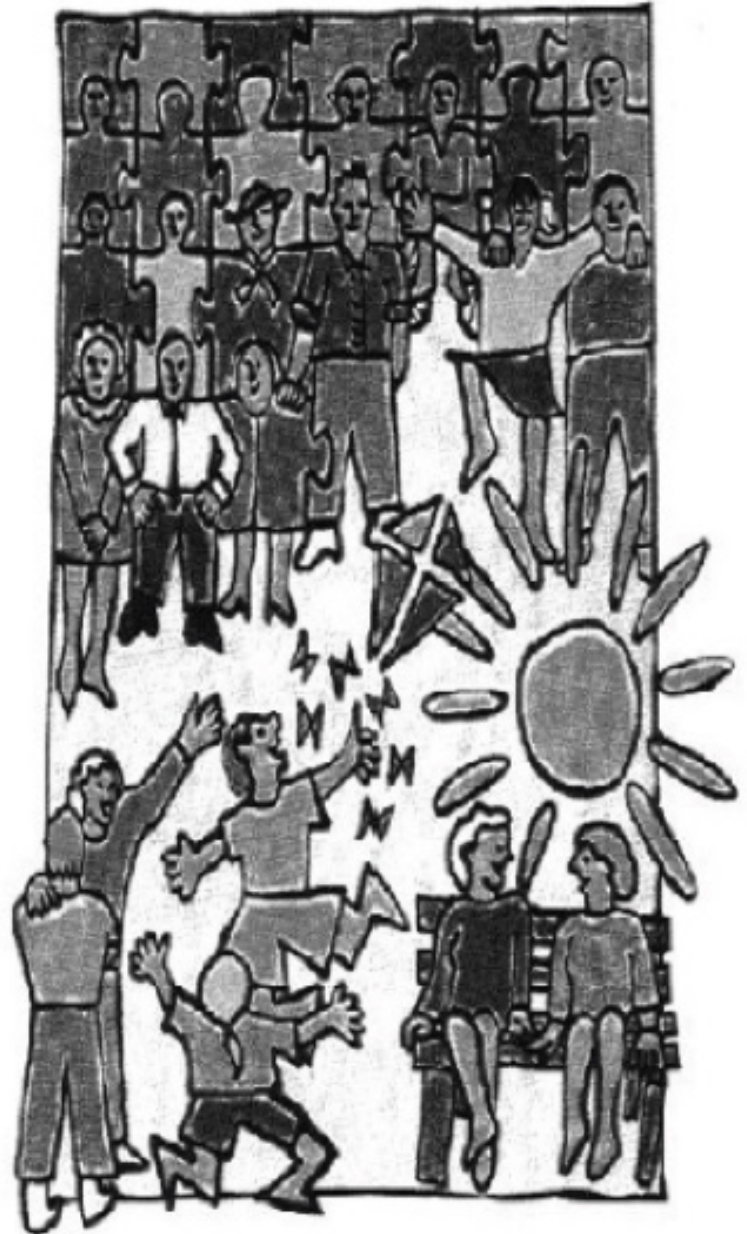




Newsletter

December 2023 - Issue #143

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From the Program Manager

Dear friends

This is my report for the Annual Report, for the AGM we had in October.

In writing my report for the Annual Report, it is an opportunity to reflect on the past year and our achievements and how we can improve on what we do, primarily individual advocacy for people with disability. Of course, supporting more people with quality advocacy is a simple measure of improvement and our statistics show that we have achieved that, as well as expanding our catchment to include the City of Casey. I have been long concerned about the amount of requests for advocacy that we received for residents of Casey, that up until July 2022 we couldn't assist. However, we have now added Casey to our other local government areas of Port Phillip, Stonnington, Bayside, Glen Eira, Kingston, Frankston and Mornington Peninsula. In addition, we have set up a Self Advocacy Help Line, where people with disability and their informal supports can book an appointment to get guidance on how to advocate for themselves. We have also instituted an online client survey, to be completed when we finish working with a client, to get their feedback on our service.

We also have a regular quality assurance audit, conducted by SAI Global, and we undertook this in November 2022, with some opportunities for improvement identified but also very positive feedback from clients and the auditors. We have always welcomed the QA audit process, not as a hurdle or exam but as a way of getting objective, independent commentary on what we are doing and how we can do better.

A major project that is ongoing is the establishment of a new database, as our existing product was increasingly unsuitable for our needs. 2022-23 is the final year of us using Ivo, and time has been spent this year identifying our needs and engaging another provider, and negotiating a suitable product. I look forward to using Fixus and seeing how we can improve our productivity through this more modern facility.

I am forever grateful to our Committee, who are long term members and very committed to the program. Unfortunately, we lost Sharon Bergman and we offer our thoughts and condolences to her family. Her contribution to the program was valuable, given her family experience of disability, and we will miss her greatly. Anat, Evan and Aisa remain involved and give their time and attention willingly, allowing me to concentrate on the operational aspects of the Program. We are in a strong position for the coming year, in large part due to the Committee's oversight.

From the Program Manager

I also wish to thank Lisa Thomas, our Advocate, for her commitment to her clients and skillful advocacy on their behalf. Lisa has achieved significant outcomes for clients over this past 12 months, in a setting of complex advocacy issues. Indeed, the wide variety of advocacy cases that we have worked on this year reflects the challenges that people with disability face in their lives. Naturally a significant part of our workload is matters related to the NDIS, whether this is about access to the Scheme, or appeals about planning decisions or concerns about the quality and safety of services funded out of someone's plan. In addition, we have dealt with issues that aren't in any way related to NDIS, including Guardianship, abuse and neglect, Centrelink matters and other financial concerns. We have also continued our work in supporting clients with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The publication of the report in September 2023 is should give all Australians and governments at all levels the motivation to do better to protect our most vulnerable.

We look forward to 2023-24, as we believe we are well positioned to continue this good work in supporting our clients.

Kerry McLinden
Program Manager



From the Program Advocate

This article is to help you understand how Southern Disability Advocacy (SDA) responds to the situation where someone from SDA has said or done something that you don't think is right or that has made you upset. At SDA we welcome feedback about how we do our job. If we can do something better, we would like to know. Sometimes feedback might mean making a complaint.

It is okay to make a complaint. A complaint is a way of providing feedback. At SDA we think it is important for people in contact with our service to know:

- Your complaint is only between you and the people you tell.
- You won't get into trouble for speaking up
- Southern Disability Advocacy will make sure your complaint is sorted out within a time everyone agrees upon.
- Your complaint will be kept confidential in your secure file in the SDA office.
- You can see it at any time if you wish. Simply talk to the Program Manager to arrange a time.
- The Committee of Management is the boss of SDA staff. They must be told about complaints about SDA staff so the problem can be sorted out. This means your complaint will be included in the report written by staff to the Committee of Management. You can request that your complaint be reported to the Committee without your name.
- If you are upset about the way someone outside SDA is treating you, then you can tell the SDA Program Manager.

If you want to complain about SDA, you can tell them yourself. If that is too difficult to do, you may ask to speak to someone on the Committee of Management. The Committee of Management is the boss of SDA staff. You can do this by telephoning 9533 5977 and asking for someone from the Committee to call you. The member of the Committee that is to call you must contact you quickly and will work to sort out your complaint. If talking to someone at SDA about your complaint is too difficult you can put your complaint in writing to us. You can do this by sending us a letter or completing our Complaint Form. Phone 9533 5977 and ask for it to be sent to you.

Another way to make a complaint about SDA is to speak to people outside of SDA and ask for their help in sorting out the problem with SDA. This is a list of organisations that can help you with a complaint you may have about SDA:

- The Office of the Public Advocate: Phone 1300 309 337
- Villamanta Legal Services: Phone 1800 014 111
- Victorian Advocacy League for Intellectual Disability (VALID) 9416 4003
- Department of Social Services: Phone 1800 634 035
- Complaints Resolution and Referral Service: Phone: 1800 880 052
- Victorian Mental Illness Awareness Council (VMIAC) Phone: 9380 3900
- Disability Abuse and Neglect Hotline Phone: 1800 880 052

Remember at SDA we like to know if we can do something better. You won't get in trouble for speaking up. Your complaint is only between you and the people you tell.

Lisa Thomas
Program Advocate

Would you like to receive the Southern Disability Advocacy Newsletter by email?

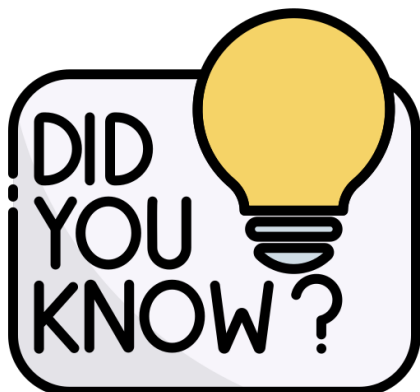


If so, just email us at kerry@southernda.org.au & we will happily place you on our e-list.

Did You Know?

Southern Disability Advocacy keeps a file on the work they do with you. The file contains the information that we gather in working with you, so we can support you. There is usually a paper file and a file on the computer.

All files are kept in a secure place and only the staff have access to them. If at any time you would like access to your file, we are happy to arrange it for you. When we have a quality assurance audit, your written permission will be sought before anyone can access the file.



Useful Information

Pause to Centrelink Apportionment Debts

What is income apportionment?

Apportionment is a practice Centrelink uses to decide how much of a Centrelink customer's employment income from a pay period is related to two or more Centrelink fortnightly reporting periods.

Centrelink then uses this information to decide how much Centrelink support you are allowed to receive every two weeks. Centrelink only uses apportionment if:

- Your employer pay period didn't line up with your fortnightly Centrelink reporting period, and;
- Your payslip or income report showed your total earnings but did not show which days you worked or how much you earned in each Centrelink fortnight, and;
- They had no other information available.

Sometimes Centrelink will decide a person who has received Centrelink payments has been paid too much from Centrelink. When this happens, Centrelink says that person owes them money. Owing money is also called a debt. When there is a Centrelink debt then a person is told that they need to repay the money. Centrelink is managed by Services Australia. Sometimes people will receive letters from Centrelink and at other times from Services Australia. What is important to know is that Centrelink is part of Services Australia.

Apportionment Debt repayments have been paused.

Apportionment is different to and is not Robodebt. The Commonwealth Ombudsman has decided the way Centrelink calculates apportionment might be against the rules of social security law. Because of this Centrelink has decided to place a pause on all debt repayments that relate to apportionment. A pause is temporary. A pause is taking a break from something, so that time can be taken to investigate further before deciding what to do next.

In response to the concerns raised by the Commonwealth Ombudsman, Services Australia, has decided to "pause apportionment debt repayments and internal reviews that may involve income apportionment in response to concerns about the way it was used in the past" (before 7 December 2020). Services Australia says the pause will stay in place until they receive advice on what to do next.

It is important for everyone to know that a pause does not mean your debt has been waived. Waived means not demanding something an individual or organisation may have a right to. Anyone who has an apportionment debt will continue to see information about it listed in their debt statement. If the apportionment debt pause is relevant to you, then Services Australia would have been in contact with you in November:

1. First by a text message
2. From 6th November Services Australia started sending letters with more information about the pause to those people who are affected by it. If you have received a letter from Centrelink or Services Australia that you don't understand, ask someone you trust to help you.
3. Services Australia will stop deducting repayments, but only for apportionment debt that has been paused.
4. Centrelink will help by stopping any direct debit arrangement that is in place.
5. Repayments will continue for other Centrelink debts that are not related to apportionment.
6. During the pause Service Australia is deciding what to do next. Services Australia will tell everyone once they have decided.

Useful Information

Carols by Kingston

When: Sunday 10th December 2023

Time: 6pm to 10pm

Where: Bicentennial Park, Scotch Parade, Chelsea

Getting there: Consider walking, cycling, or using public transport options, leaving your car at home.

Carols by Kingston is just around the corner and is the perfect excuse to bring your family together and enjoy a night out in Kingston.

Look forward to seeing our MC, Rhonda Burchmore, and our headliners, Lucy Durack, Rob Mills and Bobby Fox.

Join us for an unforgettable night with live performances, kids activities, food stalls, community BBQ from Edithvale Fire Brigade and a magical fireworks finale at 9.30pm

Santa will make an appearance and the Kids' Christmas Activity Area (Santa's Workshop) will also be back by popular demand, starting at 5pm.

Save the date for Mordi Fest

Saturday 2 + Sunday 3 March 2024 - Peter Scullin Reserve in Mordialloc

Mordi Fest is Kingston's premier festival, showcasing big acts and upcoming local performers across four stages.

Featuring live music and DJ performances, delicious food, craft beers and wine and lots of kids activities.



Christmas Makers Market

When: Saturday 2nd December

Time: 10am to 4pm

Where: Australian Centre for Glass Design 140 High Street, Prahran

Cost: Free

More Information: Donna 0407002 834



Bayside Christmas Carols in the Park

Where: Tuesday 12th December 2023

Pre Show fun: from 5:30pm

Carols time: 7:30pm to 9:30pm

Where: Dendy Park, Dendy Street Brighton East
Bayside City Council brings you this family-friendly celebration of the holiday season. Join us to celebrate with your friends and family. The pre-show fun starts at 5.30pm.



Useful Information

Art for All Abilities class

Experienced artist Janis Morgan will help you discover your inner artist with a range of activities using different materials.

This supportive and welcoming group is great for people of all abilities.

No experience necessary.

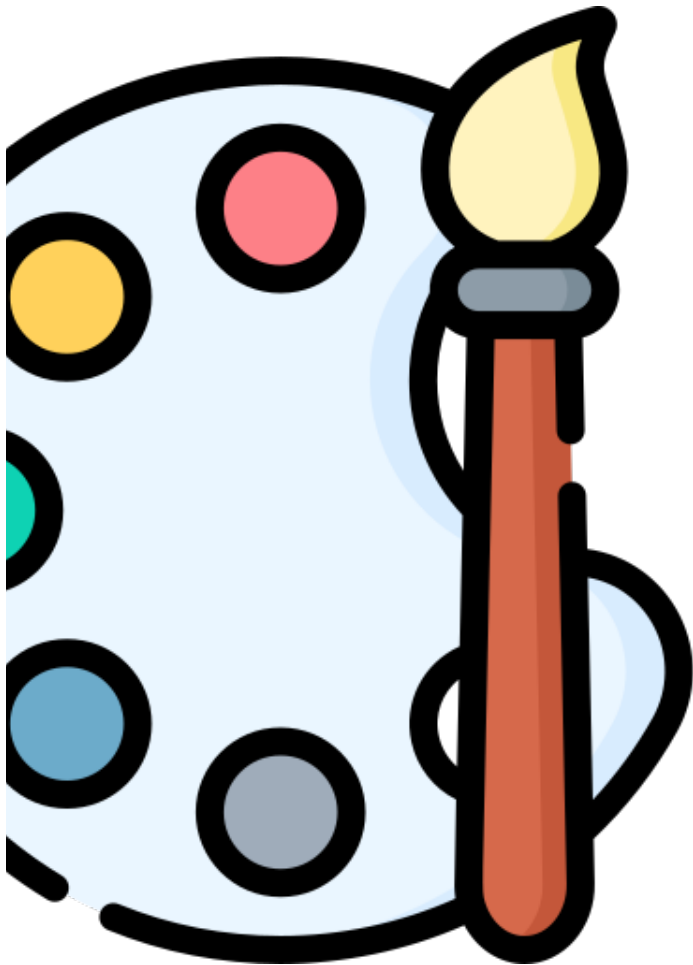
When: Mondays in December, January and February

Time: 1:30pm to 3:30pm

Where: Castlefield, 505 Bluff Road, Hampton

Cost: \$10 per session

For more information and enrolling contact castlefield@bayciss.org.au or call 9068 3882. Event contact name is Sally Kuhr.



Prahran Square Twilight Market

No need to wait for the weekend to do your Christmas shopping! For the first time, we are hosting a weeknight market in the lead up to Christmas.

Expect an enchanting outdoor Christmas market nestled on the corner of Izett and Chatham streets, just steps away from the indoor Prahran Market. This is the perfect weeknight escapade! Pick the kids up from school and head straight to a Christmas market on these Thursday nights. Seize the bustling pre-Christmas shopping rush in the heart of the city. Gone are the times where you have wait all week to visit another Craft Markets Australia event!

Introducing our Thursday Evening Twilight Market at the vibrant inner city Prahran Square. Nestled on the corner of Izett and Chatham streets, just steps away from the indoor Prahran Market, this enchanting outdoor space in the heart of the city is not only conveniently located but also promises to be a feast for the senses.

When: Thursday 7th, 14th and 21st December

Where: Centre Square, Prahran Square, Cato Street, Prahran

Time: 3pm to 8pm

Cost: Free

More information: pahransquare@stonnington.vic.gov.au or 8290 1333



Useful Information

Move it to Music

Mondays and Thursdays at Grattan Gardens Community Centre, 40 Grattan Street, Prahran. This free and fun exercise class is aimed at keeping you moving and enhancing your well-being whilst having fun!

You can use a chair for support, focus on your upper body and move at your own pace.

When: Mondays and Thursday in December and January

Time: 9:45am to 10:45am

Where: Grattan Gardens Community Centre, 40 Grattan Street, Prahran

Cost: Free

More information: engaged@stonnington.vic.gov or call 8290 1333

Tea and tech

Come for a cuppa and a chat. Meet new people and explore the digital world in a comfortable and safe environment. Gain new skills and confidence in using your own device, and explore different types of technologies like virtual reality, mBots and more.

When: Weekly on a Monday

Time: 10:30am to 11:30am

Where: Westall Library, 25 Fairbank Road, Clayton South

Cost: Free

More information: 1300 135 668 or library@kingston.vic.gov.au



Como House of Discovery: Seasons Greetings

Embark on a journey through time and experience the enchantment of an 1880s Christmas. Seasons Greetings the latest instalment in the Como House of Discovery Series by the National Trust of Australia (Victoria).

Rediscover the charm of yesteryears as you immerse yourself in Victorian-era decorations, delight in classic toys and timeless gifts, and marvel at rare Australian Christmas cards - all beautifully adorning the majestic rooms of Como House. After your visit, continue the tradition with a virtual cook-along to recreate Mrs. Armytage's authentic Christmas pudding. Join us for this timeless celebration and create cherished memories with your friends and family. Book your tickets now and unwrap the magic of Seasons Greetings.

When:

Weekly on Wednesdays and Fridays from November 2023 to Sunday 21st January 2024

Time: 11am to 2pm

Where: Como House, Corner Williams Road & Lechlade Ave, South Yarra

Cost: Adult \$15, Concession \$12, Child: \$9, NTV Members: Free

Bookings: Essential

Ticket purchase visit: <https://www.eventbrite.com.au/e/como-house-of-discovery-seasons-greetings-tickets-722581078457?aff=oddtcreator>



Useful Information

Tech Help

Need help using your phone, tablet or laptop, or accessing a government service such as MyGov? Drop in for some friendly one-on-one assistance from library staff.

Please bring relevant passwords, documentation and if you have one, your mobile phone.

Where: Chelsea Library, 1 Chelsea Road, Chelsea

When: Weekly on Fridays

Time: 2pm to 3pm

Cost: Free and no bookings are required

More information: 1300 135 668

Christmas Carols City of Stonnington

The City of Stonnington is thrilled to announce the return of TWO of Melbourne's most loved FREE Christmas concerts, Family Christmas at Central Park on 10 December 2023 and Carols at Como Park on 17 December 2023.

Casey Bennetto returns as Musical Director for both Carols, after his magnificent leadership and funky arrangements in 2022. From the idyllic outdoor settings of Central Park and Como Park, both concerts will feature some of Australia's finest vocalists, festival inclusions and local food and drink.

Family Christmas at Central Park – Sunday 10th December at 83-141 Burke Rd, Malvern East

Carols at Como Park – Sunday 17th December at 305-325 Williams Rd, South Yarra

Both events are free. Both events are Auslan interpreted. Both events have roving entertainment from 6pm to 7:30pm with Carols programme from 7:30pm to 9:30pm



Lighting of the Menorah During Hanukkah

When: Evening of Thursday 7th December to Friday 15th December

Time: 7.30pm–9pm

Location: Glen Eira Town Hall Small outdoor event

An event to celebrate the Jewish traditional lighting of the menorah with speeches, live entertainment and catering. Glen Eira Town Hall will be lit up and the main event will include lighting Glen Eira City Council's menorah outside of Glen Eira Town Hall.



Lunar New Year

When: Saturday 10 February 2024

Time: 5pm–8pm

Location: Glen Eira City Council Gallery and Town Hall outdoor spaces.

Medium indoor and outdoor event A family-friendly event to celebrate Lunar New Year. The community is invited to a free evening of celebration with traditional live music, Lucky Lion Dance, food and more! The event will activate the Gallery as well as the Portico.



Useful Information

Under the Stars Saturday

When: 24 February 2024

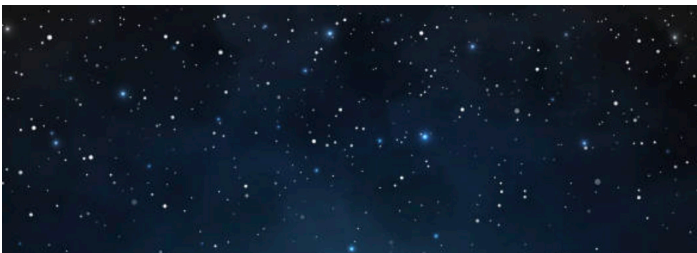
Time: 6pm–9.30pm

Location: Packer Park, Oakleigh Road, Carnegie

Cost: Free

More Information: arts@gleneira.vic.gov.au

Large outdoor event. A free annual concert for music lovers of all ages, running over dinnertime and into the evening to celebrate the end of summer nights. Past headline acts have included Tex Perkins, You Am I, Claire Bowditch, Mark Seymour and Archie Roach. Bring a picnic or grab dinner from one of the many food trucks on offer. Come down with family and friends and celebrate the sounds of summer in Glen Eira.



Groove and Graze Bentleigh

Saturday 23 March 2024

Time: 10am–7pm

Location: Halley Park, Bentleigh

Cost: Free

Large outdoor event. A free family-friendly music and food festival held across lunch and dinner, which includes some of the best Melbourne food trucks, a pop-up bar and live music showcasing young and emerging local artists. This event will continue into the night, bringing the park to life with immersive light displays and roving acts.



One World Voices Choir

The One World Voices choir is led by professional musician Andrea Khoza who has many years experience developing and leading choirs. The choir is lots of fun. The music is dynamic, joyful and uplifting. No experience is necessary and there are no auditions. Everyone is welcome.

The choir runs during school terms

When: Thursdays during school terms

Time: 7:30pm to 8:45pm

Where: Castlefield Community Centre, 505 Bluff Road, Hampton

Cost per session: \$15 (waged) \$10 (concession)

More information: castlefield@bayciss.org.au or call 9068 3882



Bayside Farmers' Market, Sandringham

The Bayside Farmers Market comes to Trey Bit Reserve (Jetty Road), Sandringham at 8am-1pm on the fourth Saturday of every month.

You'll discover fresh produce direct from the farm, gourmet delights, take-away food & coffee, all at a fabulous beachside location. So, get your family and friends together and join us! The Bayside Farmers Market is held at the spectacularly located Trey Bit Reserve, Sandringham, a fabulous beachside location off Jetty Road near the Sandringham Yacht Club.

When: 4th Saturday of every month from 8am to 1pm

Where: Trey Bit Reserve, Jetty Road, Sandringham

Cost: Gold coin donation



Useful Information

Low Waste Christmas with the Urban Nanna

The average Australia household increases its waste output by around 30% during the festive season, which puts a bit of a tarnish on celebrations. So how can you reduce your waste without missing out on the traditions you love, or creating a stack more work for yourself? This free face-to-face info-packed presentation covers ways to reduce waste during festive seasons and events. Covering topics like food preparation and recipe ideas; sourcing and making low-waste, eco-friendly gift ideas; clever decorating ideas using upcycled or natural materials; alternatives to gift wrapping paper; managing waste at events or gatherings, and more. Join permaculture and sustainability educator, Anna the Urban Nanna, to learn about low-waste ways to celebrate the festive season, including gift and wrapping ideas, waste-savvy recipes, and eco-friendly decorating tips. Some homemade festive snacks will be supplied during the presentation.

When: 13th December 2023

Time: 6:30pm to 7:30pm

Where: 96 Reserve Road, Beaumaris

Cost: Free but bookings are essential

For bookings and more information: 9261 7825 or online via <https://bayside.events.mylibrary.digital/event?id=36081>



Fox Collection Classic Car Museum

Housed in what once was a royal mint, the Fox Classic Car Collection stands as a testament to some of the rarest and most prestigious vehicles in the world. Over the span of fifty years, Lindsay Fox, the visionary founder of Linfox, has curated this awe-inspiring collection of automotive excellence. Opened in 1997, the collection showcases almost a century in automotive technology and design with models from Mercedes Benz, Jaguar, Porsche, Ferrari, Bentley, Volkswagen, Ford, Lexus, Nissan and MG made between 1923 and 2023 found at the museum.

Forging an indelible connection between passion, philanthropy, and sheer delight all vehicles on display have been donated to a trust by Lindsay Fox and the Fox family to assist various charities to raise funds, while allowing visitors to enjoy and appreciate the vehicles.

Pulling from over 250 rare and exotic vehicles, this ever changing collection is a must visit for any car enthusiast, historian and lover of all things spectacular —

Where: 749-755 Collins Street, Docklands and within walking distance of Southern Cross Station
Opening hours: Thursday and Saturday 10am to 2pm

Cost: Adult \$16.50, Concession \$9.50, Child (5-12yrs) \$6.50



Useful Information

New Year's Eve

Melbourne is set to shimmer and sparkle into 2024. Dust off your finest sequins and get ready to celebrate with fireworks and a laser extravaganza. Free celebration zones will return with this New Years Eve, offering the best views of fireworks as well as food and family entertainment. Stay tuned for more information and updates by visiting <https://nye.melbourne.vic.gov.au/> Beyond the fireworks, there are so many ways to enjoy the night, with plenty of events and dining options across the city.



Moonlight Cinema

Moonlight Cinema Melbourne is located on the Central Lawn at Royal Botanic Gardens Melbourne. Enter the venue via Domain Road Gate (formally Gate D) on Birdwood Avenue (near the intersection of Domain Road) and follow the path to the Central Lawn. Moonlight Cinema recommends you bring a torch to assist you in making your way to and from the venue.

For ticket prices, bookings and the season's program visit: <https://melbourne.moonlight.com.au/program> The December program is currently available with the January 2024 program available from 14th December 2023.



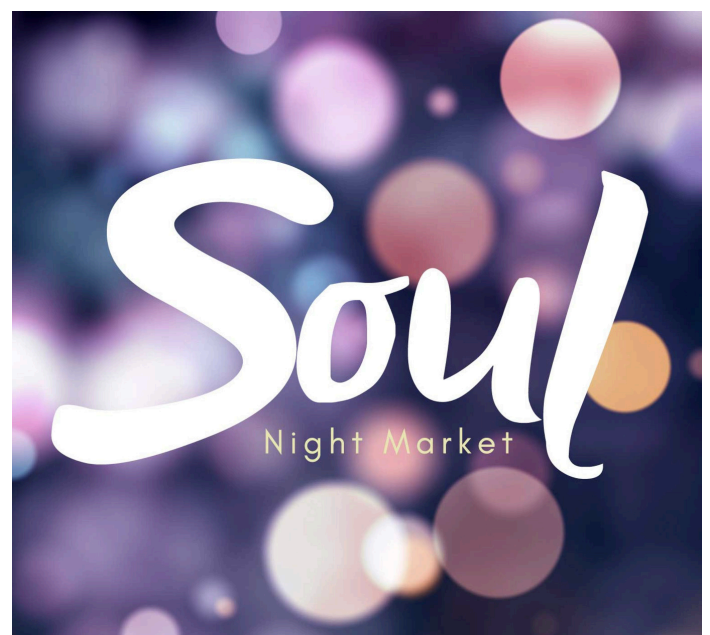
Soul Night Market Brighton

Suburbs so people can experience a taste of the vibe and culture of City Night Markets in their own neighbourhood.

Soul has proved hugely popular in Bayside with thousands flocking to shop, eat, drink & socialise at one of most spectacular locations in Australia, Green Point Reserve in Brighton Beach offering Unrivalled views of the Bay and City.

The Boutique Market has 60+ high end maker stalls with Food Trucks from around the world and local craft beer, wine, champagne & cocktails, plus market stalls featuring Art, Fashion, Home Products, Jewellery and Personal Care stalls. The Brighton Market will be held the 1st Friday of the Month in Dec, Jan, Feb & Mar.

Where: Green Point Reserve, 2 Esplanade Brighton
When: First Friday of the month in December, January, February & March
Time: 5pm to 9pm
Cost: Free



Useful Information

Aboriginal Heritage Walk @ Royal Botanic Gardens

See the Royal Botanic Gardens through ancient eyes on this guided walk learning about local food and healing sharing stories and wisdom. Womin djeka! Journey into the ancestral lands of the Koolin nation and explore their rich and thriving culture.

With your Aboriginal guide you will experience a traditional smoking ceremony and discover traditional uses of plants for food tools and medicine. Develop an understanding of and respect for the customs and heritage of the local Boon Wurrung and Woiwurrung people. The Aboriginal Heritage Walk won an award for face-to-face interpretation and is also a Victorian Tourism Award winner.

The Aboriginal Heritage Walk starts at 11:00am from the Visitors Center where you will be greeted with a warm welcome by our indigenous guide. The experience commences with a traditional smoking ceremony introducing the thriving culture and rich history of the Koolin nation. Embarking on an exploratory journey through the beautiful oasis of Melbourne's Royal Botanic Gardens this sensory experience shares the connection of Indigenous culture to plants and trees and their traditional uses for foods tools and medicine. The tour concludes with a warm Lemon Myrtle Tea in a pristine landscape setting whilst your aboriginal guide shares further stories and reflects on the cultural significance of Indigenous Australia.

Suitable for adults and children aged 5+ years

When: Thursdays and Sundays

Start time: 11am

Where: Check in at the Visitors Centre situated next to Jardin Tan restaurant

Finish time: This is a 90-minute guided tour that concludes at 12:30pm

Cost: \$49 Adults \$29 (child 5 to 17 years)

More information: 9252 2429 or online <https://1744.partner.viator.com/tours/Melbourne/Aboriginal-Heritage-Walk-Royal-Botanic-Gardens-Victoria/d384-88020P1>

Black Rock House Guided Tours

Held on the first Sunday of the month, costumed guides share the intriguing history of Black Rock House built by Charles Hotson Ebdon. Costumed guides will show you through the house including the wonderful Victorian inspired wallpaper. Outside enjoy the castle wall and magnificent Moreton Bay Fig trees. Donations are accepted.

When: Held on the first Sunday of the month

Time: 1pm to 4pm

Where: 34 Ebdon Avenue, Black Rock

More information: 9589 5763 or <https://blackrockhouse.org.au/>

Devonshire Tea is served in the ballroom from 1:30pm to 3:30pm

Devonshire Tea cost: \$15 Adults \$10 Children (Bookings: Are essential). friendsofblackrockhouse@gmail.com



Useful Information

Melbourne Cricket Ground (MCG) Tour

This tour of Melbourne's Cricket Ground (MCG) must-do for sports buffs who want to know more about Australia's sporting history. Tour of the Melbourne Cricket Grounds Get a behind-the-scenes look at areas of the arena not open to the general public Choose from various departure times

Where: Melbourne Cricket Ground (MCG), Brunton Ave Yarra Park, Jolimont.

When: daily with tours departing every 15 minutes between 10am and 5pm

Cost: From \$33 Adult, \$24 Concession <https://tickets.australiansportsmuseum.org.au/tickets/en/home> (Thursdays to Sundays).



Affordable Art Show

Join our Affordable Art Show Opening at the Laneway Festive Market.

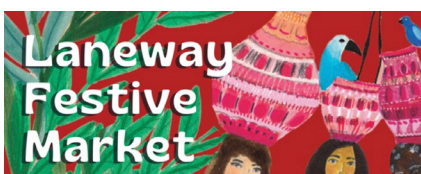
The Affordable Art Show is an exhibition to celebrate the power of creativity and expression of joy in the lead up to the festive season and New Year celebrations.

Over 60 artists will be showcasing their works at affordable prices.

Exhibition Dates: Tuesday 28th November to Saturday 27th January

Where: Space2b, 144 Chapel Street, St Kilda

Opening Hours: Tuesday to Friday 10am to 5pm, Saturday 10am to 2pm and Sunday (one hour only - 12pm to 1pm)



Crafternoons

A social gathering of like minded crafters! Come on, get your craft on. There's no craft shaming here, anything goes.

Get together to exchange tips and ideas, showcase current work, and fuel your creativity with burgers, sides, tap beer and house cocktails.

Booking for Crafterafternoons will give you reserved (priority) seating, as well as happy hour privileges. Bring what you are currently working on, start something new, show us something finished. Have something you need help with, bring it in!

When: First Wednesday of the month

Where: The Pickle and The Patty 179-182 Clarendon Street, South Melbourne

Time: 5:30pm to 7:30pm

Upcoming dates: 6th December, 3rd January and 7th February



Useful Information

Carols by the Bay Village Street Party

On the 7th of December, in a twinkling Albert Park, join us, dear neighbours, from dawn till it's dark. Bridport Street gleams with festive delight, From 5 till 8, in the soft evening light.

Hear carolers sing, and artists give cheer, neon lights shimmer, bringing everyone nearby. Capture festive memories, as street artists play, and indulge in a sizzle, supporting our cause, hooray!

Local hearts, should you wish to lend a hand, come join our jolly, merry little band. For in Albert Park, this festive spree, promises a Christmas as special as can be!

We are committed to making this Christmas a special one for our community.

When: 7th December

Where: Albert Park Village, Bridport Street Albert Park

Time: 5pm to 8pm



Port Phillip Mussel and Jazz Festival

The annual Port Phillip Mussel & Jazz Festival returns to South Melbourne Market on the Labour Day long weekend in 2024.

Cecil Street will be closed to traffic and the market will come alive with a two-day seafood street party celebrating our favourite mollusc, set to a soundtrack featuring the city's best in jazz and soul musicians. The festival will feature a great range of street food vendors (for the non-seafood lovers, there will still be plenty to choose from!), a main stage of live music, bar, workshops, cooking demonstrations, kids activities, roving performances, giveaways and more! It's free, family friendly and a whole lot of fun.

When: 9th and 10th March 2024

Times: 11am to 9pm | Cost: Free

Where: South Melbourne Market (Cecil Street).



Financial Counselling

PPCG is part of the Bayside-Peninsula Financial Counselling Service.

Our financial counsellors work with people who are experiencing difficulty managing their debt.

We look at your income and expenses, and may advocate to creditors such as banks and utility companies to negotiate ways to make your bills more manageable.

We can also refer you to other services that can help you, such as support for you or your family, consumer rights and legal services, family violence, or housing and homelessness services.

The Financial Counselling is only available through calling the free and confidential service on 1300 015 500



Tips to keep you and your home cool this summer.

1. **Close your blinds/curtains.**

2. **Block the heat**

– if possible, block the heat with external blinds, awnings or large potted plants.

3. **Use a fan**

– positioning a bowl of ice in front of your fan is all you need to turn a fan into a cold mist machine. Place a shallow bowl or pan of ice in front of a fan for any icy cool breeze.

4. **Close doors and seal gaps**

– close the doors to rooms you aren't using to keep cool air where you need it the most.

5. **Choose cotton**

– fabrics made of cotton are super breathable and help to cool your body. Wear light, loose clothing made of breathable fabrics like cotton, and fit your bed with cotton sheets.

6. **Change your lightbulbs**

– if you have incandescent lightbulbs, they might be making it harder to cool your home. Whilst they were phased out years ago, many homes still use them. They produce a lot of heat, so switching to energy saving bulbs can help to cool your home and also help you to reduce your power bill.



Summary of our Policies & Procedures

The Policies & Procedures are the documents that guide the work that Southern Disability Advocacy does for the people it supports. We review these from time to time, so that we can make sure we are doing a good job. Part of doing a good job is asking you about what you think of our work, and then changing our Policies & Procedures if it will make us a better advocacy agency.

If you would like to help us review the Policies & Procedures, please call us at the office: we will be really happy to talk about this with you.

The Headings of our Policies and Procedures are:

1. **Statement of Purpose:** this explains what all our work is trying to achieve and why we exist as an agency.
2. **Privacy, Dignity & Confidentiality:** explains what we do to keep your information private.
3. **Committee:** is the group of people who are the boss of Southern Disability Advocacy, and who make the big decisions about the agency.
4. **Occupational Health & Safety:** this is about how we keep ourselves safe and the people we work with.
5. **Financial Management:** describes how we keep safe and spend the money that we receive from the government to run Southern Disability Advocacy.
6. **Quality Assurance:** explains what we do to keep doing a good job for the people we work with.
7. **Accessing Southern Disability Advocacy Services:** describes how we decide if we can work with someone who might need our help and the steps we go through to work out exactly what we will do for them.
8. **Valued Status:** describes the work we do to make sure that we help people we work with to be valued and respected, by the community.
9. **Participation & Integration:** describes what we do to assist the people we work with to be part of the community.
10. **Support & Skill Development:** explains how we assist the people we work with to learn new skills, especially about advocating for themselves.
11. **Complaints, Disputes & Feedback:** describes how someone can make a complaint about us or tells us if they like or don't like something we have done.
12. **Data Management & Document Retention:** explains how we keep information and what we do with it when it is no longer needed.
13. **Staffing Matters:** describes the things relevant to the workers at Southern Disability Advocacy in their jobs.
14. **Media:** says what we do about communicating with the media



Feedback Survey

Southern Disability Advocacy always wants to get your views on the work we do with and for you.

This Survey is a chance for you to tell us anonymously and in writing if you think we could improve. We hope you will take the time to fill it out and post it back to us. It should only take a few minutes to complete.

1. Is the Newsletter helpful & interesting to you?
2. Tell us if there are topics or items you like us to include in future Newsletters
3. Do you feel comfortable asking us for help?
4. Do you find it easy to get support from us when you ask?
5. Do you feel safe with us?
6. Have we ever done something that upset you or made you angry?
7. Would you feel comfortable telling us if we upset you?
8. Do you know someone who could support you tell us if we upset you?
9. Can you think of anything to improve the advocacy work we do for you?

Thanks for your time. We will consider all the feedback we get and use it to improve the work we do.



Organisational Structure

Southern Disability Advocacy

Committee of Management

Anat Green (Chairperson)

Alsa Obarcanin (Ordinary Member)

Evan Lowenstein (Treasurer)

Southern Disability Advocacy is managed by a community based Committee of Management that is elected annually. The Committee is responsible for overall strategic directions, policy development, financial management, risk management and the hiring and oversight of staff. The Constitution establishes the procedures for election of the Committee members. Membership of the Committee is open to all Members of the Association.

The constitution establishes the procedures for election of the committee members. Participation in elections to the committee is open to all members of Southern Disability Advocacy. The committee encourages people who are interested in contributing to the governance of the program to consider joining the committee. Please contact the office if you are interested.

Staff

Kerry McLinden (Program Manager)

Lisa Thomas (Advocate)

Staff are responsible for decision making processes and activities as outlined on their position description, and so are responsible for the day to day running of the program by putting into practice the decisions of the Committee.

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The opinions expressed in this newsletter do not necessarily reflect the views of the Australian Government Department of Social Services.

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