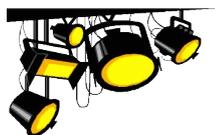


## Thank You Susan Robertson

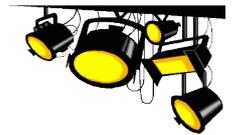
Susan Robertson has worked with Community Accessibility, more especially, the Volunteer Friends Program, for over 15 years. Throughout that time she has given much of her free time as well as paid time to promote and deliver the Volunteer Friends Program, for our Wangaratta and Benalla participants. Up until just 5 years ago, Susan worked in Wangaratta, in a small office, all by herself, which she did, without complaint. She has been a continual font of knowledge and if she doesn't know the person who could help, she knew someone who did. Her networks were and are legendary. She has delivered too many holidays, day trips and regular activities to count over the years and each was planned, organised and delivered in the ever reliable and formidable Susan style.

But all good things must come to an end and with the Volunteer Friends program morphing into Your Supports, and after much consideration, Susan decided that it is time she spent her time pursuing her other interests. These include the Wangaratta Arts Council of which Susan is the new Chairperson, practicing her musical talents (piano, ukulele and singing), continue to travel and spending even more time with her precious grandchildren.

Having a regular run of the mill get together to say farewell for Susan just wasn't going to cut it, as there are so many people who want to wish her well, including colleagues, participants and volunteers so it was decided that our Christmas in July party for Your Support participants, would also be the opportunity for those who have worked with, been supported by and travelled with Susan, to have the opportunity to say:



## Spotlight on Safety Driving in the Wet



That time of year has finally come, the rain has arrived and that means we must be careful even more careful on the roads. Here are some tips and hints to help:

- **Have your headlights on at all times**
- **Scrap away ice and defog your windscreen**
- **Avoid large puddles and don't attempt to cross running water**
- **Slow down where black ice is prevalent**
- **If the rain is too heavy, pull over and wait for it to pass**
- **How to manage aquaplaning if it happens:** If you find yourself aquaplaning, don't brake or turn suddenly as you may skid. Ease your foot off the accelerator and if you must brake, do it gently. If your car has anti-lock brakes (ABS), then brake normally. The car's computer will automatically adjust the brakes.
- **How to recover from a skid:** If you find yourself skidding, ease your foot off the accelerator and steer in the direction you want the vehicle to go.
- **Don't use cruise control in the wet.**

**Most importantly of all, drive to the conditions on the day.**



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## All is well at Westmont

For a number of years, we have provided volunteers to support the transport requirements of the Planned Activity Group (PAG) which was delivered by Uniting Care, under agreement from Westmont Aged Care Services. Westmont have decided that they will deliver the service directly as of the 1<sup>st</sup> July 2018, so our involvement was in doubt.

After much negotiation, thanks to Rohan, with the Westmont Program Manager, they have decided to continue with the current arrangement for an additional 12 months.

**Great news and thank you to our wonderful volunteers**

## Name: Rosemary Pavlovic

**Activity:** Skill building with Your Supports Wangaratta

**Age:** 31

**Work:** Merriwa, part time 3 days a week.

**Interests:** Cooking, socializing, music, culture festivals and markets

**Favourite Place:** Yarrowonga

**Favourite Animal:** Puppies

**Favourite TV Show:** Luke Nguyen (Chef)

**Favourite Muscian:** Megan Trainor

**Favourite dancer:** Paul Mecurio

**Favourite type of music:**

Pop. Michael Jackson

**Loves:** Dancing



## Changes ahead for Seymour

There have been a number of changes of late in Seymour and that has continued even more. After much deliberation, the COM decided to close the current Seymour office, as client numbers and volunteer availability had continually reduced. The office will officially close on Thursday 28<sup>th</sup> June.

We have managed to find a home for one of the vehicles, so it can remain in Seymour and continue to support those who are transport disadvantaged. Thank you to the Uniting Church. There will be a lock box for drivers to use to enable easy access to keys and run sheets. Coordination will occur from Shepparton. The Alexandra vehicle will remain where it is, with coordination from Wangaratta.

On behalf of everyone, I would like to thank Carol and Dawn for their hard work in recent times and we wish them well with their future endeavours. Also, thank you to all the other staff and volunteers who have supported the Seymour service over many years.

The car is now located at 15 Crawford St, Seymour.



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## Farewell to Henry Holmes!

Shepparton would like to say thank you to Henry Holmes. Henry has been volunteering with the Numurkah car for 17 years, and he feels it is time to hang up his safety vest and retirement: we are losing a wonderful man.

Henry is selfless in all that he does and we wish him the best of luck with his adventures in the future.

**Thank You Henry**



## Happy Birthday

A big happy birthday to our one of favourite clients Mr Andrew Darmody who turned the big

**40** in April. Andrew involved with CA Inc. through transport & the Volunteer Friends Program for many years and now with Your Supports.



## Staff Changes

Since the beginning of the year, there have been a number of changes occurring with staff, some people arriving, some leaving and moving sideways. Nothing ever stays the same so here is the latest list of new staff in our transport office in Wodonga and our Your Supports Program for Wangaratta and Wodonga. If you come across our new staff, please make them feel welcome.

**Aidan Kilroy:** Lead PSO Transport Wodonga, Wangaratta & Murrindindi

**Irene Kowalczyk:** Intake Worker Transport (based in Wodonga)

**Ashleigh Drysdale:** PSO Your Supports Wodonga and Assist Finance Officer

**Carol Scholtens:** PSO Your Supports Wangaratta and Support Coordination

**Bridget Hourigan:** Bridget has changed from Senior PSO Transport Wangaratta to Your Supports Coordinator Wangaratta

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So, what does this tell us; size does matter and small providers such as CA Inc, regardless of the area we cover, will struggle in the world of competitive tendering against bigger providers.

So this is why we have decided to merge. How that merge will look exactly is still to be decided, but in the short term there will be no major changes, other than our COM will be stepping down in due course and the LINK COM will become our COM, with the exception of our chair, Jacqui Thomson, who will continue on the new COM.

Obviously, there is no need for two CEO's, so my role will cease as of the 30<sup>th</sup> June 2018 and under the MASA, the CEO from LINK will assume the duties of that position, until the Deed of Merger has been confirmed and agreed to. This should occur in the next 1 – 2 months.

I will be moving into the newly created position of Community Service's Manager which will oversee our Your Supports service. I would like to thank everyone for their support over the past 3 years that I have been in this role, especially Annie and Jacqui, and I know the future will be bright and full of possibilities for Community Accessibility for many years to come.

**Thank you for the opportunities: Helen Hunter (CEO)**



## CA Inc. and LINK join forces!



Many of you will be aware that during the November 2017 Annual General Meeting, a proposal was put to the Association Membership that they enter into an agreement to Merge with LINK Community Transport. The proposal was accepted by the CA Inc. Association and LINK formally accepted it at their May Committee of Management meeting. The Deed of Merger is yet to be completed but a Management & Administrative Services Agreement (MASA) has been produced and was approved and signed by our Committee at the June meeting, with implementation to commence from the 1<sup>st</sup> July 2018. So why is this happening?

I have reported in many of the previous newsletters about the changing face of Aged Care funding in Victoria. Primarily that all Aged Care funding is now provided by the Commonwealth (Cth), under the Commonwealth Home Support Program (CHSP). It is here that the new terms of My Aged Care, Person Centre Care and Wellness and Reablement have been derived. Confusingly, funding for services provided to those aged under 65, continues to remain with the states. This is for those who are currently transitioning to the National Disability Insurance Scheme (NDIS) and once that has rolled out it will continue to support those who are ineligible for the NDIS.

This change to CHSP funding for our Transport, in the short term, has had minimal impact for CA Inc., a few more reporting requirements but other than that, not much at this time. We continue to deliver services within the region and to look for other options and ways that we can best support our local communities.

Current funding arrangements with the Cth will remain in place until 30<sup>th</sup> June 2020; we are still unsure what will happen next. Currently, we are block funded, that means we receive a certain amount of funding to provide as many trips as we can. If we provide more services than our funding allows for, well done to us, but we don't receive additional funds retrospectively.

Dealing with the Cth is very different to dealing with the State Government. Current funding for Community Transport is different in each State and Territory (with Victoria being one of the least funded) and determining how it will be delivered after 2020, has been quite a quandary for the Cth, to the point where they are still deciding how it will look. Obviously, the aim will be for each state to be funded using the same model, leading to parity between the states, but that model is still to be determined.

The Cth's focus is on utilising competitive market forces to create competition within the industry, with basically, the cream rising to the top. They believe, rightly or wrongly, that this will drive costs down and services up, by opening the market to all players, including the for profits. The other thing we know is that the Cth prefers to deal with the smallest amount of providers as possible with the States now following suit. Currently in Community Transport, there are over 400 providers, with NSW being represented by just one, the Dept. of Transport NSW. Once community transport goes to tender, there is good evidence that only about 7% of the current providers will remain.

**Continued on page 3**