



NEWSLINK

The Quarterly Newsletter of South Port Day Links Inc.

March 2011

DayLinks Community Transport Revisited...

The DayLinks Community Transport program is South Port Day Links Inc's biggest program. Since its inception in 1989, DayLinks has been providing transport to frail aged and disabled people within the northern parts of the City of Port Phillip (CoPP). In the beginning DayLinks was an initiative of members of our local communities and the (then) Port Melbourne and South Melbourne Councils, which is why the service concentrates on those parts of the municipality.

Last year alone DayLinks provided over 15,000 trips to 429 clients, with a volunteer driver contingent of about 25 in all and a fleet of 3 cars and the occasional use of 2 mini-buses courtesy of CoPP.

As part of the next phase of SPDL's development, the Committee of Management is hoping to secure grant funding to enable us to investigate the feasibility of offering our transport service to the whole of the City. Expansion of the service has implications for SPDL: one extra car is another large annual expense as is its replacement every 3 years, recruitment and training of extra volunteers increases staff loads, as does scheduling for at least one more vehicle, not to mention extra client trips on the buses.

In the meantime we encourage frail aged and disabled people within our area to make use of our services. Details of how the service works are on page 5 & 6 of this Newsletter. Please don't hesitate to contact us on 9646 6362 if you think our service could help you or someone you know, or if you would like to volunteer.



Stop Press!
Thanks to the **Brian J Sutton Foundation** we have funding for our replacement vehicle in 2011... many, many thanks are due to our generous donor & volunteer Brian.

Gardening Get-Togethers

Monthly on the third Thursday

1.30pm-3pm

Liardet Centre

Afternoon tea provided

Transport available

RSVP essential: 9646 6362



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From the Chairperson

(On any Friday.....)

Two people sip cappuccinos at a footpath table as a station wagon turns left into Liardet Street. The vehicle threads through a jumble of trucks and pedestrians then noses into a disabled parking spot. The driver exits the vehicle, deftly retrieves a faded shopping jeep from the rear then strides around to the passenger. "How can I help?" He lightly grips her arm.

"Southport DayLinks" is written on the station wagon. Its volunteer driver pauses to ensure that the client is safely inside the shop then scans her run sheet. She carefully reverses into the Liardet St melee, heading for the next client.

In South Melbourne a volunteer gardener reaches for the cold drink offered by his client. They are remodelling the small backyard of a terrace house. GardenMates at work.

"Watch, wallet, spectacles...." a septuagenarian laughs as he sets off down the hallway. There will be a knock on the door soon and he will spend the next half hour strolling along Kerferd Road with his WalkMate.

A terrier trots briskly across the coarseness of Sandridge dog beach. The person holding the lead wears a lime green windcheater. The dog's owner walked the dog every day until his knees betrayed him. Now the dog is kept healthy and active by PetLinks.

In the SPDL office a phone rings. A volunteer receptionist answers "How can I help?" as somewhere south of Albert Park a client directs a new driver through the back lanes to the Burra Club.

At the South Melbourne Market a volunteer at the InfoLink stall selects a pamphlet. She reminds the recipient that donations to SPDL DayLinks are tax deductible.

You could be any one of these people. **Can you help?**

Geoff Ellis

Chairperson

Other Program News: GardenMates, WalkMates and InfoLink

We have had a pretty good response to our little article in *Diversity* regarding our GardenMates program. We have had quite a few inquiries from potential volunteers and several are going through our screening process at the moment. We look forward to these new volunteers commencing with us soon.

We've also had a small number of inquiries regarding our WalkMates program, but if you would like further information about our programs as a client or volunteer, give us a call on 9646 6362.

Our InfoLink program comprises our reception volunteers and our Friday information stall at South Melbourne market. We currently need an additional volunteer for our reception desk half day per week, so if you are interested, give us a call or check out our website at www.spdl.org.au: volunteer position descriptions are available to download from our web site.

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

The new year has rolled around and we don't seem to have taken a breath since Christmas. It is good to be busy of course. We have had some lovely matching of volunteers and clients already this year in our GardenMates, WalkMates and PetLinks programs.

We have already had training sessions for our drivers and reception staff in February and all our drivers who are currently driving for SPDL have had a driver assessment with a professional driving school. We also have our bi-annual list from DHS with their training schedule for the next six months. So if you are a volunteer for South Port Day Links and may be interested in first aid training or other short courses, give me a phone call and we can discuss it. The training through the Home and Community Care program (HACC) is free!

A big welcome to our new volunteers, Susie Leehane (GardenMates), Sophie Heywood and Jacqui Parkinson (WalkMates) and Holly Fraser, Gail Forward and Louise Lee (PetLinks). A big thank you to Gail Forward with assisting me with a working group we have formed in the Pets and People Network where PetLinks is a member.

As a consequence of our 'call out' to volunteers for our Committee of Management we have some positive news. Helen LittleJohn (transport volunteer) has joined our Committee. As we go to print, several other volunteers from different programs are considering joining our Committee as well.

We have had a relatively stable time with our transport volunteers since late last year, but circumstances have again changed and **again** we are making a call out for new volunteer drivers. Several of our fabulous drivers are on long term sick leave and one or two have taken up full time paid work, so if you know of anybody who may be ready to do some community work and really assist their local neighbours, tell them to give us a call in the office asap on 9646 6362.

National Volunteer Week 9-13 May 2011

We will be celebrating National Volunteer Week during the week of 9 – 13 May.

We will definitely be 'kicking our heels up' in a local venue, so keep in touch and we will let you all know the details. This year Volunteer Australia is celebrating 10 years since the International Year of the Volunteer (plus one!). The theme for this year is '**Inspiring the volunteer in you**'.

Australian volunteers contribute more than 700 million hours of community service to many areas of our society and we are a part of this vibrant community.

So, if you have any neighbours/friends who have some spare time or are about to change the commitments of their week, mention South Port Day Links to them as we may be able to link them with a fun filled volunteer experience!



Our thanks to the **St Kilda Football Club** who have donated a signed jersey to us for our fundraising effort: we were able to recruit a volunteer (thanks Geoff) to drive DayLinks client and avid St Kilda fan Ivy to the Club's Family Day at Frankston on Sunday 13 March.



Footy Tipping Competition

It's that time of year again! The AFL footy season is upon us! Would you like be part of the SPDL footy tipping competition? You don't need to be an expert...it's all just a bit of fun.

Tips need to reach the office each week by Friday noon.

You can ring them through, email them or write them out and give to a driver or drop them in to the office...what a choice! If you forget, you will be given the away teams.

The cost is \$15 to be paid by close of tips on 24 March. **1st prize** is 70% of the pool and **2nd prize** 30%.

(Note Round 1 tips due by midday Thursday 24 March)

Ring the office on 9646 6362 to put your name down.

PetLinks

The PetLinks program, which is intended to be flexible and innovative, aims to meet the social and emotional support needs of clients and the social and health needs of their companion animals.

If you are experiencing frailty or a disability and you are finding it difficult to care for your pet (cat, dog, budgie etc), PetLinks may be able to help you.

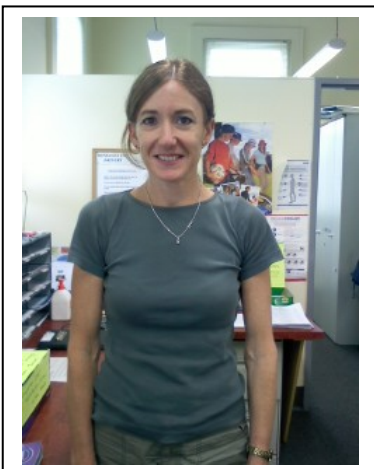
Currently PetLinks is our only program that operates across all of the City of Port Phillip.

Dog walking

Regular exercise helps keep your dog healthy, fit and happy (just like humans!).

Have you been noticing that your pup is getting a little wider and slower or grumpy with visitors to your house? He/she may need more exercise and socialization. We all have limited funds these days and you don't want to be landed with expensive veterinarian costs because your pet is unwell unnecessarily. All our volunteers are screened with referee and police checks and just love caring for animals. Our volunteer programs are free, so have a think about your dear pet and whether they could do with a little extra care.

Volunteer Profile – Anna Casasayas



Interests/passions: Bushwalking/camping, cycling, swimming, reading, piano-playing, cats (I have 2!) and arthouse/foreign movies.

How long have you been volunteering with DayLinks? Since September 2007 (3½ years)*

How did you find out about DayLinks? I was walking past the Community Centre and saw a notice calling for volunteer drivers (just after I'd moved into the area in 2007)

What kept you volunteering with DayLinks?

The interesting and lovely people, the scenic and historical area we drive in, the funny things that happen along the way

** Editor's note: Anna is leaving us at the end of this month to have a holiday overseas and then to take up full time work. We thank her for her dedicated service and wish her all the best.*



Client Information for Users of DayLinks Community Transport

WHO CAN USE THE SERVICE?

SPDL Inc utilises the skills of volunteers to provide transport to frail/aged people and people with disabilities and those that care for them who live in the part of the City of Port Phillip between Fitzroy Street, St Kilda and Garden City.

These people

- Are living at home, in a boarding house or special accommodation house.
- Because of frailty, chronic ill-health, injury or the ageing process have limited opportunities for social connections.
- Have a physical, intellectual or psychiatric disability
- Are unable to access mainstream public transport because of geographical isolation.
- Are on a low income
- Have a temporary medical condition and who may require service for a short period of time.

WHERE WILL THE SERVICE TAKE ME?

DayLinks community transport service

* Takes people mainly within the northern part of the City of Port Phillip.

* Takes people to hairdressers, to shopping, to attend classes and activities, for socialising with friends, and to appointments.

WILL IT BRING ME HOME AGAIN?

The DayLinks community transport service will bring you home from all activities **EXCEPT** from hospitals and doctors outside the local area.

* For local appointments, at the time of booking you will be asked for a return time or how long you wish to be out.

* For local doctors' appointments, ask the doctor's office to ring us when you have finished.

DOES IT COST ANY MONEY?

It is the policy of the Committee of Management to ask DayLinks users to make a contribution of \$3.00 for a trip, be it one-way or two-way. The contribution should be given to the driver on the first trip of the day. These contributions help us to keep vehicles on the road and enable us to keep providing this service to you.

South Port Day Links is always grateful for any donations. All donations of \$2 or more are tax deductible. Please ask driver for a receipt if you wish to claim.

HOW DO I BOOK?

- * Ring the DayLinks office between 9 am and 5.00 pm Monday to Friday (bookings must be made directly through office, **not through drivers**).
- * If it is a regular activity (weekly or fortnightly), tell us so we can schedule you for a regular pick-up....no need to ring each week



- * Please do not rely on drivers to pass on messages, bookings or cancellations
- * Book at least 3 days in advance when possible as bookings will be processed in order of receiving
- * We cannot guarantee that every request for transport will be fulfilled, but we will do our best

WHAT INFORMATION WILL YOU NEED?

After the initial interview, when you book transport we will need

- * Full name & telephone number
- * Where you wish to go.
- * Day, date and time you have to be there (not the time you'd like to be picked up)
- * How long you'll be there so we can plan your return trip

HOW DO I KNOW WHAT TIME I WILL BE PICKED UP?

- * For bookings in the local area, be ready at least 20 minutes before appointment time.
- * For hospitals or doctors outside the local area, please ring the office after 4.00 pm the day before your appointment to check pick-up time

HAVE I ANY RESPONSIBILITIES?

Yes.

- * Please notify us of any cancellations or changes as soon as possible to avoid wasting petrol and driver time.
- * Please be ready at the appointed time. If you are not ready, the driver will be late for his next pick-up.
- * Please do not ask drivers to do extra trips for you or wait for you. These extras should be booked through the office so we can allocate the necessary extra time needed.
- * Please be aware it is not a taxi service—you may be sharing the car with other passengers and on occasions we may need to take you earlier or later than you would prefer.
- * Please be aware the sooner we know of changes to bookings the easier it is for us to adjust schedules and drivers.

ONCE I BOOK, IS THE TRANSPORT GUARANTEED?

Services are made available based on several criteria:

- The resources are available (volunteer drivers, appropriate/sufficient vehicles)
- bookings to hospitals or doctors outside the local area are the last bookings processed and are not always possible

Should you have any questions or concerns please ring us on 9646 6362. **There is a free telephone interpreter service available by ringing 131450**



To promote and enable equality of access and opportunity for frail aged people, people with a disability, and those that care for them, so that they can maintain their independence and links to the local community.