



### Social Outings...

Would you like to get out and about?? We hold social outings for our clients once a month; If you are interested in coming along to or have any ideas for new destinations (including shopping trips), give our friendly office staff a call. *Please note the Ulladulla/Sussex Inlet area outings are now being held once a month on a Monday.*

### Answers to the Summer 2019 edition riddles...

You can see it everyday, but cannot touch it at will. What is it? **The Sky**

Where is the only place yesterday always comes after today? **In a Dictionary**

What can you see in the middle of March and April that you can never see in any other month? **The letter R**

Which is the first planet to be discovered by man? **Earth**

What has one head, four legs and one foot? **A bed**

What runs but never walks, has a mouth but never talks? **A river**

I have keys but no locks. I have space but no room. You can enter, but cannot go outside. What am I? **A keyboard**



### Rights and Responsibilities...

**IF YOU WOULD LIKE SOMEONE ELSE TO TALK TO US ON YOUR BEHALF ....JUST LET US KNOW**



Sometimes we have others in our lives that “look after things”. For example another family member may keep track of your appointments so it might be easier for us to speak to them about your transport.

This person is called an “advocate” and they can be a friend, a family member or even another service provider.

If you would like to nominate an advocate its as simple as giving us a call.



# Service User Newsletter



# 2020

SHOALHAVEN  
**COMMUNITY TRANSPORT**  
SERVICE  
Nowra (02) 4423 6044  
Ulladulla (02) 4454 0840



## Afternoon Phone Calls...

There have been an increase in phone calls to the office after the automated messages are sent out. We are more than happy for you to call if you find the reminder difficult to understand. However there is no need to contact the office to advise us you have received the reminder call.

## Appointment times...

When you are booking your transport in we will arrange a return destination and time with you. Please ensure you are at the organised destination on time as it is difficult for our volunteers to go searching for clients, and is not always easy to find appropriate parking to do so. If you are not going to make your designated return time or place please phone the office to let us know.

## Guide Dog Etiquette...

It takes a lot of concentration for a person who has impaired vision to work safely with a Guide Dog. To help this team focus on its important work, please follow these tips:



- The Guide Dog must not be the centre of attention.
- Please don't pat, feed or otherwise distract the dog when it is working. A well-intentioned pat can undo months of training.
- Please don't grab the person or the dog's harness. First ask if they need assistance.
- When you provide guiding assistance, please walk on the person's side which is opposite to the Guide Dog.

People who use Guide Dogs have been trained in the most effective ways to control their dog's behaviour, so please only provide assistance if requested.



## Infection Control & COVID-19...

With the recent outbreak of the Coronavirus it is imperative for everyone to be aware of infection control measures to reduce the risk of and the spread of any infection. It is everyone's duty to take standard precautions to minimise the risk of infection. Please see the steps below that can assist with risk minimisation: hand hygiene, cough etiquette, the use of personal protective equipment, the safe use and disposal of sharps, waste management, routine environmental cleaning and exclusion in the instance of coming into contact with infected people or presence of symptoms.

Clients travelling outside of the Shoalhaven area must supply and wear a mask on both forward and return trips. The mask must be on before entering the vehicle, if you do not have a mask we **will not** provide transport.

Any person presenting with cold or flu like symptoms will be excluded from the service. We ask that you phone to cancel your transport if you are sick to avoid disappointment on the day.

Transport services in the local Shoalhaven area are still going ahead as planned. We will cancel transport services if deemed necessary as a precautionary measure to the well being of clients, volunteers and staff. If this happens someone from the office will be in contact with you.

For information about transport services please phone our office. For up to date information from the Department of Health please visit; <https://www.health.gov.au/>



## Next of Kin Program...

Developed by NSW Police Force Next of Kin is the person you would like police to contact in case of an emergency.

## WHAT IS THE NEXT OF KIN PROGRAM?

The Next of Kin Program helps people living alone to have the contact details of their nominated person recorded at a local police station. The contact details of the Next of Kin, as well as the nominated doctor, dentist and any medical alerts that would help in an emergency situation will be entered onto a register. Any information provided will be securely stored and only accessed by NSW Police. This information may assist the police and emergency services to contact a relative or other nominated person if needed in an emergency situation.

## HOW DO I REGISTER?

Contact your local police station and ask to speak with the Crime Prevention Officer about the Next of Kin Program. The Next of Kin Program is a FREE to join.

## Local Police Station Contacts:

Bay and Basin:	(02) 4442 1811
Berry:	(02) 4464 3144
Culburra:	(02) 4421 9605
Huskisson:	(02) 4441 5779
Kangaroo Valley:	(02) 4465 1129
Sussex Inlet:	(02) 4441 2064
Ulladulla:	(02) 4454 8599

Information from:

[https://www.police.nsw.gov.au/\\_data/assets/pdf\\_file/0003/572394/next-of-kin-program-application-form.pdf](https://www.police.nsw.gov.au/_data/assets/pdf_file/0003/572394/next-of-kin-program-application-form.pdf)