

Volunteer and Community Connections Newsletter

Winter Edition 2018



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Chief Executive Officer's Message

Dear Volunteers,

Strategic activity

Reflective Reconciliation Action Plan (RAP)

The Reflective Reconciliation Action Plan (RAP) has been endorsed by the Connect Health & Community Board, and forwarded to Reconciliation Australia for consideration. All things positive will be endorsed! Our RAP Working Group will then have more work to undertake but we have every confidence that our Champions will succeed.

National Standards accreditation

Congratulations are extended to key staff participants along with all staff in support of our journey to continuous quality improvement. We received a very positive summation from our accreditation reviewers who attended Connect Health & Community to undertake a mid-cycle review against the National Standards.

Dental was assessed for National Standards 1-3:

Standard 1 – Governance for Safety and Quality in Health Service Organisations

Standard 2 – Partnering with Consumers

Standard 3 – Preventing and Controlling Healthcare Associated Infections

Other program areas were assessed for gap analysis and action plans for assessment with particular emphasis on Primary Health. This will lead us into very good standing for the 2020 review!

Positive Feedback

We have received an overwhelming amount of positive feedback from users of our service. We would like to thank our volunteers for assisting us with providing high quality support to our community.

"You are a wonderful organisation and it is a pleasure to speak with you, both on the phone and in person. Your help with transporting me to medical appointments is outstanding and I thank you."

"I have only used your service once - when I needed emergency transport to my home from hospital after I had day surgery, but I was impressed with the excellent, courteous service and communication I received from staff and volunteer driver. The efforts, speed (very short notice from myself) and perseverance of staff who had difficulty contacting myself due to phone problems I was experiencing. Please accept my thanks. I am most grateful for the help you gave me."

Our Values: Respect, Responsiveness, Accountability & Collaboration

CEO Message



Dental Sterilisation Refurbishment

A short term reduction in capacity for dental services due to refurbishment works commenced on 8 May 2018 . The works include refurbishment of the sterilisation, store and laboratory areas and the creation of a new enclosed sterile instrument area as well as overall improvement in circulation and amenity of the dental clinic.

The sterilisation area will accommodate installation of new up to date equipment for infection control and replacement of smaller capacity sterilisers. There has been a significant period of time dedicated to the design overall and we are really looking forward to the refurbished clinic that we believe will be leading practice design.

These works will reduce our chair capacity from seven chairs to three chairs during the demolition and construction period. At this stage, we anticipate a return to full capacity onsite at 2A Gardeners Road, Bentleigh East from mid-August 2018.

We also have arranged to second some of our staff to neighbouring public dental services where capacity exists and will maximise our available chairs to treat priority groups including emergency patients. We are also planning to supplement capacity with an increased issue of vouchers to eligible patients. Despite interruptions and parking in the surrounding areas we have had positive direct engagement with our neighbours.

Participation and Engagement Committee

We are forming a Participation and Engagement Committee to help us meet the current and potential future needs of our communities. The committee will aid Connect Health & Community in the co-design of services, provide feedback and a voice for stakeholder groups. The Participation and Engagement Committee will play an important role that nurtures participation and will be pivotal in informing strategy for the organisation.

The Participation and Engagement Committee members will add their voices to the ongoing development and evaluation of the organisation. Committee members will have opportunities to participate in working groups, rapid improvement events, focus groups, reporting, training, surveys and development of services. A commitment to a meeting of 2 hours monthly is the minimum requirement, while the committee itself will establish additional activities.

Members of the committee will be committed to:

- Share information that supports the creation of consumer and carer friendly services
- Improve communication between all stakeholders
- Build the capacity of all current and future stakeholders to participate
- Integrate participation into the organisation
- Review and monitor the systems of participation for effectiveness
- Learn from experience and the evidence of participation.

Express your interest

If you would like to play a role in shaping how Connect Health & Community seeks to achieve its vision of *Healthy People, Healthy Communities*, please send a short biography that outlines your experience and why you are motivated to support our work. Send your enquiry or request for further information to: Peter Giles, Marketing and Communication Manager via p.giles@connecthealth.org.au

Amanda Murphy

Team Leader Message



Dear All

Well we have certainly moved into winter, a time when a lot of volunteers tend take a break from the cold and head North to keep warm. We hope you enjoy your warm break but also miss your contribution so await your return. For the brave volunteers that remain to face winter it will be a challenge to try and not get sick.

The last month was busy as we celebrated National Volunteer Week (photos on pages 6-9) — ‘Give A Little Change A Lot’. A theme that resonates well with Connect Health’s vision of Healthy People, Healthy Communities. Our Volunteers through their active participation create the foundations of community wellbeing, encourage inclusiveness and social connectedness. They assist us to achieve our vision. Volunteers donate their time and skills to enable our clients to participate in the programs and services we provide to our community, this is not dependent on a client’s religion, race, level of income, age or any other individual characteristic a client may have. Our volunteers inadvertently break down these barriers create this unity of what we refer to as a community. There is not one particular volunteer that does this alone but many many volunteers who give a little to change a lot.

We hope you all received our “Thank You” card especially designed for you, a small token of our appreciation for your support and commitment to us! It was also enjoyable and a privilege to organise a staff Connect Photo holding the Thank You letters which was pictured on the front of the card. We had positive feedback from the ‘Thank You BBQ’ held on 25th May. Nick Stakos (local MP) and Sally Howe (Board of Directors) assisted us with the celebration and mingled amongst our guests. Nick and Amanda presented Years of Service Certificates to volunteers who attended the BBQ (full list of Years of Service on page 5). A thank you to Sally Howe, who took time out of her busy schedule to assist us with the celebration. Thank you Rhonda who again provided hand and neck massages to our volunteers, a popular activity!

I attended the Glen Eira Volunteer Recognition Awards ceremony which is always wonderful night to see our Volunteers being presented and acknowledged by Glen Eira Council. This year we had two Volunteers Julie who received 20 Years of Service and Helen who received 15 Years of Service. Congratulations to you both for the time and commitment you have provided to Connect Health over the many many years.

We were fortunate to have received a small grant from the City of Bayside to increase our Community Transport within the Bayside region. The funds have been spent on the recruitment of volunteers to provide individual transport in the Bayside region and for promotional material to promote volunteering and the promotion of our Community Transport service. We have to date created a series of DL cards (see page 11) which will be placed in the City of Bayside in different locations such as libraries, coffee shops and other community locations as we continue to promote the service and volunteer opportunities. We have also had promotion on the back of prescriptions through local Pharmacies to increase awareness of our service and becoming a volunteer. As the funding period draws to a close I would like to thank the City of Bayside for the funds which have assisted us with increasing volunteers and promoting Community Transport — an essential service in the community. A big thank you to our Community Transport volunteers who were happy and made time to have their photo taken so we could create the promotional material!

We have applied for a small grant through Glen Eira Council to assist us with creating Easy English for our Community Transport Information. We are hoping we will be successful, to enable us to break down language barriers and increase people’s understanding and access to our service. We should be notified if we are successful in August — so fingers crossed as it will be an exciting project to see completed and in use.

Team Leader Message



In partnership with Link Connect Community we recently submitted a grant application for the Community Visitors Scheme (CVS) program. The CVS program aims to reduce the feeling of social isolation and loneliness for older Australians living in either Residential Aged Care Homes or in their own home receiving a Home Care Package through regular volunteer visitors. We expect to know if we have been successful sometime in November. If we are successful we will provide the service in the Southern and Eastern Metro Aged Care Planning Regions and it will mean we have more opportunities to engage with our community and will require volunteers to assist us in delivering this special program. We look forward to hopefully being able to deliver this wonderful program as of the 1 January 2019.

We welcome back our wonderful Yarrabah students who have commenced their volunteering with us, some familiar faces and great to see some new faces too. A big thank you to Mark (our Maintenance Officer) who has again offered to be the students' Volunteer Mentor. This year Mark will be working with a couple of students on various small projects which are of interest to the students while Yarrabah staff supervise and assist the rest of students with their regular volunteering role — window or fleet cleaning. So welcome back and we hope the students enjoy their volunteering!

As of July 1 there will be a few changes to the team and service name. Our TransAccess and Group (bus) transport program will change names to Connect Health Community Transport and the different modes of transport will be known as Individual Transport and Group Transport. Volunteer Coordinators and Community Transport Coordinators will also change their titles to better represent their roles – Volunteer and Community Connections Coordinators.

Keep warm and thank you for volunteering with Connect Health & Community.

'Nobody can do everything, but everyone can do something' - author unknown

Cheers

Jo Costa

Volunteer and Community Connections



National Volunteer Week – ‘Give a Little Change A lot’

Congratulations to the following Volunteers for their Years of Service to Connect Health & Community:



3 Years of Service

<i>Marie B</i>	<i>Winston B</i>	<i>Sherry C</i>	<i>Iedy D</i>	<i>Junith H</i>
<i>Mike K</i>	<i>Jenny J</i>	<i>Safa K</i>	<i>David L</i>	<i>Vivien M</i>
<i>Sally M</i>	<i>Margaret M</i>	<i>John M</i>	<i>Marg P</i>	<i>Leanne R</i>
<i>Ted S</i>	<i>Shona T</i>	<i>Bill T</i>	<i>Catherine T</i>	<i>Margaret W</i>
<i>Pamela W</i>	<i>Sonia Z</i>			

5 Years of Service

<i>Kerry B</i>	<i>Ron H</i>	<i>Phyl J</i>	<i>Marie T</i>
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10 Years of Service

<i>Helen B</i>	<i>Kaye M</i>
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15 Years of Service

<i>Diane A</i>	<i>Martin F</i>	<i>Esmae K</i>	<i>Mary L</i>	<i>Margaret M</i>	<i>Julie W</i>
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20 Years of Service

Julie F

25 Years of Service

Pat Coates



National Volunteer Week — Presentation of Certificates & BBQ Lunch



During National Volunteer Week our Volunteers were acknowledged and thanked with a delicious BBQ lunch held on Friday 25th May attended by 60 volunteers. Local MP Nick Staikos and Amanda Murphy presented Certificates of Appreciation to volunteers for their years of service to the community.



National Volunteer Week — BBQ Lunch



NVW

NATIONAL VOLUNTEER WEEK
Give a little. Change a lot.
21-27 May 2018



National Volunteer Week “Give A Little, Change a lot”



Glen Eira Volunteer Recognition Night

The City of Glen Eira thanks and publicly honours the efforts of volunteers in the community by holding a ceremony during National Volunteer Week. Jo Costa, Team Leader attended the Volunteer Recognition Ceremony on 24th May at the Glen Eira Town Hall with our Volunteers who were acknowledged and awarded Certificates for their years of service to the community: Helen for 10 years' service & Julie for 20 years' service, unfortunately Kaye who provided 10 Years of service was unable to attend the ceremony, however Kaye was still acknowledged. Congratulations to our Volunteers.

Pictured below (left to right): Julie, Cr Tony Athanasopoulos & Helen



National Volunteer Week

Minister for Health Volunteer Awards



This year Connect Health Volunteers who assist with the Social Support program were nominated for the 2018 Minister for Health Volunteer Awards. The Award Ceremony was held 31st May at the Melbourne Cricket Ground. While we did not win the Award our team of volunteers are champions to us. They are an essential part of the Social Support team and valued by clients.

Thank you to the following Social Support Volunteers: Paul, Sally, Lyn, Elaine, Malcolm, Esmae, Ian, Sue, Seema, Max, Victoria, Wendy & Rhonda.

Pictured above: Volunteers at the Award Ceremony pictured from the left: Esmae, with Anna Ballinger (Co-ordinator), Lyn & David.

New additions to our Volunteer Team, February—May 2018:

We welcome Asta, George, Dimitri, David, Yuri, Nicole, Seema, Samantha, Tamar, Ralph, Sherzad, Eliane, Sue & Molly. We hope you find volunteering with us a positive and rewarding experience.

Get Connected Volunteer Opportunities

- ◆ **Community Transport** — Multiple volunteer driver vacancy positions are available - use your own car or use a Connect Health & Community bus or car. Assist the community with keeping older frail people and people with a disability and their carers connected to the community. Current vacancies: Thursday & Friday afternoons.
- ◆ **We are always looking for volunteers for our Hydrotherapy program** — Pool Assistants, Supervisors and Sitters. Current vacancies: supervising in pool 9-10 am on Monday, Tuesday, Wed, & Thursday and sitting on Thurs 1-2 pm
- ◆ **Play Connections** — Play Connections is a supported play group for families with pre-school children, which aims to enhance and strengthen family relationships through structured activities and professional input. We currently require a Volunteer Assistant to support and assist the Play Connections Facilitator. The group is held every Tuesday during school term from 10 am to 12 pm

If you are interested or know of anyone that might be interested in any of the above volunteer vacancies, contact Anna or Kia on 9575 5312 or email: vcoord@connecthealth.org.au

Volunteer Profile — Meet David



What was your motivation to become a Volunteer?

As I enjoy interacting with people from all walks of life, I saw this as a perfect opportunity to give something back to the community. I see it as a role where I can help out others in need by providing them with assistance. It also gives me great satisfaction that I am helping people and allowing them the opportunity to feel connected to the community.



What did you do before becoming a Volunteer?

I worked for the Department of Veterans' Affairs where I was employed for 19 years before I decided to retire. My last role was an investigations officer which was at times very interesting.

How long have you been volunteering at Connect Health & Community, and in what roles?

I commenced with Community Transport TransAccess Program (individual transport) in March 2018. I have also completed the community bus driver training so that I can assist that team when required.

What has been your best and/or worse volunteer experience while at Connect Health?

The best experience is meeting new clients, driving them to their appointments as well as listening to some interesting stories they tell me. The service we provide makes a difference to their daily lives and I find the clients are very appreciative of our transport services offered by Connect Health.



What do you enjoy doing outside of your volunteering?

Spending and enjoying time with my family. I like travelling and watching live sports especially AFL football and cricket.

Promotional Material: community Transport and Volunteering



Thanks to Bayside Council for their Community Grant we were able to promote our **Community Transport** service and Volunteering through the following promotional material. Look out for DL Cards which will be placed around community spaces such libraries, cafes etc.



We produced Volunteer Driver/Jockey Vests. We also have promotional material at the back of prescriptions from Pharmasave Pharmacy Charman Road Cheltenham & Advantage Pharmacy Chesterville Road Bentleigh East and lastly an ad in the **Bayside Leader Paper**. A big thank you to Peter Giles (Marketing and Communications Manager) and his team for their assistance and support with the development of the material.



4 Steps for Life

The 4 Steps for Life and Cuppa & Chat was held on Wednesday 2 May and was well attended by 20 volunteers who enjoyed a cuppa & chat after practicing CPR. Feedback on the session was 89% of volunteers felt more confident after the session on performing CPR compared with 44% feeling confident prior to the session. 50% volunteers would like the session to be held annually while 44% would like the session every 6 months. Due to this response we will review how often we run the session and may run another session later in the year.

Volunteers practicing CPR

Volunteers relaxing and getting to know one another after 4 Steps for Life



Volunteer and Community Connections

Your contributions

February, March, April and May 2018

7,266 hours

Thank you!



Auxiliary - Hello & Thanks

A heartfelt 'Thank you' from your Connect Health & Community Fundraising Auxiliary goes to all those staff members, volunteers and clients who supported our Mothers' Day Stall this year. Due to your interest and participation we were happily able to raise a total of \$548.05. All proceeds going to "Connect Health" to assist community needs.

A special thanks to Ian Smith, driver extraordinaire, for picking up the flowers, to Jo Costa for her help and also to Mark Farrell — I bet he never thought he'd ever be a 'flower girl'.



Future activities include:

Friday 29th June Casserole Luncheon & Bingo, 12 pm—4 pm, Cost: \$10 in the 2/3 MPR

Friday 27th July Guest Speaker & Afternoon Tea, 1.30—3.00 pm, Cost: \$5 in the 2/3 MPR

Friday 31st August Cliché Clothing 1.30– 4 pm, Cost: \$5.00

Friday 28th September Soup & Sandwich 12 noon—4 pm, Cost: \$10.00

General Meetings

Held on Wednesday, July 11th, August 8th & September 12th at 11.15 am. in 2/3 Multi-Purpose Room (MPR)

Doreen's Trade Table

Held before the General Meetings at 11 a.m. in the 2/3 MPR. Various items for sale including hand crafted goods, clothing, books etc. Pop in and have a look. All monies go to Connect Health & Community.

Auxiliary Theatre — "Evita" to be held on Wednesday 23rd January 2019 at the State Theatre at 1 pm. Cost: \$69.90.

If you would like to join the Auxiliary while "fun"d raising, contact Anna/Kia, Co-ordinators on 9575 5312.

All visitors are most welcome to our events!

All enquiries to Audrey Streker on 9579 3846 or Lyn Munday on 9570 5087.

Forget me not.....



It is with deep regret we announce the passing of two dedicated volunteers Barbara and Peter. They will be sadly missed and remembered for their valued contribution, support and time they gave to Connect Health. We offer our sincere sympathies to their family and friends.

Do you know our staff? Meet Pam

Hello, volunteers, I am Pamela, one of the Community Health Nurses and the only nurse on the Child Youth and Family Team. My work is varied (I think I have the best and least boring job here) and includes:

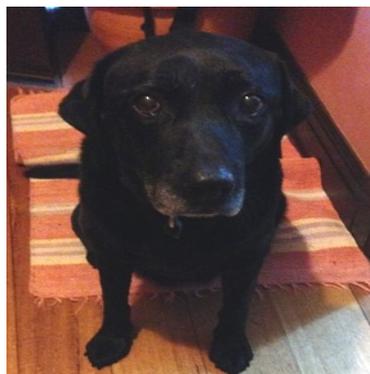


- Facilitating Play Connections supported playgroup, a group for families who require support for a range of issues including mental health, social isolation, bonding/attachment. Our aim is to empower and support family relationships, and to have fun playing with the beautiful pre-schoolers who attend. We currently have 1 volunteer who assists with the Play Connections group, we are always looking for extra hands to support us.
- Care coordination of families with complex needs, where I support parents to access services and groups to help assist them.
- Sexual health with young people where I mostly work with people under 25 years of age, educating them regarding how to care for their sexual health, relationship skills, and supporting them to access appropriate services.

Above: Pam sitting in sandpit with one family

I am currently working on the How 2 Project (further information below) and look forward to receiving Volunteer feedback which will assist us in how we move forward with this project.

Outside of work I most enjoy spending time with my family and friends over a meal, on holidays, or just doing life. Our pets are an important part of life and our the family, Sophie (black lab) and Charlie (tabby fat boy) are pictured below. My down time includes reading and writing, making products with essential oils and music.



How 2 Project

How2 project involves considering how inclusive and welcoming Connect Health and Community is towards lesbian, gay, bisexual, trans gender, and intersex consumers, staff and volunteers, and to improve this where necessary. This group of people in our community have a higher rate of mental health issues especially, and many have suffered abuse, discrimination/harassment, making it more challenging for them to access services and just be supported to live well in the community. To complete this work and support you as volunteers to engage with this group from our community, we need to hear from you via the survey attached with this newsletter. This will take a couple of minutes and will help us to ensure volunteers have the training and support they may need. Thank you.

Volunteer and Community Connections

Hydrotherapy News



Hydrotherapy Rescue Video Clips

We have Hydro Rescue Videos for volunteers who would like a refresher. Please contact Kia/Anna to make a time to view the Rescue videos. **We encourage new volunteers to view the Hydro Rescue Videos.**

New signage in the pool area

Hydrotherapy Guidelines (Rules):

These may be helpful to show clients, if they are not following the rules. This is not meant to be an exhaustive list, but just covers a few key points. A complete list of pool rules is available from Physiotherapy/Allied Health Assistants if needed.

Using the hydrotherapy pool

- Pool sessions start on the hour.
- Pool sessions finish 5 minutes before the hour. This allows exit time before the next session begins.
- Do not enter pool until instructed by staff/volunteers.
- No swimming.
- Please follow instructions of staff/volunteers.



Hydrotherapy
Unisex Shower / Change Room



Guidelines for Use:

- Please be mindful of time
- Have a quick shower / get changed
- If room is occupied, please wait your turn
- If any issues, please ask a staff member for assistance

Hydrotherapy Disabled / Unisex Change room:

This tells users that the central Hydro change room is for disabled use / clients with carers. Some pool users have disabilities that may not be obvious, so please be mindful of this. If you feel this room is being used unreasonably, mention this to a Physio or Allied Health Assistant staff.

Reminder About Water Bottles

We are now using less than half the disposable cups as a result of the water bottle initiative! Thanks so much for doing your bit, and please keep encouraging clients to get their own water bottle. Please remember that it's now a client responsibility to get their own water even if they have forgotten their water bottle. This will mean getting a cup of water themselves. The hydrotherapy team **discourage volunteers** from getting water for clients, as we want to encourage independence.



Volunteer and Community Connections

Hydrotherapy News

Farewell Jenny



A change is as good as a holiday..... well so they say. I would just like to inform all the wonderful volunteers that I have worked with across the exercise classes and hydrotherapy program that I have taken on a new role at Connect Health. Apart from Monday on the pool deck and leading an exercise class my new role involves working behind the scenes in the administrative area of Connect Health. In short, I will be working on some new and exciting projects to help to improve and streamline the way we do things here at Connect Health. I hope to continue to see some of you around the premises at different times. As you may now be aware the new go to people for everything hydro and exercise programs are Terry, Rebecca and Chey.

Regards,

Jenny Davrain



Chey



Rebecca

Welcome Terry.....

Hi, My name is Terry Wilson and I've worked here at the Community Centre for nearly 5 years as an Allied Health Assistant. You may have noticed me working side by side with Jenny Davrain. You may not see her quite as often as she has moved into a new role here at the centre. That leaves me with the rest of the team to look after all our hydro clients. My background is in Health and Fitness dating back over 30 years in the industry. I have worked with the US Navy's department in Health & Fitness, the YMCA both in the US and here in Australia, private fitness centres and here at the Community Centre in East Bentleigh. You can see that I enjoy the world of health when it comes to all things exercise and hydrotherapy. The hydrotherapy pool is a great place to gain multiple benefits from the warm water and the comraderie of other like-minded people. I've lived in the local area over 25 years and have seen many community benefits here at the centre on Gardeners Road. Hope to see you around the place! Yours in fitness & health.



Hydrotherapy Volunteer Meeting

A Hydro meeting has been organised for East Bentleigh and Berendale Volunteers on **Thursday 18th October** 1.30 pm to 3.00 pm at 2A Gardeners Road, East Bentleigh Room: 2/3 Room. Invites will be sent closer to the meeting.

Training Opportunities and Events



South East Volunteers — 5 Myrtle St Glen Waverley Vic 3150. To attend Workshops listed below please **RSVP Tel: 9562 0414**.

Boundaries: Wed., 22 August, Monash Civic Centre, 293 Springvale Rd, Glen Waverley, Meeting Room 1&2

Communication Skills: Wednesday, 12 September, 5 Myrtle Street, Glen Waverley

Customer Service: Wednesday, 10 October, 5 Myrtle Street, Glen Waverley

Connect Health & Community

Staff Workshops – Volunteers most Welcome to attend

Wednesday 18th July	2.00 - 4.30pm	Multipurpose room
Tuesday 18th Sept	8.30am - 11.00am	Multipurpose room
Thursday 22nd Nov	2.00 - 4.30pm	Multipurpose room

Dates to make note of:

Hydrotherapy Volunteers Meeting: Thursday October 18, 1:30 pm – 3.00 pm

Walking Group Meeting: To be organised for September.

Volunteer Christmas Lunch: Wed. 28 November, Murrumbeena Park Bowls Club, 26-28 Gerald St, Murrumbeena VIC 3163, Melway ref. 69 B7

Public Holidays in 2018

AFL Grand Final Friday— Friday 28 September

Melbourne Cup Day — Tuesday 6 November

Christmas Day — Tuesday 25 December

Boxing Day — Wednesday 26 December

Connect Health's

Vision: Healthy People, Healthy Communities

Purpose: Understand and meet the health needs of the community as a socially responsible business

Values: Respect, Responsiveness, Accountability & Collaboration

Main Site Address:

2A Gardeners Road Bentleigh East 3165

Postal Address

PO Box 30 Bentleigh East 3165

Website: www.connecthealth.org.au

Volunteer and Community Connections Team

Contact Details

Volunteer Services:

Anna: Monday — Wednesday

Kia: Wednesday — Friday

Phone: 9575 5312

Email: vcoord@connecthealth.org.au

Community Transport, TransAccess Program:

Bill: Monday, Wednesday & Friday

Di: Tuesday — Thursday

Errol: Monday — Friday

Phone: 9575 5386

Email: transaccess@connecthealth.org.au

Volunteer and Community Connections