



Sunshine Community Network NEWSLETTER

November 2007



**Jan Kneeshaw, Editor
Editorial**

Hi Everyone

It is almost the end of the year and the Annual General Meeting will be held on 1 December. This will still be held at Pymble, where modifications are about to take place to house more clients involved with Sunshine through the Community Access Program.

Many of you will know that Mailplus and Employment Solutions moved to new premises at Thornleigh last week and various other departments share this area. In the Newsletter you will see photos of some of the clients enjoying the new furniture that was donated by the SCN for the new premises. The offices of the Hornsby Accommodation Services and Respite Services are now based there as well.

This month I have taken advantage of the wonderful new Staff Newsletter that Rebecca Fletcher circulates to Staff regularly. I have taken several articles from that and thank all those who contributed. Thanks are also due to other staff members for contributions to this Newsletter.

Finally, I would like to mention that I have reluctantly decided not to continue with editing this Newsletter next year. As life changes, so do our circumstances. My life is going to change next year as we have more involvement with our grandchildren and other activities. Among other things, my son and his family will be coming to Sydney from London in January. I may need to learn to cook again!

I have also joined a choir that will be singing in eight English Cathedrals in July.

I will definitely not be decreasing my involvement with Sunshine and hope to continue as a member of the Board of Directors. Sunshine is a very exciting place to be involved with and I am privileged to be part of this period in it's history. I look forward to hearing news of our clients and their families through involvement in other ways, not the least of which is the Board's Client Services Committee, as we visit the many areas of Sunshine.

At this time, I would like to acknowledge all those who give to Sunshine in so many ways. The dedication of staff, volunteers, Board, families and so many people who give time to the organization is an inspiration. Of course, it is well repaid by the satisfaction of seeing our clients living such happy and productive lives. Congratulations to all.

Have a happy and blessed Christmas Season and look forward to new challenges in 2008.

**Jan Kneeshaw
Editor**

President's Report



Dear Families and Friends,

By this time you will have received nomination forms for places on the S.C.N Committee.

This year, the annual election to the Committee constitutes a changing

of the guard and we are looking for younger members of S.C.N. to come forward.

Although much has changed at Sunshine over the past five years, or because of change, we think there is still an ongoing need for the S.C.N. as a forum for those associated with Sunshine to meet and hear of developments.

Needless to say, if no one is prepared to step forward, then the S.C.N. may cease to exist and this may be the final Newsletter.

Finally I would like, on your behalf, to pay tribute to Jan Kneeshaw and Brian McRae who have both given so much of their time to S.C.N. over many years. Thankyou both for your efforts

**Peter Gregg
President SCN**

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View this SCN Newsletter, and previous issues,
in colour on the Sunshine website at:
<http://www.sunshinehome.net.au>

WHAT'S ON

IN 2007

**Annual General Meeting
1 Decemle 2007**

**Harbour Cruise
2 December 2007**

NEWS FROM THE CEO



Rebecca Fletcher, our CEO, has initiated a Quarterly Staff Newsletter, as a way of keeping staff informed of what is going on around the whole organisation. The second issue has just been released and a number of the articles are re-printed elsewhere in this Newsletter.

She has written about a conference she went to in Stockholm in September and part of this we quote here:

At the recent Workability International conference, I spoke to a number of Employment Managers about their challenges as an employment provider. The following rated high on their list of challenges:

- Motivation of clients
- Transport of clients
- Challenging behaviours, and
- Inter service communication.

For awhile there I thought I was speaking to someone at Sunshine! This tells me that what we face everyday at work is common in our industry and therefore what we must do is to continue to work and collaborate together to develop a working environment that would allow us to be helpful, open and understanding of each other.

She then discusses a program that is being developed by Sunshine with the help of consultants to identify what is important to our employees and how well Sunshine is meeting these needs.

This is a step in the direction of continuing to make Sunshine an organization at the forefront of the Disability Industry in this State.

Jan Kneeshaw
Editor

MODIFICATIONS TO PYMBLE



As outlined in our Strategic Plan, 2007-2012, our Community Access Program is one of the areas identified for growth (and development). The two services of Transition to Work and Community Participation will be expanded to cater for the young people leaving school. For clients who will access the Community Participation program, it is expected that they will have very high support needs, often with complex medical needs.

To attract the clients for these services, we need to effect modifications to our head office in Pymble. The move of our employment services was the perfect opportunity to develop and enhance the programs offered across all our Community Access programs.

A critical feature of this modification is the improved presentation and image of the Head Office as a disability organisation. As noted in strategic plan discussions, access and image are critical issues to address

as we promote ourselves to the community. We wish to enhance the property, to 'showcase' the services we provide. As we promote Respite as a new service area, along with other services, the opportunity to get to know the organisation can be facilitated by visits to the head office.

The papermaking facility currently at Hornsby will be brought to this site along with the Art Studio and art program from St. Ives. The Day Service program will continue to operate on the site.

REBECCA FLETCHER
CEO

Sunshine's Xmas Raffle will be drawn 13th December and the sale of tickets is in full swing. Members of S.C.N. have been helping Sunshine to arrange prizes and to sell tickets. A great number of members have assisted by generously buying tickets.

Thankyou all. "

Peter Gregg, President SCN

Holiday Inn & Crown Plaza



Holiday Inn Potts Point has been a long term employer of a couple of clients from Employment Solutions. Not only do they provide excellent service, in a beautiful and well positioned hotel with views of the city, they also make time for Sunshine Home. Over this last year the hotel has decided to increase their support of people with a disability by purchasing Sunshine Home gift cards made by our paper making service, providing catering to Sunshine fundraising events such as the art exhibition as well as making a room available for a strategic planning meeting earlier in the year. It is a fantastic work environment where the managers and employees take the time and make the effort to treat all the staff, including our Sunshine clients, with respect and appreciation. This approach really pays off with great standards and customer service.

It was because of this good relationship between Holiday Inn Potts Point and Sunshine Home that the Executive Chef at Crown Plaza Coogee heard about the work that people with a disability could do. He decided to take this idea back to his hotel and as a result we are currently training 3 clients to do jobs at this new site. They have already proven to be enthusiastic and supportive of our clients and the work they do. We look forward to this being a long and successful relationship.

If you are ever looking for a place to recommend to out of town visitors or just a chance to steal a weekend in the city try either of these hotels. We know the staff are fantastic!

Caroline Karlsson
Employment Services

The Big Event



Friday the 26th October was a day of mixed feelings – excitement, anticipation and nerves. It was the first bed making competition held at Holiday Inn Potts Point. Eleven room attendants competed for first, second and third prize.

The managers tried their hand to see if they had what it takes to be a “Bed Making Champion”. Leanne Graham our Executive Assistant Manager asked Janet Munro to be her partner to compete against another pair of managers.

Both Leanne and Janet wore bright head bands and the letter “B” on their clothes to signify the team name “BED BANDITS”. It was tough work but Janet did a great job tucking sheets in and putting the pillows in their cases. Janet’s practising in the afternoon certainly paid off! The room roared with cheers and support for Janet and Leanne. Although they were not the winners both Janet and Leanne received a photo frame with “2007 Bed Making Runner Up” engraved on it with their team photo inside.

It was a great afternoon that even the guests watched through the windows with interest and joy. Hopefully next year we’ll see Janet defend or improve her title. Good Luck Janet !!!!

Julie Tancred
Holiday Inn Potts Point

Occupational Health & Safety



Wormald have completed this years round of annual simulated evacuation exercises at all worksites. Where possible clients participated in these evacuations and will continue to practice the evacuation procedure with staff regularly.

Tyco (a division of Wormalds) have conducted a fire safety inspection of the new premises at Thornleigh which will house Hornsby Lifestyles, MailPlus, Employment Solutions and Respite services. Tyco’s safety recommendations are now being addressed to ensure consistent conformity to relevant legislation.

As reported in the last Newsletter, we were successful with our application for funding through the Workcover Skills Enhancement and Workplace Improvement incentives. As a result, Anne Cummings from Health Resource Training has completed the Competency Based Manual Handling Training for 22 staff members in Seniors Service. Anne will soon commence the competency based training of 12 staff members at Flexible Lifestyles, followed by 6 staff at Turramurra Day service.

Tracey Fitzpatrick
Executive Secretary

Donation of Furnishings



Isn't it wonderful to see such happy consumer faces!

This photo was taken at the new premises at Thornleigh where several services have been combined to achieve a streamline efficient operation.

Over the years, the SCN has continued to support & nurture LSH projects and this one is no different. The SCN donated \$5000 towards the furnishings of the premises and as you can see the money has been put to good use providing vital and necessary equipment for all the consumers to enjoy.

Thanks to the families of the Sunshine community for their continued support.

Jenny Phillips
Minutes Secretary
Events Chair



A warm invitation is extended to the community of Sunshine to attend the SCN's Annual Christmas Harbour Cruise

Date: Sunday 2nd December 2007
Venue: Captain Cook Cruises Private Charter
Jeffrey Street Wharf,
Kirribilli

Time: 10.30am sharp
The vessel departs at 10.45am – Returns at 2.45pm
Cost: \$47.00 per person

Come and enjoy a fabulous buffet luncheon and cruise Sydney Harbour with a DJ for lots of dancing!!
(Please note: Drinks are at your own expense)

Booking & Prior Payment Essential

Please post your cheque/money order made payable to **Jenny Phillips**
"Springhill", 15 Common Rd, Glen Ayr NSW 2850
Ph: 02 6372 7714

I/we _____ would like to attend the cruise on Sunday 2nd December. Please find enclosed the amount of _____ being payment for _____ people.

PS If you have any children who will be coming along please ring me to discuss.

Please R.S.V.P no later than 26/11/07

Support our Raffle



Sunshine Christmas Raffle 2007

As you all know...our Christmas Raffle is well underway and is into its second month of sales now.

Last year our little Raffle grossed \$9860. This year, we've upped the stakes and our target for the Raffle collection is \$20,000. Its completely possible because the prizes this year are fabulous.

As of now we've collected nearly \$4000.00 already and we have a whole month and a bit to keep selling those tickets. If you think about it...if each of us sells just 3 books from now till the end of November...we'll be able to reach that target. Don't hold back of course if you can help sell more than that - don't forget that prize for the staff member who sells the most tickets is BIG this year!

The money we're raising is being channelled into being able to extend our services to more people with disabilities who are in urgent need of them. Did you know that in NSW alone, almost 180,000 people have an intellectual disability? So many of that number don't have access to adequate support. It is our objective to reach out to as many as we can and to offer them the support they need to lead better lives.

All of us here believe in the work that we do and that makes us the best people to convince someone to support us by buying our Raffle tickets!

Sunshine Dinner 2007

The Sunshine Dinner 2007 is on the 30th of November at the Holiday Inn Potts Point. Its an important occasion for Sunshine because at the dinner, we will be launching

our new logo and appointing an inaugural Ambassador and a new Chairman. Stepping into Mr Andrew Marr's shoes will be our newest Director, Mr Martin Laverty and our Ambassador is the Hon. Warwick Smith. Both Mr Laverty and The Hon Warwick Smith will bring with them energy and opportunity for Sunshine and we look forward to working with them.

In addition to providing a platform for those important developments, the night will help build public awareness for Sunshine and the work that we do as well as present an opportunity for us meet many potential Corporate supporters whom we hope will in time become supporters of Sunshine.

Gerry Foo FR& Community Engagement

Community Access Programmes



Our Community Access Programmes provide meaningful and purposeful day activities that are valued by clients and community members.

There are four areas of activity to these programmes:

1. Skills Development
2. Community Access
3. Adult Education
4. Leisure and Recreation

In some circumstances, it may be appropriate that vocational activities and therapy are offered. We will be restructuring these services to make up 3 larger groups - to be identified as the Frenchs Forest, North and West Community Access Programmes. Each service will be managed by a local coordinator and report directly to the Group Manager, Community Access.

The key objectives of the services will be to:

1. To continue to develop programmes designed to build the capacity, enhance independence and develop social and community relationships of clients.
2. To continue our strategy of controlled growth.
3. To ensure client satisfaction through improved monitoring of service delivery, resulting in a better understanding of our clients
4. To continue to deliver diversified programmes enabling clients to have fun, participative and motivated to engage in activities whilst promoting ongoing learning, training and development.

Gail Jettes Corporate Relations

Sunshine Golf Classic 2008

Heres another important date to mark in your diary... the 18th of February, for the Sunshine Golf Classic 2008 to be held at Pymble Golf Club.

To make every event a success, we need you! We need players, sponsors and prize donors. We do hope you'll come and play and can assure you that it will be an enjoyable day. Please do contact **Geraldene at 94968735 or gerry@sunshinehome.net.au** .

New Day Service



As MailPlus and Employment Solutions are moving to Thornleigh, this leaves down stairs at Pymble vacant. The current Sunshine strategic plan identified Community Access Services as an area of growth. To that end, we will be modifying the areas vacated by MailPlus and Employment Solutions to ensure the site is suited to the programs we want to deliver.

So towards the end of November and during December builders will be on site making the necessary modifications to the building to make it more suitable for the Day Service guys. Some of the changes that will occur are that Paper Making will move from Hornsby to Pymble, The Art Studio in St Ives will move to Pymble, along with our current Day Service guys. Sunshine has an excellent reputation in supporting clients with very high, complex support needs, as a result of this we have several young new Community Participation school leavers attending our Pymble site in 2008, so Pymble will become a hive of activity. We are also setting up a café type area, it will have the appearance of a café and hopefully the cappuccinos will be as good.

As the guys will still be attending the service while the modifications are being done, I do ask for your patients and also your support of the guys if there are obstacles in their way or it is really noisy. Please assist the guys to make the transition to Day Service each day as smooth as possible.

Thank you for your support in this very exciting time for Day Service.

Nicole Ash
Community Access Programs

Accommodation Update



As many of you would be aware it has been part of the organisations strategic plan and vision for the future that we grow our services.

There are a number of reasons we have made this a focus, firstly we need to maintain our viability within the disability sector, as you may be aware many of the clients we support are ageing and over the years a number of people have passed away. Secondly, the board and management team recognise that the organisation has a long history of supporting people with a disability and have been leaders in our field for many years. We see that not only do we have a comprehensive skill but that we have a strong value base that has a positive impact on the people we support.

With these strategic plans in mind we have been working with a team of staff from the Department of Ageing Disability and Home Care to provide accommodation support to a number of clients with complex support needs. These clients have a history of "slipping through the cracks" that is, for a range of reasons have not been receiving support from services that will meet their needs thus increasing their vulnerability in the community and contributing to the breakdown of family relationships.

Sunshine has commenced supporting 2 clients, one person living on the central coast and the second person moving into a property at Hornsby. DADHC have identified another 2 people to move into the Hornsby house with plans of finalising these moves by the end of November.

We have worked closely with DADHC to identify specific training needs for staff to appropriately respond to the complex needs of these new clients. Staff and regional management have responded to the

additional responsibilities with enthusiasm, without the support of the managers and team leaders in accommodation our continued growth and development would be made more difficult so thank you.

The organisation has also been working with another service to respond to the needs of an ageing parent supporting their child with a disability at home. It was identified that Sunshine may be better equipped to respond to the long term support issues of the family; it is our plan to continue to support the parent to live in the family home with their child by providing almost full-time accommodation support. We will link our existing houses in the area with this new house and support the client to access some day activities; overall this has been a very positive outcome for the family and we look forward to further developing this relationship.

Cathy Gauci
Accommodation & Respite

Visit our website



www.sunshinehome.net.au Guess you know by now that our newly revamped website is up and running. If you haven't had a chance to visit yet, please do. You'll find that its very comprehensive and informative for staff as well as all interested parties. You'll find that its a very useful tool for you when dealing with carers, families and clients who need a little information on Sunshine – just refer them to the website for a bird's eye view of the organisation. We do update the website regularly so if you have any suggestions or department updates that you'd like to have included please send the information along to me at siang@sunshinehome.net.au.

Siang Foo
Fundraising Department

ORANGES AND OTHER JOBS.....

"Hey Bob" we're out of loo paper." Can you get me a file stacker for my desk top storage requirements? We need another key for the downstairs access door Storm Consulting our tenant on the phone they are having problems with their air conditioning. Can we get a new mobile for the Respite Service at Hornsby? Bob the lease is up on one of our accommodation houses. We will be moving soon. Can you arrange for the removalist for the 15th? Garry needs a Company Visa card - please arrange with the Bank. Andrew can I have a cheque today to pay for the delivery of some equipment. Please write to our Solicitor regarding a lease for one of the new properties

The comments above are just a way of showing that there is a lot of diversity involved in the smooth running of Sunshine Home and some of the tasks that come through the door of "Accounts Department"

Our Department has undergone some changes recently with the move of Chris Angelo to her new role with Employment Solutions.

Accounts Payable is now handled by Andrew Hacopian. With the spread of Sunshine Home to the various centres at Pymble, Blacktown, Frenchs Forest, Turramurra, St Ives and now Thornleigh, (not counting over 30 group homes) we have numerous payments to attend to and Andrew ensures that all bills are paid on time.

Rema Sajikumar looks after the accounts receivables and makes sure we collect all our fees. Rema is also responsible for the data base for the Fund Raising Department.

Every second Monday other staff are aware that they enter the Accounts room with caution.....The reason!!! This is a morning of concentration for "the pay day people" as they try and ensure accurate information is available for Clive to pay the full time, part time and casual staff now totalling over 250.

Oh.....and the mention of oranges in article heading.

In the orange growing season Sunshine Home is fortunate to enjoy the generosity of Director Brian Mcrae. Brian regularly donates dozens of bags of oranges with 30/40 oranges per bag. We take a call just as Brian is approaching Sunshine with him asking for the "Manager of Logistics" Once delivered the large bags are unpacked from the car and Accounts Department makes sure that the oranges are safely delivered to the various departments, consumer houses and day services. Everybody says they are some of the juiciest oranges they have tasted.

.....Just another job for the crew of "Accounts Departments"

Bob Stewart Accounts Department



Rema has been with Sunshine for 5 years.



Andrew joined Sunshine Home in July 2007 as the Accounts Payable Officer. He is married with 3 children and lives at Hornsby. Andrew says he appreciates how the other staff and consumers have made him feel so welcome in his first months here.



Bob lives at Normanhurst with Margaret his wife, and has three adult children. After a long career with a major Bank he has been with Sunshine Home for four years and loves the interaction with Sunshine clients

**We would love to hear from you!
If there is anything that you like to read about or if you would like to contribute to this Newsletter, please contact the Editor with any ideas or suggestions.**

Sunshine Volunteer

My name is Tanya Dammerer and I have been volunteering at the day care facility at Pymble since early this year.

For some time I had felt that there was a contribution I could make to my wider community and so I considered where and how I may be able to make a small difference in the lives of people outside of my own family and network of friends.

I've been aware of the Sunshine Home for many years and so approached them to see if there was some way I could help. I met with Christina Jeppesen (Volunteer Co-ordinator) and we discussed my availability and where I could be most useful, and we agreed on the Pymble facility.

I have no training in special care needs and so I rely on instinct and the feedback I get from the group. I spend my time there interacting with as many of the group as possible doing simple things like art and craft, helping with meals, and often very simple things like giving a hand massage with scented hand cream. I'm pleased to be associated with Sunshine Home and all the amazing people there; both the service users and the service providers.

Tanya Dammerer

**ANNUAL GENERAL MEETING
SATURDAY 1 DECEMBER 2007
6 WEST STREET PYMBLE
2PM
ALL WELCOME**



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**Would you like to join our team?
If so, please contact the Editor**