

## From the General Manager

Welcome to our winter edition. As always, we have some great social outings to offer during winter. I am really looking forward to hosting our Christmas in July event. Tony, one of our volunteer drivers, will be playing the piano for us. Come and join us for a yummy meal and a good old singalong! As always, remember to book any of our outings well in advance as our program fills quickly. If you live between Manly and south of Narrabeen bridge, you will travel on a SOUTH BUS. Otherwise, you will travel on a NORTH BUS (including those in the Forest areas).



### **Mystery Drive Special Offer for Customers with who are eligible for CHSP travel**

Our fortnightly mystery drives are a great way to ensure you stay connected and make some new friends. If you are eligible for CHSP travel and have not tried a mystery drive your first drive is FREE! Give us a call on 9919 0700 to find out if you can take advantage of this offer.

### **Customer Survey Results**

Thank you to everyone who completed their survey. We had a great response. Ninety nine percent of the respondents stated that we were polite and helpful when booking a trip, their driver was smart, polite and helpful and they would recommend Easylink to a friend. These results are very positive and we will continue to seek ways to improve our overall customer service. Our customers are the reason we are here.

### **New Chairperson**

Easylink sadly said goodbye and gave a huge thank you to John Wilson, who has retired as our Chairperson. During his 15 years at Easylink, he has not only overseen the growth of our wonderful organisation to the respected community organisation it is today, but also been a committed and respected volunteer driver, who will be missed not only by our team, but by our many clients and industry supporters. Debbie Organ has been elected as our new Chairperson. Debbie said " I am deeply honored and thank the Board for the privilege of this position on the Board. I am very proud to take on the role as Chairperson and look forward to serving Easylink along with my fellow diverse, skilled and committed Board members."

### **Volunteer Awards**

As part of the 30<sup>th</sup> National Volunteer celebrations, Easylink held it's Volunteer Morning Tea and Awards ceremony. Easylink's Chairperson and the Mayor Michael Regan presented Certificates of Appreciation for our volunteers' years of service and special honours were given to our bus driver and bus helper of the year. Easylink could not operate without our amazing volunteers and I am sure you join me in thanking them for all they do. Jean, Easylink's longest serving volunteer, celebrated 22 years with us on the day! She said "what a joy and such a privilege to be part of the wonderful Easylink Team." My thoughts exactly.

With the kindest regards,

*Susan*

### **IMPORTANT INFORMATION REGARDING SOCIAL OUTINGS**

- If you are on the wait list, we will only contact you IF a spot becomes available.
- We provide low-level assistance only. If you need more assistance, you must bring your own carer.
- If you are a private customer or an NDIS participant, an additional \$20 is charged per outing.
- A fee of \$10 will be charged for any cancellations made.