

## General Manager's report

### Update on General Manager's Position

It was with regret that we said goodbye to Angela Doolan, our General Manager, in early September. Angela had been a strong presence here at Easylink for almost 20 years- firstly as a board member, then as Operations Manager and finally as General Manager. She steered the company through many changes, not least the rebranding to Easylink, and will be much missed by customers, staff and volunteers. We thank her for all her hard work and dedication and wish her all the best in her new voluntary role in the Philippines.

We are however delighted to announce that we have a new General Manager. Her name is Susan Watson and we welcome her to Easylink and this new chapter in the history of our organisation. Over to Susan to tell you more.

Hello to you all. I am so excited to be joining Easylink and look forward to the opportunity of meeting you all in person. I know I have big shoes to fill and will work hard to earn your respect as General Manager for Easylink.

My background is in leadership and management roles in government and non government organisations. My passion is for excellence, consistency and quality in the organisations I work for. Most recently, I was CEO for Sydney Drug Education & Counselling Centre and before that I was in local government for many years.



I live locally in Fairlight with my husband Terry. We have 4 children and a cat who rules the house! I am a great believer in a good worklife balance and enjoy travel, walking on the beach and yoga.

In the next few months I will be out and about meeting as many staff, volunteers and customers as I can. I will be asking what do we do well? how could we do better? and what I can I do as General Manager to assist in the process?

We are on a very exciting journey and every one of us can contribute to being the best at what we do – Transport with Care.

With the kindest regards

Susan

### **Staff update**

Working behind the scenes we have had Belinda Kerslake as our PR and Marketing Consultant. Her time with us has come to an end- you may have seen some of her handiwork if you are on Facebook, and on the Easylink website. If you haven't gone onto our web-site, do try- you can get information about our services and can do bookings and payments on line. The web site is found at [easylink.com.au](http://easylink.com.au).

We thank Belinda for her contribution to helping to make the Easylink brand well known in the community, and wish her well in her future projects.

We are delighted to welcome Wendy Madden as our new full time customer services coordinator. Wendy has worked in transport for Manly Cabs so has an understanding of the sector and the nightmare that scheduling in this time of road and building construction can be! She will be in place from early November.

### **Social outings and Christmas closure**

You will find attached a copy of the December and January social outings calendar.

This is our quiet time where we wind down for Christmas and the summer holidays.

As you are probably aware all of our drivers and helpers on the social outings and mystery drives are volunteers. They give freely of their time to get you safely to your destination and help to ensure that the outing is fun, and a positive experience. They do get tired and need a break to be with their loved ones over



the summer holidays so the social outings program is a light one, and will begin again in earnest in February. Mystery drives will finish the week ending the 15<sup>th</sup> December and will recommence the week beginning the 29<sup>th</sup> January. The calendars for these outings will be distributed to you in December.

Please tell your friends about these outings- as you know being socially isolated can result in loneliness and depression. These outings are a way to ensure that people stay socially connected to their community and can lead to making new friends.

The office will be closed from the close of business on Friday 22<sup>nd</sup> December and will reopen on Tuesday 2<sup>nd</sup> January. Any bookings for transport for the 2<sup>nd</sup> January need to be made by the 21<sup>st</sup> December, and for the 3<sup>rd</sup> January by the 22<sup>nd</sup> December. Group shopping will start again either on the week commencing the 7<sup>th</sup> or 14<sup>th</sup> January.

Calendars will be distributed to customers of shopping services in December.

A reminder to those that are unaware of the shopping service. It is a fortnightly bus trip to either Forest Way, Warriewood Square or Warringah Mall, depending on your location. The cost is just \$10 and for that you get to ride with the same group of people (strong friendships have been made), get dropped at the shops for a couple of hours and returned to your door. Please contact the office on 9919 0700 if you, or anyone you know, is interested in our services.

On behalf of all the staff and volunteers we wish you a Happy Christmas and all the best for 2018, and we look forward to you riding with Easylink next year.

### **Complaints and Compliments**

As a customer of Easylink you have rights and obligations that are outlined to you in the information pack and service agreement that is sent out to you at commencement of service.

If you have a complaint, compliment or suggestion as to how to improve our service you are encouraged to contact the Manager in writing or by telephone.

All feedback is welcome, and all complaints are acted upon without consequence to the complainant. Confidentiality will be maintained at all times when dealing with complaints.

Should you feel your complaint is not being handled as you would like, people over the age of 65, 50 if Aboriginal or Torres Strait Islander, can contact the Australian Government's Aged Care Complaints Scheme on 1800 550 552.

If you are a person with a disability you can contact the NSW Ombudsman on (02) 9286 1000.

### **Safety at Home- Fire & Rescue**

Did you know that you can get help to install and maintain your smoke alarms? Fire & Rescue's Home Fire Safety Checks program can assist you if you are identified to be at risk of fire because you are unable to install or maintain your smoke alarm.

It is the law to have at least one working smoke alarm installed on every level of your home, and for frail elderly or people with a disability a smoke alarm in the bedroom is highly recommended.

You can arrange to have firefighters to visit you at home at a pre-arranged time to install a battery-operated smoke alarm and to pass on fire safety tips.

Those eligible for this free service include:

- People aged 65 and over with limited domestic support
- People with a disability
- People receiving community assistance and services and holders of pensioner concession or health care cards

For more information contact your local fire station, or the Community Engagement Unit on 1800 151 614

**Remember in case of a fire that once you get out you stay out- never go back into a burning building.**

Date	Event	What to expect	Time	Cost	Book by	Access
Weds 6 <sup>th</sup> December	<b>Palm Beach RSL and ferry ride</b>	Ferry and lunch away from the Rat Race. Enjoy peace and quiet away from the Christmas crowds with a boat ride and lunch	Ferry for 11am	Transport, ferry and lunch \$45	Bookings close Weds 29 <sup>th</sup> November	Easy access for all- short walk to ferry
Tues 12 <sup>th</sup> December	<b>Tour of local Christmas lights</b>	Get into the spirit of Christmas with a drive round the area to see the best dressed streets. Snack pack refreshments provided.	To be at lights at nightfall	Transport and light refreshments \$25	Bookings close Tues 5 <sup>th</sup> December	Palm Beach to Narrabeen & Terrey Hills, Belrose and Forest areas.
Weds 13 <sup>th</sup> December	<b>Tour of local Christmas lights</b>	Get into the spirit of Christmas with a drive round the area to see the best dressed streets. Snack pack refreshments provided.	To be at lights at nightfall	Transport and light refreshments \$25	Bookings close Weds 6 <sup>th</sup> December	Narrabeen to Manly and up to Killarney Heights
Sat 20 <sup>th</sup> January	<b>Lunch at Merrylands RSL Signatures Buffet</b>	The diet can start tomorrow! With a choice of over 80 dishes you are sure to find something you like.	Lunch at 12.30pm	Transport and lunch \$55	Bookings close Fri 12 <sup>th</sup> December	Easy access for all
Weds 24 <sup>th</sup> January	<b>Lunch at Wakehurst Golf Club</b>	Always a favourite, especially to escape the January heat and crowds. 2 course meal with tea and coffee	Lunch at 12pm	Transport and lunch \$35	Bookings close Weds 17 <sup>th</sup> January	Easy access for all

### **Fee of \$10 charged for cancellations made after bookings close date**

Our outings are popular - please be considerate and tell us as soon as possible if you need to cancel, so others can attend.

- Please let us know if you have any dietary requirements when you book.
- If you are over 65 and not registered with My Aged Care, an NDIS participant or a full fee payer, an additional \$10 is charged per outing.