

NewsLink

SUMMER 2023



Welcome all to the Summer Newsletter

Melbourne enjoyed a relatively cool and dry summer, although passed the 40C mark for the first time in three years.

The city's traditional extreme day to day variability brought maximums ranging from 40.5C to 15.8C.

Its rain total of 86mm was the lowest in nine years and well below the average of 154mm.

Maximum's averaged 25C, slightly below the long-term average of 25.4C, but warmer than an unusually cold summer two years ago.

While days were cool, nights were on the warm side averaging 15.2C, more than a degree above the long-term average of 14.0C and the 27th consecutive summer with warmer than normal nights.

10 YEARS AGO AT SPDL

In the April 2013 Newsletter there was a feature article marking the 25th anniversary of the founding of South Port Day Links Inc.

Themes of the celebrations, included promoting what was hoped will be a bright future built on our long-standing service to the local community. I'm pleased to say SPDL is still here after 35 years and going strong and still providing great service to the community!

A farewell function was held in February 2013 for Betty Harrison who decided not to continue on with her role on the SPDL Committee (stepping down at the AGM) and at the same time retired from volunteering on our Reception Desk. Betty's many friends were present to farewell her and to wish her all the best in her well-earned retirement from volunteering at SPDL.

Spotlight on a Client / NINA LORANDOS



Nina at Bingo

How did you learn about SPDL ?

One of my neighbours, her name is Norma, introduced me to SPDL. That was 15 years ago when I used to go to the local public swimming pool. Here I am, still with SPDL.

For what purpose do you use the SPDL service?

I have used the SPDL transport service for different ways over the span of 15 years, taking me to,

- aquatic centre for my regular swimming
- local Uniting Church for exercises and friendships
- Alfred Hospital for my medical appointments
- Greek women's group for social activities, peer interaction and friendships

What are the things that you like about SPDL?

SPDL help people. The drivers are fantastic. They are very kind to me and others, helping us a lot to the best they can. SPDL is the best transport service I know. Really very very good. If I go for trams and or buses, it would be very difficult. I am very grateful that I have SPDL.

Thank you Nina, it's great to hear we have been of service to you for 15 years.

Changes in the Committee of Management

At the November 2023 AGM Lea Pope resigned after 8 years with SPDL. Lea provided outstanding leadership of the organisation during her time at SPDL and was well regarded by clients, staff and volunteers.

Deputy Chair Alec Tarshis spoke about Lea's contribution to SPDL

"Lea Pope provided critical leadership to SPDL and the Committee of Management throughout her time with SPDL. She built strong and collegial relationships with staff, volunteers, clients and other Committee members.

She recruited me onto the Committee and mentored me in learning about the organisations and effective governance. She guided the Committee and SPDL through some tumultuous times of change and of course the COVID pandemic.

While leading the Committee, she always put the needs of SPDL first and foremost, while being inclusive of the diverse volunteer base. Her contribution cannot be understated, and she has left an enduring legacy with SPDL."



CAROL GORDON

SPDL new Chair

At the AGM, Carol Gordon was appointed Chair. We welcome Carol to SPDL. Carol has had a long career in human resources (HR) management in the agricultural and finance sectors. She is currently privately consulting on a range of HR matters including strategy, change management, performance management, team resourcing and staff training and development.

Born in South Africa, Carol came to Australia in 1970 just after the Westgate Bridge collapse. She completed her Higher School Certificate at Camberwell High School and then went to La Trobe University where she completed a Bachelor of Science, majoring in Zoology.

Carol lives in the City of Port Phillip and besides Chairing the Committee of Management at SPDL, she is also the Deputy Chair of the Community Advisory Group (CAC) at the Alfred Hospital. She participated in the development of the City of Port Phillip 20/20 vision 'Port Phillip Speaks': a large community engagement program coordinated by the local council looking at the future needs of the community. Her position on the Committee of Management and CAC recognises her ongoing interest in the health and wellbeing of the local community. She loves to travel and has recently just returned from trips to Canada, UK, USA and India.

Changes in the Committee of Management (cont.)

SPDL welcomed 2 further appointments to the Committee of Management in November 2023, Caryl Pocock and Nick van den Berg.

Caryl is a Senior Fleet Planner with V/Line Pty Ltd Melbourne, Australia supporting and leading the Fleet Control team to deliver the optimal daily program of train services. In addition, Caryl has been a volunteer with SPDL volunteering in the PetMates program.

Nick is the Co-Founder/CEO of Fologram, a software startup company in Melbourne that builds software for the Microsoft HoloLens, an augmented reality device, which allows users to see holograms of their digital models in the real world. Nick has volunteered for a number of organisations in previous years.

Both Caryl and Nick bring excellent skills to the Committee and we welcome them both.

Toyota Project

Toyota Motor Corporation provide support free to community organisations as a way of contributing to the community. They provide advice to organisations to assist them to address a business issue using the Toyota Production System. Toyota are committed to developing people who will lead and spread continuous improvement activities on their own.

SPDL have been fortunate to have the services of Toyota previously in 2020 to assist with a client intake project. In late 2022 we engaged Toyota to assist us with an issue we are having with the number of errors we make when taking transport bookings, which directly impacts the client and volunteer.

Over a number of months Toyota have worked with our staff and volunteer receptionists to look at our processes and refine how we do things to make the recording of bookings more accurate. I'm pleased to advise that the number of errors has reduced dramatically and we are getting closer to zero errors which is our target.



The Toyota team (L-R) Stefanija, Richard & Lisa

Feedback process

If you would like to provide us with feedback, good or bad we would like to hear from you.

Feedback may be provided a number of ways:

- **Phone us on 9646 6362** and ask to speak to the General Manager
- Write to the General Manager at SPDL PO Box 199, Port Melbourne Vic 3207
- Write to the Committee of Management c/o SPDL PO Box 199, Port Melbourne VIC 3207

Cancellations for transport bookings

SPDL acknowledges that circumstances change for people, however please be mindful and advise SPDL as early as possible about the need to cancel your transport booking.

Each day we may have some clients on the wait list who may miss out on their transport because we are fully booked.

Our drivers are all volunteers giving up their time and cancellations cause disruption to the driver schedule, which may result in the volunteer driver not having much to do on the day that they have set aside to volunteer for SPDL which is disappointing.

In February we had 102 cancellations which is equivalent to 5 per working day, which is quite a lot, so please keep this in mind.

Client contributions

If any client would like to contribute to the newsletter with any information, please contact **Ed Holmes on 9646 6362 or via email on ed.holmes@spdl.org.au**, we look forward to hearing from you.

City of Melbourne

A reminder that SPDL is now able to provide transportation in the City of Melbourne for clients, aligned to the feedback we received in the client survey. This includes return trips to the Alfred Hospital.

If any client would like to attend an appointment or event in the City of Melbourne, please call to book on 9646 6362 and please remember to phone prior to 2pm the day before your trip so that we can accommodate your request.

SPDL@Social Media



SPDL has a Facebook page where you can keep up to date on what is happening at SPDL and also make a comment on any news. If you wanted to post a message to friends or the people of the City of Port Phillip, send it through to us and we can post it on the SPDL Facebook page.

<https://bit.ly/3zblfp7>



SPDL has a Instagram page where you can keep up to date on what is happening at SPDL.

Find our profile at, [@southportdaylinks](https://www.instagram.com/southportdaylinks)



Leaving a bequest to SPDL

Leaving a bequest in your Will is one of the most valuable ways that you can assist South Port Day Links. Bequests greatly assist SPDL to meet the ever-increasing demands for our services.

Your Gift will enable us to:

- maintain a modern, clean, and safe fleet of vehicles on the road
- provide important services to pets and their owners
- assist with client related small gardening projects and
- provide companion visits to people on their own.

SPDL would appreciate knowing of your kind intentions so we can thank you appropriately for your generosity. Additionally, once aware of your plans, we are able to discuss how your gift may be used to maximum benefit or how we may form a fitting memorial to your kindness.

How to word your bequest

The wording below is suggested to help ensure that your wishes are carried out.

I _____ of _____
(name) (address)

*Give and bequeath free of all duties and taxes payable at my death (if any)
(Please insert the appropriate statement listed below)*

1. The sum of \$ _____
2. (insert number) % of my estate
3. The residue of my estate (or [insert number] % of the residue of my estate)

to South Port Day Links (ABN 82 957 361 749) for the use and purposes of the said organisation. The official receipt of the organisation shall be a full and sufficient discharge of my bequest.

Types of bequests

Your solicitor or trustee company will advise you about the different types of bequests and which may suit you best.

Some of the types you may consider are:

- A specific dollar amount
- Residue - Whole, which means that after your allocated bequests have been distributed, the residue will be left to South Port Day Links.
- Residue - Percentage, which means the same as residue - whole, except you wish to bequeath a percentage of the remaining estate.

Specific item - If you wish to leave a specific item instead, for example, property or shares.