



Honour Roll Inductees 2017

Community Information & Support Victoria (CISVic) aims to recognise people who have made a significant contribution to the CISVic sector by adding their names to the Honour Roll.

The recipient must have done significant work for the community and sector, has been beneficial at the local, regional or state level and reflects the CISVic standards.

This isn't an award about length of service, this about recognising those who've made a real impact in the sector. Each year we inductee just 3 individuals and it is my very great pleasure to announce the 2017 inductees:



Inductee # 1

The first inductee is in the room with us today, but completely ignorant of the honour we are about to bestow: Sylvia Ramsden, Lilydale Assist

Sylvia's CISVic journey began at Mentone CAB as volunteer looking after the information system and she joined Lilydale Assist in 1987 as an information officer. She was the perfect person for the job having a background as a librarian and the backing of her husband who was at the time lecturing at RMIT in information technology. Getting Lilydale's information system in order was a Herculean task but Sylvia took it on board, and in her efficient manner turned chaos into order. At that time, Lilydale's information system was the talk of the sector and other agencies sought guidance and support in setting up their own systems. This also led to Sylvia being elected to CISVic's information sub-committee, a role she held for a number of years.

Sylvia's work has had broader impact – she's been an active participant and secretary to the Yarra Valley ER Network. Throughout Sylvia has upheld to the highest degree the standards and policies of CISVIC, as well as making worthwhile contributions to forming the centre's own policies in relation to management and administration of Lilydale Assist Inc.

We know Sylvia to be a calm and patient worker, whose diligence and commitment are commended by those who work with while consistently demonstrated adherence to the CISVic standards.

Sylvia, it is our pleasure to induct you to the CISVic Honour Roll

Inductee # 2

Our second inductee was unfortunately unable to attend our AGM today:

Susan Pinchbeck, DIVRS

Susan, a trained Community Support Worker delivers hundreds of hours of her time each year to assist vulnerable and disadvantaged people. During her 17 years with the agency, she's continued to display commitment through the good times and the bad. The local community remains a key beneficiary of her work in the sector, working with some of the most vulnerable and disadvantaged.

Her agency and community commend Susan as a well-known and respected individual whose value and impact is not unnoticed.

With such rich experience and skill, Susan plays an important role in mentoring and training new volunteers. Susan consistently demonstrates a commitment to CISVic

Sue, is recognised for consistently demonstrating a commitment to valuing the client's right to access information, assistance and support without prejudice or judgement. Her approach in engaging clients is driven mainly by her strengths based practice and feedback from clients indicate that she is affective in building rapport and providing practical assistance to meet their needs. Sue is a remarkable team player who goes over and beyond in supporting her peers and the overall aims and objectives of DIVRS. As a resident herself, Sue is committed to making a contribution to her own local community and has been successful in demonstrating this commitment by volunteering 17 years of her time, passion, loyalty and dedication to improving services and supporting DIVRS in addressing poverty and hardship.

Susan or DIVRS representatives were unable to join us today, and CISVic will present this award to her at the agency.

Inductee # 3

Our final 2017 inductee is also with us today, similarly unaware of this honour: John Fraser, Western Port Community Support.

When John commenced working with Western Port 11 years ago the agency was located in a portable building and was a very small organisation both in a financial sense and in its actual physicality. In 2009 WPCS relocated to a new, larger, purpose built facility which was instigated and driven in concept by John. The amount of fund raising required for such an upgrade was mammoth and John was solely instrumental in securing the majority of this revenue. John liaised extensively with the MP Shire and developed strong connections thus ensuring the agencies expansion in its provision to the community. The impact of John's connections and ability to secure funding has been fundamental in the growth of the agency and the benefit to the marginalised community from this progression has been monumental. Without John's passion, proficiency and belief the agency would not be able to serve the community in the capacity it does today.

John has developed a definite presence within the community arising from his strong connections with local organisation, churches, schools and philanthropic bodies. John is an active member of the Triple A Housing Group, the Mornington Peninsula Housing Committee and assisted in the formulation and ongoing support of the WRACIC group. John is a strong advocate for social and welfare reform and his visionary ideas are evident in the work done within these committees and groups. John has been volunteering for a local community radio station hosting a well-known weekly radio program for a number of years and has also served on the station's board as an executive committee member. Having also worked for over 7 years with the Salvation Army Crisis Centre John has developed an intrinsic and inherent understanding of the marginalised individuals and families in our community.

Both within the agency and in the broader community, John is recognised as honest and candid egalitarian whose perspective is both pragmatic and fair. His tireless work to make a real difference in people's lives in the community is recognised and commended.

John, it is our pleasure to induct you to the CISVic Honour Roll