



## **SPECIAL OFFER** free additional trip at no extra charge

For a limited time only Linked Community Services will provide you with additional stop offs at no extra charge within a 10 km radius of the original booked destination.

For example, if you book a trip to go to the doctors and on the way home you wish to stop at the chemist, the shops or to visit a friend, we can arrange the additional stop off at no extra cost if trip does not exceed 10 km distance from the original booked destination.

How to organise – It's simple! Just let your driver know and we will take you.

Eligibility – To be eligible you must be a CHSP (Commonwealth Home Support Program), CTP (NSW Community Transport Program) or DVA (Department of Veteran's Affairs) client.

NDIS and Home Care Packages clients are excluded.

## **Artwalk 2020**

**Come and join us for the 'Longest Footpath Gallery' in Port Macquarie, Wauchope and Laurieton**

After last year's great success, the Artwalk has gone bigger. From Thursday 1 October until Thursday 8 October, a broad range of programs will be offered such as Longest Footpath Art Gallery, Artists Markets and Public Art Installations. We invite you to come and join us! We will be offering individualised transport services and Group Social Outings during the week.

Interested? Please let us know and we'll take you there. We take extensive hygiene and social distancing precautions in order to help prevent the possible spread of COVID-19.



**Thank you to our  
volunteers**  
for their amazing  
effort and dedication  
during these  
unprecedented times

**Linked.org.au**

info@linked.org.au

Port Macquarie/Kempsey:

6583 8644

Port Stephens:

4984 7999



# Acting CEO Update

**David Paff, Acting CEO**



In our March Newsletter, CEO Carlie spoke of a very difficult proceeding year, with vast devastation affecting the lives of so many people as a result of a heart-breaking drought and dreadful bushfires. We did not predict what was about to follow. Just 4 months on, we reflect on the impact of a global pandemic. None of us could have imagined how our lives would change as we learnt new terms such as social distancing, flattening the curve and isolation. Daily updates from our Prime Minister, Premier and Health Officials constantly reminding us of new restrictions, eroding our sense of normality and most importantly our loss of connectivity with friends and community.

I am so proud to have been a member of Linked Community Services during this most difficult time. Each day, Monday to Friday our volunteers and staff drivers made themselves available to provide essential transport services to those in our community in need. Additional resources supported a regime of vehicle cleaning and disinfecting to ensure our client safety, our support staff, many working from home continued to support our team of drivers with scheduling, transport maintenance and rostering, ensuring business as normal in very abnormal times. Responding to our clients in isolation, Linked staff reached out through phone calls, supported shopping and assistance with essential items. Routine deliveries of reading books and little treats, our way of saying we care.

Cautiously now we begin to see the light growing stronger, community life surfacing once again in our streets, shops and cafes. We continue to be constantly vigilant in the maintenance of our vehicle fleet with heightened cleaning at regular intervals, our drivers applying risk assessments for each trip and following Government guidelines and recommendations.

So many of our clients are eagerly awaiting a resumption of out and about trips. We are working hard on our calendar of activities and we continue to assess and monitor health advice so we can provide social outings compliant with the guidelines that are engaging and fun.

We have taken the opportunity to complete our vehicle branding, the bright, colourful and easy identifiable signage can be seen daily as our drivers support your journey to medical appointments, shopping and social outings. We also have our new website up and running in addition to our Facebook page.

Our aim to provide a diversified service delivery to our community, connected, joined and together as represented in our name, Linked Community Service has been tested. Through the efforts of our valued volunteers and staff we have succeeded in maintaining our quality of service through COVID-19. Why we do what we do and demonstrating this purpose is all about community.

We look forward to less stressful times ahead and providing connection to our communities.

## Our Social Outings are back again!



Hello to all our lovely clients. We are resuming our Out & About activities and looking forward to some fun times. With both full day and half day outings offering something for everyone. It has been a time of staying home and safe. Now it's time for us to get back out and enjoy the scenery while sharing some laughs with your friends. We are taking extensive hygiene and social distancing precautions. Please call if you are needing our Out and About brochure. Or call us and we can do things that you like to do. Hope to see you all soon and look forward to catching up!

**Kelly Wilson,**  
Client Services Coordinator

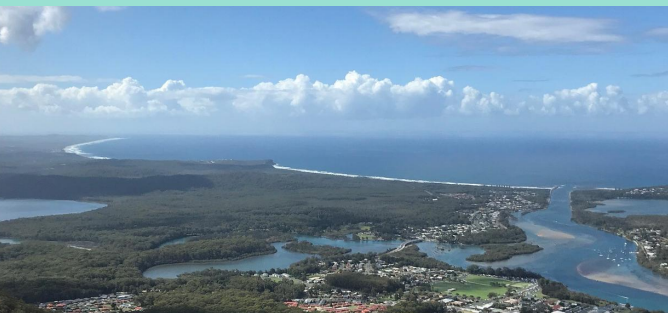


see our new Social  
Outing calendar attached



## Brother to Port

Our new Shoreline Bus Service  
from Laurieton to Port Macquarie



**Tuesdays & Thursdays**  
**8.00am from Laurieton**

**12.00pm return from**  
**Port Macquarie**

**Door to door Pick Up & Drop Off Service**

for clients on Commonwealth Home Support Programme (CHSP) or Community Transport Program (CTP): \$20 return from Laurieton & \$15 return from Bonny Hills / Lake Cathie



Follow us on  
Facebook!



Stay up to date and don't miss  
out on any news.



[facebook.com/linkedservices](https://facebook.com/linkedservices)

## Hello from Port Stephens



It has been an odd few months to say the least with COVID-19 restrictions being put into place. Our social outings had to stop and only essential trips to the doctors or grocery shopping were being made but we never stopped. During the peak of COVID-19 in April we had a few volunteers that without them we would have never been able to operate. I would like to give a special thank you to our Volunteer Drivers who helped us out and never missed a heartbeat.

Our social outings are back up and running. Some day trips we have planned include a stroll in the Hunter Region Botanic Gardens and a learning experience at the Murrook Culture Centre. Be quick to book as seats are limited with physical distancing guidelines.


One service that we provide that many are not aware of are visits to cemeteries. If you would like to visit a loved one in any of the Port Stephens cemeteries including Raymond Terrace, Seaham, Karuah, Anna Bay and Nelson Bay Cemetery and Carumbah Memorial Gardens give us a call. Look out for our vehicles in and around Port Stephens displaying the new Linked logo branding. You will also notice our vans as they are approaching your stop by the distinct orange and blue Linked "swoosh" on the bonnet. To complement the new logo our drivers are now sporting new aqua coloured polo shirts. But one thing that hasn't changed and never will change are our dedicated drivers, volunteers and staff.

**Mike Heckrotte,**  
Service Coordinator Port Stephens



## Welcome Mike!

Welcome Mike, our new Service Coordinator in Port Stephens. Mike moved from Tamworth to join us at Linked in March after working for more than 7 years as an Operations Manager in the bus industry. "I'm excited to be a part of the Linked team and living in such a beautiful part of the world. Our drivers and office staff have been doing an amazing job and their efforts have been very much appreciated by our clients. I also look forward to becoming an active part of the vibrant Port Stephens community."



**Meet our Client Services team**

**Camille McGrath**  
Client Services

**Lauren Oliver**  
Client Services

**Kelly Wilson**  
Client Services Coordinator

**Christie Korvemaa**  
CVS Coordinator

**Lachlan Oliver**  
Trainee

**Rebecca Terry**  
Client Services

**Luke Murray**  
Client Services

**Yasmin McIntyre**  
Client Services Port Stephens

**Mike Heckrotte**  
Service Coordinator Port Stephens

## Updates

### Christmas closures

During the christmas break, we will be closing our business operations from Friday 18 December 2020 and return to the office on Monday 4 January 2021. Taxi Vouchers are available during this closed period for clients on Commonwealth Home Support Programme (CHSP) or Community Transport Program (CTP) ONLY.

### Regional Seniors Card

You can now use your Regional Seniors Travel Card to pay for transport over the phone. Please have your card number, expiry date and CVV number ready. Haven't got a Regional Seniors Card yet? No worries, we can take you to the Service NSW office.

### Visit loved ones at their resting place

We also offer transport services to your local cemeteries.

Under the Privacy Act 1988, we need to ensure we have your consent to receive, exchange and share relevant information about you. We would like to ask you to complete the enclosed consent form and return in the stamped self-addressed envelope.

## Community Visitors Scheme

**"We rise by lifting others" – Robert Ingersoll**

No-one could have predicted the events that have unfolded in the last 4 months. A big thank you to all our wonderful CVS volunteers, who have adapted to our new normal with minimal fuss and has looked at different ways to participate with our friends, many of you have made phone calls, sent letters and postcards, emailed, conducted virtual visits, waved to our friends through windows and even sent gifts and cupcakes to let our friends know that they are being thought of.

We are currently in the process of looking at technology devices where we can talk and see your Resident/s on a Virtual Platform. This will enable us to remain in regular contact with the Residents by continuing to follow the infection control guidelines.

Have you got spare time and thought about becoming a Volunteer, but not quite sure where to start or what to do? The Community Visitors Scheme is a Program where you choose the day, you pick the time and I match you with a Resident or Group within a Residential Home Care Facility or a Care Recipient within their own home where you both become friends and enjoy your time together, chatting, sipping on coffee or reminiscing.

Helping others is the most rewarding experience. I am ready to take your enquiry now, please call me on (02) 65 83 8644 or email me at [ckorvemaa@linked.org.au](mailto:ckorvemaa@linked.org.au)

**Christie Korvemaa,**  
CVS Coordinator

