


General Manager's Report

Spring is in the air and believe it or not it is only 111 days to Christmas as I write. This is my favourite time of year as nights are getting lighter and we can spend more time outdoors. Look out for Easylink in the next issue of the Penninsular Living magazine. One of our lovely customers will be part of a feature piece. I did discuss our price increases in the last newsletter. A copy of our new price schedule is at the back of this issue.



Staff Updates

Meaghan French has joined the Easylink team and will be working on the Social Outings Program and Mystery Drives. Meaghan will also be involved in promoting our services within the community. Check out our website and Facebook page. You can help us promote Easylink by liking  our page and asking your family and friends to as well. Visit www.facebook.com/easylinktransportwithcare

Social Outings

We have some fun events in the program for the remainder of the year. Stand outs for me are the ABC tour and the Bee Gees Christmas Lunch Show. At our customer advisory meeting we heard that you would like more variety and I think you will agree we have achieved that in this program. As always remember to book well in advance as our program fills quickly.

Desperately Seeking Volunteers

We could not provide our social outings or mystery drives without our fantastic voluneers who give up their time to help us and you get out and about. If you do know anyone who might be able to give some time (a minumum of 1 day a fortnight), please ask them to give us a call. We need bus drivers, bus helpers and receptionists. Our volunteers are highly valued and well supported in their role with training and thank you events.



Robert the Robot

I thought it about time to introduce you to Robert. He is our friendly office voice robot! As part of our contract with Transport for NSW we must offer our customers automatic reminders of their scheduled trips to their appointments. That's where Robert comes in. The day before your outing, he will give you a call to let you know your approximate pick up time. As Robert is a robot, he won't be able to answer any questions. If you need to ask us something, or if you don't hear from Robert by 3.00pm, please phone us at the office.

Remember that for social outings and mystery drives you will **not** get a call from Robert.

CUSTOMER ADVISORY MEETING

I had a great morning with some of our fabulous customers who came into the office to put a name to a face, find out more about how Easylink schedules over 200 trips a day and help us to improve our services. Over a yummy lunch we chatted about what Easylink does well and what we could do better. We had some very positive feedback from everyone who attended, and I look forward to holding another meeting in 2019.



NEW SHUTTLE SERVICE TO THE NEW NORTHERN BEACHES HOSPITAL

We are all excited about the new hospital opening at the end of October. Easylink will be operating a new shuttle service from Mona Vale hospital and surrounding areas to the Northern Beaches hospital. There will be 4 return shuttles a day. Prices start at \$6.00 - \$10.00 each way depending on your location. The shuttle has been possible with the financial assistance of NSW Health, Northern Sydney Area Health Service and Healthscope. I look forward to keeping you updated.

With the kindest regards,

Susan

Fee Schedule

Prices inclusive of GST where applicable. 2 Business days notice required.

Individual Transport

CHSP & CTP customers

Booking Fee	\$5 plus:
In area:	\$0.50 per km (\$15 max each way)
Out of area:	\$1.50 per km (on request)
Travel Companion	On request

Other – NDIS, HCP, private customers

Booking Fee	\$5 plus:
In area:	\$1.50 per km
Out of area:	\$2.00 per km
NDIS	As per NDIS guidelines (Community Participation)
Support Worker	On request

Shopping Bus

Return	\$15-\$25
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Mystery Drives

Full Day (6 hours)	\$20-\$30
Half Day (4 hours)	\$15-\$25

Social Outings Program

Prices for social outings vary, see monthly calendar

Other Charges

Late booking fee	\$5 each way
Tolls and parking	At cost
Late cancellations	Fees apply

Travel Training

Free for 9 hours, then as per NDIS guidelines

Vehicle Hire

Vehicles available to hire with or without an Easylink driver. See website or call for details

Prices are subject to change

Lower North Shore Shuttle

Bookings Essential

The shuttle provides transport to Royal North Shore Hospital (RNSH), St Leonards, Chatswood and other Lower North Shore destinations.

Fee	\$15 each way up to Narrabeen Bridge
	\$20 each way up to Newport
	\$25 each way from North Newport
	For NDIS, HCP, private customers +\$10

Shuttle Timetable Pick up & drop off times

Morning	Location
9.45am	RNSH (St Leonards)
10.00am	Mater/Chatswood
11.25am	Chatswood
11.45am	RNSH (St Leonards)
12.00pm	Mater
1.45pm	RNSH (St Leonards)
1.50pm	Mater
2.00pm	Chatswood
3.15pm	Mater
3.30pm	RNSH (St Leonards)
3.45pm	Chatswood

Bookings essential

www.easylink.com.au

9919 0700 or email

bookings@easylink.com.au

*Easylink is supported by funding from the Australian Government Department of Health and Transport NSW
August 2018*

Date	Event	What to expect	Time	Cost	Book by	Access
Friday 5 th of October	The Vintage Pantry, Secret Garden, Galston	This lovely location is the perfect place to dine amongst leafy waterproof canopies. Surrounded by gardens, come and enjoy a delicious lunch in beautiful Galston.	12pm	\$50	Book by Friday 28 th of September	A few steps inside the restaurant
Wednesday 10 th of October	Mystery Movie and Lunch, Warriewood	Calling all movie buffs, join us for a mystery movie followed by a light lunch at Barocobar.	11am TBC	\$40	Book by Tuesday 2 nd of October	Easy Access
Wednesday 17 th of October	"Composers in Exile" Live at Lunch, Chatswood Concourse ADVANCE PAYMENT	Opera Star, Peter Coleman-Wright and the Nexas Saxophone Quartet join Jane Rutter onstage, featuring thrilling adaptations of cabaret works by composers from the Weimar Era to WWII. Dressed as composers, the musicians talk and play in character about life during these turbulent times. Lunch at Terrazza restaurant to follow.	12pm	\$65	Book by Wednesday 26 th of September LIMITED NUMBERS	Easy Access
Friday 19 th of October	Church Point Ferry and Picnic Lunch	A beautiful 1.5-hour cruise around Pittwater where you'll enjoy a picnic lunch taking in the relaxing scenery.	12pm	\$45	Book by Tuesday 9 th of October LIMITED NUMBERS	Easy Access

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

Book now to secure your spot on 9919 0700 or easylink.com.au/bookings

Date	Event	What to expect	Time	Cost	Book by	Access
Wednesday 24 th of October	Auburn Botanic Gardens and lunch at the Tennis Club	First stop will be lunch at the Tennis Club and afterwards explore the beautiful gardens. Featuring beautiful Japanese Gardens with a reflection pool, pergola and sunken rose garden – it has flowers and blossoms throughout the year.	12pm	\$40	Book by Tuesday 16th of October	Easy Access with some walking in the gardens
Saturday 27 th of October	Tasting Deck, Forestway Fresh	Newly refurbished to the highest quality, the Tasting Deck is the newest offering at Forestway Fresh and presents a scrumptious menu for us to indulge.	12pm	\$55	Book by Thursday 18th of October	Easy Access

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.

- Social outings are open to anyone who is transport disadvantaged - you'll need to be registered with us to check eligibility.
- We provide low-level assistance on outings or you can book with your own carer (advise on booking).
- 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 or if you are an NDIS participant, an additional \$10 is charged per outing.

Book early to avoid disappointment - numbers are limited.

Book now to secure your spot on 9919 0700 or easylink.com.au/bookings

Date	Event	What to expect	Time	Cost	Book by	Access
Tuesday 6 th of November	Melbourne Cup at Master Builders Club, Dee Why	It's the race that stops a nation, and we'd love to have you join us for what will be a very fun afternoon. Enjoy a glass of sparkling wine on arrival, indulge in a buffet lunch while watching the race on two big screens. Take a chance in the sweeps and there will also be prizes for best dressed.	1pm	\$55	Book by Monday 24 th of October	Easy Access
Wednesday 7 th of November	Big Day Out Cruise on Sydney Harbour <u>SOUTH BUS ONLY</u>	This cruise has been on Sydney Harbour for over 10 years and has been featured on 2CH and 2GB Radio. You'll have the choice of enjoying the beautiful sun deck and taking in the sights or partake in the onboard entertainment including an impromptu special guest, bingo, trivia and celebrity heads. A three-course meal will also be included. ADVANCE PAYMENT	10:45am	\$65	Book by Wednesday 24 th of October LIMITED NUMBERS	Easy Access
Wednesday 14 th of November	ABC Studios Tour, Sydney	This will be such a unique and interesting experience. Come along and have a look at everything that goes on behind the scenes at the ABC. The tour will include a visit to one of the digital television production studios, an on-air radio studio, a news studio and control room. Lunch will also be provided.	12.20pm	\$45	Book by Tuesday 30 th of October	Easy Access
Friday 16 th of November	Armory Wharf Café, Newington	Enjoy lunch in this beautiful spot right alongside the Parramatta river. The restaurant is also situated next to the heritage listed former Royal Australian Navy armament depot. After lunch, feel free to wander around the buildings which gives you a fascinating insight into the history of Newington Armory.	12pm	\$45	Book by Tuesday 6 th of November	Easy Access. Some walking if you would like to tour the grounds

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Social outings: November 2018

Date	Event	What to expect	Time	Cost	Book by	Access
Wednesday 21 st of November	Bee Gees Christmas Lunch Show at Ettalong Diggers <u>NORTH BUS ONLY</u>	Put your dancing shoes on! Come along and celebrate the music we all know and love with some Christmas disco balls. The performance also includes a two-course meal and drink on arrival. ADVANCE PAYMENT	12pm	\$60	Book by Wednesday 7 th of November LIMITED NUMBERS	Easy Access
Saturday 24 th of November	Dragonfly Café, Eden Gardens, Macquarie Park	Specialising in delicious modern Australian cuisine, this café extends into the beautiful garden surroundings of Eden Gardens. We promise a delicious lunch with wonderful surrounds and there is also a lovely shop to look through.	12pm	\$55	Book by Thursday 15 th of November	Easy Access
Friday 30 th of November	Mystery Movie and Lunch, Warriewood	A popular outing where you'll join us for a mystery movie, followed by a light lunch at Barocobar.	11am TBC	\$40	Book by Tuesday 20 th of November	Easy Access

\WAIVER Our Social Outing Program is prepared months in advance and information provided is correct at time of publishing. However, owing to circumstances beyond our control, some outings may differ from what is advertised. For example, change of menus, meal or entry costs, timing or even venue closures. If this is the case, the trip will still go ahead but to an alternate venue. Every now and then some outings only receive a small of interest and we may have no option but to cancel the outing entirely. When this occurs, all passengers will be advised.

Book now to secure your spot on 9919 0700 or easylink.com.au/bookings

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Date	Event	What to expect	Time	Cost	Book by	Trip Details
Wednesday 5 th of December	Warringah Mall Christmas Shopping	We promise a VIP shopping experience that will include your own personal concierge and “hands free shopping.” All your items will be beautifully gift wrapped and waiting for you back on the bus. After shopping, enjoy a special Christmas lunch at a café in the Mall.	12pm	\$35	Book by Tuesday 30 th of November	Easy Access
Tuesday 11 th of December	Tour of local Christmas lights (Palm Beach, Narrabeen, Terrey Hills, Belrose & Forest areas) NORTH BUS ONLY	Get into the spirit of Christmas with a drive around the Northern Beaches to see the best dressed streets. Light refreshments will be provided.	After 6pm	\$30	Book by Tuesday 5 th of December	Access: N/A Travel Time: 1 hours driving + pick up/drop off times, late return home.
Wednesday 12 th of December	Tour of local Christmas lights (Narrabeen, Manly, Killarney Heights) SOUTH BUS ONLY	Get into the spirit of Christmas with a drive around the Northern Beaches to see the best dressed streets. Light refreshments will be provided.	After 6pm	\$30	Book by Wednesday 6 th of December	Access: N/A Travel Time: 1 hours driving + pick up/drop off times, late return home.
Tues 18th December	“A Christmas Concert” at Glen St Theatre ADVANCE PAYMENT	Featuring Donnie Lee, Rockabilly’s finest. Offering a show unlike any other with a gloriously comprehensive set, nodding to both the obvious staples and plenty of more obscure tracks, come and celebrate the most wonderful time of year.	11am	\$45	Book by Friday 2 nd of November	Easy Access

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

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