

NEWSLETTER DECEMBER 2016

CO.AS.IT._{SA}

MERRY CHRISTMAS!



FROM THE PRESIDENT

Dear COASIT Readers,

We hope this edition of the COASIT newsletter finds you well!

The Christmas festivities are just around the corner and we believe it is fitting that we get in touch before taking a much deserved break!

What a year it has been, much has been achieved and many goals remain in our sights for 2017. The last few months have seen the success of our 'Food is Love' event, 'The Italian Connection' program launch with the Migration Museum and the now ongoing 'Stay Informed' information sessions.

Our sights are set on an even bigger 2017. A collaborative wellbeing and resilience program will be launched, many more information sessions will be run and our social programs will continue to lay the foundation for social support in the metropolitan area.

I also want to take the opportunity to thank every single person and organisation who has contributed in any way this year. There are far too many people to thank individually, all the way from the COASIT Board of Management to our volunteers. We appreciate all of your efforts and look forward to continuing this good work in 2017.

As you read on you will notice this edition has a very festive flavour to it! However, we also have some fantastic content that spreads awareness on different topics and particularly for those who are COASIT social support clients. We wish everyone reading a Merry Christmas and a Happy New Year! Celebrate, re-charge those batteries and make the most of this time with family and friends.

Gilda Campbell
CO.AS.IT. (SA) President

INSIDE THIS ISSUE:

FROM THE PRESIDENT	1
COASIT INFORMATION PACK	2
REMINDERS	2
HELP SAVE LIVES	3
VOLUNTEERING	3
COMPLIMENTS OR COMPLAINTS	4
MY AGED CARE	4

RIMANI INFORMATO!

Se avete bisogno di assistenza con questa pubblicazione in Italiano si può contattare l'ufficio COASIT su 8223 3311. Aperto Lunedì, Martedì, Giovedì & Venerdì (9.30am - 2.30pm)



Like CO.AS.IT. (SA) on Facebook!
www.facebook.com/coasitsa

The peak body for Italian ageing in South Australia - providing information on ageing and culturally and linguistically diverse issues relevant to Italian Australians.

COASIT INFORMATION PACK!

COASIT has recently developed a new information pack available to all of our clients.

This is a great resource for all individuals attending our social support programs to remain informed and supported.

The pack includes:

- The Charter of Care Recipients' Rights and Responsibilities – Home Care (English & Italian)
- Aged Care Complaints Commissioner 'I have a concern' information pamphlet (English & Italian)
- Information on how to access your personal information stored with COASIT (English & Italian)
- Aged Rights Advocacy Service (ARAS) Information pamphlet (English & Italian)
- The latest COASIT newsletter

• COASIT Client Satisfaction Feedback Form, which includes a section for formal compliments or complaints (English & Italian)

For further assistance regarding this information or on any of the included documents, this can be accessed by contacting COASIT on admin@coasit-sa.org.au or 8223 3311.

We hope all COASIT clients have enjoyed receiving this new information pack!

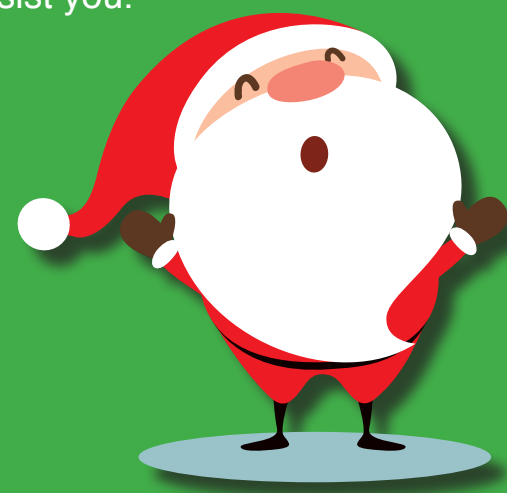


ATTENTION! ATTENZIONE!

Our newsletter will no longer be posted in hard copy!

We hope that you understand this decision will not mean the community becomes less informed. In fact, we anticipate that this will allow us to spend more time on delivering outcomes and allow us to work towards a greater online presence!

If you have any queries regarding this change please do not hesitate to email us at admin@coasitsa.org.au or call the COASIT office on 8223 3311 so that we may assist you.



REMINDERS:

Charter of Care Recipients' Rights and Responsibilities – Home Care

This resource is available for care recipients receiving home and community care, outlining their rights and responsibilities.

An English and Italian version of this Charter is attached to this month's newsletter as a reminder to all of our COASIT clients.

For further information please do not hesitate to contact the COASIT office on 8223 3311 or via the Australian Government Department of Health website www.agedcare.health.gov.au

How to Access your Personal Information

To enquire about your personal information and how it is handled or request access to it, you can write or talk to:

- COASIT Project Assistant
- COASIT Project Manager

On provision of identification a COASIT staff member will provide the requested personal information.

If the recorded information is incorrect you have the right to have it altered. For further information please contact us via admin@coasitsa.org.au or on 8223 3311.

If you have contacted us and still have concerns about the management of your personal information, you can phone the Federal Privacy Commissioner on phone 1300 363 992.

Withdrawing Consent

Please be aware that clients of COASIT social support programs have the right to withdraw their consent for the following:

- Personal information to be shared with other relevant agencies.
- Personal photographs to be taken during program activities and for the resulting images to be used for promotional purposes.
- The action to be taken in case of a personal emergency.

For further information on this or to make a request please contact the COASIT office in writing via admin@coasitsa.org.au or over the phone on 8223 3311.

HELP SAVE LIVES!

JOIN THE AUSTRALIAN ORGAN DONOR REGISTER TODAY!

Every day, around Australia, people are helping to save and improve lives – and you could be one of them.

How?

By signing on to the Australian Organ Donor Register (AODR) and discussing your organ and tissue donation decision with your family and friends.

Organ and tissue donation is an altruistic gift – it saves the lives of people who are very ill or dying from organ failure. This can be due to illness, accidents or genetic defects.

Tissue donation can mean the difference between being blind and seeing, mobility and never walking again, or a speedy recovery instead of one fraught with complications.

At any one time there are around 1600 Australians on transplant waiting lists. Donor organs and tissue can help them lead healthier, happier and more productive lives.

In Australia, the family of every potential donor is asked to confirm the donation decision of their loved one before donation for transplantation can proceed, so prior knowledge of each other's donation decisions is crucial.

Almost all donor families say that donation provided them with comfort in their loss and the decision was so much easier because they knew what their loved one wanted.

Last year more South Australian's gave the gift of life by organ donation than anywhere else in the nation.

Forty-two deceased South Australian residents became donors in 2015, giving the most selfless of gifts.

Their families, at the most heart-wrenching of times, ensured their loved one's death was not in vain.

There were 163 organs donated in SA last year – kidney, lung and liver transplants the most common. And 17 South Australians became living kidney donors.

As well as vital organ donations, more than 100 people donated corneas improving the sight of 156 people and helping them regain quality of life.

Nationally 1,241 people received transplants in 2015, up from 1,108 in 2014. This is a 12 per cent increase.

The opportunity for donation is rare – with only 1 per cent of people who die in hospital able to become organ donors. Many more people can become tissue donors as the circumstance required are less restricted and donation can occur up to 24 hours after death.

DonateLife SA coordinates all organ and tissue donation activities across South Australia – working with DonateLife medical specialists and nurses in hospitals to provide professional donation services and encourage best practice in organ and tissue transplantation.

The DonateLife SA team also works to raise community awareness and understanding of organ and tissue donation as a way of increasing donation rates.

Here's how you can potentially give the gift of life:

- Discover the facts about organ and tissue donation
- Decide and register your decision on the Australian Organ Donor Register
- Discuss your donation decision with family and friends

What are you waiting for?

If you would like to know more, call DonateLife SA on 08 8207 7117 or visit www.donatelife.gov.au



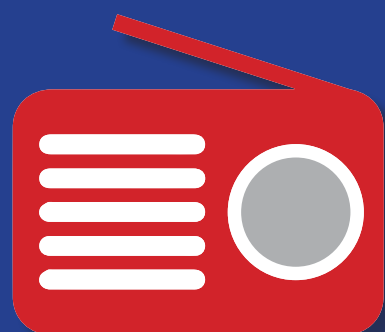
**VOLUNTEERING
SA 'WeDo' APP:**
**Download it today and
start volunteering!**

COASIT proudly supports Volunteering SA&NT and the recent the launch of WeDo, a unique app which is making volunteering easy. The WeDo app allows you to search hundreds of different roles in South Australia with a large number of organisations to find your perfect match.

You can express your interest, connect with organisations directly, and a match made by the app based on your profile means you'll also be notified of opportunities that are an ideal fit. The WeDo app promotes the Volunteering SA&NT mission to promote and advance volunteering across the entire community.

Funded by the State Government, WeDo can help you find short, long-term or even just a one-off opportunity that takes your interest.

Please download WeDo now from the App Store or Google Play and get involved as a volunteer today!



COAST IS ON AIR!

Join us every first Tuesday of the month on RADIO ITALIANA 531 AM from 2.30-3.00pm & every second Friday of the month with Co-Ordinating Italian Committee (CIC) on RADIO ITALIA UNO 1629 AM from 3.00-4.00pm.

COMPLIMENTS OR COMPLAINTS

Your compliments or complaints help COASIT offer a high quality of service and we value every person who takes the time to offer us feedback.

How to communicate a compliment or complaint:

- Speak to your social support program Volunteer Coordinator
- Call COASIT directly and speak with a staff member on 8223 3311
- Call COASIT and request to speak to one of our staff members in person
- If you prefer, send us your feedback in writing

All compliments and complaints are important to us and can be made anonymously.

Our COASIT contact details are:

Phone: 8223 3311

Email: admin@coasitsa.org.au

**Address: 262a Carrington Street
Adelaide SA 5000**

All formal complaints must be made in writing to the email or postal details shown above. The COASIT Client Satisfaction Feedback Form also provides formal opportunity to provide this feedback.

All complaints are acknowledged in writing by COASIT.

If you prefer to make an external complaint please contact the Aged Care Complaints Commissioner on 1800 550 552 or visit their website for further information www.agedcarecomplaints.gov.au.



WE WISH YOU ALL A VERY MERRY CHRISTMAS & A HAPPY NEW YEAR!



MY AGED CARE

COASIT is committed to informing the Italian community on how to access aged care services. The My Aged Care website has been established by the Australian Government to help individuals navigate the aged care system. 'My Aged Care' is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

My Aged Care is made up of a website and a contact centre. Together they provide information on aged care for yourself, a family member, friend or someone you're caring for. You can call the My Aged Care contact centre on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays. The My Aged Care website is:

www.myagedcare.gov.au.

For further questions on My Aged Care or Italian specific services please feel free to contact COASIT on 8223 3311.

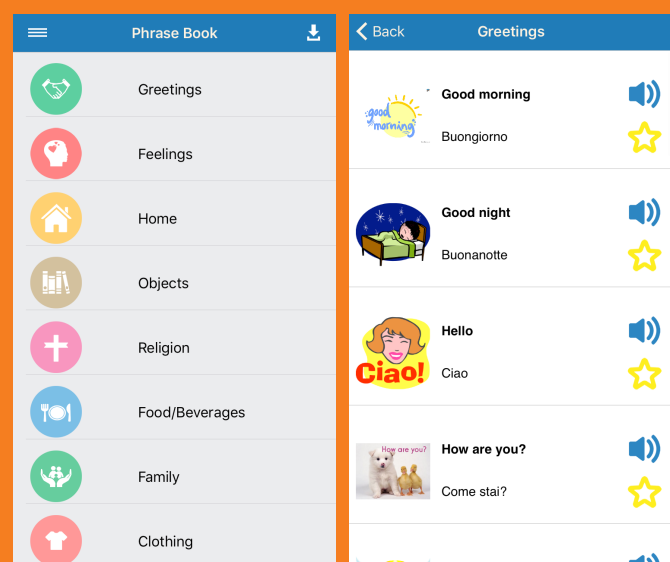
DOWNLOAD CIAO BY CO.AS.IT. SA!

IMPROVE YOUR ITALIAN WITH THE
NEW FREE APP CIAO BY CO.AS.IT. SA!
AVAILABLE ON THE APP STORE.



Ciao by CO.AS.IT. SA
Custom Business Apps

GET



CO.AS.IT. (SA) Inc.
Italian Assistance Association
262a Carrington Street,
Adelaide, SA 5000

Ph: (08) 8223 3311
Mobile: 0431 756 144
Email: admin@coasitsa.org.au
www.coasitsa.org.au



CO.AS.IT.SA

COASIT is funded by the Australian Government Department of Health. Visit the Department of Health website (www.health.gov.au) for more information. Although funding for COASIT has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.