



WOULD YOU LIKE SOME HELP UNDERSTANDING WHAT AGED CARE SERVICES ARE AVAILABLE FOR YOU?

The aged care system can be complicated. At the COTA NSW Information Hub hosted by Penrith City Council, friendly trained volunteers are ready to help you find services that will support you to live at home. This service is free.

Visit the service 26 March, between 9.30am and 1pm at Penrith Library, call 8268 9601 to make an appointment or for more information, then call us to arrange transport. Also will be open on 29th April & 28th May.

GREAT COMMUNITY TRANSPORT IS MONITORING CORONAVIRUS CONDITIONS

You will have heard about the Coronavirus or Covid19. It is being reported widely in the media. Some of what you are hearing can be alarmist, but that said the number of cases in Australia is growing. At Great we are working closely with NSW Health and the Australian government to respond to this.

Our priority is for you to travel safely with us. To ensure this we may have to act on any advice we receive. Please look out for information on our vehicles about this. Our aim is to provide services that keep you, our drivers, other staff and volunteers and their families safe. We may, for example, need to change destinations for some social outings.

In the meantime please take advice from your usual trusted sources. Remember the advice so far:

- Wash your hands with soap and water thoroughly and dry.
- If you are concerned about your health, call your doctor.
- If you feel unwell, particularly if you're coughing or sneezing, think about whether you should skip this outing and go on the next one.

We will continue to monitor the situation closely and to work with NSW Health and other community services to help you keep safe, well and getting where you need to go. If you need to talk to us, please call our Client Engagement Team.

A MESSAGE FROM OUR CEO



Well wasn't it a tumultuous start to 2020, a large section of the Hawkesbury and the Blue Mountains were on fire, threatening our clients, our volunteers and our staff. Then it rained and rained some more threatening the Nepean basin. At least it put the fires out for good and filled up Warragamba. Despite nature throwing everything but the kitchen sink at us we were not substantially disrupted in the delivery of our transport services.

If you have had Chatterbus delivered by post you will know that it is getting quite expensive to mail out. So we have put together a special offer to anyone who would like to change their subscription from a mailout version to an email version. If you change your subscription to email we will give you a free trip to the value of \$15.

While we are talking about discounts on trips, we are also looking to organise a credit card only social outing. We are planning it now for July and it will be a HALF PRICE trip. Yes! If you use credit card to pay on the bus, (with our new phone rigged to take credit card payments) on the advertised social outing, you will only have to pay half the normal price.

I will even round it down to the nearest dollar for you. Just remember NO CASH on this trip. Next time you speak with one of our friendly reception or bookings team let them know you are interested in the credit card only social outing in July. We have also had some interest from some of our valuable clients on providing services other than community transport. So we are working on providing some garden care and home care services.

Need a lawn mown? Well we are working on that. Need your house cleaned? Well we are working on that too. If you would like us to provide that service to you then please let us know next time you book.

This is a jam-packed start of the year. Not only have we been doing work in the background to integrate Great Community Transport and Easy-Go Connect we have also been working on a new name. Surveys, workshops, brainstorming and the Board is almost in a position to release the new name. What will that mean to you? Well I hope nothing changes except the way we answer the phone. The same buses will arrive to pick you up with the same friendly drivers. You will barely notice it.

Keep Travellin'
Ben Jackson | CEO



IT'S ALL IN THE TIMING...

All our clients receive an automated call the working day before your trip giving you an estimated pick up time. However, we ask all our passengers to be ready to leave half an hour earlier. *Why?*

- Pick up times can change at short notice due to late cancellations and traffic flow.
- Please be prepared but wait inside just in case there are any changes or the driver/office needs to contact you.
- If you need to cancel or change your booking please tell us as soon as possible.
- If you missed our automated call – please phone our office and one of our friendly staff will help you.
- Please tell us as soon as possible if you need to cancel.

Note: Cancellations received after 4:00pm the day prior to the outing will incur the full transport fee.

greatcommunitytransport.org.au
easygoconnect.org.au

From 1 July 2019, Easy-Go Connect is part of
Great Community Transport inc.

 8am to 4:00pm
Monday to Friday

 Building 3,
13 Bessemer St
Blacktown NSW 2148

56 Cox Avenue
Kingswood 2747

TTY: 133 677 **TIS:** 131 450

 enquiries@easygoconnect.org.au
transport@gct.org.au

 4722 3083
9621 5518

WAIVER

Our social outing program is prepared months in advance and information provided is correct at the time of publishing. However due to circumstances out of our control prices, menus & venues may differ from what is advertised. We apologise for any inconvenience, we will always ensure food, prices and venue are accessible, reasonably priced and comfortable.

COUPLES & TRAVEL COMPANION FARES

We understand that some clients require assistance when travelling with us. We also know that people often prefer to travel with a partner.

We've created a flat \$5.00 fare for couples and companions. This helps balance the space we have available in vehicles with the needs of all our clients.

The couples fare applies when two people travel from the same address to the same destination but only one person has an appointment.

Individual fares apply

- for social outings
- when 2 clients are travelling from the same address, both with appointments,
- when one person travel to another person's home to meet and travel to the same destination or appointment with GCT