

General Manager's Report

Welcome to our winter newsletter. I am loving these cool crisp days. Remember when you are travelling with Easylink to wrap up warm just in case you have to wait in the cold for a pick up. Another important message this time of year is to ensure you travel with your mobile phone, if you have one. It means we can keep in touch with you while you are out and about and let you know if your driver is stuck in traffic.

Staff Updates

We are pleased to announce Graeme Gillmer has joined the Easylink team. You will get to know Graeme over time as he will be answering the phones and helping you with your bookings.



Social Outings

The July, August and September Social Outings Calendar is in this newsletter. At Easylink we always try to book easily accessible outings. We would like to remind you that there are some outings that might not be suitable for some of you, as there may be a lot of walking or steps involved. You will see that we have identified these trips in the calendar. Of course, our drivers and assistants will continue to ensure that your outing is safe, fun, and a positive experience.

Customer Advisory Meeting

In August I will be hosting Easylink's first Customer Advisory Meeting. Come along and join me for a light lunch, find out more on how Easylink works and help us to improve our services. At the meeting we will be demonstrating how we schedule up to 200 trips per day across the Northern Beaches. I look forward to meeting with you and having a chat.

Price Changes from August 2018

As you know Easylink is a not for profit organisation. To maintain the level of service we do and operate within the stringent regulations required, we have to review our pricing structure each year. Like many organisations, Easylink has costs that are not covered by our contract with the government. We have tried our very best to keep our increases to a minimum. I will be discussing this in detail at the Customer Advisory Meeting.

With the kindest regards

Susan

JAMES GRIFFIN MP, MEMBER FOR MANLY MEETS THE EASYLINK TEAM

We were very pleased to host a visit from James Griffin MP in April. James was most impressed with the work we do in the community. Our driver, Tony, demonstrated how the hoist works in one of our vans and Bev, an Easylink Scheduler, showed him how we schedule and track our vehicles to ensure we can complete up to 200 trips per day.



JASON FALINSKI MP TRAVELS WITH EASYLINK

Jason Falinski joined our Chairperson, John Wilson, myself and some of our customers to experience a morning on the road. Graeme, one of our experienced drivers informed Jason about his role as a driver and our customers were able to give Jason direct feedback on what they think of our services.

We also received a certificate from Jason congratulating us on being successful in our application for a grant in the Stronger Communities Program.



CELEBRATING OUR VOLUNTEERS

On the 21st May Easylink hosted a lunchtime BBQ for our fantastic volunteers who help us out in so many different ways. Our volunteer bus and car drivers, bus assistants and reception staff joined Easylink staff, Board members and Michael Reagan, Mayor of the northern Beaches to celebrate and say a big THANK YOU. I read a poem at the event that I would like to share with you.

*The key to our success
 rests in people like you,
 who embody the spirit of greatness
 by saying, "Yes I can, and so can you!".*

*With gratitude in our hearts
 for your contributions to our cause,
 we wanted to thank you with this lunch
 as Easylink's personal round of applause.*

*We never could have asked
 for more dedicated volunteers
 and words cannot express
 how grateful we are to have you here.*

It is an absolute pleasure and a privilege to work with you



Volunteer Photography



Volunteer Photo



Volunteer Photo



Volunteer Photography



Volunteer



Volunteer Photography