaustralia.org
4. **Fax:** 1300 84 73 29

Carers NSW

PO Box 20156 World Square NSW 2002
Roden Cutler House, Level 18, 24 Campbell Street Sydney NSW 2000
P: 02 9280 4744
F: 02 9280 4755
www.carersnsw.org.au
www.youngcarersnsw.org.au

CARERS LINE: 1800 242 636

Brief Description of Service:

Carers NSW is the peak body for Carers in NSW. We provide a range of services aimed at supporting carers and educating both carers and service providers. We also provide systemic advocacy and research issues facing carers in Australia.

Target Populations: All carers in NSW.

Programs:

- Information and referrals for carers
- National Carer Counselling Program
- Young Carers program
- Together Program (support groups)
- Members receive bi-monthly newsletters and e-bulletins

Services Provided:

The carer line offers Advice, Emotional support, referrals and counselling to carers. The National Carer Counselling Program offers short term personal counselling to carers with counsellors in their local areas. We also offer group counselling programs to specific carer groups both face-to-face and over the phone. Members can receive a bi-monthly magazine covering carer issues and experiences.

Young carers can receive a similar range of services including carer counselling. They receive a bi-monthly newsletter and monthly e-update. They are encouraged to participate in a range of activities for young carers around NSW and Carers NSW has organized leadership conferences to bring people together from around the state to learn to advocate on behalf of young carers and to share stories and friendship.

Eligibility / Criteria

Carers are friends or family members who care for someone who is frail aged, has a disability, drug or alcohol problem, mental illness, chronic illness, who is frail aged or who has dementia. We do not support paid carers. Many, but not all, of the carers we support receive Carer Payment or Carer Allowance from Centrelink.

Young Carers are carers who have not reached their 26th birthday.

Referral procedures:

People are referred by calling the carer line 1800 242 636. We take self-referrals and referrals from other parties including service providers and family members

Older Parent Carer Programme

**Carers NSW
(Orana and Far West NSW)
6/46 Wingewarra Street
Dubbo NSW 2830
PH: 02 6884 7200**

Brief Description of Service:

This programme provides free support co-ordination for older parent carers who are caring for an adult son or daughter with a disability or long-term illness.

Target Populations:

Older Parents caring for an adult son or daughter.

Eligibility / Criteria

Older parent carers need to be over 60 years of age (over 45 years for ATSI older parent carers) and adult son or daughter needs to be over 18 years of age.

Carers NSW provides the service to older parent carers in the Balranald, Wentworth and Central Darling local government areas.

Older parent carers in the Wakool, Conargo, Hay, Deniliquin, Murray, Murrumbidgee LGA's are still eligible for the programme, however, those LGA's are serviced by Kurrajong Waratah in Wagga – 02 6925 5002

Services Provided:

We work with carers to meet the needs they identify as important. We can help with some legal and financial concerns that arise when caring for an adult son or daughter. We can help with planning for the future as carer gets older.

Referral procedures:

Carers can refer themselves or service providers can refer on their behalf. Phone Carers NSW Dubbo office and ask to speak to a support co-ordinator for the older parent carer programme.

Yarkuwa Indigenous Knowledge Centre
Aboriginal Corporation

Address and Contact Details: 95 Market Street, Balranald, NSW, 2715
Ph: 03 5020 0470
admin@yarkuwa.com

Brief Description of Service:

The aims of Yarkuwa are to provide a culturally acceptable and easily accessible place for Indigenous community members.

The centre provides access to free internet, referral support and information about service providers covering the Balranald area and provides a space for community to meet and develop ideas for themselves, their families and their community.

Yarkuwa also participates in community meetings and events including the Balranald Aboriginal Working Party, the Balranald Interagency and the Balranald Community Safety Meetings.

Target Populations: Aboriginal community.

Eligibility / Criteria

No eligibility criteria although our work is focussed on working to increase the safety and wellbeing of members of the local Aboriginal community

Referral procedures: Written referral, verbal referral, available to attend referral if requested.

Country Hearing Care

Address and Contact Details:

Head Office – 194 Ontario Avenue, MILDURA VIC 3500

Permanent Site – 21 High Street, SWAN HILL VIC 3585

Visiting Site – Balranald District Hospital, 41 – 43 Court Street, BALRANALD NSW 2715

Ph: 1800 432 748

Brief Description of Service:

Fortnightly visiting service.

Target Populations: 55+, Farmers

Programs:

Office of Hearing Services Program for Pensioners and Veterans

Services Provided:

Adult and Paediatric hearing assessment. Hearing Aid Fitting, Rehabilitation and Maintenance, Subsidised services for pensioner and DVA clients.

Eligibility / Criteria:

Paediatric clients from six years of age, no other eligibility criteria.

Referral procedures:

Pensioners must have a GP referral to access subsidised services

Referral not essential for other clients.

Guide Dogs NSW/ACT

Address and Contact Details:

02 6041 5201

Suite3, 549 Kiewa Street, Albury NSW 2640

Brief Description of Service:

We are a free service that provides orientation and mobility training to people with vision impairment.

We assist people living with vision impairment to travel safely and independently in their own homes and communities.

Target Populations:

Guide Dogs NSW/ACT work with people of all ages: all the way from babies to the Elderly

Programs:

- Individual orientation and mobility programs
- Residential programs
- Electronic aid program
- Exercise tolerance programs or group programs

Services Provided:

- Orientation and mobility training workshops
- Mobility aids (long canes, support canes, electronic aids)
- Road crossing training , Guide Dog Programs
- Public Transport training

Eligibility / Criteria:

We work with clients of all ages with any vision loss affecting their mobility. We work with: School Age Children, Infants, People with multiple disabilities, people living in supported accommodation etc..

Referral procedures:

Simply call 02 6041 5201 and make a referral. Self-referrals, referrals from family members/friends , referrals from Health professional / external services/ organisations all accepted

FAR WEST LOCAL HEALTH DISTRICT

Balranald Multi Purpose Services

All Services Are Free and Confidential, Balranald MPS Promotes Healthy Lifestyles and supports a SMOKE FREE Workplace and Environment

Balranald MPS 03 5071 9800

Primary Health Care Nurses Team

- Prevention, early detection and Care of Chronic Diseases
- Health Promotion – Exercise programs, Tai Chi
- Case management and Care Plans
- Wound Assessment and management
- Immunisations
- Home Visits and Client Advocacy

Asthma Education and Smokers Education

- Self – Management Support
- Respiratory Assessment / Spirometry – Referrals

Diabetes

- Management of Type 1,2 and Gestational Diabetes
- Insulin Management under GP Guidance
- Complication Screening

Palliative Care – supporting families in need

Aboriginal Health Workers

Primary Health / Keeping Well Program

Family Health – Prevention, early Detection and Care

Child and Family Health (Looking After Mothers With New Babies and Children 0-5 Years of Age)

- Support, Education, Assessment and Advice for Baby and Child Care
- Home Visits and Clinics, hearing Screening

Balranald

- Immunisations – Fortnightly on Wednesdays
- Clinic – Monday and Friday 9am-3pm
- Breastfeeding Support

Euston

- Immunisations – Last Tuesday of the Month
- Clinic – Tuesday 10am – 1pm

Dental Services

Monday, Wednesday and Thursday (morning) 03 50719808

- School Dentist – 0419 990 264
- DenturesRus – Tuesday – 03 5023 5567

FAR WEST LOCAL HEALTH DISTRICT

Aboriginal Transport

Monday, Tuesday and Thursday

Community Transport (HACC)

- Frail, Aged and Disabled – must meet assessment criteria (fees Apply)
Supported By Volunteer Drivers
- Balranald Community Transport HACC Car is currently in the process of been taken over by Care West.
- There is a transition period of 3-6 months so to have a smooth changeover where clients are not affected.
- Balranald MPS service will be taking bookings & organising drivers as per normal.

Balranald MPS (Hospital) Transport details:

- Care West HACC Community Transport Car – 7 days a week
- Care West HACC Bus – travels to Swan Hill & Mildura 1 trip per month.
Dates & costs are available from the Hospital.
- On Fridays local “Bus-A-Bout” trips around Balranald \$5 per trip, just ring Hospital for pickup.
- Last Friday of the month, “Bus-A-Bout” trip to Euston/Robinvale \$10.
- Balranald MPS (Hospital) Bus available for transport 7 days a week, depending on driver availability. Cost quotes available from hospital.

FAR WEST LOCAL HEALTH DISTRICT

Balranald Multi Purpose Services

Day Carer Activities Program

- Monday and Thursday at the Multi Purpose Service
- Bus Pickups
- Lunch Provided at a cost

Other Services

- X-Rays
- Ultrasounds
- Meals On Wheels
- Exercise Physiologist
- Home Care Services of NSW –n 03 5020 1534
- Sunraysia Hearing 1800 432 748
- Home Help – 03 5020 1534

Robinvale Health Service – 03 5051 8160

- Occupational Therapist
- Physiotherapist
- Podiatrist
- Speech therapist
- Dietitian
- Social Worker

Balranald Medical Centre

- Dr Slava Zotov 03 5020 1055
- Also Visiting Womens GP by appointment

Balranald Health Service

- 15 Long Stay Residential Aged Care Beds
- 8 Acute Care Beds
- 2 Bay Accident and Emergency Department
- Respite and Inter Hospital Transfers
- 1 Residential Respite Bed
- Step down Care to Home

PRIMARY HEALTH OUTREACH FROM DARETON

We provide outreach services out of Dareton Primary Health Centre.
To access our services, speak to your GP, Primary Health Team, School or you can refer yourself.

Dareton Primary Health – 03 5021 7200 www.gwahs.nsw.gov.au

Mental Health and Drug and Alcohol Service

- Severe and persistent mental illness / mental disorder and / or drug and alcohol use, or is at risk of developing such.
- Acute response to suicidality, psychologist or severe behavioural disturbance risk to self or others.
- Visiting Psychiatrist and Clinical Psychologist
- Assessment and Case Management, prevention, Promotion and early Intervention, Child and Adolescent Mental Health, Child Protection Counselling
- Specialist Mental Health Service For Older Persons

Community Midwife

- Visit as Required
- Well Women's check Pap Smears and Breast Health
- Continence Information / Advice and Referral
- Education

Sexual Health

- Visits as required
- Confidential screenings, Treatment, Prevention and Education of Sexually Transmitted Infections and Blood Borne Virus's
- Needle and Syringe Program (available from Hospital reception)
- Education

Early Intervention Educator

- Visits as required
- Support for families Who have a Child with a Developmental Delay or Disability 0-6 Years
- Facilitation of Transition to School
- Coordination of Support Services Such as Physiotherapy, Occupational and Speech Therapy

Child and Family Health (Building Strong foundations for Aboriginal a Children, Families and Communities (BSF)

Working with parents, Carers and Most Significantly the Local Community to Support Health, Growth and Development of Aboriginal Children 0-5 Years

PRIMARY HEALTH OUTREACH FROM DARETON

We provide outreach services out of Dareton Primary Health Centre.
To access our services, speak to your GP, Primary Health Team, School or you can refer yourself.

Aged care Specialist

- Visits as Required
- Aged care Assessments
- Assessment For Supported Accommodation , social Support Programs
- Functional Assessments and Dementia Support
- Home Safety, Carer Respite, Falls Assessment, continence Issues Referral
- Education

Palliative care

- Visits FORTNIGHTLY as Required
- Specialist Palliative Care Nursing, Clinical Advice and Advocacy
- Assessment for Supported, Case Management, Emotional Support
- Explanation of Medical Terminology in Everyday Language
- Equipment Loan, Bereavement Service
- Education

Intereach – Ability Links

Contact

Linker: Carol Mayersbach

Contact Details:

Phone (03) 5051 7300
Mobile: 0487 740 000
Email: carolm@intereach.com.au

Shop 2, 6 – 10 Sturt Highway
PO Box 360
Buronga NSW 2739

Brief Description of Service:

Ability Links assists people with disability to live the life they want to live as equal and valued members of their local community. Ability Links also supports those communities to be as welcoming and inclusive as possible.

Ability Links Linkers work alongside people with disability to find out what is important to them, identify their dreams, goals and hopes and help make these possible.

Linkers work in partnership with people with disability, placing them at the very centre of decision making about how they want to live their lives.

Community members, clubs, groups and businesses can also contact a Linker for information or support to be as inclusive and welcoming for people with disability as possible

Target Populations:

People with a disability aged 9 to 64 years and or their families and carers

Referral procedures:

Referral may be made by self, family, carer or made by a service provider

Referrals can be made by ringing Linker direct (as per details above) or
Phone: 1300 488 226

Partners in Recovery

Address and Contact Details:

Lead agency Mallee Family Care
122 Ninth Street Mildura
PO Box 1870 Mildura 3502
Phone 03 5023 5966
Fax 03 5022 1065
Email pir@malleefamilycare.com.au

Brief Description of Service:

Partners in Recovery (PIR) is a service that provides support to people with severe and ongoing mental illness with complex needs. It also provides support to their carers and families.

PIR works with the individual, their carer and family to ensure a more collaborative and coordinated approach to their care. To achieve this, a Support Facilitator works with the individual to 'glue' together all the supports and services that may be required for their care.

The objective of PIR is to ensure quality outcomes for the individual by:

- Better coordinating clinical and other services, tailoring to their needs;
- Strengthening relationships between organisations delivering services to individuals;
- Improving referral pathways to available services and supports; and
- Promoting a community based recovery model.

Target Populations:

Individuals living with a severe and persistent mental illness with complex needs.

Eligibility / Criteria

To be eligible, an individual must:

- Have complex needs;
- Have a diagnosed mental illness that is severe and persistent;
- Require substantial support to access services to meet their needs; and
- Consent to being involved and willing to participate in PIR.

Referral procedures:

Referral form available at

http://www.malleefamilycare.com/MFCSite/media/MentalHealth/PIR_Referral_Form.docx

Phone 03 5023 5966

Email pir@malleefamilycare.com.au

Sureway Employment & Training

Address and Contact Details:

Lee Clear
Market Street (opp Westpac Bank)
Balranald
P: 03 40284900
M: 0408216837

Brief Description of Service:

Sureway Employment & Training is a regional jobactive organisation, specialising in meeting employers needs. With over 90 sites across regional NSW, VIC and SA, our strength is our understanding of rural, regional and remote labour markets. Sureway is part of a wider group of jobactive organisations enabling us to access candidates across Australia and making us the right team to find the best person for your business.

Sureway continues to be an essential part of the communities we've worked in for over 20 years. We are passionate about supporting local employers. We understand employer's workforce needs and work with our partners to build tailored strategies and solutions.

We understand that within each community we are a part of, there are varied labour markets and industry challenges. We will support employers by:

- leading the development of a Regional Skills and Employment Network to support the long term workforce needs of the community
- circulating informative email and social media communications promoting opportunities for employers
- running webinars and other content focused on topics impacting regional employers
- providing multiple ways to access our service, including online and self help tools

To help you find the right person we

Provide an industry specialist account manager who will:

- o introduce you to Sureway and explain how we will support you;
- o work with you to understand your current and future workforce needs including cultural fit; and
- o tailor our services to meet your workforce needs, including interfacing with other agencies

Target Populations:

Unemployed

Programs:

Jobactive

Services Provided:

Employment services

Referral procedures:

Centrelink

Riverina Local Land Service

Address and Contact Details:

Michael Fayle
56 Lachlan Street
Hay NSW 2711
Ph: 02 6990 1306
Mob: 0409 784 752
Email: Michael.fayle@lls.nsw.gov.au
www.lls.nsw.gov.au

Brief Description of Service:

Local Land Service brings together agricultural production advice, biosecurity natural resource management and emergency management into a single organisation.

Target Populations:

Landholders

Programs:

We run vanbus projects throughout the year. E.g. Incentive funding for landholders to remove pest plants/animals

Eligibility / Criteria

Riverina residents