



NORTHERN PASSENGER TRANSPORT NETWORK VOLUNTEER NEWSLETTER

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November 2018

Remembrance Day 2018

Sunday, 11 November 2018 marks the 100th anniversary of the Armistice which ended the First World War (1914–18).

One hundred years ago, on 11 November 1918, the guns of the Western Front fell silent after four years of continuous warfare. With their armies retreating and close to collapse. German leaders signed an Armistice, bringing to an end the First World War.

In the four years of the war more than 330,000 Australians had served overseas, and more than 60,000 of them had died. The social effects of these losses cast a long shadow over the postwar decades.



Each year on this day Australians observe one minute's silence at 11am, in memory of those who died or suffered in all wars and armed conflicts.

Customer Service

Customer service involves conversation and communication and it is important that drivers are aware that it is important to determine whether a passenger wishes to communicate during a journey or not.

It's possible that during the course of a trip with a passenger and the driver hear matters that should not be repeated outside the vehicle. It is important that drivers are reminded to respect the confidentiality of passenger's comments and conversation, as per your policy and procedures guidelines.

Upon arrival at the destination point, drivers must drop passengers off at a location that is both safe and legal. Drivers must never allow passengers to disembark from the right hand side of a vehicle whilst stopped in a position where it would be unsafe.

It's also a good idea when dropping off clients to conduct a quick visual check of the inside of the vehicle to ensure clients have not left any of their belongings behind.



Figures for Sept Car Trips

Trips 200 with 42 carers Total 242
Total Kilometres: 18,153
Total Volunteer Hours: 397.64

Figures for Sept Bus Trips

Medical bus 77 with 14 carers Total 93
Social bus 161
Total bus bookings taken 204

MEETING DATES FOR NOVEMBER

Friday November 16th

Orroroo 9.00am Orroroo Hospital Room
Peterborough 10.30am Peterborough Hospital
Jamestown 1.00pm Northern Area Council
Gladstone 2.30pm Anglican Church Gladstone

Monday November 25th

Quorn 10.30am Flinders Ranges Council
Melrose 1.00pm District Council of Mt Remarkable

Volunteers Christmas Luncheon

DATE - 7th December

WHERE - Orroroo Golf Club
15 West Terrace.

TIME - 10.30am start
finishes at 2pm

Volunteers, Partners, and Management
Committee Members are welcome.



RSVP for Catering

23rd November

Phone 8666 2255

or email

nptn@mtr.sa.gov.au

Are You Drinking Enough Water?

How much water is enough? Did you know that water is released through breath, talking, sleeping and perspiration everyday? The body needs to have enough water to keep things consistently hydrated, especially in summer.

If you don't consume enough water it can lead to dehydration which can result in headaches and affect your concentration. You need to have a minimum of two litres of water a day.

Try to avoid coffee or soft drinks because the amount of sugar can cause you to become dehydrated.

Increase your water intake during extreme heat or humid conditions.



No Volunteers meetings in December

Due to volunteers Christmas luncheon there will be no volunteers meetings held in December.

The meetings will restart in February dates will be advertised in the January Newsletter.

Supporting Bodies



FIRE BAN POLICY

When a Catastrophic fire danger rating has been issued by the CFS, the cars will not run and clients will be contacted by the NPTN office staff, and arrangements made to rebook transport for another date and time. All clients are made aware of this ruling when bookings are made.

On days where an Extreme fire danger rating has been issued by the CFS our Northern Passenger cars will be tracked for safety reasons. All drivers will be contacted by the office and reminded of the procedures they have to follow.

- Ringing the office when you depart from home and arrive at the client's appointment. The driver must also call us when leaving the appointment to return home and when they arrive home. If no call is received the office will contact the driver to remind them of the policy and also check on their whereabouts.
- All calls between drivers and staff are documented.
- Drivers will be notified by staff of any potential risks (i.e. a fire) that is in the vicinity of their travel or if a detour needs to be taken.
- Drivers are reminded to take extra water with them on these days in case of an emergency.
- In cases where it is unsafe for a trip to proceed, drivers and clients will be notified by the office and the trip rescheduled.
- Remember in case of an emergency on the road the CFS and SAPOL will be there to close roads and redirect traffic.

