

NewsLink

NEWSLETTER



Welcome all to the Spring edition

of SPDL Newsletter. It's been a long time since we had one. And what a Spring it's been, very usual for Melbourne with steady rain and very windy conditions! Here we are with the latest addition highlighting the year 2020.

SPDL provides a great opportunity to the residents of the City of Port Philip by providing support to individuals to remain independent and connected to their community. SPDL volunteers are able to help those who are unable to get out of the house or care for their pets and garden.

Highlights of 2020

Covid 19

This year has been a year of unprecedented time because of a contagious disease called Coronavirus (COVID-19).



In March 2020, WHO declared it a global pandemic, and state of emergency was declared. Since then things have changed so quickly and continues to change our lives with medical emergencies, strict lockdowns all over the world, social distancing, travel bans, commercial and economic failures and many more.

In March, we started monitoring closely the Coronavirus (COVID-19) outbreak and responded quickly. Being a vital service to the community, we were expected to be open and continued to provide limited services to those clients needing assistance. We continued on reduced capacity to assist clients to their medical appointments and essential shopping with the help of a small pool of volunteers. The Mates programs were temporarily suspended. A COVID-19 working group was formed by the Committee of Management members to implement effective risk control measures across all of our Programs in accordance with Government and WorkSafe Guidelines.

At South Port Day Links we are committed to the health, safety and wellbeing of our clients, staff and volunteers. We continue to be vigilant with the necessary safety measures to keep everyone safe.

Volunteers

Our volunteers are passionate and committed and we continue to engage volunteers as they play a vital role in the delivery of essential services. A volunteer satisfaction survey was conducted, and the feedback was very positive as our volunteers are highly satisfied with their volunteering experience and it is a good sign of their engagement. Volunteering involves a high degree of responsibility and therefore volunteers are adequately inducted, supervised and supported.

Volunteering provides an essential community response to demand and our volunteers work together to provide an outstanding service. SPDL volunteers have been truly inspirational making a real difference to the lives of people during this challenging time. Volunteers contacted socially isolated clients by telephone during the lockdown to check on their well-being which was greatly appreciated by the clients. SPDL is sincerely thankful and appreciative of the volunteers throughout the COVID-19 lockdowns supporting the local community.

Weekly COVID-19 Update and Volunteer blog

During COVID-19, we started a weekly update to keep our volunteers well informed about the current situation and what measures were being taken at SPDL for the health, safety and well-being of clients, volunteers and staff.

It was during the second lockdown period that we started a volunteer blog to share lockdown stories from volunteers. This was well received by all and volunteers started sending through their blog to go with the weekly update.

Highlights of 2020

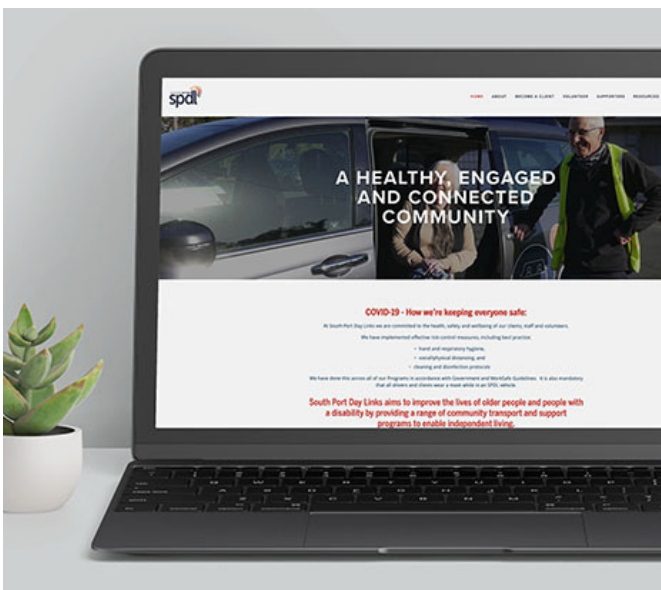
Update policies and procedures

In the last financial year period, the organisation recognised the need for a thorough review and focus on the client intake and volunteer recruitment process. An overview of opportunities for improvement and need to review the organisation's policies and procedures were identified. The restructure of our policies and procedures streamlined the client and volunteer onboarding process including safety risk assessment and orientation and induction process and in conjunction an OH&S Essentials plan was developed incorporating the WorkSafe guidelines.

Launch new website

South Port day Links has launched its new website, which went live in May 2020. The new website presents organisation's fresh vision and mission and has the info about the new client referrals system through My Aged Care. It is also in line with the new logo and colour scheme.

People can donate to SPDL online through Give Now and any donation of \$2 or more is tax deductible. Once you donate through Give Now on the website, a tax invoice is automatically generated. If you are interested to have a look, please visit www.spdl.org.au. If you have any feedback, please don't hesitate to contact us.



SPDL 3

SPDL sold its oldest car SPDL3 and are looking to purchase a new vehicle in 2021 to add to the fleet. We do not receive any funding to upgrade our fleet and rely solely on donations and community funds. We thank all our supporters and generous donors for believing in the vision and mission of SPDL.

New client registration

My Aged Care (MAC)

The Commonwealth Government through the Department of Social Services and Department of Health and Human Services provides aged care services. My Aged Care(MAC) is the starting point to access Australian Government-funded aged care services for people over the age of 65. If you have any question, contact My Aged care on **1800 200 422** or visit www.myagedcare.gov.au

Over the age of 65 - MAC referral

Anyone over the age of 65 is now required to be registered with My Aged Care to access our services. To register with SPDL, make a referral through MAC to undergo an initial over the phone assessment.

Under the age of 65 - Self-referral

Prospective clients requesting a service aged under 65 years do not need to be registered with My Aged Care. If they are eligible based on the service criteria for under 65, they are able to access the services and can contact us directly to make a self-referral.

Visit our website for more information on service criteria and the range of services and support we provide.

Highlights of 2020

Events

Annual General Meeting

SPDL successfully managed to host the first virtual AGM this year and thanks to all who could join us online. We would like to take this opportunity to thank everyone for all their support this year and always. This year volunteers received their recognition at the AGM online for their continuous years of volunteer service.

Congratulations to our all long-standing volunteers receiving their award for 5 Years and 10 Years of Continuous Service.

This year we had a significant occasion with John Jacobs being recognised for 25 years of continuous service as a volunteer. Congratulations John and thank you! John received his award from Beris Campbell who is the founder of SPDL and been associated with the organisation for 30 years, an amazing effort Beris.



End of year Party

This year due to COVID-19, we had to cancel all our volunteer meetings, events and functions. As some restrictions are lifted now, SPDL is able to host an end of year party for volunteers. We are going to have a small get together for volunteers outdoors in a park following the government guidelines on social distancing.

This year has been a roller coaster ride, but we managed to survive this pandemic so far and continue to provide services throughout this difficult time. We look forward to a new and better beginning in the new year. Hope we move from COVID normal to a normal life very soon. Till then take care and stay safe.

Highlights of 2020

Our General Manager Russell Shields left the organisation in August and Ed Holmes was appointed as the new General Manager for South Port Day Links. Ed has significant not for profit experience in aged care, disability, social housing and homelessness.



New General Manager ED HOLMES

I've been at SPDL now for 2 months and I'm enjoying the role. There is no doubt that SPDL is a great organisation, providing much needed services to the community, from an outstanding group of staff and volunteers. I'm pleased to be part of the organisation and contributing to the local community and look forward to meeting more of the volunteers as we return to a more "normal" way of life.

A huge thank you to Rimmi who has been working throughout the lockdown and co-ordinating the weekly update to volunteers, it's been a widely sought-after news item with people wanting to know each week when it's going to be published.

Thank you to the volunteers that have contributed their stories, it's been interesting to read about what people have been doing to keep themselves occupied during the times of lockdown.

It has been pleasing to see that SPDL has continued to provide some services for people during the lockdown and due to the diligence of the staff and volunteers we have been incident free with COVID over this time, thank you to everyone for ensuring the safe work practices that were set up have been followed.

A few priorities for me over the next few months are to ensure we are compliant with the Aged Care Standards in terms of our policies and procedures. This compliance work will include ensuring staff and volunteers have a good knowledge of these requirements under the Standards.

Another priority is the client survey which has commenced, and this will provide important feedback to the organisation on how we are performing and what our clients may require from us in the future.

I look forward to working with you on the compliance work and sharing the results of the client survey with you in the New Year.

I attended a webinar recently about Bay Street and actions to revitalise the area. Some of the key areas being reviewed include:

- reactivation of the Brewster (near SPDL) building for pop up stores / art centre.
- closure of Liardet St near SPDL to Bay St, to have a pedestrian square open all day for people to dine & meet.
- electric bus operating between St Kilda and Beacon Cove on weekends to connect communities.
- outdoor dining in some of the side streets off Bay St, some of which has commenced with the hotels reopening.
- development of an historical walk from Station Pier to Bay St for cruise ship passengers.

If you have any comments or questions, please get in contact with me.