



South Port Day Links Inc.

Annual Report 2004

Promoting and enabling 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.

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Committee of Management 2003/2004

Chairperson:	Catherine Healion
Treasurer:	Graham Cook
Secretary & Public Officer:	Paula Marsh
Committee Members:	Betty Harrison Don Hay Helene Murray Roger Featherston

Staff

SPDL Coordinator:	Carolyn Fuller
PetLinks Coordinator:	Lynn Fitzpatrick (resigned) Louise Pearce (contract)
Transport Administration Support (job share):	Meryll Hansen and Bob Ditton



South Port Day Links Inc is endorsed by the Australian Taxation Office as a deductible gift recipient for donations of \$2 or more.

SPDL Inc. Programs

Our programs are designed to reinforce the principle of encouraging participation in individual and social activities inside and outside the home enhancing involvement, satisfaction, autonomy, integration, dignity, creativity and flexibility. SPDL volunteers provide the links by assisting in the following range of community programs.

SPDL Programs

DayLinks Community Transport - provides short distance transport for people unable to access public transport or who require a companion or physical assistance.

Chat Mate - a volunteer establishes a friendship with an older person who may be lonely or isolated because of mobility problems.

Garden Mate - Links people who enjoy gardening and have some free time with people who cannot maintain their gardens because of frailty or disability.

Walk Mate - Links a suitable volunteer walking companion to an elderly person or person with a disability who needs some form of support, either physical or moral, 'to go for a walk'.

Information Stall – held at South Melbourne Market every Friday, distributing information about the local services and activities relevant to older people.

PetLinks is an innovative program which helps frail older people and people with disabilities to care for their animal companions at home. Pets are the most important companions in some people's lives, but illness or frailty can make pet care too hard to manage alone. PetLinks assists residents of Port Phillip who are frail or disabled to continue living independently with their pet by providing the following services:

Dog walking – to remain happy and healthy, a dog needs regular exercise. If illness, injury or some other constraint prevents owners from walking their dogs, a Pet Links volunteer can be assigned to assist.

Pet Grooming – loss of strength and mobility in older age can often make general pet care tasks such as feeding, grooming and washing difficult. Volunteers can assist in the day-to-day care of pets.

Pet Transport – Volunteers can assist owners by transporting pets to the vet, grooming parlors and other destinations when necessary.

Foster care – In the event that a PetLinks client is hospitalised, or away from home for an extended period due to illness, an emergency foster care home will be found for the pet. Where possible this will be with the regular volunteer who will also, where allowed by the hospital, bring the pet in for short visits.



South Port Day Links Inc

Registered number A0023984F ABN 82 957 361 749
252 Graham Street (PO Box 199) Port Melbourne 3207.
Phone 9646 6362 Fax 9646 6606 Email: daylinks@hotmail.net.au

AGM 2003 Minutes

At South Melbourne Senior Citizen's Centre, November 25th 2003, 2pm.

Present

Dorothy Alcock, Mavis Arrowsmith, Mary Bartlett, Pat Blair, Bryan Brennan, Ian Brown, Eileen Burgess, Shiela Cameron, Nellie Collier, Graham Cook, Hilda Daley, Cherrie Dawson, Jean Douglas, Joyce Fahey, Roger Featherston, Frances Fisher, Fred Fisher, Lynn Fitzpatrick, Lance Forbes, Carolyn Fuller, Neil Fuller, Dorothy Garbutt, Jean Glenister, Margaret Goldsmith, Shirley Gwynn, Meryll Hansen, Betty Harrison, Jan Hase, Don Hay, Catherine Healion, Bill Henry, Denis Honeywell, Caroline Hutchens, Bill Jackson, Richard James, Beatrice Jones, Betty Kemp, Peter Logan, Paula Marsh, Brian McGrath, Anna Moo, Fred Nicholson, Eunice Noonan, Marguerite O'Hara, Doris Pace, Stella Pace, Marjorie Peterson, Nadine Potter, Myrtle Richardson, Aileen Ryesnioviecki, Patricia Scurry, Anne Smallpage, Donald Standing, Cheryl Stevenson, Peter Sutherland, Pat Schoder, Esmá Threnoworth, Eleanor Townsend, Nita Tyler, Dirk Van Dam, Ann Vickers, Maureen Walker, Kathie Wacshmuth, Gunter Wacshmuth, Joyce White, Pat Williams, Mavis Wylie, Harry Wylie.

Apologies

City of Port Phillip Mayor Liz Johnson, Ute Korallus, Rosemary Joy, Mandy Press, Kathy Horsley, Janet Hansen, Beris Campbell, Joy Rowan, Ella Massey, Betty Van Dam, Nan Buchanan, Joan Crawford, Gwen McIntosh, Marie Hapke, Judy Tracey from Kilbride, Steve Roper, Madeleine Berry, Julie Statkus.

Welcome

Catherine Healion, Treasurer of South Port Day Links and acting as Chairperson for the AGM, introduced herself and welcomed those present at the AGM and noted those the apologies.

Minutes of AGM 2002

Catherine called upon those present to review, in the 2003 Annual Report, the minutes from the 2002 AGM and asked if there were any questions or corrections. Being none, the minutes were agreed as a true and accurate record of the meeting.

Moved by Kath Wilson and seconded by Pat Blair and carried unanimously.

Reports

The Chairperson's report was given by Catherine who noted that 2003 was a year of changes for SPDL, with Kate Cleaves leaving the PetLinks position and Beris Campbell resigning from the Committee of Management. Catherine advised that the Committee had subsequently co-opted Paula Marsh, Helene Murray and Roger Featherston.

There has been an increase in the profile of SPDL via the regular newsletters and Betty's stall at the South Melbourne markets.

DHS are still providing the bulk of the South Port Day Links ongoing funding and this is supplemented by additional funding from the City of Port Phillip and the SMC Chest and support from various business including *Sign Solutions* and *BP Australia*.

Paula Marsh moved that the meeting accept the Chairperson's report, seconded by Rene Walker and carried unanimously.

South Port Day Links Coordinator Report

Carolyn spoke about a program on Radio National called "Agenda for Globalisation", which she said outlined aims consistent with those of DayLinks.

Carolyn noted that the community transport program had averaged more than 500 transports a week since July 2002 and that there was a possibility it might extend into St. Kilda in the future. Carolyn also spoke to the achievements of Chat Mates, Walk Mates and Garden Mates.

Carolyn extended her thanks to all the volunteers who had assisted the organisation over the year and made possible the achievements of the various programs.

The Chairperson asked that the DayLinks Report. Moved by Peter Sutherland, seconded by Mavis Arrowsmith and carried unanimously.

PetLinks Co-ordinator Report

Lynn Fitzpatrick introduced herself as the new coordinator of PetLinks and said that current national surveys showed that more than 65% of households have pets. To that end, Lynn gave a run-down of what PetLinks sought to achieve and thanked all the volunteers of the program.

The Chairperson asked that the PetLinks Report be accepted. Moved by Pat Schroder, seconded by Cherrie Dawson and carried unanimously.

Amendment to the South Port Day Links Rules

Catherine explained the amendment sought by the Committee of Management to the South Port Day Links Rules for an Incorporated Association and asked for questions. Catherine was asked whether membership of the organisation would be open to anyone in Victoria and replied that it would so long as the potential member had an interest and supported the aims of the organisation. Catherine was also asked if the change would affect the boundaries of the organisation and explained that there would be no change in service delivery in itself and that the change would ensure that organisation could meet its legal obligations and attract people with skills needed by the organisation.

Roger Featherston moved the acceptance of the amendment to Rule 3. (1):

All people who live, work, or study in the City of Port Phillip and/or have an interest in and support the Association's Aims are eligible for membership.

Seconded by Peter Sutherland and carried unanimously.

Financial Report

Catherine spoke to her Treasurer's report and noted that costs had increased and the biggest challenge to face the organization was matching expenditure with income. Catherine asked if there were any questions about the financial position of South Port Day Links Inc. and there were none.

Peter Sutherland moved that the Treasurer's Report be accepted, seconded by Betty Harrison and carried unopposed.

Committee Nominations

Nominations for the Committee of Management were received from:

Catherine Healion – Chairperson
Graham Cook – Treasurer
Paula Marsh – Secretary
Betty Harrison – Committee Member
Don Hay – Committee Member
Helene Murray – Committee Member
Roger Featherston – Committee Member

Marguerite O'Hara moved that all the nominations be accepted, seconded by Shirley Gwynne and carried unanimously.

Arthur Rowan Certificates, for those who had been SPDL volunteers for 5 years, were presented to Frank Cummins and Fred Nicholson by Kay Rowan, daughter of Arthur.

The AGM was declared closed at 3.40 pm and those present invited to stay for afternoon tea.



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SPDL Inc Special General Meeting

Minutes of Meeting held on 27.02.04 at 4 pm at the South Melbourne Senior Citizens Centre.

Present

Paula Marsh (Secretary), Catherine Healion (Chairperson), Anne Vickers, Beryl Talbot, Ellen Harrod, Mavis Arrowsmith, Frances Fisher, Bill Henry, Roger Featherston, Peter Sutherland, Patricia Williams, Beatrice Jones, Helene Murray, Graham Cook (Treasurer), Betty Harrison, Don Hay, Carolyn Fuller (Staff).

Catherine Healion, Chairperson of the South Port Day Links Inc (SPDL) Committee of Management, introduced herself and welcomed all the attendees.

Catherine spoke to those assembled about the reasons for calling this Special General Meeting and that essentially it was about making changes to the constitution of SPDL and that to do so meant consulting our Members and getting their endorsement or rejection of the proposed changes. Catherine said that, while the change to the constitution at the AGM in November 2003 had been about broadening the membership base of SPDL, the changes proposed at this meeting were about clarifying the language of the Statement of Purpose and broadening the geographical boundaries of the organisation to include all of the City of Port Phillip and not just Port and South Melbourne.

Catherine took the Members through the first of the proposed changes – that in the Statement of Purpose, Section 2 should be changed to:

TO PROMOTE AND ENABLE EQUALITY OF ACCESS AND OPPORTUNITY FOR FRAIL AGED AND PEOPLE WITH A DISABILITY, AND THEIR CARERS, TO MAINTAIN THEIR INDEPENDENCE AND LINKS TO THE LOCAL COMMUNITY.

To achieve this mission South Port Day Links will:

- (1) Utilise the skills of volunteers*
- (2) Provide a range transport options*
- (3) Provide a range of community support programs for individuals*
- (4) Provide community information and advocacy*

The target group will be:

Frail aged and people with a disability, and their carers, within the HACC definition who experience transport disadvantage and/or isolation.

And that changes to the Statement of Purpose 3 a) and b) should read:

3. South Port Day Links Incorporated works at developing methods of linking all residents with groups and others of their choice.

a) *all citizens of the City of Port Phillip must be free to remain at home in security and safety, with their essential needs provided for, including their need of contact with other people.*

b) *all citizens of the City of Port Phillip must be free to leave their homes to get where they will, to visit a friend, keep an appointment, attend a sporting event, or congregate with other people socially, and to return to their home by public transport or other means, in safety and security.*

And remove 3. c), which read:

c) to achieve this, South Port Day Links must consider the resources now available and how they can be used in new ways because people with disabilities or elderly people have individual and varied needs.

There was some further discussion about the rationale for these changes.

Paula Marsh moved the resolution that the proposed changes to the South Port Day Links Incorporated Statement of Purpose 2) and 3) be adopted. This motion was seconded by Frances Fisher and unanimously agreed to by the Members present.

Catherine then took Members through the next proposed change, which was an addition to the South Port Day Links Incorporated Constitution of 7 (1) c) which read:

c) no longer complies with the membership requirements of the Association.

There was some further discussion about the rationale for this addition.

Roger Featherston moved the resolution that the proposed addition of 7 (1) c) to the South Port Day Links Incorporated Constitution be adopted. This motion was seconded by Anne Vickers and unanimously agreed to by the Members present.

Catherine then took Members through the final proposed change to the South Port Day Links Incorporated Constitution, Section 11(2), which read:

If insufficient nominations are received to fill all vacancies on the Committee, the candidates nominated shall be deemed to be elected and further nominations may be received after the Annual General Meeting.

Catherine Healion moved the resolution that the proposed change to 11. (2) of the South Port Day Links Incorporated Constitution be adopted. This motion was seconded by Beryl Talbot and unanimously agreed to by the Members present.

Catherine then advised that the formal part of the meeting was now completed and explained that the South Port Day Links Committee of Management was required by law to advertise the proposed changes, call a Special General Meeting and bring

membership together to endorse or reject the proposed changes and that it was important to the Committee that the Membership were consulted about the changes.

Beryl Talbot said that she wanted to take the opportunity in this meeting to thank South Port Day Links and all the volunteers for the wonderful work and support the service provides and for assisting older people to stay connected to their local neighbourhood and community. The other Members present endorsed Beryl's thank you.

The Committee of Management then introduced themselves and Catherine asked for volunteers to join the Committee of Management, as there are still vacancies for four more members on the Committee. There were no immediate takers!

The Members were invited to join the Committee in a cup of tea and the Special General Meeting was declared closed at 4.25 pm.

Chairperson's Report

2004 has been a busy year for SPDL Inc. and it has been interesting, as I sit down to write this report, to reflect upon what we have achieved. It's funny how sometimes it doesn't sound like much on paper, but that in practice it feels like a lot!

The first achievement that I want to share with you is the rating that SPDL Inc. received in the National HACC Standards audit that was conducted earlier this year. Every program in Victoria, from big Councils to little organisations like SPDL Inc. was subjected to an external quality audit to measure their performance against the national standards. We scored 18 points, out of a possible 20, which places our result in the highest category. It is a great effort and an enormous amount of thanks rests at the feet of Carolyn Fuller and Nadine Potter. They both deserve a medal for the work that they did, and the good humour in which they did it.

2004 has also been the year in which the Committee has had to confront the reality that we cannot generate the level of income that we need to maintain our service. Last year, the State government made changes to the way that vehicles are funded and although we have met with Minister Thwaites and raised with him the problems that this funding change will create for us, there appears little that can be done. We were extremely lucky to receive a one-off grant from the State government this year to replace some of our fleet, and also had the great fortune to receive a donation from an anonymous and incredibly generous client but there is no doubt that this problem has not gone away, but simply been postponed for twelve months! It is hard to believe that a service like DayLinks community transport, which achieves so much, for so many, for so little, will struggle to exist!

SPDL Inc also submitted a response to the City of Port Phillip's Targeted Community Transport tender. After many discussions, much time and energy, and enormous effort by Carolyn and her transport sub committee, we were informed a few weeks ago that Council has decided not to award a contract. Had we been successful, we would have been able to extend the DayLinks service to St Kilda and Elwood. It continues to be the aim of SPDL Inc. to extend accessible community transport across the entire municipality to enable all residents who are transport disadvantaged to access their community as independently as possible.

Life, however, is full of challenges and all of us at SPDL Inc. look forward to 2005. I would like to take this opportunity to share with you the future directions that the Committee of Management believes most appropriate for the organisation. Over the next twelve months, I believe that we must continue to seek out new income prospects, whether they are money or in-kind support. We have been here for 15 years, and want to be here for another 15!

We also need to strengthen our volunteer base: Transport, PetLinks and the committee to enable new people to become involved in the organisation and bring fresh ideas and innovative approaches.

We want to make sure that our staff is well supported because we believe they do a fantastic job and know that without them, there would be no service.

We also want to make sure that you, our clients, our volunteers and supporters, feel connected to the organisation and free to raise concerns and offer suggestions for how we can improve things. This year, a survey went out to clients, and this will continue on an annual basis as a means of gauging whether we are getting things right.

Finally I want to say an enormous and heartfelt thank you to the other members of the committee of management and to our staff. I have the enviable task of working with a dedicated team of volunteers and paid staff who give 150% all of the time. It has been a pleasure to be the Chairperson and I hope you will join with me to congratulate everyone on the work they have done over the past twelve months.

Thank you.
Catherine Healion
Chairperson

SPDL Coordinator's Report

Over the last few months, I have spent many days and weekends assisting in the care of my mother, who went to live with one of my sisters following a fall resulting in a broken hip. This caused me to reflect on the fantastic services Mum had had, that assisted her to remain living in her own home until 94 years of age. There is no doubt that most people wish to stay in their own home as long as possible, and by accepting a little assistance, they can do so and stay independent for a longer time. Certainly, that was the case with my mother, and it certainly is the case with many of the clients of SPDL. Help and support to go shopping or to the hairdressers, someone to assist in the garden, someone to chat with...assistance provided by SPDL volunteers can and do make such a difference to the lives of our clients.

It has been an incredibly busy year with three major events preoccupying my time and energy. The first was the HACCC National Standards Audit in March.

The **HACC NATIONAL STANDARDS** audit was to measure the quality of SPDL's policies, procedures and performance against national standards. Nadine Potter, a student on placement from VUT who worked extremely hard by researching, helped me considerably in the task of preparing for this audit and putting together the policies needed. Although by the end Nadine never wanted to read another policy, we worked well together and it became quite a family affair. Nadine's husband, Tim, came to help with a computer formatting problem and Nadine gave birth to their first child, Stirling, barely a week after finishing at SPDL! Thanks so much Nadine, it was great to work with you and great we scored so well...eighteen out of twenty was a fantastic score, not achieved by many other organizations, specially small ones like ours that have so few resources.

The second preoccupation for the year was putting in a response to the **City of Port Phillip's Targeted Community Transport tender**. This would have enabled DayLinks Community Transport to extend into Elwood, St. Kilda and East St. Kilda. SPDL was very keen to do this because we felt such a wonderful program should be available to frail elderly residents and people with a disability across the whole municipality. We also felt it would help give SPDL a more solid footprint in the area and that SPDL would benefit by having a larger financial base. However, it was not to be. COPP has decided not to award the contract at all, so that residents with poor mobility in the southern part of COPP are still denied access to door-to-door transport. SPDL will continue to look at ways that these people may be assisted to access their community.

The third and most recent preoccupation has been the shift of SPDL offices to **Liardet Community Centre**. It is a big job, archiving, packing, organizing phone transfers etc, but on Wednesday October 27th (the day of hail, gale force winds, torrential rain) SPDL Inc. moved to its new premises at Level 1, Liardet Community Centre. The building has been totally refurbished and the upstairs area has amazingly high ceilings that add a very light bright ambience... it is a pleasure to work in it. The project has not been without its problems we have a long list of items 'not quite right' which will gradually be worked through, however we are thrilled to be here and working in this community hub with other

small albeit disparate groups...surely its a great concept. So, after many years of planning, negotiating, and building, the Liardet Community Centre was officially opened on Friday November 12th 2004. It is ironical that, in its infancy, SPDL was housed upstairs at Liardet Community Centre. The wheel has turned!

Volunteers

What can I say? I know I wax lyrical about our volunteers, but the reality is, nothing I can say could express my absolute amazement at the wonderful, fantastic work done by our volunteers. Awesome! Without them, there is no SPDL. Our volunteers give so unstintingly of themselves. Thank you, thank you, thank you.

We have had a few moments of crisis with volunteer drivers recently when several of our drivers were ill, several were on holidays and several had work commitments, all at the same time. But, with the dedication we have come to know from our volunteers, they all 'pitched' in, did extra shifts, and kept the cars on the road and our clients happy. Thanks for all that extra dedication.

Programs

DayLinks Community Transport is the busiest of SPDL programs and in the past 12 months it has provided 26,481 trips to over 600 different clients...quite a feat for a small community organization. DayLinks has a roster of over 20 drivers who drive our 3 community cars/station wagons or 2 minibuses that belong to COPP. As our population ages there are more and more requests for transport and those that we do transport are often becoming frailer. This often means these clients need extra support and assistance.

We advertised for the position of Community Transport Support Worker and interviewed four very good candidates. Bob Ditton and Meryll Hansen were appointed in a job-share of 20 hours each per fortnight. This is a great arrangement as it means we have two experienced trained employees who can cover for holiday and sick leave and both are able to 'take over' my role if I am away. The job of organizing the transport trip roster is a complex task that involves lateral thinking... very like putting together an enormous jigsaw. Bob and Meryll both perform this task admirably and both add a happy spark and an extra dimension to the work atmosphere. Thank you.

DayLinks provides supported transport, not only for individuals, but also to other community organizations so their clients can access their services. Port Phillip Community Rehab., Inner South Community Health Centre, Napier Day Centre, the Buura Club are some of the organizations we work closely with to provide transport solutions for people with impaired mobility.

Our drivers also assist other community organizations, working closely with the St. Kilda Drop-in, Life Activities Club, City of Voices, Share and Care Tappers, the Kilbride Centre and the Trugo clubs.

Garden Mates, Chat Mates and Walk Mates are programs that provide clients with one-on-one support by volunteers. All programs are based on forging friendships in tandem with providing a service to meet the individual clients' needs. SPDL programs are aimed at re-establishing or maintaining people's community links whether it is with family, friends, neighbours or the wider society. These links are important in terms of maintaining people's confidence to remain living in the community, and there is plenty of research that indicates that people who remain linked to their community have better health outcomes. The goal of these programs therefore is to contribute to maintaining and enhancing the security, independence and emotional, social and intellectual well being of our clients.

The Mate programs are quite small and all need a lot of energy from me to strengthen them. Hopefully 2005 will be the 'Year of The Mates'.

Surveys

Early this year, SPDL did a survey of both clients and volunteers, and we intend to make this an annual occurrence. It is important that we communicate with and hear any concerns our clients and volunteers may have. It is only with this feedback that we can continue to improve our services.

Of the client surveys, 66% gave SPDL an excellent rating and 32% a very good. Some of the comments have been very helpful in assisting us to re-look at the way we provide our services. Some of our procedures have changed in line with some suggestions, and our Community Transport brochure has been updated to better reflect those procedures. Some clients stated they did not know much about SPDL. As a result of this feedback, we have started including information in our regular newsletters.... a history in one, followed by some pertinent policy information in the following 2 newsletters. We will continue to do this in subsequent editions.

The volunteer surveys showed that nearly 100% volunteers were happy being involved with SPDL and got great satisfaction from the work they performed. These volunteers were mostly drivers who have lots of contact with each other and with the staff as they come on and off shifts and are around the office a lot. One volunteer, a Garden Mate, said she would like more contact with other volunteers and time to discuss ideas. This comment is very real and reinforces the difficulties of supporting volunteers who work one-on-one with clients, and the difficulties in maintaining programs that don't have the office as a base. It will be a challenge to me in 2005 to see how I can bring the 'Mate' volunteers together more often and work with them to strengthen the programs.

Training

Volunteers and staff were all offered many training options this year, covering a variety of topics from administration and management through to training on specific mobility and health issues. Volunteer drivers and receptionists also have regular meetings to brainstorm issues and work on solving problems, and these often identify further training needs.

Networks

I have continued being involved in several networks and attending meetings such as the District Planning Group and the ISEPICH Health Promotion Working Group, COPP Social Cohesion and also COPP Food Security. I am a committee member of Transaccess and Treasurer of VCTA (Victorian Community Transport Association). The VCTA is endeavouring to have a higher profile and to put community transport issues, such as funding and standards, on the government agenda. To this end, I am involved in organizing the first Victorian Community Transport conference in May 2005. As a representative of the VCTA, I have been attending meetings of VCOSS Peak Bodies, again, endeavouring to raise the profile of VCTA.

Annual Port Phillip Community Ball

SPDL was again intrinsically involved with organization of the Port Phillip Community Ball, holding responsibility for employing the project worker, managing and accounting for the finances, taking bookings for and allocating all the tickets and arranging the transport for over 100 participants. It is such a wonderful event and SPDL remains committed to ensuring the success of the evening, despite the work involved.

Funding

The Department of Human Services provides the bulk of funding to SPDL, however this has not kept pace with the expansion of our services and our increased costs. A further problem in the near future is money to replace our vehicles, as DHS has changed the way it allocates funding for capital expenditure. SPDL would like to be able to budget for ongoing changeover of vehicles, however we would need an increase in its base funding allocation to do so. We have approached Minister John Thwaites for help, but to no avail at this stage.

City of Port Phillip provides financial support to provide some transport services not available under the DHS funding. These are mostly medical appointments to doctors and hospitals, and transport to people in hostels who are not eligible under DHS funding guidelines. We also appreciate the 'in-kind' support of COPP and thank the many COPP staff that help SPDL in so many ways.

The South Melbourne Community Chest also contributed \$1500 towards the SPDL programs. South Melbourne Community Chest Inc. is a community-based group that operates an opportunity shop in Bank Street, South Melbourne, a few doors from the Town Hall. All the profits from this shop are distributed back into the local community via grants to community groups and organisations. The shop is managed by Dallas Hall and a Committee of Management, overseen by the SM Rotary, and is staffed by volunteers from local groups.

Local Businesses

Many local businesses have worked in partnership with SPDL to their mutual benefit. We acknowledge with appreciation and thanks the contribution of the following businesses:

Sign Solutions in Market St., South Melbourne has been around for over 20 years and is recognized as one of the most professional, reliable and energetic sign companies in Melbourne. The DayLinks community vehicles can be distinguished thanks to the great magnetic signs donated by Sign Solutions. Thanks Mark.

Complete Accounting & Business Centres, in Bay Street, is a local enterprise whose core business is to provide general bookkeeping, accounting, taxation and conveyancing. As part of the business's commitment to the local community, Barbara Barton, director of the business, has been providing salary services to SPDL, free of charge. We appreciate Barbara's generosity and her preparedness to engage with local community organizations

Cherry Computers in St. Kilda, is a local IT firm that 'bit off' more than they realized when they took on SPDL as a customer. Most computer companies assume some prior knowledge or at least some basic understanding of what the client wants or needs. In our case ...this was not so. The patience of John and Alan in explaining, assisting, repairing, removing viruses and the hundreds of hours of telephone guidance and unpaid assistance (and always needed by yesterday) has been phenomenal and all done in a professional manner and with good humour. Thankyou.

Sandridge Motors have for some years serviced our vehicles, but about 6 months ago SPDL negotiated with Sandridge to do weekly vehicle inspections, free of charge. Each day, one of our vehicles is taken to the garage where one of the Sandridge staff go through a list of items that need checking e.g. water, lights, trafficators and tyres. A record of these checks is kept, any minor things are fixed immediately and if there is any major item, Sandridge notify the office and we organize a time for the maintenance to be done. We appreciate the support of Michael and Russell at Sandridge Motors.

Sheen's Panels in City Rd. South Melbourne has been the preferred repairer for SPDL vehicles. We are fortunate that, despite our drivers doing well over 100,000km each year, no driver or client has ever been injured in an accident. However, vehicle damage occurs frequently. Sheen's Panels go way beyond the 'norm', by negotiating with insurance companies on our behalf and by providing SPDL with a replacement car whilst our vehicle is being repaired.

Wisewoulds Lawyers, through PILCH (Public Interest Law Clearing House), has provided us with advice and assistance with documentation. Thank you.

BP Volunteers with the help of SPDL again provided a Christmas BBQ to residents of South Port Nursing Home, also a cash donation to SPDL and provision of vouchers to get our vehicles cleaned at no cost. Thank you for your involvement with our community.

Carolyn Fuller, Coordinator

PETLINKS CO-ORDINATORS REPORT

It is now eight years since the establishment of PetLinks as a program of South Port Day Links. In this time hundreds of people and their pets have been matched with volunteers and many mutually rewarding relationships have developed. Research shows that people's health and well being is linked to their social connectedness. Acknowledging the importance of, and the presence of companion animals in the home can be a very effective means of reaching those people who may not seek support for themselves but will accept a service which will benefit their pet. There are many instances where PetLinks has been successful in initiating and sustaining contact with people who may otherwise remain isolated. Ensuring that the pet's needs are met relieves much stress and anxiety for the owner, and realizing that volunteers understand how precious their pets are, creates a special relationship of trust. This relationship is often a catalyst for the client considering and then later accepting other supports which enable them to stay at home safely and for as long as possible.

Volunteers

PetLinks volunteers consistently and enthusiastically provide approximately 1600 hours of service to 41 clients each quarter. Depending on the need of the pet, some clients are visited daily, whilst others receive a weekly visit. Less frequent users of the service do so for tasks such as medication administration, and transport to the vet and groomers.

PetLinks continues to enjoy a great level of interest from individuals and increasingly from families, with young children, wanting to become volunteers. The most popular task being walking the dog.

PetLinks Activities

The most frequently requested service is for dog walking, followed by transport to vets and to groomers and for care of pets whilst owners are in hospital. Where a client's health is such that they are at risk of emergency hospitalization, PetLinks assists the client to set up contingency plans for the care of their animal. A contingency plan alleviates the concern that the animal will be left untended at home. PetLinks then provides follow up the next working day.....by placing the animal with a foster carer or transporting to a boarding facility previously agreed to by the owner. At this time there is much liaising with staff on the ward which also has the added benefit of alerting them to the PetLinks service.

Promotional Activities and Networking

Lynn Fitzpatrick, previous PetLinks Coordinator attended the *Pets, People and Health* symposium, hosted by Deakin University and the Lort Smith Animal Hospital. Lynn delivered a paper which was well received.

PetLinks attends the local Port Phillip Aged Services meetings. This is a valuable local network meeting that has an educative component as well as the

opportunity to meet other service providers in the area, and put faces to names.

PetLinks is represented at meetings run by Glen Eira Volunteer Resource Service. Thanks to Laurel Thompson and Susan Rutherford for so willingly sharing their knowledge.

Projects

We are in the process of updating the PetLinks data base. This means sorting all files – electronic and paper into active, inactive and archived. The aim is to have this task completed by the time the new Coordinator commences. Thank you to Helene Murray from the Committee of Management for her enthusiasm, perseverance and technical know how.

Acknowledgements

Thank you to the Department of Human Services for funding the program; to the City of Port Phillip for giving us training opportunities and infrastructure support; to the South Melbourne Community Chest Inc. for their generous grant which we will use wisely.

Special thanks to the Daylinks staff and volunteers who provide support in so many ways.

Finally but not least of all, to the volunteers who consistently and generously give of their time, often within the context of very busy and pressured professional and personal lives.

I am delighted to say that PetLinks continues to support those people with their pets in the community of Port Phillip who, for various reasons, are unable to provide this care themselves. Through the dependable commitment of our volunteers, PetLinks is able to continue to support owners and their pets, ensuring that these loving partnerships are sustained.



Financial Report 2004

At the “bottom line”, Total Equity and Reserves i.e. the amount by which the Total Assets exceed Total Liabilities, was \$91,521 for the Year to 30 June 2004.

This was relatively unchanged from the previous year and results from Income / Cash Receipts exceeding Expenditures, and generating an Operating Profit of \$14,085. This was reduced by \$(13,756) associated with the changeover of Motor Vehicles during the year. It should be noted that the Operating Profit was primarily due to income items that will not necessarily be repeated in future years. To offset this uncertainty, SPDL has sufficient funds readily available to support its activities. Cash Flow from Operating Activities in the current year was a very positive \$51,836.

The financial results indicate that SPDL had a year in which both the “normal” income and expenditures achieved anticipated levels. Total income of \$257,076 was an increase over that reported for 2002/ 03, although normalised income was only marginally higher than last year. The improved Total was mainly due to receipt of funds relating to matters of a capital nature, being replacement of vehicles for the transport service. These included grants from the Department of Human Services and a major individual donation.

We were able to manage regular expenditure within the budget approved by the Committee of Management at the start of the year, and still deliver quality service outcomes. Our ability to (just about) break-even in most years is due, in no small way, to the contribution of human capital by the various volunteers throughout the organization.

The challenge going forward is to look for further, and diversified, ways to generate income - while actively managing expenditures. A pleasing aspect on the revenue side is the continuing opportunities to grow income from Transport Services provided to third party Agencies and Groups. The major category of cost is staffing, and we thank our small band of employees for their very willing efforts. This expenditure includes the cost of ongoing training that maintains and increases the currency of the staff skill base and experience. The other categories of cost that require significant focus are vehicle expenses (mainly petrol) and general administration.

Graham Cook
Treasurer