



NEWSLINK

The Quarterly Newsletter of South Port Day Links Inc.

May 2007

NATIONAL VOLUNTEER WEEK

We have been celebrating National Volunteer Week (14 – 20 May) and South Port Day Links held an information stand at Coles in Port Melbourne on Friday 18 May to promote our services and let the public know about our volunteering opportunities. Thank you to Coles for allowing us to hold our stall.

We will be hosting a volunteer celebration on Tuesday 5 June at the Port Melbourne Bowling Club. We ask that all volunteers bring along a photograph of themselves under the age of 21! Maybe next newsletter will have some interesting photographs to show you.

Last newsletter, we printed a thank you letter from one of our clients. This time, we include an unsolicited letter from one of our volunteers.

Dear DayLinks,
As a new volunteer, DayLinks has given me much more than I have contributed. I have gained a feeling of community and admiration for those running the service. I have met some of the most wonderful people. They have lived amazing lives and have a great history to share. They are grateful for the service we give and they give still of themselves. I am happy to have joined such a wonderful organisation. Port Phillip is a much richer community because of this service.
Millicent Nink

ATTENTION SYDNEY SWAN SUPPORTERS

South Port Day Links has organised with the Melbourne Swans for **FREE** tickets for our clients and volunteers to attend the Sydney Swans game against Hawthorn at the MCG on Saturday June 9th **and sit in the ex-Players box!** So, come-on all you Swans supporters ...ring the office on 9646 6362 to book your ticket. Transport will be provided. Numbers are limited so ring NOW.

Talking of AFL football....SPDL has 25 participants (clients and volunteers) in its footy tipping competition. The competition is close with Janet leading on 39 and volunteers Terry Trimble and Frank O'Donnell equal second on 37. We all have a bit of fun with this so, if you're not in it this year, remember to sign up in 2008.

DON'T LIKE TO PAY TOO MUCH TAX? END OF FINANCIAL YEAR LOOMING?

DayLinks has three vehicles and one of these needs to be replaced each year to ensure that the cars remain in a safe and good condition. South Port Day Links is always very grateful to receive donations to assist us with the purchase of vehicles and with all our programs. Please remember that **all donations of \$2 or more to South Port Day Links Inc. are tax deductible. We will issue you with a Taxation Office approved receipt.**

GARDENING GET-TOGETHERS

Our new gardening get-togethers on the 3rd Thursday of the month are becoming a great success. If you have any interest in gardening and would like to gather in an informal environment for a chat and exchange of ideas, please give us a call. Everyone is welcome, it is **free** and we can arrange transport for you to attend. Afternoon tea is provided. A very big **thank you!** to Doris (our volunteer) for her enthusiasm and help with making these afternoons a delight.

The get-togethers are held at the Liardet Community Centre on the 3rd Thursday of the month, from 1.30 pm to 3.30 pm. The next gathering is on June 21st. Why not ring 9646 6362 to book NOW?

VOLUNTEERING

South Port Day Links really appreciates the wonderful work our volunteers do for us in all our programs.

As some of you are aware, for the DayLinks Community Transport program we have had several drivers sick and several on holidays recently which makes it difficult to fill all our shifts. If you know of anyone who may like to take on a new volunteer position with DayLinks, please spread the word! We ask for a commitment of half a day a week from our drivers, and as most (no, all!) of our volunteers will affirm, it is a rewarding and fun experience. It is also a great way to get to know more about the members of your local community. Training and support is provided and South Port Day Links supplies the vehicles.

AND, of course, there are always other volunteering opportunities – reception, WalkMate, GardenMate – contact Mary on 9646 6362 to talk over opportunities.

Doris's Notes from the last meeting:

Hello fellow gardeners,
Hope you are still enjoying our gardening get-togethers. It's been fun exchanging ideas and suggestions and have so far covered quite a few topics - all have been most informative and welcomed.

Did you know gardening can be quite inexpensive? Here are a few simple tips:

Lawn clippings are beneficial if sprinkled in thin layers on the ground or on the compost heap.
Newspaper is also very good. It can be shredded with the lawn mower and used the same as lawn clippings.

Keep collecting fallen leaves as they are very beneficial. So don't throw them out - put them back into the garden.

Did you know a bulb will grow in a bottle? Get a bottle or jar with a neck that will hold your bulb. Put in a little charcoal and fill with water. The water should just touch the flat part of the bulb.

Honey may be used instead of hormone powder to strike cuttings.

Soapy grey water is good to control certain garden pests.

If feeling down or stressed remember to stop, smell and talk to the roses. It is supposed to be quite therapeutic. (You only have a problem if they talk back!!!).

Doris

MISSING IN ACTION

Catherine's 'Chairperson's report'!

VOLUNTEER PROFILE:

Name: Les Sutherland

Birthplace: Port Melbourne of course – at 405 Graham Street in 1930. My father was an inspector with the ‘Board of Works’. During the depression years, we ‘had to do a few moonlight flits’ but always ended up somewhere in Port Melbourne....it was a good old working class area. In 1940 we moved to the housing estate in Garden City, commonly called Bagdad! We were ‘looked down on’ but we didn’t care - we loved it – the house was new, there was plenty of room (there were 7 kids) and we even had a proper shower and bathroom! I started work as an apprentice grocer with Croft’s stores in Victoria Ave., Albert Park in 1945. The only part of the job I liked was getting out on the bike delivering groceries so I decided to seek work on a sheep station, which I did for 9 months. I then came home & wanted to enlist in the army, but pressure from my father delayed that for 2 years and I worked as a tram conductor. I joined the army in 1952 and retired in 1975 having been posted to various countries – Japan, Korea, Malaya, Malaysia, Thailand and Vietnam – in fact I met my wife in Thailand. My time overseas taught me not to be racist – there’s wonderful, nice and not so nice people in all nationalities.

Favourite things: I do like a beer or three and I’m still trying to break the betting habit!

Interests: My wife and family: Goal umpire for football competition for intellectually handicapped young people Bowls (PM Bowling Club), Richmond AFL

Where and how long have you been a volunteer? Football umpiring –16 years – I have life membership now. I call Bingo at Mary Kehoe and South Port Nursing Home. I also do collections, selling badges, for Legacy, RSL, SIDS and KIDS and Diabetes Australia.

How long have you been with SPDL- just on 4 years

What volunteering do you do with SPDL? I started off as a ChatMate – but soon after I asked Carolyn to change it to ‘SparringMate’ as my ChatMate and I got along so well we were always sparring with each other. She has now become my WalkMate and, although she is in a wheelchair, we ‘walk’ together, everywhere! I often walk her along the beach but we’ve been to Federation Square, Police Pipe Band at Melbourne Town Hall, the museum, the Flower show at Exhibition Buildings, the Art Gallerywe don’t let the wheelchair get in our way of getting out and about. I also deliver pamphlets for SPDL.

Why do you volunteer with us? My brother, Peter’s a volunteer driver with DayLinks. I don’t drive but Carolyn conned me into joining SPDL anywayand I’ve enjoyed every second of it

What do you enjoy about volunteering with us? I get a huge pleasure seeing my WalkMate so happy and enjoying herself...I know she wouldn’t get out to such places otherwise. We’re still sparring partners though....she’s got plenty of spark



Les, looking a bit serious – very unusual!!!

What Gardening Means To Me

A family therapist listening to stories of abuse, conflict and pain wrote the following article. She loves spending time in the garden not talking, not listening, just absorbing the peace of her garden, plucking a weed or two and clearing her mind

Healthy exercise – better than a lot of sports.

Neutralises stress.

Is not too expensive, and it's a great investment in your home.

Is challenging – What's eating that? Where can I plant this? How do I prune those?

A place to share with others - everyone loves to be in a beautiful garden.

Is fascinating, the garden changes with every day.

Is creative expression using a living, interactive palette?

Is more fun than a soap opera - and just as full of life, death and procreation.

Is a spiritual journey...to every thing there is a season, and a time for every purpose under Heaven.

Doris, volunteer receptionist for SPDL has also taken on the SPDL gardening get-together every month. Thankyou, Doris, you're a star!



DID YOU KNOW?

* That the Inner South Community Health Service, 341 Coventry Street, South Melbourne has a free hearing test on the third Monday of every month from 2 – 4 pm. For appointments ring the health centre on 99690 9144

* That DayLinks has a large 'lost property' box full of possessions that passengers leave in our vehicles. Current items include a leather coat, a man's watch and a windproof jacket. If you have lost something....give us a ring and check if we have it. But a reminder as well - please make sure that you take all your things with you before you alight from the vehicle.

* That there will be a FLAG-RAISING CEREMONY FOR SORRY DAY on Saturday 26 May, 9.30am, St Kilda Town Hall, corner of Brighton Road & Carlisle Street. A community bus will take people into the city after the ceremony for those wishing to attend other Sorry Day activities in CBD.

* That **CITY OF VOICES** Community Theatre Group will present

'ABBA & BEYOND'

on Wednesday June 20th at 7.30 pm at the South Melbourne Community Centre. Entry by donation. Enquiries to Learn for Yourself on 9682 5390. DayLinks will provide transport for those wishing to attend but have no way to 'get there'. Book transport on 9646 6362

* SENIORS INFORMATION VICTORIA offers free information on issues of interest to older Victorians – housing, pensions, health & wellbeing etc.

1300 13 50 90

Mon – Fri 9 am – 5 pm



The two minibuses are cleaned every Tuesday by volunteers, Frank and Spiro...just two of our dedicated band of volunteers who form the SPDL family!

PETLINKS

PetLinks continues to be a very popular program of SPDL. Unfortunately several of our clients have been very ill lately, which highlights the need for support of their pets and the wonderful work our volunteers do. Thank you to these particular volunteers for going the extra mile with their support. A big thank you to Ken for taking on the role of supporting our client in St Kilda with the two cats Shaggy and Cassandra!

If any of our supporters know of frail elderly or any people with a disability who need some help with their pets, give us a call on 9646 6362.

Talking of pets.....

Paralysis ticks are found as close to Melbourne as Bairnsdale. Ticks need humidity and mild weather to develop, so the tick season goes from spring through to autumn.

So, if you are travelling with your pet, don't take any chances - even one tick can kill your animal. Ask your veterinarian for a safe tick control program for your pet. If you are in a tick area, your animal must be searched every day.

HOW TO REMOVE A TICK

Apply a glob of liquid soap to a cotton ball.

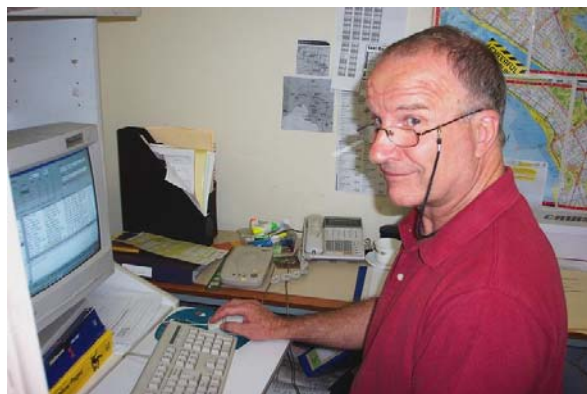
Cover the tick with the soap-soaked cotton ball for 15-20 seconds and the tick will come out of its own accord, remaining stuck to the cotton ball when you lift it away.

This technique is much less traumatic than other (tweezer) methods. Hopefully though, you'll never have to use it.

WELCOME TO RICHARD

SPDL is happy to welcome Richard Francis who has joined our staff. Richard has taken on the transport scheduling – which, as you can imagine, is not an easy task! He is working 20 hours per week, 1 – 5 pm, Monday to Friday. Some clients may have already met Richard as he has been out in the cars and buses a few times, and others may have already spoken to him on the telephone.

Richard has taken on the position previously job-shared by Meryll and Bob, but luckily for SPDL, both of them have stayed on as volunteers.



Bob at work doing the scheduling...the smile indicates he was about to retire!

SPDL POLICIES AND PROCEDURES SECTION

Every newsletter contains information we feel all clients should know.

COMPLAINTS POLICY AND PROCEDURE

SPDL certainly endeavours to provide the best service possible to all our clients. As well as a Complaints policy, we have a policy and procedure on Access and Equity, Sexual harassment, Advocacy, Duty of Care, Cultural & Linguistic Diversity and Interpreter and Client's Rights. If you would like a copy of any policy, please ring the office on 9646 6362.

Complaints Policy

PRINCIPLE

SPDL Inc. accepts that complaints and concerns about a service, a client, a worker or a volunteer may arise when a client, a worker or a volunteer feels that his/her needs have not been adequately met. Whilst SPDL Inc. commits to providing high quality appropriate support services, there may be times when dissatisfaction will lead to a client, a staff member or a volunteer formally making a complaint.

POLICY

SPDL Inc. will deal with complaints and concerns about the service, a client, a worker or a volunteer when a complainant feels that his/her needs have not been adequately met.

PROCEDURE

Clients are made aware that complaints and concerns about a service can be lodged

- Clients, volunteers and staff are made aware that complaints and concerns about another client, a volunteer or staff member can be lodged
- Clients, volunteers and staff are advised of the complaint mechanisms that can be activated to respond to their concerns
- That the program Coordinator responds politely, constructively and promptly to all concerns raised
- That there will be no adverse repercussions for the client, volunteer or staff as a result of making the complaint
- That the choice of the client, volunteer or staff to involve an advocate in this process shall be respected
- That the client, volunteer or staff be informed of the outcome of the complaint immediately
- That feedback about the resolution process is sought from the complainant.
- All parties to the dispute have been treated fairly and equitably and all reasonable steps have been taken to resolve the issue in a timely manner.

If you would like a copy of complaints information and organisations that could help you in any complaint against SPDL, please ring the office on 9646 6362 complaints