

Attendee list June 2024, please note some peoples names are not on this list

Name	Email
Cristelle Govender	manager@theplacecharlestown.org.au
Kikki Tagaroulis	kikkit@thecanopy.org.au
Emma Chaseling	emma.chaseling@samaritans.org.au
Amanda Goninan	a.goninan@sunnyfield.org.au
Amanda Patterson- Mills	amanda.patterson-mills@bungree.org.au
Angela Connell	angela@calm.org.au
Troy Hooper	troy.hooper@onedoor.org.au
Kellie Ann Cuskelly	kellie-ann.cuskelly@tafensw.edu.au
Amy Hulme	amyhulme@anglican care.com.au
Samantha Farham	Samantha.farham@homeinstead.com.au
	durungaling@ahl.gov.au
	betn.perin@ahl.gov.au
Heather Carpenter	heather@charlestowncaring.com.au
Jo-Anne Allen	Jo-Anne.Allen@homes.nsw.gov.au
Tamara Tranby	Tamara.Tranby@allambicare.org.au
Susan Langan	susan.langan@samaritans.org.au
Maher, Lucy MISS	lucy.maher@defence.gov.au
Juanita Purcell-Loli	J.Purcell@mosaicmc.org.au
Julie Smith	Julies@carersnsw.org.au
Kerrie Parkinson	kerrie.parkinson4@tafensw.edu.au
Catharina Howman	Catharina.Howman@firstchance.org.au
Roselea Newburn	Roselea.Newburn@det.nsw.edu.au
Matthew George	Matthew.George@abilityoptions.org.au
Chezarne Cuffe	chezarne.cuffe@salvationarmy.org.au
Oliver DREYFUS	olivier.dreyfus@homeaffairs.gov.au
Michelle Kot	mkot@wellways.org
Michael Wakefield	mwakefield@wellways.org
Stacey - Belmont	programs@bnc.asn.au
Neighbourhood Centre	



# Lake Macquarie Interagency

June 6 2024



# Acknowledgment of Country

LAKE  
MACQUARIE  
CITY

***Lake Macquarie City Council acknowledges that Aboriginal people, in this area, the Awabakal, were the first people of this land, and are the proud survivors of more than two hundred years of continuing dispossession.***

***Council acknowledges the impact of intergenerational trauma on families and communities who have survived this dispossession and we pay respect to knowledge holders of the land and waters and pays respect to Elders past, present and future.***

# Acknowledgment of Lived Experience

*We acknowledge the unique journeys that our lives take us on.*

*We acknowledge the great value that these experiences can bring to our practice but also that sometimes we need space.*

*Today you have permission to relax and enjoy the next few hours amongst your peers.*





# Agenda for today's session

9:40 Guest Speakers

10:20 Morning tea and networking

10: 50 Guest Speakers continued

11:00 General updates from attendees

11:30 Close



# Tania Ewin– Seniors Rights Service

Aged Care Advocate – NSW Hunter Region



# Seniors Rights Presentation

## Lake Macquarie Interagency



Seniors Rights Service

---

Seniors Rights Service acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture. Here in Newcastle we meet today on Awabakal land. We pay our respects to their Elders past, present and emerging.



**Seniors Rights Service**



# Our Funding - Advocacy and Information



The Older Persons Advocacy Network (OPAN) is funded by the Australian Government Department of Health to deliver the National Aged Care Advocacy Program (NACAP).

Seniors Rights Service is an OPAN Network Member Organisation providing the National Aged Care Advocacy Program in NSW.

Department of Communities and Justice (DCJ) provide Peak Agency funding to us to ensure we hear from older people and escalate their voices to the NSW government directly.



Communities  
& Justice

# Who we work with



Seniors Rights Service provides specialist services for older people and we take pride in working with:

- First Nations people
- Culturally and linguistically diverse communities
- Lesbian, gay, bisexual, transgender, intersex and queer people
- People from regional, rural and remote NSW
- People who are disadvantaged and vulnerable



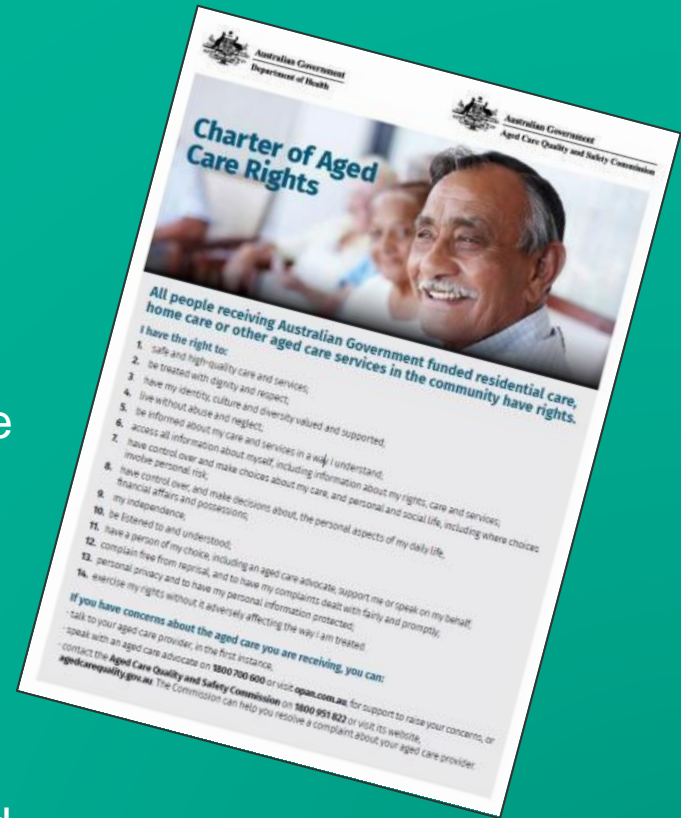
# The Charter of Aged Care Rights

When providing information about Aged Care Rights we are referring to Charter of Aged Care Rights.

Our work is founded on supporting seniors to exercise these rights when accessing Commonwealth Aged Care Services.

For example:

- You have the right to Safe and High-quality services.
- Have your identity, culture and diversity valued and supported.



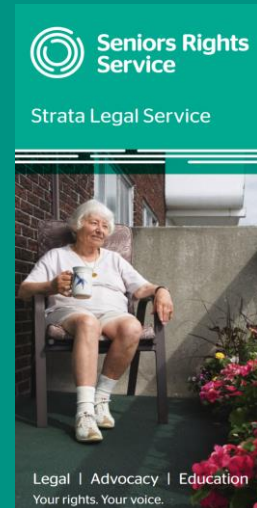
Seniors Rights Service

# Our information services

Education is integral to Seniors Rights Service. One of our key roles is to raise awareness about the rights of older people.

Our teams travel within their regions across NSW to deliver information sessions to care recipients, aged care providers and the wider community.

Seniors Rights Service provides information, publications and advice at seniors' expos, open days, forums and conferences. We also deliver online information sessions and webinars and have a range of events that are streamed live.



# Our advocacy services

We offer aged care advocacy to people using, or seeking to access, in-home and residential aged care services.

## Our advocates:

- Listen to the concerns of older people and/or their representatives
- Provide information about rights and responsibilities
- Help resolve problems or complaints with aged care service providers
- Speak with service providers on behalf of older people and/or their representatives if required
- Refer to other agencies where necessary
- Raise consumer issues on behalf of vulnerable older people to government, the aged care system and the community

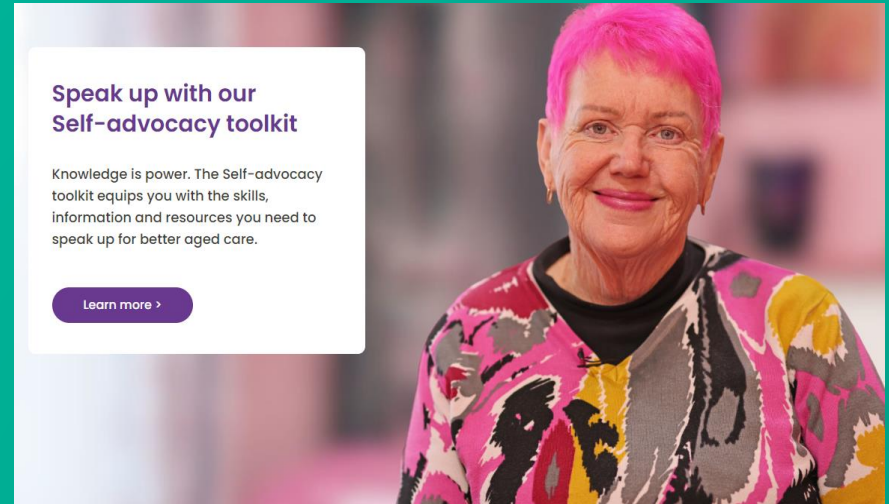


## Self Advocacy Toolkit

Self-advocacy - or speaking up – puts you in the driver's seat and is about you maintaining your power to exercise your aged care rights.

The toolkit provides you with the tools and skills to do this.

Advocates can download and print parts of the kit for you.



[www.opan.org.au/toolkit](http://www.opan.org.au/toolkit)



## What Advocacy is not

- Mediation
- Counselling or therapy
- Case Management
- Advice
- Interpreting

# Our Funding - Legal and Information



**Our legal services are provided across NSW through our community legal centre in Sydney which is accredited by Community Legal Centres Australia.**

Our Legal Services are funded through:

NSW Fair Trading

- Aged Care Supported Accommodation legal services
- Strata legal services

Legal Aid NSW

- General legal services for older people



Community Legal Centres  
Australia





## Strata Legal Service

Seniors Rights Service Strata Legal Service solicitors provide legal advice to older people who are living in a strata dwelling in NSW about any aspect of strata living.

## Retirement Village Legal Service

Seniors Rights Service Retirement Village Legal Service solicitors provide legal advice on retirement village issues to current, former and prospective residents of retirement villages in NSW.



## Retirement village living

Your rights and responsibilities

02 9281 3600  
info@SeniorsRightsService.org.au  
SeniorsRightsService.org.au

## Home Care Check-in team

The Home Care Check-in team is part of a national network of aged care advocates

Its aim is for you to be connected to your community and feel safe. We will work with you to:

- Understand what is important to you
- Provide suggestions about local supports that will help you to achieve your goals
- Help you to feel valued
- Improve your health and wellbeing

Our goal is to improve your quality of life and to help you stay safe at home.

[hcci@seniorsrightsservice.org.au](mailto:hcci@seniorsrightsservice.org.au) or 1800 424 079

## Your Home Care Check-in Service

Helping you stay safe and well at home



Seniors Rights Service

## Specialist roles

### Financial Advocates

How can we help?

Our role is to offer Financial Advocacy Services to people who have questions around Aged Care Services - Home Care Packages, Residential Aged Care and Commonwealth Home Support.

Common questions asked?

- Invoices – why am I getting charged this fee or I think I have been incorrectly charged?
- What do the fees mean?
- What can I purchase through my current package?
- I Need to understand residential aged care costs and what I need to think about?
- Home Care packages – What are these charges for?
- What is an Income Tested Fee?



Seniors Rights Service



Seniors Rights Service

Ph: 1800 424 079

[www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

[info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)

**Free and Confidential**



# Questions?



Seniors Rights Service

---

Thank you for your time and attention today!

**Tania Ewin**

**[tewin@seniorsrightsservice.org.au](mailto:tewin@seniorsrightsservice.org.au)**



**Seniors Rights Service**

---

# Sharon Carpenter – Interrelate

*Counsellor- Clinical Specialist, Redress Support Services*



# The National Redress Scheme

Working with Adult Survivors of Institutional Child Sexual Abuse



# Welcome to Country



# The National Redress Scheme

- The National Redress Scheme was created as a response to recommendations by the Royal Commission into Institutional Responses to Child Sexual Abuse.
- The Government recognized and acknowledged that many children were sexually abused in Australian institutions including:
- Orphanages, children's homes, schools, churches and religious organization's, sports clubs, hospitals, foster care and other organizations.

# The National Redress Scheme

The National Redress Scheme acknowledges the suffering that individuals have endured because of the abuse and endeavours to hold institutions accountable for this abuse.

The conditions of eligibility are.

- Abuse occurred before 1 July 2018
- Applicants are aged over 18
- They are an Australian citizen or permanent resident, and
- The institution has joined the National Redress Scheme,
- **Individuals can apply until June 2027**

# Redress means acknowledging harm done.

The Scheme offers

1. Acknowledgement and recognition for people who were abused by a direct response (apology) from the institution responsible for the abuse.
2. Ongoing counselling and psychological care.
3. Monetary Payment

# The National Redress Scheme Team.

- Kathy
- Sharon
- Madeline



Orange



Newcastle and Hunter

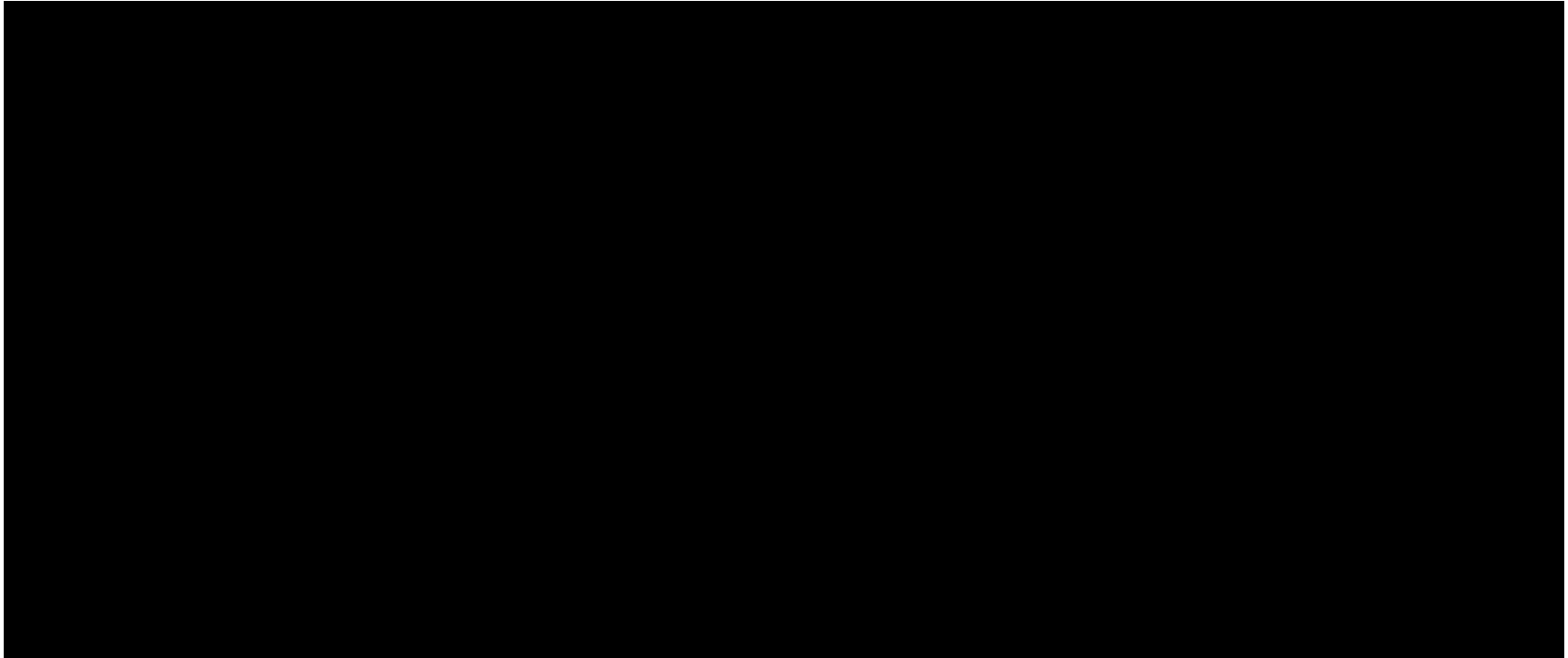


Dubbo

# Interrelates Support Services

- Support is available before, during and after people apply for the National Redress Scheme. Many people do not trust services and may take a long time to decide whether to engage with this process or not.
- Interrelate team members provide a wide range of supports including information and referral, advocacy, assistance in completing applications, receiving a personal apology and counselling support.
- Interrelate team members work closely with Knowmore Legal services who provide confidential and FREE legal advice to applicants and services.

# Martins Story



# For further enquiries

Thank you for listening.

For further enquiries

Please contact our National Redress Team on

[rss@interrelate.org.au](mailto:rss@interrelate.org.au)

Or call 1300 473 528





An aerial night photograph of a waterfront town, likely in the Adirondacks, with numerous buildings and houses illuminated by warm lights. The lights reflect on the dark water of a lake or river. In the foreground, a small boat with red and blue lights is visible. To the right, there is a graphic element consisting of several overlapping, semi-transparent shapes with a blue and white diagonal striped pattern.

# Ben Taylor – The Man Walk

*Facilitator and Supporter of The Man Walk*



# THE MAN WALK

Let's get more men walking, talking  
and supporting.



**Approximately 45% of Australians aged 16–85 will experience a mental illness in their life. Physical activity like group walking has been shown to improve mental health**

*(Australian Bureau of Statistics, 2007)*

WALK - TALK - SUPPORT



## SOME MORE STATISTICS

### 1 IN 4 AUSTRALIANS FEEL LONELY

(Australian Loneliness Report, 2018)

Participating in social group activities like walking can provide a sense of belonging and reduce feelings of loneliness.

### MEN, ESPECIALLY OLDER MEN, ARE LESS LIKELY TO SEEK HELP FOR MENTAL HEALTH ISSUES

(beyondblue, 2020)

Social interactions, like those in walking groups, can contribute to better mental health

### MEN ARE 3 TIMES MORE LIKELY THAN WOMEN TO HAVE ZERO CONFIDANTES

(Australian Loneliness Report, 2018)

This shows the importance of social groups to foster connections.

# OUR FOUNDER

Mark Burns





# OUR STORY

**In 2019 Mark Burns, looking for a better way to start the day, started walking in Kiama, he was quickly joined by friends.**

**They started a Facebook page, which showed a photo and mentioned what they spoke of on the walk.**

**The group quickly grew in popularity, and 3 new walks started up in other locations.**

**In June 2019 a Facebook post went viral (1.3 million reach) and suddenly there were 60 groups.**

# WHAT IS THE MAN WALK?



**The Man Walk is a simple concept designed to strengthen communities, build social capital and combat isolation by connecting men to walk, talk and support.**

**It provides an opportunity for men to get together for a weekly walk and talk in a positive and inclusive environment. There is no judgement, pressure or expectations. Just turn up when it suits, walk with a group of like-minded blokes and be a part of our community.**

# WHAT WE LOOK LIKE NOW

More men walking and  
talking







## WALKING IN OVER 80 LOCATIONS

We have walks in every state, with more starting every month.



## BUILDING NEW PARTNERSHIPS

We are in the process of building new national partnerships that will help us grow



## PLANNING & STRATEGY

We are working hard on a strategic plan, that will help us achieve our goals of more men walking and talkings.



# WHAT WE LOOK LIKE IN THE FUTURE?

More men walking and  
talking





## SUPPORT OUR CURRENT WALKS

We want to improve the support we currently provide to our walks.



## GROW OUR FOOTPRINT

Increase our walk numbers, both in locations as well as group size. We have a short term goal of 100+ walks.



## STRATEGIC ALLIANCES

We are are hard at work identifying and working on strategic alliances to increase our exposure and our funding.





Let's get more  
men walking and  
talking.

# WHERE TO FIND US!



**themanwalkwalktalksupport**



**themanwalk**



**the-man-walk-australia-incorporated**



**admin@themanwalk.com.au**



**www.themanwalk.com.au**



**“The Man Walk – Lake Macquarie (Awabakal)”**

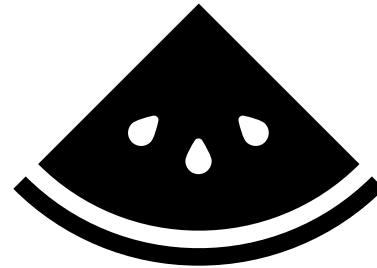


**24<sup>th</sup> May 2024 - Day 1 for Lake Mac**

7am every Sunday @ Warners Bay Jetty

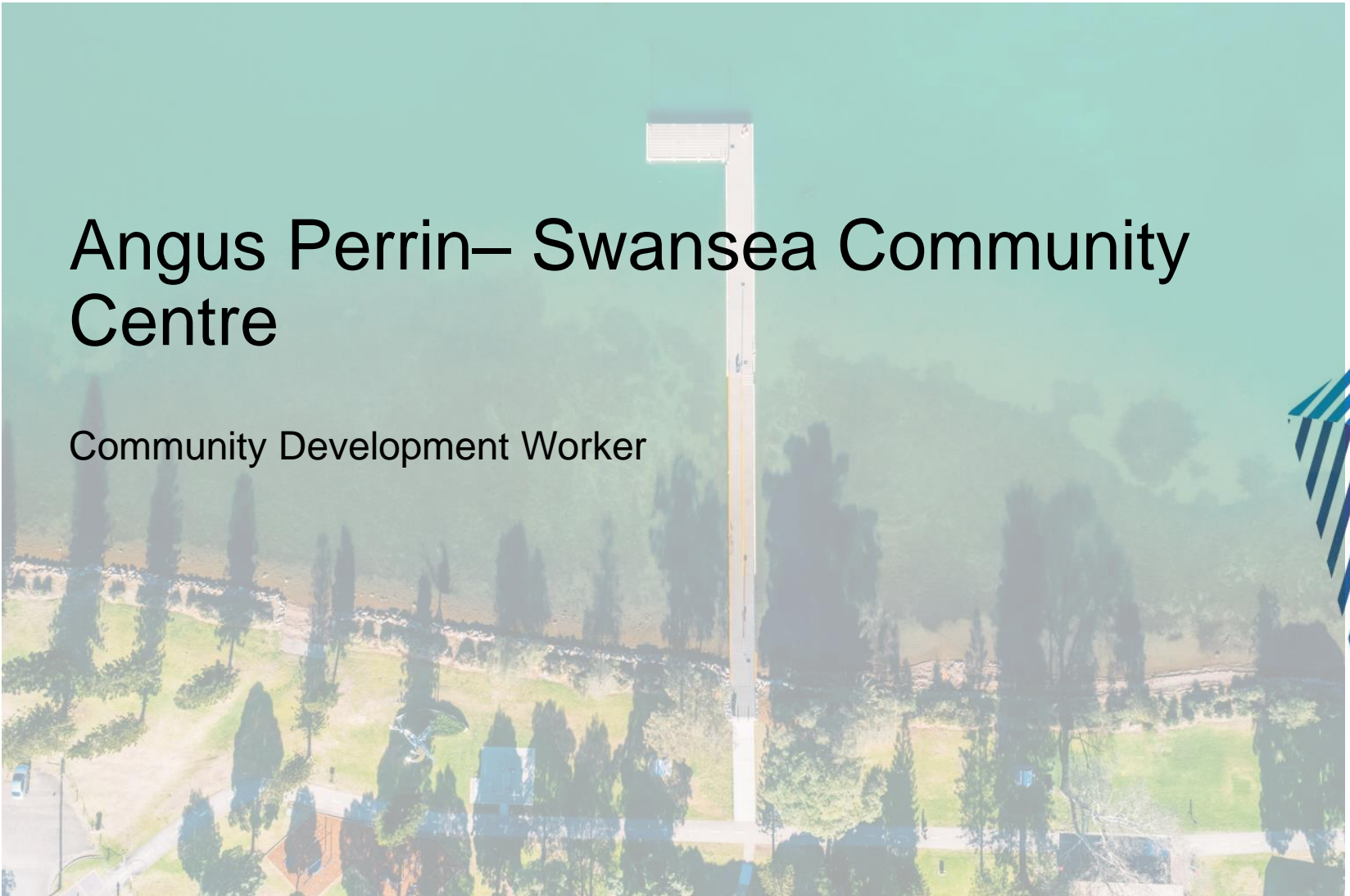


# Morning Tea and networking



# Angus Perrin– Swansea Community Centre

Community Development Worker





## General updates

Does anyone have anything to share?



# Council Updates

## Expressions of interest

### Exclusive hire of Windale Hub, Bilyabai



Lake Macquarie City Council are calling for Expressions of Interests from businesses, service providers and food and beverage operators to base themselves at our Windale Hub, bilyabai community facility.

Located in a vibrant and fast changing area, Windale Hub, bilyabai is a multi use facility that creates a space for people to connect, learn, create and collaborate.

Windale Hub, bilyabai is offering exclusive hire of up to two office spaces and a kiosk area to be operated as a cafe.

Expression of interest close 10 June 2024.

For more information on what to submit, please refer to our information package for [Windale Hub venue hire](#) (PDF, 4MB) or contact Windale Hub leader via email [windalehub@lakemac.nsw.gov.au](mailto:windalehub@lakemac.nsw.gov.au) or on [02 4921 0333](tel:0249210333).

Next Interagency:  
Combined meeting with City of Newcastle  
August 1 2024



You're doing an amazing  
job; our community is  
lucky to have you 😊