



# yp Community Transport

*Caring for our Community*



Autumn 2019

## **Welcome**

Hello all, I can't believe we're already at the Autumn newsletter! I hope you all had a great Summer. 2019 is already proving to be a busy year (is there another kind?) and I want to thank each of you for your ongoing support.

I'd like to say welcome to Fiona McAllister who has commenced with YPCT, working with me in volunteer support. Fiona has many years experience working with volunteers and is settling in well. Fiona is part time, working Mondays and Tuesdays and every second Wednesday. You will be hearing from Fiona as well as myself in the future.

I have a few things I want to share with you/remind you about;

### **Reporting and Reimbursement Forms**

Reporting forms have been updated so that they can be filled out electronically and submitted via email. If you are interested in having one emailed to you, please let Fiona or I know. Also a reminder that all of these forms, are due monthly, during the first week of the month for the previous month.

[volunteer@ypcommunitytransport.org.au](mailto:volunteer@ypcommunitytransport.org.au)

We have created a new email account that Fiona and I can both access. This means that we both see the emails that come in and manage the workload together. By utilising this email, it also means that with Fiona being part time, or if one of us is away, emails can still be actioned and things don't necessarily have to wait for one of us specifically to be in the office. Could I please ask all of you to start using this email.

### **RAH**

A little birdie has informed me that if you approach the volunteer desk at the RAH and ask about their lounge you will be invited into their locked area where you can wait in comfort and make yourself a free cuppa - just make sure you have your ID on. We've also had some feedback that as long as you're driving a YPCT car that has the purple 2019 sticker, we can also park in the underground car park near the entrance, not just the staff park on the Western side.

A number of our drivers have had their partners cleared to travel with them on a trip. A couple of things to remember with this if you would like them to go with you, you just need to call the office and let us know so that we can keep track of empty seats (for last minute additions) and for insurance purposes. Partners must also have a current clearance to travel (organised through the volunteer support team) and if we get additional bookings, prior to departure, we may take the seat your partner was planning on using for a client.

Lastly, I'm having a break from the 14th March to the 10th of April, so during this period, if you need anything, please call /email the office and Fiona, the admin staff and Julie will be more than willing to help you.

Once again, thank you to all of you and safe and happy driving.

- Erica



**From Julie's Desk**

**REGIONAL MANAGER**

**NEW CHAIR**

At the recent February meeting the Board elected a new chairperson, Peter Smith who has been a volunteer representative on the Board for several years

and Meg Snodgrass continues as vice chair. Following Local Govt elections, Cathy Vluggen has become the Copper Coast Council rep to Board creating a vacancy and Su Bell has confirmed her willingness to fill the vacancy of volunteer representative.

The strategic planning day was held on Tuesday 5<sup>th</sup> March and I look forward to presenting the updated business plan to the Board at the next meeting in May. The day was jam packed with ideas and discussions that will help guide the board moving forward over the next 4 years. We also welcomed a relatively new volunteer who recently retired and lives in Port Victoria: Karen Stephan. It was good having you involved in the day.

### **EYES AND EARS**

As you, the volunteers are our 'eyes & ears', I truly appreciate any feedback that can be given regarding the clients and any trip issues that may occur from time to time. Office staff are confirming client's mobility on a monthly basis as they book transport, but it is true that this is being taken as true and correct. So clients maybe prone to telling us what they think we should know!

If you notice that the mobility note for each client is not similar to what you are seeing ie they now have a walking frame, seem to be walking shorter distances than last time, or a slight decline in your opinion, please let us know as this information will greatly help the next volunteer that is their driver.

**Thank you** once again for being a part of our valuable volunteer group. We thank you for all that you do and the care you provide.

- Julie

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## **KNOW YOUR BOARD**



*Peter Smith (Chair)* - Peter has been volunteering with YPCT as a driver, car inspector and board member. In his new position of Chairperson, Peter says, "I hope to bring some new thoughts and ideas to what is already a very good board synergy."

*Meg Snodgrass (Vice Chair)* – With a work history in Aged Care, first as a Director of Nursing and then as a Standards Agency Accreditor, Meg brings a wealth of knowledge to YPCT relating to monitoring, accreditation, standards, audits and policy development.



*Susanna Philbey (Community Representative)* - Susanna brings, to the YPCT Board, strong administration, business and community knowledge in a wide range of sectors.

*Su Bell* (Volunteer Representative) - As a volunteer driver, My Aged Care peer champion, ex-councillor and with 12 years working in the disability care industry, Su is able to bring a multi-perspective view to the YPCT Board of Management. Working daily with people in the community in varying roles Su is able to keep YPCT in the front of peoples minds.



*Elizabeth Schultz* (Volunteer Representative) - With 25 years' experience working with people living with disability and their families, as well as working as a volunteer bus companion for YPCT, Elizabeth brings a great desire to help people and the ability to see things from the community perspective, while also looking at the bigger picture.

*Vicki Hill* (Community Health Representative) - As the appointed Community Health representative, Vicki Hill brings vast knowledge of the Aged Care and Health sectors to the YPCT Board. This knowledge helps the organisation keep abreast of Aged and Health reforms and lost provided YPCT with strategic links in the region.



*Cr Cathy Vluggen* (Copper Coast Council Representative) - 'I live in Wallaroo with my husband Con (also a YPCT volunteer) and our girl, Bella the dog. I am currently in my second term as an Area Councillor for the Copper Coast Council and on the whole I find this role quite rewarding. I spend much of my time volunteering for various organisations and I am also a keen lawn bowler. I have been a member of the YPCT Board of Management for almost four years now, I enjoy the role and I believe that we are achieving a lot as a team as we all bring different expertise to the table. It is an absolute privilege to be involved with such a great organisation. Thank you for the opportunity.'

Cr Leanne O'Brien (Yorke Peninsula Council Representative) - Councillor Leanne O'Brien has an extensive background of business and is passionate about health and wellbeing in the community. Leanne is currently working and studying as a Support Worker in the disability and aged sector, therefore bringing hands-on knowledge and understanding of issues and concerns within this area.



YP Community Transport also has a Barunga West Council Representative, Cr Rebecca Hewett, however we are unable to publish her photo and details at this time.

## Policy Update/Refresher



## WHS Corner

Having a clean and tidy workplace is great for our mental health. In relation to driving, this means a clean and tidy car makes for a better trip for you, the driver, as well as the clients. Please remember to check the car for rubbish at the end of your trip. We're also struggling for car cleaners in the Minlaton area so if you

know anyone who might like to wash a car or two on a regular basis, please let Erica or Fiona know.

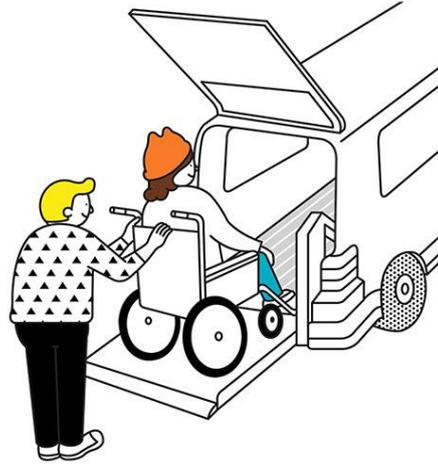


**COMMUNITY VISITORS SCHEME**  
*Friends for Older People*

As of 1 January 2019, the Community Visitors Scheme has commenced with YP Community Transport. Welcome to the 29 Volunteers that have transitioned across with the programme and have maintained their visits throughout the transition. YPCT is currently working through updating and implementing everything CVS, as well as starting to grow this wonderful service into clients' homes so it will continue to be busy and we'll have more updates for you as we get further along. Thank you to the existing YPCT drivers who have shown an interest in adding this service to their volunteering schedule. As we grow the client list and get a little bit more organised, we will be in contact with you to introduce you to this program and get you visiting as soon as possible. If you would like more information about this service, please contact Fiona or Erica for more information.



The People's Choice Community Lottery is approaching again. This year we are continuing to raise funds for new volunteer vests. Please contact the office if you are able to sell a book or two.



## Vehicles

Moonta

Car

With there being more traffic than ever going past Su Bell's house, we have trialed reversing the car in at the end of trips, so that the next driver does not need to reverse out and keep an eye on both lanes of traffic as well as any coming from Muddy Lane. Feedback has been that it has been much easier to get out when the car pointed in this direction. In future, it would be a big help to all if drivers started reversing into Su's. It has also been pointed out that if you park your car on the easement on the Kadina side of Su's, you will give yourself a lot more room to manoeuvre the vehicle as well as giving you a larger range of sight. Please contact Erica or Fiona if you would like to discuss this further.

Kadina

Caddy

We've had some feedback about drivers reversing the Caddy at the Salvos. While this is a help for morning trips, when the car goes out in the afternoon, it means that the full sun is coming through the windscreen and it makes the steering wheel very hot. Drivers who do a lot of afternoon trips are requesting that this vehicle just be driven in normally and thank their fellow drivers, in advance, for their support on this.

Vehicle

Change

Overs

We have two vehicles that are in the process of change over. The Moonta Car will be updated, hopefully in April and the Port Broughton car at a time to be confirmed. Both vehicles are being updated to Mitsubishi Outlanders, in line with the rest of the fleet.

## Fuel Cards

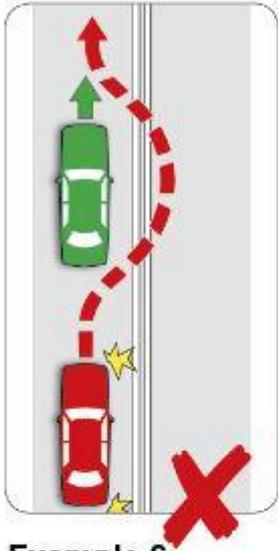
You will have noticed that all fuel cards have been updated across the fleet. Each car has two fuel cards and they have PINs. The PINs can be found in the front page of the log book. Could we please ask that PINs **NOT** be recorded on the cards or cases. If we do come across this, it will be removed. Could you also fill the tank up if it is under 3/4 full at the end of your trip and while you're at it give the windscreen a quick clean. This is really helpful for the next driver, especially if they have an early start. We have had a couple of instances in the last couple of weeks where cars have been left under 1/2 a tank, in particular the Wallaroo car, so please keep this in mind.



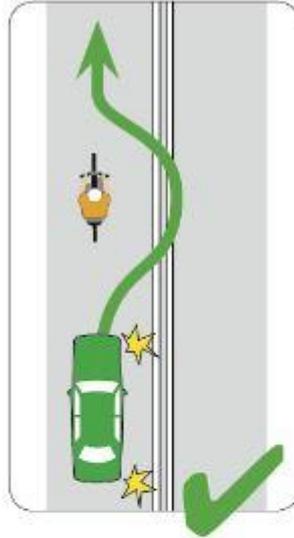
## **ROAD RULE REFRESHER**

### *Two continuous parallel lines*

You must keep to the left and must not cross these lines, unless you have to avoid an obstruction or, if safe to do so, to allow enough room to overtake a bicycle rider (see below)



**Example 6:**  
Driving to the right of the centre of the road **NOT permitted** — overtaking on a road with 2 parallel continuous dividing lines is **NOT PERMITTED**.



**Example 6A:**  
Crossing a double continuous dividing line to allow the required room to overtake a cyclist, if safe to do so, is **PERMITTED**.

### *Avoiding an obstruction*

You are permitted to cross single or double continuous lines in order to avoid an obstruction - this does not include a slower moving vehicle or a vehicle stopped in a line of traffic, but may include a fallen tree, a crashed vehicle, or a car that has broken down or is illegally parked. Before crossing the line, you must have a clear view of the road ahead and it must be safe. You must also be very sure you cross safely because the onus is on you to assess the danger when doing so.

# Thank you!

EACH ISSUE WE LIKE TO THANK PEOPLE WHO HAVE BEEN RECOGNISED BY  
OUR CLIENTS

- **Melva Skipworth** - " So grateful for Melva's kind and caring nature. I hope to get her again one day."
- **Mick Catford** - "Mick was a wonderful driver and he is the most obliging gentleman I have ever met."

\*if you'd like more details about your "Thank you" please contact Erica.

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