

**Attention Boorowa Residents:
Taxi Vouchers now available:**

Exciting news with a Taxi now being available to service the Boorowa Area we are able to provide eligible clients with Taxi vouchers for use within the Boorowa township. These vouchers will assist clients to meet the cost of using Taxis.

To receive these you will need to be assessed as eligible for Community Transport through Commonwealth Home Support Services through MY AGED CARE if you are over 65 or be assessed as Transport disadvantaged.

People receiving Commonwealth Home Support Package Care are not eligible.

Young Residents are also able to access the existing Taxi Voucher System we have in place to use the Young Taxis if they meet the above eligibility criteria.

Please ring the office on 63821518 for more information on the Taxi Voucher service.



Rights and Responsibilities...

DON'T FORGET we are all responsible for making sure transport with us is an enjoyable experience for all. This means:

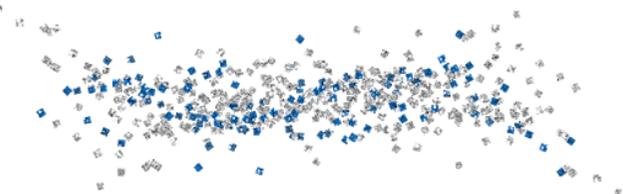
- ◆ Respecting each other.
- ◆ Respecting our drivers and assistants
- ◆ Realising that everyone has a bad day every now and then but its important not to take it out on others.
- ◆ Remembering we all come from different walks of life and places and our differences make us interesting.
- ◆ Following the instructions regarding keeping safe

If you ever feel unsafe whilst using our service or that your rights have not been met please do not hesitate to contact us, or someone can do this on your behalf.



2020

**Service User
Newsletter**



Infection Control COVID-19 Update...

We are still open for business and able to assist with your transport needs whilst adhering to restrictions at this time. Transport out of the area is dependant on the availability of drivers and it is best to phone as early as possible for transport requests. Clients presenting with cold or flu-like symptoms are required to wear a mask for the duration of the trip and will be transported to a medical facility ONLY. We ask that you advise us if you are experiencing these symptoms before the trip is due to take place. We are ensuring a high level of cleanliness in vehicles and implementing strict hygiene measures to assist in the health and safety of all Service Users, Volunteers and Staff. We would like to thank you for your patronage and compliance as we navigate through these difficult times. If you have any concerns or queries regarding our response to COVID-19 please phone the office.



The Canberra and Wagga Corridor Bus Resumes Service.

Services have resumed with the exception of the Airport services.

Social Distancing rules are being adhered to in the all vehicles, so this means seat numbers are limited. Book early to assure a seat on the corridor services.

As seats are limited we need to assure all those who book a seat, do travel as some one else may want the seat. If you need to cancel please do so at least 24 hours before planned trip time or payment for the seat may be requested.

Winter Fire Safety...

Fire and Rescue NSW recommend this simple safety checklist to help keep safe this winter.

- Have an adequate number of appropriate smoke alarms installed that are tested regularly.
- Don't fight the fire - get out and stay out and dial '000' immediately.
- Know two safe and clear ways out of every room in your home.
- Make sure all keys to all locked doors are readily accessible.
- Have an escape plan in case of fire and practice it regularly.
- Never ever leave cooking unattended.
- Never ever smoke in bed.
- Place screens in front of open fires.
- Be careful of loose fitting garments near heaters and cooking appliances.
- Make sure heaters and their cords are not a trip hazard.
- Consider using wall mounted heaters or oil-filled column heaters.
- Keep portable heaters away from curtains, tablecloths and bedding.
- Place drying clothing at least 1 metre from heaters or fireplaces and never leave unattended.
- If you use a clothes dryer clean the lint filter each and every time you use it.
- Don't overload power points and switch off when not in use.
- Always handle candles or any other open flame with care.

**In an Emergency Call
Triple Zero (000)**

Eftpos facilities ARE Available.

Eftpos facilities are now available across all outlets. This also means clients with a regional seniors travel card are now able to pay for the cost of transport with their card. Payment will need to be made in person at one of our offices or over the phone. For more information please phone your local office.

**EFTPOS
AVAILABLE**



For eligibility and to apply for a regional seniors travel card please visit:

<https://www.service.nsw.gov.au/regionaleniortravel>

Or phone Service NSW on: 13 77 88

Social Outings...

Due to COVID-19 social outing trips have been suspended until further notice. If you are interested in attending future social outings please phone the office to register your details and someone will be in contact once outings recommence. We look forward to seeing you all in the future for some fun filled adventures.

Please Ask Us...

If you have any questions or would like information on the services we can provide please do not hesitate to contact our friendly office staff. We travel near and far accommodating as wide a range of transport requests as possible, it is always worth phoning to see if we can help you! Whilst there are restrictions during the current COVID-19 pandemic we look forward to resuming all services when safe and legal to do so.