

## Community Connect Transport

Crows Nest Centre - Level 3, 2 Ernest Place, Crows Nest NSW 2065  
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P: 9490 9500

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18<sup>th</sup> March 2020

Dear Friends of Community Connect Transport,

Many of you have been using our service for many years and we would like to thank you for being such loyal supporters of our Community Transport Service covering the North Sydney, Lane Cove, Willoughby and Mosman Council areas and beyond.

As the global Coronavirus (COVID-19) outbreak continues to evolve, we like all other Community Transport organisations in NSW, are following the guidelines provided by the Department of Health and Department of Transport in best practice for the prevention and management of COVID-19 in conjunction with our existing practices.

Unfortunately, in this current climate Aged Care Providers have been asked to reconsider the provision of non-essential services, so we regret to advise that our Social Outings Programs has been temporarily suspended over the months of April, May and June.

We would however like to reassure you that continued access to your essential service of Individualised Transport will continue as normal.

As you are familiar, your Individual Transport Bookings can be made by calling our office on 9490 9500 and please note over the page our new initiative available to our clients to pay in advance by credit card.

During this time, we also ask for your assistance in minimising the risk of exposure in our local community by following the advice of the Department of Health:

- If you are sick, stay away from others – that is the most important thing you can do
- You should also practise good hand and sneeze/cough hygiene:
  - wash your hands frequently, with soap and water for 20 seconds
  - use alcohol-based hand sanitiser if hand washing facilities are not available
  - always cough or sneeze into your elbow or a tissue and put the tissue in the bin straight away; followed by washing your hands for 20 seconds or alcohol-based hand sanitiser
  - avoid touching your face unless your hands are clean

For further information on Coronavirus (COVID-19) you can call the Coronavirus Health Information Line 1800 020 080 (24 hours a day/ 7 days a week) or for translating or interpreting services call 131 450.

If you have not already done so, we encourage you to supply us with your email details, either by phone or email. Rest assured if you do not use email, we will continue to update you by mail.

We anticipate the current situation will last for a few months and then business as usual. I will keep in touch with you over the coming months with updates and to advise when everything is back to normal.

Best Regards

A handwritten signature in black ink, appearing to read "Rob Bell".

Rob Bell

General Manager

Lower North Shore Community Transport trading as Community Connect Transport

# community connect transport

# HAPPY EASTER

## Newsletter

### 2020

## AUTUMN EDITION

### April ~ May ~ June



Servicing Lane Cove, Mosman, North Sydney & Willoughby Council Areas



### IN THIS ISSUE

New Credit Card Payment Option ~ Easter Long Weekend Hours  
Message from our General Manager Re: Social Outings ~ Cancelled

#### Where we've had fun these past months with you ...



#### Congratulations to Our Survey Winners ....

Thank you to all our clients that took the time for complete our Annual Survey, your feedback highlighting areas where we can improve and complimenting your service experience is invaluable & greatly appreciated!

Also, congratulations to our Gift Card Winners drawn by our Patron, Jenny Thomas OAM & our GM, Robert Bell ...



Winners drawn at random by initial and postcode:

- N.J, 2061
- J.L, 2067
- M and J.H, 2064
- F.M, 2065
- N.L, 2068

#### New Credit Card Payment Option

We are now able to offer our clients the ability to pay in advance using a credit card. You will now be asked if you wish to use this facility when you phone in to make a booking. The system will also require an email address so that we can send you a copy of your receipt. If you do not have an email address but are happy to use another family member's email address if preferred. For further information or any queries please contact us.

#### Upcoming Public Holidays & Office Closure

For your note, our office and transport service will be Closed on the following upcoming weekday Public Holidays:

- Good Friday (Friday 10th April)
- Easter Monday (Monday 13th April)
- Queen's Birthday (Monday 8th June)

9490 9500

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community connect transport providing Community Transport since 1993

