

April 2001

*multicultural*

# HOME *respite*



## Consumers Handbook Launched

*At the November 2000 Annual General Meeting, Mr Bruce Woodhouse, Aged Worker at Marrickville Council, launched the multi-lingual Consumers Handbook.*

The Consumers Handbook is available in: Croatian, English, Greek, Italian, Lebanese, Macedonian, Portuguese, Polish, Russian, Serbian, Tagalog, and Vietnamese.

It was prepared with the assistance of May Murray Neighbourhood Centre and Newtown Neighbourhood Centre. The children of St.Peters Public School supplied the graphics.

The Consumers Handbook provides comprehensive information for clients on their rights, responsibilities of the service provider, and guidelines on advocacy issues. It also explains how to access other services with complete confidentiality.

Audio cassettes of the same information are also available.

Our proposed Internet web-site will include each language version of the Consumers Handbook.

*Visitors language groups include Arabic, English, Greek, Italian, Lebanese, Maltese, Portuguese, Polish, Russian and Vietnamese.*

## Planning Day

*The Planning Day on 15 Dec 2000 was facilitated by Ms Jenny Bray.*

Visitors and other staff, client representatives, volunteers and committee members joined together to consider future directions for the Association.

Topics discussed included:

- Ensuring the financial viability of the service
- Seeking extra sources of funding
- Implementing the HACC minimum data set (collection of statistics)
- Reviewing client activities
- Providing staff training and development
- Reviewing staff job satisfaction
- Identifying opportunities for expanding the service

A detailed strategic action plan will now need to be prepared. Your comments and suggestions are welcome. Please write, or phone Virginia on 9550 4637.

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## Fundraising

*Government funding for home visiting and dementia support is not keeping up with inflation. The Planning Day held in December 2000 identified the need to appeal to the community, to individuals and companies for donations.*

An application has been made to the NSW Office of Charities for an Authority to Fundraise. This will allow the Association to undertake a number of different fundraising activities, including raffles.

## Donation from Lend Lease

Lend Lease Foundation has made a generous donation which will enable us to increase public awareness of the multicultural welfare services provided by the Association.

This newsletter (for the information of members, clients and friends) and other promotional articles in appropriate languages publications, and a web-site are some of the initiatives that this donation will make possible.

We hope that donations from the public, corporations and community groups will enable us to increase the range of services we provide.

## Membership

*Your membership and support of this Association is important.*

Members of the Association are asked to pay a nominal annual membership fee of \$2.20 (including GST). Please consider making a tax-deductible donation to the Association. We hope that you will also support the other fundraising activities. Please give a copy of this newsletter to your friends and encourage them to support Multicultural Home Respite as well.

Applications for membership of the Association are available from the office. Phone Virginia or Joyce on 9550 4637.

## Volunteer Bus Drivers Wanted

*The Association has an air-conditioned 12 seater bus which is available for community use, particularly by groups providing services to aged persons.*

*To facilitate greater use of this vehicle we really need more volunteer bus drivers (an endorsed class B license is required) who can be rostered to pick-up clients from their homes for support groups and outings.*

*If you can help please ring Virginia on 9550 4637.*

## New Committee

*November 2000 AGM*

The following members were appointed the Management Committee for 2000-2001: Natalka Burke (President), Grace Lee (Vice-president), Sandra Cosgrove (Treasurer), Ross Daddo (Secretary), Cora Inigo, Fernando Quintal, and Susan Ross.

Natalka is Clinical Nurse Specialist at Royal Prince Alfred Hospital; Sandra is Higher Education Officer with the Department of Rural Health at Sydney University; Ross is an Architect with Bovis Lend Lease; Susan is the Secretary of St.Peters Public School; Grace, Cora and Fernando represent the target consumer group.

Virginia Abalos continues as full-time Coordinator with the part-time assistance of Joyce Nagy (clerical) and Norico Allen (book-keeper).

Visitors are currently providing services to clients and their carers in the following language groups: Croatian, English, Greek, Italian, Lebanese, Macedonian, Portuguese, Polish, Russian, Serbian, Tagalog, and Vietnamese.

If you are interested in assisting the work of the Association on a voluntary basis then please phone Virginia on 9550 4637.

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## MULTICULTURAL HOME RESPITE inc.

ABN 47 574 836 473  
Public Benevolent Institution  
Deductible Gift Recipient Charity

Marrickville Home Visiting & Dementia Support Service

Donations of \$2 or more are tax deductible

YES, I can help provide multicultural welfare services. I enclose my cheque donation of \$

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