



Community Transport Services Tasmania Inc.

We'll get you...
where you need to be

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ISSUE 13

TRANSMISSION

Summer
2018

From the CEO

As we move into the summer months, it's a good time to stop and reflect on just how far we've come in the last two years.

Since 2016 we've gone from delivering 90,000 trips to 145,000 trips and we are now helping close to double the number of clients. The number of client complaints has dramatically reduced, with client compliments growing all the time. After the successful linking of the phones in the south we have been able to move more clients throughout the region whilst increasing the quality of service. Now that we have expanded this rollout to the north and north west we are excited about the improved service we are able to offer statewide.

Each region experienced growth in the last twelve months. Our northern region experienced modest growth towards the back end of the year and is now



starting to follow the south and north west regions.

Our recent volunteer survey confirmed we are on the right track. In-fact, 90% of respondents felt adequately supported by CTST as an organisation, an improvement by over 10% from the last survey. This is a great outcome given the many changes we made to your role in the last year including the introduction of TRIPS, changes to the run sheets, additional training, and the growth in demand for the service. Of course, we can do better, and we will! Furthermore, we are delighted that we now have over 60% of our volunteers using the OBV's (Ipads) in the vehicles.

Some of you may become aware that a small percentage of our clients are starting to be charged at a different rate for their transport. The change in fees directly relates to the change in the client's program status and is dictated by both State and Commonwealth government policy. Typically, this would mean that a client has moved from the

Commonwealth Home Support Program (CHSP) to a Home Care Package (HCP), or from the State Governments Home and Community Care program (HACC) to the National Disability Insurance Scheme (NDIS). The fundamental reason for the higher fees charged is that the client receives 100% of their funding up front, as opposed to CHSP/HACC where CTST received around 80% of the funding in-advance with the client making a contribution via fees paid.

We really cannot thank you enough for what you do in your community. We understand the reason why you volunteer "to help the clients and the community" and with the growth around the state, as a group we are doing just that!

Have a great summer and I look forward to catching up with as many of you as possible over the Christmas season.

Travel safe.

Lyndon Stevenson CEO

7000 Number of clients transported.

145 000 Number of trips.

571 People volunteered in the last 12 months

Invoice Payments

Many of our clients have taken the opportunity to make the switch to payment via invoice. Clients who have made the switch are issued with an invoice after the 12th day of the following month.

Some of our clients are continuing to pay by cash - this is completely fine, however, for those who have switched to invoice it is really important that you do not collect any money from them. If the amount on the run sheet says \$0, then that is how much money you are to collect. If you accept money from a client who has moved to invoice then the client may be charged twice.

With Compliments!

"Very happy. We were picked up on time. Phil our driver was very courteous and helpful and kept us all happily entertained throughout the journey"

"I think it is wonderful that you provide these outings and they are very enjoyable and you meet such friendly people"

"Very happy drivers, were respectful, patient and helpful. Thank you."

"The driver was punctual and I was in time for my appointment. No

complaints."

"Your service has been very welcome at a time when I was recovering from heart surgery. Now with arthritis becoming a problem, it makes things easier"

"Since I've been using CTST it has made a huge difference to my life. I originally registered to be taken to medical appointments, but now I am going on many of the new social outings, and thoroughly enjoy getting out and about."

"Very professional. Perfect."

Don't forget to record your stops.

Provided you can fit it in, we encourage you to stop if the client would like to. There is no additional charge to the client but it does help us let the government know how we are supporting Tasmanian's to remain in their homes.

New Shirt

If your shirt is worn out or if you are doing a lot of driving and need a spare, please just get in touch and we will arrange for a new one.

Road Works

There seems to be a lot of roadworks happening at the moment. Please make sure you slow down and obey the speed limits.

Stay Alert and Stay Safe

As the tourists roll in we see more people on the road and as leaders in the transport community it is up to us to set the standard for how motorists should behave.

This means looking out for pedestrians, giving plenty of room to holiday makers and be mindful that there are more drivers on the road at this time of year, many who are not paying as much attention as they should.

We know how committed you are to our clients, but if for any reason you're not

feeling up to driving that day, it's much better for you to call in sick than to drive and risk hurting yourself, a client or another road user.

If you would like to take advantage of the RACT driving courses, please get in touch and we will book you in to the next available timeslot. Remember if you are a new driver with us you are required to take part in the RACT Essentials Course within the first twelve months of becoming a volunteer. If you are involved in three incidents in close succession, then you are required to undergo the one on one driver coaching

session.

If you are finding that your days are too full, we encourage you to discuss this with the appropriate staff member so that we can adjust your run in a way that makes your day full but also enjoyable.

Over the past three months we have had seven accidents (which is the same number we had in the previous 12 months). Whilst no one was injured, this does take vehicles off the road and limits our capacity to get clients where they need to be so please remember to **be careful, stay alert and stay safe!**

Fast Five Quiz

What was the name of Tasmania's VFL football team?

What year did Port Arthur become a prison settlement?

What was the year of the Tasman Bridge Disaster?

What were the names of the tall ships that Abel Tasman commanded?

Millions of years ago the South Esk River once flowed along a different course to today. Which street is now built over the ancient river's path?

Answers are available on our website at: www.ctst.org.au/volunteer-quiz-4



Volunteer Reward and Recognition Program

Our volunteer reward and recognition program is on again this year. If you would like to nominate one of your fellow volunteers, please fill out one of the forms from the vehicle or grab one from the website. Your nomination will help decide who is the 2019 Volunteer of the Year.

Nominations close Wednesday 13 February and should be sent to: bernadette@ctst.org.au or

Attn: Bernadette
CTST
PO Box 464,
Glenorchy TAS 7010

Client Information

As part of your day on the road, you may get chatting to a client and find out their care needs have changed. If so, please get in touch so that we can ensure our information is accurate. It may be that the client needs additional care and passing on that information will help ensure they get the care they need.

Minimise Distractions

As a driver, we understand there is a lot going on. Unless you are using the maps function, you don't need to have the Ipad going all the time and please remember that it is illegal to text and drive. Stay alert and stay safe.

Did you know

You can usually spot a rental car by a barcode on the rear windscreen that is used to check the vehicles in and out of the lot.

If you see this barcode, please be mindful that the person behind the wheel is likely driving on unfamiliar roads so be sure to give them plenty of room.

Out and about



Out and About
A few snaps as you're out and about around the state.

Featured Volunteer

Keith Dixon started with CTST after hearing a call out for drivers on the radio. A Launceston local, Keith started work as the paymaster at the Patons & Baldwins factory in an undisclosed year and worked there until 1997, after which time he worked in aged care.

Keith says that one of the things he enjoys most about volunteering with CTST is the opportunity to get to know the clients. 'All of the clients I talk to are really interesting people from a diverse range of backgrounds. I am always learning something new and it's a great way to give back.'

Keith also enjoys that his volunteering takes him to areas of Launceston he has never visited. 'I've lived here all my life and there are always new suburbs or places to see that I never knew existed.' said Keith.

Keith recently participated in the RACT driver essentials workshop in Launceston.

Photo Credit Mel de Ruyter.



EAP - Employee Assistance Program

CTST offers help to all staff and volunteers who may be experiencing personal or health or work related difficulties.

Contact - Newport & Wildman on 1800 650 204.

Elder Abuse

Unfortunately, elder abuse affects around 5% of Tasmanian seniors. If you see or hear something strange, please report it. For more information, visit www.dhhs.tas.gov.au.

Newsletter Holders

Please make sure the holders in the cars have the latest information and outings in them. When you're checking the vehicles, please ensure that you remove any old material.

Changes to the Phones

Based on client feedback we are making changes to the way our phones are answered.

One of the main complaints we received was that it is difficult to get through on the phone. We have now linked our phone system so that, for example, if our staff in Hobart are busy taking care of a client's request, we can now transfer the other clients request to another team

member who is available to help.

This means there is a higher chance our clients will get to speak to a staff member who can help with their transport needs.

If a client tells you that they can't get through, please encourage them to leave a message and someone will get back to them.

Driver Support

We are now providing you with dedicated driver support phone numbers. If you need to get in touch, please phone the number corresponding to your region.

South: 6208 8556 or 0429 634 726 (urgent)

North and East Coast: 0429 427 250

Burnie: 0457 965 925

Circular Head: 0419 511 812

Mersey Meander: 0419 211 914

West Coast: 0439 182 242

When you're out on the road, we want to make sure you have the support you need so we make answering these calls our priority.

For after hours support, please phone 6208 8588.

If there is anything you would like to see in this newsletter, or any other feedback you would like to give, please let us know.