

CLIENT NEWSLETTER WINTER 2020

Important Notice to Clients of Bega Valley Community Transport Service

Changes to Community Transport Provision due to the Coronavirus (COVID-19)

We'd like you to know that Bega Valley Community Transport Service are still open for business during the current Coronavirus Covid-19 Pandemic, though we've made some small changes to how we provide transport to our clients in the Bega Valley Shire.

These changes have been put in place to protect you, our volunteer drivers and those more vulnerable in the Bega Valley Shire.

We provide hand sanitiser for all clients using our vehicles, and our drivers and office team members follow strict hygiene measures, as well as sanitising our vehicles.

To maintain social distancing in accordance with Department of Health and Transport for NSW guidelines, we have limited the number of passengers in our vehicles, with the exception of people from the same household.

Transport destination restrictions have been lifted

From 1st June we are again able to take you to any destination you need. Please keep maintaining your social distance while you're out and about, to help comply with government guidelines, and your own safety, as well as the safety of our drivers.

Transport for clients with flu-like symptoms

You must advise the office if you have flu-like symptoms so we can provide the safest transport for you, and for others. Transport will be provided to medical facilities only. Hygiene requirements include the use of hand sanitiser and the wearing of a face mask at all times, for all trips; clients must supply their own mask.

COVID-19 restrictions are being relaxed constantly. Availability of services will increase in line with new guidelines.

Please contact the Bega office on 6492 4188 between 8:00am and 3:30pm, and speak with Anthony or Craig to discuss your transport needs.

SHOPPING SERVICE now available in the Bemboka and Candelo areas!

We've been running a regular fortnightly "Shopping Service" from Bemboka to Bega since November 2019.

Thank you to our regular clients who already use the service in Bemboka.

We would like to be of assistance to all community members in this time of social distancing and isolation; the shopping service is available weekly from Bemboka/Candelo to Bega, depending on demand.

Where and when do I get picked up?

Pick-ups are door to door starting at 9:30am (times change dependent on demand). We will drop you off in Church Street Bega, Coles and Sapphire Coast Market Place - Auckland Street entrance.

Returns are from 2:00pm; please call the office for more information.

What does it cost?

Eligible clients pay \$15.00 for a return trip.

Am I eligible?

Eligibility criteria does apply, and eligible people will have first preference. We can offer the service to other people if we have spare capacity. Please call the office to discuss your eligibility.

How do I book?

Please contact Bega Valley Community Transport Service on **6492 4188**, at least 2 days ahead.

Office hours are 8:00am to 3:30pm, Monday to Friday; Craig and Anthony are happy to take your call.



A huge thank you to all our wonderful volunteers who have continued to offer their service, helping the community to stay connected during these difficult times.

They're a great team and we really appreciate their dedication.

Taxi Vouchers Now Available in Bega

Bega Valley Community Transport Service have introduced taxi vouchers as an extra service to our clients. We have been working closely with our local taxi service to offer flexible transport options to eligible people living in the Bega Valley Shire.

The vouchers work like cash, and each \$10 contribution gives you \$50 worth of taxi transport. The vouchers are subsidised, and the contribution is required.

Please phone the office on 6492 4188 for more information. Office hours are 8:00am to 3:30pm, Monday to Friday - Craig and Anthony are happy to take your call.

Eftpos Now Available!

We now offer you an Eftpos facility at our Bega office to pay for your transport. Please call the office or visit us to prepay your transport. Currently we do not have the facility to take Eftpos in our vehicles.

Regional Seniors Travel Card

Great news for regional seniors! The Regional Seniors travel cards can now be accepted by Community Transport who have **EFTPOS** machines in regional areas. **This includes Bega Valley Community Transport Service. Payment can be taken at the time of the booking.**

The regional seniors travel card provides eligible seniors living in regional, rural and remote areas of NSW with a **\$250 prepaid Visa card** to help ease the cost of travel. The card is assisting seniors with travel-related expenses and can be used to pay for pre-booked NSW TrainLink Regional train and coach services, fuel, taxi trips and **Bega Valley Community Transport Service Taxi Vouchers**.

The card can also be used to pay for Bega Valley Community Transport services delivered under Transport for NSW's Community Transport Service Contract (CTSC).

The use of the regional seniors travel card **does not impact a customer's eligibility for the Commonwealth Home Support Program or the Community Transport Program**. The card is purely another form of payment for any customer fees payable for services under these programs. Follow the link below for more information.

https://www.service.nsw.gov.au/regionalseniorstravel?gclid=EAlaQobChMI-f_I1Yuh6QIVCdiWCh05zQddEAAYASAAEgJElfD_BwE&gclsrc=aw.ds

