

1<sup>st</sup> August – 15<sup>th</sup> August 2023

## **PRESIDENT PAULINE's PONDERINGS**

- Lovely to welcome back Dianne Wallace after a long break. Also, welcome back Keith after his absence.
- Bunyip-Garfield Rotary Club have their Changeover and 40<sup>th</sup> Anniversary Dinner on 2<sup>nd</sup> August and will be attended by Brian and me, Russell Ford and Dick van Leeuwen.
- Thank you Russell for continued management of the *Foodbank Delivery*. Nice to hear of new, non-Rotary recruits delivering. Thank you also to Tim for work on the *Breakfast Club*. Would like to see more involved.
- Attended the cluster president's lunch with Assistant Governor Di Harrison, with 6 of the 8 presidents attending. Only one partner .... Lucky Brian.
- The *Walking Group* through Civic Park on a Wednesday morning is a pleasant social activity for those able to join in at 9.00 AM. If not for the walk, then join for coffee around 9.50 AM.
- A reminder that our next meeting on the 15<sup>th</sup> is a **PARTNER's NIGHT**. *Book partners in with William.*
- This club has been regular contributors and often significant contributor (earning "Companion" status) to Australian Rotary Health and to update members of some of their activity I share the following:

A few weeks ago, Australian Rotary Health hosted it's annual Let's Get Together in Melbourne. Rotarians met with one of our Indigenous Health Scholarship recipients and 5 of our PhD scholars. All shared their journey so far and each thanked Rotary and ARH for the role they are playing in their commitment to health. The PhD scholars are undertaking research work in a range of health areas such as: polycystic kidney disease, PTSD, traumatic brain injury, rural mens mental health and prostate cancer. Their research is supported and funded by ARH alongside Rotary Clubs in Australia.

## **ANNIVERSARIES**

*In this period:* Ian Brooks, Ray Howe and Dianne Wallace celebrate **birthdays**. Mark Howes joined 3 August 2004 and Rex Greenland on 11 August 1992.

## **DATES for the DIARY**

**TUESDAY 15<sup>th</sup> August** - Dinner (**partners**) Meeting - HKInn 6.30 PM **PROGRAM**: Marika Furnell - 'Lifeline'

**WEDNESDAY 16<sup>th</sup> August** – AmbulanceVic *De-badging* at Darcan Way facility: 10.00 AM till 2.00 PM

**WEDNESDAY 30<sup>th</sup> August** - Dinner (**partners**) at *Food4Thought Restaurant*, Drouin Secondary College

## **WEST GIPPSLAND CLUSTER News**

Cluster de-badging working bee at Ambulance Victoria's Drouin Branch facility in Darcan Way, Drouin from **10.00 AM on Wednesday 16th August**. *Volunteers should bring their own chair and their un-picking device.* The more the merrier....Rotarians, partners, friends.

## **District 9820 & ZONE 8 & ROTARY INTERNATIONAL News**

- Read the latest District news at <https://rotary9820.org.au/>
- **SEPTEMBER** is Rotary's **Basic Education and Literacy Month**

## **CAN YOU HELP?**

1. The home care organisation, *mecaware*, has asked Rotary if there would be anyone prepared to accompany a Drouin lady to the WGAC for a show from time-to-time. No special needs and no out-of-pocket. *Let Secretary Tim know if you would like to hear more.*

2. A group of four Year VCE students from Drouin Secondary College have proposed a “community service project” where they will rebuild some stairs at Labertouche Caves and have sought the help/involvement of this club...much like the project Bill & Roger helped with last year. Leigh Bates has offered to be the lead in our involvement and invites any interested Rotarians to join in. **Give Leigh a call.**

### **PROGRAM – Top 10 Tips for delivering an Exceptional Member Experience**

Past Zone 8 Director and member of the Rotary Club of Wendouree Breakfast, Jessie Harman, has put forward her “Top 10 Tips” which club leadership and all members could well consider so that the “experience” of members in a club can be made the best it can be.

1. Understand member expectations
2. Ensure members are actively engaged
3. Service that is meaningful – to members
4. Design member-focused processes
5. Ensure physical elements reinforce service quality
6. Address problems quickly
7. Match ‘price’ with perceived value
8. Measure satisfaction regularly
9. Co-ordinate communication
10. Keep communication real


All members have been asked to complete a short survey and return it to either Ian Symons or Secretary Tim.

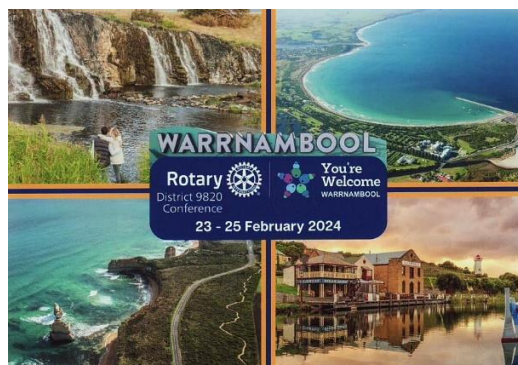
Members who missed the presentation may watch Jessie’s presentation on YouTube at [Jessie Harman](#)

### **REMINDERS**

- Membership dues are now payable. Thank you to all who have already paid. If you would like to discuss payment options e.g. two/year or quarterly, speak to Treasurer Carol.



- Bookings for  on 30<sup>th</sup> August to Ian Houghton a.s.a.p please.
- All members are asked to complete their club survey and return it to Ian Symons or Tim Wills.
- Put in your diaries the 2023-24 (and last 9820) District Conference in Warrnambool 23-25 February 2024



### **BOOKINGS and APOLOGIES**

Members are reminded that they need to make contact with William Wong **0418 391 586** **not later than 11.00 AM** on the Tuesday of our meeting if you are not going to attend, or if you will have a guest.

*You will be charged if no apology has been received.*