

General Manager's report



Easylink has completed the transition to a new name and brand image and is planning a celebration with the Governor of NSW, His Excellency General The Honourable David Hurley, Mrs Hurley, local MPs and special guests in July.

Check out our new user friendly website www.easylink.com.au where you will find information on all the services, can make bookings and payments. We've also produced new fliers,

customer handbook and schedule of fees including latest lower north shore shuttle timetable. Let us know if you'd like a copy.

Easylink is excited to be a finalist in the Northern Beaches Business Awards. Thanks to all of you who voted for us. The winner will be announced at a presentation evening 11th July.

I'm thrilled to tell you that the winner of the very first Champion of Mackellar Award, presented this month by Jason Falinski MP, is our very own volunteer John Wilson. He was selected from a strong field of over 100 nominations. What a great achievement and well deserved. Many of you will know John as a volunteer bus driver and Board member with Easylink.

John and his wife Judith joined the organisation in July 2004, offering their time and commitment to undertake a fortnightly social outing – John as bus driver, Judith as bus assistant. It wasn't long before John's interest and involvement in the organisation extended to nomination for a position on the Management Committee (now Board) serving most of the time as President. John has organised the outings as driver for a Thursday mystery drive and led the Board through great change and growth for twelve years now.



We've been very fortunate to have several students working with us this year. Sara's main project has been the customer and volunteer surveys, with some results reported on later in the newsletter. Tina worked on media releases and website content, a major achievement being a story in the Manly Daily celebrating a customer's 100th birthday with her shopping bus group. Adriana has produced a short video about our services which we hope to show soon through Facebook and website links.

Thank you to all our customers who participated in these projects and the focus groups and interviews undertaken in partnership with Sydney University for research. All of this helps our organisation to develop and improve, building capacity to survive and thrive into the future.

Angela Doolan

General Manager

Staff changes

We are pleased to announce the safe arrival of Vivienne's baby boy Lenny- both mother and baby are doing well. Dragan and Graeme are filling in for Viv while she is on maternity leave- it is good to have a male presence in the office!



A huge congratulations to Pat our admin manager who passed a big milestone in June when she clocked up 10 years with our organisation. Pat has seen so many changes- organisation name, staff, volunteers, vehicles, services, and customers, and through all this has remained a smiling, positive, welcoming presence. We don't know what we would do without her!

We welcome Stephenie and Tanya into our team as TranSupport workers (accompanying and/or driving customers to appointments).

If you need a little more help with appointments and would like someone to be with you we can offer this service. Please contact Hilary on 9919

0700 to discuss your needs.

Customer survey

Easylink regularly conducts customer surveys to get feedback and help improve services. In May 2017, Easylink sent out surveys to 500 randomly selected customers. More than 240 customers returned completed surveys and a report of the findings is in the process of being completed.

The survey aimed to capture findings in a few different areas, including customer demographics, social impact and customer satisfaction. Some of the findings include:

- 97% of survey respondents were over the age of 65.
- 27% were born in a country other than Australia with 5% speaking a language at home other than English
- 64% had used Easylink for 1-5 years
- There was a 97% customer satisfaction rate.
- 99% of survey respondents would recommend Easylink to someone they know.
- 63% of respondents feel that their emotional well-being has improved as a result of using Easylink services.
- 97% reported drivers to be courteous and helpful.

A full report of all the findings will be published on the Easylink website. If you would like to receive a condensed copy of the report, please contact the office.

Thank you to everyone who participated. And congratulations to Joy Davis who won a \$50 gift voucher in the random prize draw!

Social outings

You will find attached copies of the August and September social outings calendars.

If you haven't been on any of our outings why not give it a whirl? As a customer of Easylink nothing could be simpler- all you have to do is choose the outings you would like to go on, ring up and book them. For most outings payment is on the day, you get a call the day before to let you know what time you need to be ready, and all you need to do then is enjoy the day, and perhaps make some new friends into the bargain.

You will notice an outing to Chatswood Concourse theatre on Wednesday 13th September- this is an outing that requires payment up front with no refunds. Tickets for the theatre- be it Chatswood, Glen St, or any of the Sydney venues have to be bought and paid for in advance. Please be aware when you book that we will be asking for immediate payment and there can be no refunds.

That said, please don't let yourself be put off from booking for one or all of the concerts that we have lined up for you.

The **LUNCHTIME CONCERTS AT CHATSWOOD THEATRE** are really popular and we have managed to reserve the last seats for a couple of the shows.

There are shows on:

- Wednesday 13th September "The painted piano and the Golden flute". This sounds wonderful- 2 great pianists on 2 grand pianos and Jane Rutter on flute.
- Wednesday 18th October "Love songs and lullabies" with Teddy Tahu Rhodes and Jane Rutter. This is so popular we could only get seats in the box and dress circle so participants will need to be able to manage some stairs.
- Wednesday 15th November- Ravel with the renowned Acacia string quartet.

Please **ring 9919 0700 now to reserve your seat as numbers are limited**- feedback from previous concerts has been that it is an excellent experience and is a must-do for music lovers.

Recent social outings and mystery drives



Alpaca farm



Chang Lai Yuan Gardens



Lake Parramatta

Service New South Wales

A reminder that free transport is still on offer if you need to go to one of the service centres (formerly Motor Registry offices) based at either Warriewood or Brookvale. Please contact the office to make a booking.

New volunteers

We are lucky at Easylink to have so many good volunteers who help us out in different ways- receptionists, drivers, bus assistants, office admin, fleet matters, and gardening on our little patch here at Boola Place.

We are happy to welcome some new faces - Ros, Ken, Christine, Wendy, Lynda, Sue, Steve and Ann. We know you will join us in wishing them well at the start of their journey with Easylink.

Do you know someone who is keen to volunteer with us? We're always looking for new volunteers for our fantastic team, so if a family member or friend has just a day a fortnight to spare please ask them to call us.

Travel Training

Our Travel Training Coordinator, Kristine, is really busy with people wanting to learn how to use public transport. If you, or anyone that you know, needs help to access public transport, this is a free service. Please call the office to find out more

Donations and bequests welcome

Easylink is a registered charity and we welcome donations and bequests.



Government funding alone does not cover all the trips we provide – it's thanks to our supporters, sponsors and donors that we provide almost twice the amount of trips we are funded for.

Contributions from individuals and businesses are greatly appreciated, and all donations over \$2 are tax deductible.