

# **Manning Valley & Area Community Transport Group**

**NEWSLETTER March 2016**

## ***Welcome to our Latest Newsletter.***

We would like to take this opportunity to welcome all our new volunteers and staff, and a big thank you to all our Volunteers for your continuing support.

## **Volunteer Shirts**

Hopefully those that wanted a collar shirt have received them. If not please contact Wendy at the Forster Office to organise one. You have the choice of wearing the new collar shirts or the Hi Vis shirts.

## **Volunteer Reimbursements**

All runs must be into or posted to your local office at the end of the day, volunteers are not to hold onto run sheets, as this holds up the reimbursement for all volunteers. If you do not send in your sheets you will not be reimbursed in that months run.

## **Facebook site, Web Page**

You can now 'like us on Facebook' want to find us on Facebook, then try – 'Manning Valley & Area Community Transport',

Also check out our web page, just google [manningct.com](http://manningct.com)

## **Staff changes**

Our lovely Dianne has retired to Vanuatu . Claudia has moved from the Gloucester office to the Forster office and looking after the Wingham cars, while Louise is looking after the Forster cars. Beth moved from Wingham office to the Gloucester office and Kim McGovern is at Wingham, not to be confused with Kim Sellick still at Forster.

## **Clients Contribution**

Drivers please DO NOT tell clients we will send them an account if they do not have the money to pay for their transport on the day.

As times are changing we DO require payment on the day.

Clients can ask for a financial assistance form to be sent to them for a reduced fee for a period of time, but they will still be required to pay on the day. If they do not pay, they will be asked to pay before we will transport them again.

This may sound harsh; however, we are having more and more clients who are taking advantage of our service. We will never refuse to transport a client because they cannot pay but they DO have to pay something.

## **Vehicle Phones**

Please do not give out your own phone number to clients. Drivers have been receiving calls from clients at very odd times wanting transport. All transport is to be book through our offices not by drivers.

There are phones in all our company vehicles that should be connect to the Bluetooth in the vehicles. If we call you on these phones, it's usually as there has been a change in your run that we need to notify you about. If the phone is not connected to the hands free Bluetooth, please pull over as soon as you can and call the office back to find out the change to the run. For this reason we ask you NOT to connect up your own phone to the vehicles via Bluetooth.

## **Making Extra Stops**

From time to time a client will ask you to make extra stops or ask to take someone else with them. These stops need to 1) be approved by the office, as it could make you late to your next pick up and 2) the extra stops count towards trips for us on our reports. So we need to know, please call in any extra trips before they happen.

## **Family member travelling with you on a run**

We are more than happy for you to take a family member with you on a run provided there is a spare seat in the vehicle and we know in advance. We also need to have this person registered with us so our paperwork reflects who is in the vehicle at all times. Clients will take priority over family members.

## **Running late for pick ups**

There has been a few times lately where a driver has been held up and is running late for the next pick up. Sometimes this is unavoidable with doctors surgeries and hospital discharges. We do understand this, but the next client who is waiting may not. They panic that they have been forgotten and this often will be very stressful for them. If you are running late, please call the office so we can get in touch with the client to let them know they are not forgotten. It will only add a few more minutes to the run for you to pull over and call us. We may even have another car in the area that may be able to help. (This is why we need to be able to call drivers on the car phone.)

## **My Aged Care ( MAC)**

The MAC as it is referred to is the government initiative for the people 65 and over who require any assistance. Any new client who is this age and requires transport will need to register with the MAC. This is the way of the future. Please read the MAC brochure enclosed with this newsletter.

## **Self-referral form.**

We have been listening to you.

We have a new form !...

We are going to trial a single page, self-referral form to replace the 3 page registration form we currently use. This will be for clients who are not referred by the MAC

How this will work....

Clients who now ring for transport will be sent the self-referral form. When this form is returned to the office, we will contact them by phone, and ask the questions on the old form. This will allow the office staff to input the data directly in the computer while talking to the clients.

## **Training for 2016**

We have various training dates already organised for 2016 and some courses yet to be scheduled.

Lessley will be sending out invitations by mail to the volunteers who need to attend.

## **Practical Driving TEST**

All drivers will now be required to attend a practical driving test every two years. In the past, bus drivers were required every 2 years and car drivers every four years, It has been very time consuming for Lessley when trying to work out who drives what, as a lot of drivers are both bus and car, so from 2016 it will be two years for everyone, and yearly for anyone over the age of 70.

## **CULTURAL AWARENESS**

This course has very limited seats. It is a full day and will run on the 21st June. It will be held in the training room at the Foster Office and will also include a visit to a local aboriginal site.

## **FIRE AWARENESS**

Fire awareness is a half-day session. These sessions will be on the 15th, 16th and 17th for August. There will be a morning session as well as an afternoon session on each day. These sessions will be run by the Rural Fire Brigade.

## **FIRST AID**

There are 3 First aid sessions scheduled. These will be held at Forster Office Training room, on the 10th 11th and 12th May 2016. This is a one day course from 9am to 3pm. The First Aid certificate is renewable every 3 years.

## **UNDERSTANDING THE AGED**

Dates to be advised

## **MANUAL HANDLING**

Dates to be advised

## **2016 Volunteer Christmas Party**

Theme for 2016 will be .....*we don't know yet. Do you have any suggestions or would you rather not have a theme this year? Let us know your thoughts on this.*