

CITIZEN ADVOCACY - SUNBURY & DISTRICTS Inc.

NEWSLETTER

Summer 2012

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Co-ordinator's Report – Summer 2012

Welcome to our final newsletter for 2012. It continues to be a very busy and demanding year with our preparation for the upcoming Quality Assurance Audit in March next year. We're pretty much on track but there's a lot more work to go. We will be contacting Advocates and Protégés early next year to ask if people would like to take part and discuss how effective their Disability Advocacy program is, this is totally voluntary and you can choose not to participate if you wish.

As always there's been some great advocacy and friendship extended throughout the year by some very dedicated Advocates and hard working committee members .

We've had a productive and interesting year with the launch of our very first website and some enlightening information sessions, articles and social occasions which we will expand on in our next newsletter. Meanwhile please take a little time out of your busy schedules at this crazy time of the year, and have a look at some of the things people have been doing in your community!

Have a HAPPY & SAFE Christmas & New Year

David Abela - Co ordinator

CHRISTMAS DINNER AT THE NOOK

On Wednesday December 12th, Citizen Advocacy Sunbury enjoyed a Christmas breakup celebration at the Nook Café, which is part of the Sunbury Olive Tree Hotel. Thirty Eight attended, and it was evident that all enjoyed themselves immensely – Protégés, Advocates and friends. A talented group of young people from the Saint Anne's Catholic parish, with their band, led a sing song of well-known carols. It was a delight to also have three women from the Sunbury Cake Decorating Club present. Their group had kindly donated beautifully decorated Christmas cakes, which were presented to each protégé. The food at the Nook was delicious and there was plenty of laughter throughout the room. The evening was highly successful, celebrated by all!





IN THE NEWS...

HUME LEADER NEWSPAPER – 1ST DECEMBER 2012

Christmas cake handout for those in need

1 Dec 12 @ 05:00am by Kelly Sammut



Picture DENNIS MANKTELOW

Brendan King with donated cakes to be handed out at Christmas.

THE old saying "it's the thought that counts" summed up the feeling of staff and clients at the Citizen Advocacy Sunbury and District this week.

The service that supports people with a disability received a donation of 29 decorated Christmas cakes to distribute at its Christmas Lunch.

Service co-ordinator David Abela said while the cakes themselves were beautiful the fact that someone thought of them at Christmas would mean a lot to clients.

"It's the fact that somebody cares and has thought of them. The generosity of it," Mr Abela said.

The 15 members of the Sunbury branch of the Cake Decorators Association of Victoria donated the cakes.

President Sue Guild said each cake took between two and three hours to decorate and was something the group did every year for a different group or charity.

Advocate Testimonial

I first became aware of the Citizens Advocacy Sunbury Program about ten years ago. I was impressed by the difference advocates made through their support and practical help but mostly, by offering the priceless gift of friendship. I felt I would like to be part of the program but at the time I wasn't able to make a long term commitment as would be required of being an advocate, but was able to serve on the committee of management for a year.

Earlier this year I found I had some spare time and was looking for a volunteering opportunity. I was reminded of Citizen Advocacy Sunbury through a conversation with my good friend and long-time advocate Irene Nolte, which led to a conversation with Co-ordinator David Abela, who suggested I take a look at the fabulous new website.

There I read of a lady who needed an advocate and felt I could be that person.

Olga and I were matched in July this year and our friendship has grown from strength to strength as we have gotten to know and trust each other. Some of the issues I help Olga with are complex like finances, access to services, health and family issues. Mostly it is about being a friend. Offering a sympathetic ear and giving guidance and reassurance on matters she is anxious or confused about. I am very grateful for support and encouragement offered by David which reassures me I am on the right track in supporting Olga. It gives me great confidence as an advocate to know I can rely on that support when needed.

The experience of getting to know the fascinating person that is Olga and, the people in her life has enriched my life. I am humbled and privileged that Olga has accepted my help and has gifted me with her trust and friendship. I enjoy my time with Olga and hope our relationship continues long into the future.

Bridie Smith 4/12/12



National Disability Service Standards
and the
Complaints Resolution & Referral Service
What are they?

Over the months ahead, we will be focusing on the **National Disability Service Standards** and the **Complaints Resolution & Referral Service** and how they apply to Citizen Advocacy Sunbury, our Advocates, Protégés, Committee members and staff.

There are 10 Standards that Commonwealth funded disability services (like ours) must follow to get money from the Government. In this issue, we look at Service Standard 2 – Individual Needs

Standard 3 – Decision Making & Choice

Are you getting the help you need? If you are, that's great! If not, you can complain if a service does not

1. Give you choices
2. Ask how the service can be made better
3. Listen to what you have to say about the service

If a service does not follow the Standards you can complain to the **Complaints Resolution & Referral Service (CRRS)**.

What is the CRRS?

The CRRS is a service that helps people with disability sort out complaints about disability employment and advocacy services funded by the Commonwealth Department of Family and Community Services.

Who can make a complaint?

Anyone who

1. Uses or wants to use disability employment or advocacy services funded by the Commonwealth Department of Family and Community Service
2. Is concerned about a person who uses or wants to use the service (if you are making a complaint on behalf of someone else, the CRRS will ask that person if it is okay for us to look into it)

What can I make a complaint about?

The CRRS helps sort out complaints when a service is not meeting the National Disability Service Standards. If you have a problem

1. At work
2. With a service that helps you find work
3. With your advocacy service

Call the CRRS and we will work out if your problem is about the Standards. If it is not, we tell you about another service that may be able to help you.

Complaints Resolution & Referral Service

Free Call: 1800 880 052 Telephone Typewriter: 1800 301 130 Fax: 02 9318 1372

Email: crrs@pwd.org.au Postal Address: Locked Bag 2705, Strawberry Hills, NSW 2012

National Relay Service: 1800 555 677 and ask them to call CRRS for you

For an interpreter who speaks another language: 13 14 50 and ask them to call CRRS for you.

If undeliverable return to:
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SUNBURY
P.O. BOX 420, SUNBURY 3429
The Citizen Advocacy - Sunbury
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If so, please complete these details and return to:
Citizen Advocacy-Sunbury, P.O. Box 420,
Sunbury 3429.

Name:.....

New Address:.....
.....

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Email:.....

Mary Robert's (protégé) 60th Birthday

Sunday 30th September 2012

Staff - Veronica, Vince & Suzanne - Friends - Ronald Jelbert (Ronnie) & Bruce Mitchell

Citizen Advocate - Joan Purton

I was asked to write this article on behalf of Mary and Joan - Citizen Advocate.

It was Sunday afternoon in September when Mary celebrated her 60th Birthday. The celebrations were held at her home in Underhill Court. Mary's Citizen Advocate Joan, and her husband were there as well as Mary's Family and friends who included Ronald Jelbert (Ronnie) and Bruce Mitchell. The Underhill staff - Veronica, Vince and Suzanne had been busy making up sandwiches, little cakes, party pies and sausage rolls. We all sang 'Happy Birthday' to Mary as she cut her birthday cake. Mary displayed all her lovely birthday cards, lots of bunches of flowers and gifts. Mary Roberts had been on the Citizen Advocacy Sunbury Committee of Management for many years. Also too, had Ronald Jelbert (Ronnie) and Bruce Mitchell.

Irene Nolte (Committee of Management)