



NEWSLINK

The Quarterly Newsletter of South Port Day Links Inc.

March 2010

We're looking for more volunteers!

SPDL is again looking for an influx of volunteers especially for our GardenMates, PetLinks and Community Transport programs.

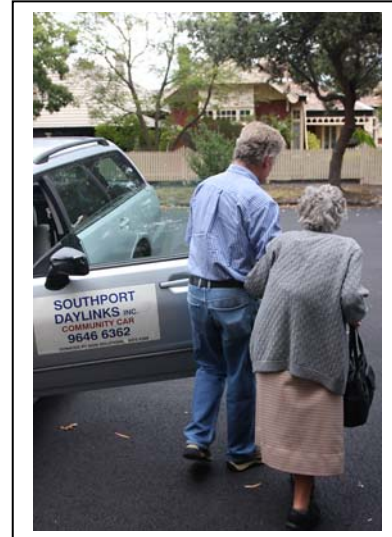
If you love gardening but may not currently have the space to garden, you may be able to assist a frail elderly person or person with a disability in your local community.

Also some of you may not have the space at the moment to keep a pet, but miss that interaction. We can assist by linking you with someone who can no longer walk their dog or care properly for their cat.

The number of our volunteer drivers fluctuates due to health and family issues which affect levels of commitment to DayLinks from time to time. We have quite a few of our loyal volunteers away on long term sick leave or with large family commitments, so we have a greater need for new volunteers at the moment.

We are looking for a commitment of at least six months to make the experience worthwhile for everyone, so give us a call if you would like to discuss this further.

All our volunteers are inducted into our programs and ongoing training and support is on hand. Volunteers are required to undergo a police check and supply two personal referees.



Footy Tipping

The SPDL Footy Tipping Competition will be on again this year. As round 1 starts on Thursday 25 March, payment to enter the competition (\$15) must reach the office by 19 March.

Gardening Get-Togethers

Third Thursday of each month
1pm-3pm
Liardet Centre
Afternoon tea provided
Transport available
RSVP essential: 9646 6362

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From the Chairperson

Welcome to the first SPDL newsletter for 2010. Summer has come to an end, and maybe like me you sigh with relief... that the hot weather is over and that we had no fires like last year.

2009 ended with a little bit of fanfare. We celebrated our 21st anniversary in October and then we were recognised by the City of Port Phillip at the Civic Awards for our long years of service to the community. Now we are back into the swing of things, and starting to look towards the annual planning day in May. We have two new members on the Committee this year and as they come to us with lots of experience and enthusiasm I am sure we will have a successful time and develop lots of ideas to improve our services.

I am organising a BBQ for the end of March or early April and will ensure that information is put out on the buses and in the cars when the date has been confirmed for the Mary Kehoe Centre. Please come along and share in the food and company.

As a provider of Home and Community Care services (HACC) SPDL will be audited this year against the National Service Standards, although it is hard to believe that it is 3 years since the last one. I personally think the audit is a good thing, as it ensures that the quality of our services remain as high as possible. As supporters of SPDL you may be asked in the next month to complete a survey to find out your thoughts regarding the way things are run and whether there are areas in which you think we can improve. It is important that the opinion of those who use and volunteer for SPDL services is heard and the survey will offer one avenue to get your feedback.

I hope this newsletter finds you happy and well.
Take care,
Catherine

SPDL Committee of Management 2009-2010

Chairperson: Catherine Healion

Secretary: Lilian Lethborg

Treasurer: Graham Cook

Public Officer: Steve Roper

Committee:

Betty Harrison

Carol Zschech

Meryll Hansen

Geoff Ellis

Brian Sutton

Bouquets and Brickbats

As part of our efforts to improve our services we will be introducing a Client Feedback Form in the next few weeks.

The form is designed to enable our clients to offer suggestions, forward a compliment to a deserving volunteer or member of staff, or to make a complaint if we haven't lived up to your expectations.

SPDL Inc has a Complaints Policy and Procedure and a Complaints Register, and we will be expanding these to include suggestions and compliments, so we have a record of the feedback we receive and the action we have taken as a result of it.

In any event, please feel free to ring and speak to us if you have a compliment, suggestion or complaint. A copy of our Complaints Policy is available on request.

South Port Day Links Inc acknowledges the funding it receives from the Australian & Victorian Governments under the HACC program, the City of Port Phillip and our other generous sponsors and donors – see them on our website at www.spdl.org.au

Volunteers at SPDL

We have had a very busy start to the year and thankfully a lot of our drivers in particular have been available for most of our shifts. Of course this means that some of them are taking holidays a little later and heading off on cruises and adventures around the country side as we speak!

We have just enjoyed hosting a stall at the Port Melbourne neighbourhood carnival on Saturday 27 February. It was a great opportunity to publicise our services to the wider community.

The Home and Community Care program offers additional training to our staff and volunteers throughout the year and it is free! A training calendar is produced twice a year and many of the courses are relevant to the work of our volunteers. As you know, we strongly encourage all our volunteers to undertake some basic first aid training and other training relating to caring for frail elderly people is available. To discuss the training that is available, give me a call during office hours. Several of our volunteers have undertaken training already this year. Places really do fill fast, so you need to get in quick!

The Productivity Commission has released the final research on the Contribution of the Not-For-Profit sector. Some of their findings are;

- Most Australians are volunteering (4.6 million) but they are volunteering for fewer hours.
- Culture and recreation organizations are experiencing strong growth in volunteer numbers, but most other sectors have seen a decline in volunteering.
- Rising costs to volunteers are affecting the viability of their engagement.

Volunteer Australia's national survey of volunteering issues has also just been released. Many issues were canvassed and I have listed some of them here for your information.

Preferred Method of Recognition for Volunteers;

64% said that "being accepted as a valuable team member" was the most important issue to them.

61% were looking for a "personal thank you"

46.7% found "feedback about my contribution" as a very important issue.

Not all volunteers felt that they needed recognition to feel valued. The enjoyment and satisfaction of volunteering is enough in itself.

Other interesting findings related to participation.

The most common method of finding volunteer work continued to be "through the recommendation of a friend or relative" (27%).



Volunteer Profile: Ian Brown

Interests: Friends, horse racing

Passions: Essendon Football Club

How long volunteering? 12 years! (and all with SPDL: thank you Ian!)

Enjoys: Helping the frail elderly and disabled

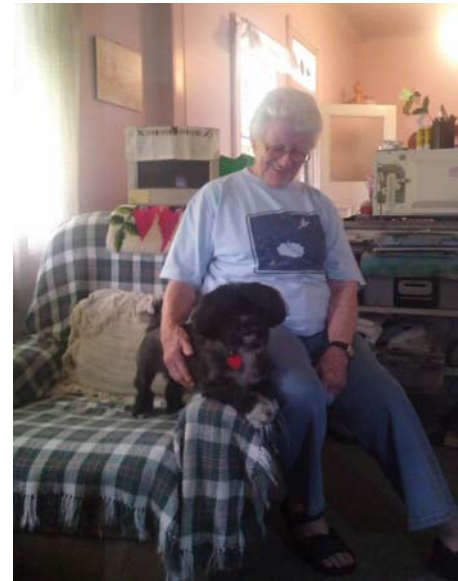
PetLinks

We have been having a busy time lately with our PetLinks program. Happily we have been able to link several new volunteers with clients and happy poochs and some lovely new alliances have been made.

Also, some very good news came about from a sad situation when one of our PetLinks clients had to give up her precious pet because she could no longer care for her, and we have been able to re home her beautiful companion with another carer. It is wonderful to be able to pass on some positive news to everyone in our community.

Remember, if your precious pet is not getting enough exercise, the PetLinks program may be able to assist you. All our volunteers are pet lovers who undertake

our screening process and training and are supported by the staff at SPDL. Also we have a band of willing volunteers who assist with transporting pets to the vet when you need that occasional visit. Give us a call about this service if you have any questions.



Pet Care Information

For your dog

- *Walk your dog every day
- *Play games with your dog if you are unable to take them for a long walk
- *Train your dog – teach it at least the basic commands of “sit”, “stay” and “down”.
- *Remember to keep your dogs teeth clean, use a raw marrow bone or dental rusks.
- *Never offer cooked bones
- *Avoid table scraps
- *Vaccinate your dog, yearly boosters are required to maintain immunity.
- *All dogs should have a heartworm test every Spring.

For your cat

- *The two most common types of worms to infect cats are tapeworm and roundworm.
- *Worm treatments can be sourced from your vet.
- *Even very clean cats can get fleas.
- *Flea eggs can survive in mild climates for a long time.
- *Very effective flea treatments are now available at your vets.
- *If your cat has ear mites they will probably be scratching and shaking their heads a lot. Brown wax will be seen in the outer ear. Take your cat to the vet for proper treatment.
- *Cats need protection from feline enteritis and cat flu.
- *Remember cats are carnivores (meat eating animals), also avoid feeding your cat dog food.
- ** Lilies are extremely poisonous to cats.
- *Cats will burn in strong sunshine. A waterproof non toxic sunscreen can be applied to their ears and nose.