

From the General Manager

Spring is here! We have some great social outings to entice you out and about, now the weather is warming up. Stand outs for me are, of course, our Melbourne Cup event and the Burnt Orange Café, a personal favourite of mine. We're also excited about our invitation to meet with our Mayor, Michael Regan for lunch and discussion on issues important to you. Christmas lights are on again this year, always a favourite with our customers. 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).



January Outings and Mystery Drives

We have had feedback from some of our customers, requesting some social outings in January. We have put together a limited program to try and meet your request. Our fortnightly mystery drives are also a great way to ensure you stay connected and make some new friends. We will start some of our drives in mid January this year too.

Consumer meeting

Easylink will be holding another consumer meeting in October. We would love to hear your feedback on our service and also your ideas on how we can improve in the future. Come and join our senior management and Board members for a lovely lunch and workshop. I look forward to seeing you then!

My Aged Care (MAC) – Requirements for Continuation of Service

My Aged Care are updating their records and we are required to provide details of customers who have not been registered with MAC. This cannot happen without your consent, so we will be writing to you in the next few weeks to ask for your permission to provide the information they require. If you are unsure of your registration, please call David on 9919 0700. Please be reassured that if you decide not to provide your personal information we will still provide transport services for you.

Change in fees for individual transport

Unfortunately, we have had to introduce a new fee at Easylink. This flat fee of \$10 is to help recoup lost income when a driver goes to the scheduled pick up point (either home or the return) and the customer is not there. As you can imagine this is a costly exercise for Easylink, as we have to pay the driver and associated costs but receive no income. This fee contributes to our overall aim of keeping our costs down as much as we can for all our customers. The fee commences on the 1st October 2019.

On a good note, we have abolished our late booking fee. You will no longer be charged an extra fee if you make a booking after the 2 business days notice requirement. Most importantly, we can only guarantee your trip if you do book 2 business days in advance but we will try our very best to assist you with less notice.

Happy travelling,

Susan