



## What's News!

It is fair to say that there is never a dull moment when you are working at CA Inc. Just when you think things are about to settle down and coast along, something changes. Change is one thing we can always guarantee is going to occur but it would be nice to get some notice.

So, what's been happening? The biggest news is that our partnership with Travellers Aid and V/Line to deliver the Seymour Buggy service will come to a conclusion at the end of September. Travellers Aid have made the decision to manage the service directly themselves, so there is no need for our continued involvement. This arrangement will cause a few changes for CA Inc.; mostly being the relocation of our transport support staff from the station to GATE. Those volunteers who drive the buggy and also the vehicles, will still be able to do so. For those who are only buggy drivers, you will now be Travellers Aid volunteers only but you are more than welcome to do both if you would like. So thank you to everyone who has been involved with the Seymour Buggy and we wish it a long and prosperous future.

As you all know, by the start of July a number of new staff commenced. I am happy to say that they are working out great and have taken to their roles with CA Inc. with gusto and commitment. Unfortunately though, some of these new staff have left us for other opportunities. We say farewell to Vicky Robinson (NDIS Project Officer) and Emily Ainsworth (PSO – VFP). In addition to this, there are 2 other staff who will be leaving us within the next few weeks; Sophie White (PSO Wangaratta) and Marg Canny (Senior PSO Seymour). Marg has been with the organisation for over 3 years and I would like to take this opportunity to say thank you to her for all her hard work over that time and I wish them all well for their future.

**Helen Hunter - CEO**



**Don't forget that there are CA Inc. T-Shirts available for volunteers for the bargain price of \$15**

### Vale: WAYNE GOW

Community Accessibility staff & volunteer drivers were deeply saddened to hear of Wayne's passing after a long illness.

Wayne was with CA for 7 years and prior to volunteering with us Wayne worked for Jindera Brick Works for many years and retired due to illness.

After Wayne's retirement, he volunteered with a number of organisations in Albury, along with supporting and caring for his elderly mother.

Wayne was held in the highest regard and will be sadly missed by all.

## DATES TO REMEMBER

### Annual General Meeting

**When:** 26<sup>th</sup> October 2016  
**Where:** Wangaratta Library  
**Time:** 11.30am – 1.30pm

### Volunteers Thank You Party

**When:** 13<sup>th</sup> November 2016  
**Where:** Wangaratta Racecourse  
**Time:** 12.00pm – 2.30pm

Invitations will be sent out to all Volunteers, prior to the events. So, keep a watch on the mail box.

### Office Closure Days:

**Grand Final Eve – 30<sup>th</sup> September**

**Melbourne Cup Day – 1<sup>st</sup> November**

**Wodonga Cup – 25<sup>th</sup> November  
(Wodonga Only)**

## Meet our new Community Transport and Operations Manager: Rohan Willett



I wanted to take this opportunity to thank all staff, volunteers, clients, participants and families for the very warm welcome I have received at Community Accessibility Inc. It has been wonderful to step into such a respectful, empathetic and creative organisation. I have recently had the opportunity to sit with our C.E.O., Helen Hunter, to explore the length and depth C.A. Inc. has across our enormous catchment area and am amazed and excited by the possibilities and potential.

I thought I'd also take this opportunity to give you some information about my journey to C.A. Inc.

**Born:** 1977 in the bubbling metropolis of Yarrawonga.

**Lives:** In the leafy green suburb of North Albury

**Experience:** Qualifications in Enrolled Nursing and Diploma of Management – Health.

I have gained experience in stores and logistics with Rural Ambulance Victoria in the late 1990s and spent the last 17 years in nursing, disabilities services, Child Protection and finally managing community mental health services until July 2016. At this time I wanted to make a change to improve my quality of life and when the opportunity arose I took it.

I look forward to my career with C.A. Inc and the possibilities it holds. I keep an open door policy and am happy to hear from people at any stage.

All the best and I look forward to meeting more of you.

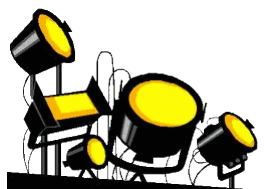
## Spotlight on Safety



Communication and Safety are only two of the Values shared by Community Accessibility Inc. In the last couple of weeks, it has become more evident that the importance of these two values need a spotlight shone on them.

### Wheelchair Safety:

Competence with Wheelchair ramps, hoists and restraints is mandatory for all staff and volunteers who transport CA Inc. clients in vehicles fitted with such devices. It allows the people we support to feel safe and secure and ensure, as far as practicable, that they arrive at their destination having received a quality service. I have asked all staff to ensure ALL drivers are aware and a plan for competency is in place immediately and ongoing. This will ensure drivers feel confident and competent to enjoy their roles within the community.



**Communication** is equally important as far as reporting any incident, hazard, complaint or complement to staff, in writing, as soon as possible. This allows C.A. Inc. as an organisation to take accountability for the safety and quality of our staff, volunteers programs and ensure their safe delivery to our communities.



## Office Round Up & News

**Seymour:** With the change to the running of the buggy, CA Inc. will be moving office location, from the Train Station to the share space with GATE Industries Inc. located at 145 Wimble St, Seymour, which is where our vehicles have been located for many months. The move will take effect from Monday 26<sup>th</sup> September. The plan is to retain the old phone number to make it as easy as possible. Dawn and Carole will work the same days in the new office as they did on the station and Jessica (from th3 Shep office) will support them. Make sure you pop in and say hello.

**Wodonga:** Thursday 18th August Wodonga Volunteers were invited to a 'meet and greet' morning tea to formally meet CA Inc.'s new Community Transport & Operations Manager, Rohan and Lead PSO, Gail. The morning tea was a success with Rohan and Gail introducing themselves and giving a brief history on their careers and previous roles. Volunteers in turn were invited to introduce themselves and chat about their experiences as a volunteer with CA. The morning tea was a positive and enjoyable event.



**Wangaratta:** With so many changes for our little office over the past few months, we would like to thank all of our volunteers and passengers for their patience and dedication. With so many new volunteers on board and others back from holidays now, we are nearly back to full capacity and running smoothly. With an increase in our requests for Melbourne trips we would like to thank all of our drivers who have and continue to offer to do these drives, it really is greatly appreciated. We recently received a volunteer grant and have put some of these funds towards technology for our region, so all of our Central Hume vehicles now have GPS systems in them to assist our drivers on their journeys. We are looking forward to catching up with everyone at the volunteer catch up in November.

**Shepparton:** Lots of changes have taken place in Shepparton over the last three months. Mike has retired after 15 years of dedicated service to Community Accessibility and two new staff have come on board. The last quarter has seen Shepparton transport 3,415 clients and racking up a massive 126,102KM's across our 8 cars!

**Volunteer Friends Program:** There have been many trips and outings on offer, so all VFP staff and volunteers are very busy. Great time was had recently in Wagga Wagga, Fishing in the Oven's Valley, spending time in Swan Hill and all our regular activities. Soon a group is heading off to visit the Pacific Islands on a cruise for 8 days. **Lucky volunteers!!!!**

## Volunteer Catch up's:

When: Tuesday 20th September  
 Where: **Yarrowonga** Neighbourhood House, (1 Hargrave Court)  
 Time: 10.30am

When: Wednesday 21<sup>st</sup> September  
 Where: **Oven's** Hotel  
 Time: 10.30am

When: Friday 23<sup>rd</sup> September 2016  
 Where: **Seymour** Railway Station  
 Time: 11:00am



**It's Awesome!**



## Volunteer News

### Yarrowonga Transport and PALS

Our Yarrowonga service has just received an amazing boost in volunteer numbers thanks to the hard work and great connections Bridget has made with PALS (Providing All Living Supports) and with the local media. Bridget has been instrumental in getting CA Inc and PALS working together to develop a partnership for transporting PALS clients from home to their activities in Yarrowonga and back again. The MOU has just been signed off and the service will commence in early October.

Added to this, the additional volunteers who have also signed up to support the Wangaratta Transport Service and the Access Spot in the King George Gardens, this great effort has seen our volunteer numbers swell from around 230 to just over 260 with more enquires every day. Well done Bridget!

We also welcome some “newbies” in other areas too – at Mount Beauty, in the Ovens Valley, Seymour, Shepparton and Wodonga in recent weeks and we have begun some additional promotions to help keep the momentum going. Thanks to all for coming on board and thanks for your patience as we make our way through all the paperwork!

Thank You  
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**Dartmouth Motor Inn**

A big thank you to the Dartmouth Motor Inn for their kind donation to the Wodonga Jets.

Wangaratta Inner Wheel gratefully donated their fundraising contributions For 2015 – 2016 to support the operations of CA Inc. Wangaratta.



The funds will be used to support the Access Spot and purchase uniforms for the drivers.

### Outstanding Contribution Award from Dept. of Justice.

**Shepparton:** Our Shepparton office has been a community work site for 14 years, providing opportunities for offenders to complete unpaid community work; with more than 1680 hours completed. Mike Collins was instrumental in the establishment of the program at the Shepparton office and with the flexible working hours on offer, the site became essential for offenders who have carer responsibilities or require light work duties. Offenders have been given the opportunity to complete meaningful work that benefits the community, as well as providing work experience in a team environment, which in turn helps to improve the offender’s self-esteem.



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