

SHOALHAVEN COMMUNITY TRANSPORT

A Division of Coast and Country Community Services Ltd.

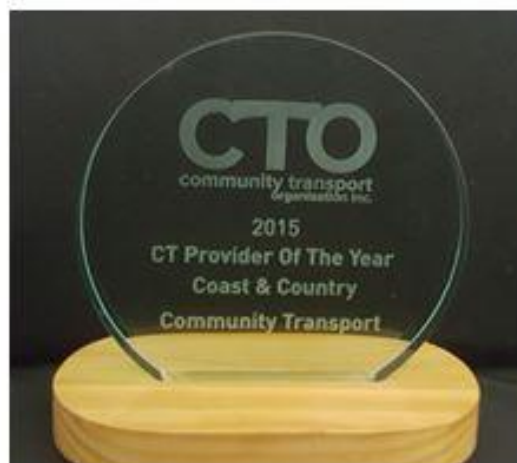
SERVICE

Nowra (02) 4423 6044
Ulladulla (02) 4454 0840

Service User Newsletter December 2017

How well do you know us?

Shoalhaven Community Transport has been providing quality transport services for over 30 years to people in the Shoalhaven who are frail aged or have a disability, their Carers and people who are transport-disadvantaged.



We won the CTO (Community Transport Organisation) Community Transport Provider of the Year Award in 2015

And... we've recently achieved Accreditation For the NSW Disability Standards, just Another Reason to use Shoalhaven Community Transport!

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My Aged Care - are you registered?

Are you over 65 (or over 50 if you are an Aboriginal or Torres Strait Islander)? You may be able to access other community services you need. My Aged Care is a central government agency to help people access services. Why not give them a call for assessment? My Aged Care - 1800 200 422.

Are you receiving help already with a Home Care Package? Please let us know so we can update your details.



National Disability Insurance Scheme (NDIS)

Are you a person with a disability under 65 (under 50 if you are Aboriginal/Torres Strait Islander)? The NDIS is rolling out across the Shoalhaven now. Have you applied yet for NDIS? We'd still like to help you with your transport needs - please call us to update your details or arrange a friendly meeting to discuss transport and your NDIS plan.

How are you?

Whether you've been using us for a short or a long time, things can change quickly. Are you using a walker now? Has your mobility changed? Please let us know any changes so we can give you the best and safest service possible.

Name your equipment

Our drivers and assistants are great, but we can't always expect them to remember which trolley or walker belongs to which person. Please help us - label or name yours to save confusion.



Transport over the Holiday Season

We have limited services from Friday 22nd December 2017 to Monday 8th January 2018. This means that we may not be able to accommodate all your transport needs during this period. To avoid disappointment we ask that bookings are made as far in advance as possible. *Please note:* we will not be operating on public holidays.



Bookings - Reminder calls

Our automated reminder calls are a great way of letting you know your pick-up and return times. If you aren't sure which button to press to confirm or cancel, don't press any – we will pick you up unless you call the office to cancel. And remember, the voice on the reminder call won't answer you – he's a robot!

What can we do for you?

We're always happy to speak with you about the services we offer. Please call us at any time for information. We also have some wonderful volunteers who give up their time to promote our Service through visits to Health Professionals and giving Promotional Talks.

Do you belong to a group or club whose members may be interested in having a guest speaker? Please call us at the Nowra Office – (02) 4423 6044.

We're not just Medical transport ...

We offer more services than you think.

Please call us for information and to see if you're eligible.

Feedback - we'll listen!

We all love to give and receive a compliment, but how comfortable would you feel to make a complaint? Please remember that all feedback helps us to improve our service, and if we don't know there's a problem, we can't fix it. Please don't hesitate to call us; we want you to feel safe, secure and happy with the services we provide.

But on a lighter note ...

Seeing her friend Sally wearing a new locket, Meg asks if there is a memento of some sort inside.

"Yes," says Sally, "a lock of my husband's hair."

"But Larry's still alive."

"I know, but his hair is gone."

★★★

My friend is only forty-something, and has bounced back from cancer, heart problems and even a stroke. Through it all, she and her husband have kept their sense of humour.

One day she said, "You know what kills me...?"

Smiling, he teased, "Apparently nothing!"



Instead of the John I call my bathroom the Jim!
That way it sounds better when I say I go to the Jim first thing every morning!!!

