

## General Manager's Report

Everyone is busy here at Easylink, ensuring your transport needs are met safely and with care. All our regular services are back up and running after the Christmas break. If there are Easylink services you have not used as yet, have a read through and please give us a call if you would like to try something new. At Easylink, we'll get you to where you want to go.

We were sad to say goodbye to Hilary and Kana at the Cromer office but we are excited to welcome back Viv from maternity leave. Our new Services & Operational Manager, David Morris, started in February.



The April, May and June Social Outings Calendar is in this newsletter. You will see there are some customer favourites and a few new and interesting activities. Our drivers and assistants will help to ensure that your outing is safe, fun, and a positive experience.

Easylink will be attending an Expo on **Thursday 22<sup>nd</sup> March** (9.30am to 1pm) and on **Friday 6<sup>th</sup> April** (10am to 2pm) at **Dee Why RSL**. Both expos are **free** and you are welcome to come along and find out about any changes in aged care services and meet some of the other services that can help you stay healthy and at home for longer. Come and say hello at the Easylink stand if you are there!

### Call for Volunteers

Easylink volunteers are priceless!

We are so lucky at Easylink to have so many fantastic volunteers on our team who help us out in different ways. At the moment we are especially looking for more drivers. Do you know someone who is keen to volunteer with us? If a family member or friend has just a day a fortnight to spare please ask them to call us.

Please continue to talk about Easylink and the service we offer with your friends and neighbours. Transport is often the first and most urgent need that people have when they develop health problems and they can't drive or are restricted in their driving. We are here to help.

We look forward to providing your transport with care for the remainder of 2018.

With the kindest regards

*Susan*

### TAKE A MYSTERY DRIVE

Our fortnightly mystery drives are a way to ensure you stay connected and can lead to making some new friends. As you know being socially isolated can result in loneliness and depression. This is an opportunity to get out and explore with the same group of people to a new place each time. Mystery drives cost between \$15 and \$25 for a half day and \$20 - \$30 for a full day. Our customer feedback reports that Easylink's mystery tours are great fun!



**REMINDER TO ALL MYSTERY DRIVE PASSENGERS:** please be advised that we do not call on the day before with your pick up time. If you are unable to attend, please notify the office staff as soon as possible of your cancellation.

### SHOPPING GROUPS

Our group shopping trips provide a fortnightly bus to either Forest Way, Warriewood Square or Warringah Mall, depending on your location. For just \$10 you get to ride with the same group of people to the shops for a couple of hours and then safely returned to your home. We can even take your shopping to the door. Please contact the office on 9919 0700 if you, or anyone you know, is interested.



### FREQUENTLY ASKED QUESTIONS



Here at Easylink there are some frequently asked questions by our customers. Take a look and see if we can answer one of your questions below.

#### ***What time is my pick up?***

*Our team schedule the driver's pickup and drop off times the day before your booking. An automated message is sent to your phone between 12 and 3pm. Please contact us if you have not heard by 3pm.*

#### ***Can I bring a friend with me?***

*If you do need assistance, we encourage you to bring a friend or relative who can travel for free. Please notify us in advance, as we need to ensure there is space on the vehicle.*

If you do have any other questions, please give us a call at Easylink 9919 0700 and we will do our very best to help.

## SOME SNAPSHOTS ON SOCIAL OUTINGS

