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LATEST NEWS

Greetings from the Desk of the CEO: Kicking off 2024!

I hope this newsletter finds you well as we enter autumn. It's been a dynamic start to the year with our group outings in January and February, and there's much more on the horizon.

As we look forward to the Seniors Festival from March 11th to 24th, I'm pleased to report that there are still a few spaces available for our outings. The Zig Zag Railway trip has been especially popular, and in response to this demand, we're excited to offer this outing for our clients in June. Bookings will open for that once we secure a date.

On the topic of bookings, I want to emphasize the importance of planning ahead. Our resources, including vehicles and drivers, are finite, early booking is essential for ensuring we can accommodate as many requests as possible. When you book to travel, you're reserving a seat in a shared vehicle, which is part of our effort to meet the demands of all our clients needing transport each day.

IMPORTANT DATES

1. **Seniors Festival 11-24 Mar**
2. **Group Outings
Tue Apr 16, Fri May 10**
3. **Group Shopping Trips
Tue 26 Mar, Thur 11 Apr,
Wed 22 May**
4. **BCTG CLOSED
Fri 29 Mar - Mon 1 Apr
inclusive (Easter)
Thurs 25 Apr (ANZAC Day)**



This means there might be waiting times associated with your appointments due to the need to coordinate with other passengers. Additionally, unpredictable delays such as traffic, roadworks, or extended appointments can affect our schedules. Therefore, on days when you're traveling with us, especially for out-of-town appointments, it's advisable not to make other appointments either at home or in Bathurst. We strive to provide timely service, however there are occasions where unforeseen circumstances prevent us from guaranteeing exact return times.

We are looking for volunteer drivers to help expand our capacity and reach. If you or someone you know has a passion for driving and a desire to contribute to our community's well-being, please get in touch.

Finally, we bid farewell to Warwick, our Friday Coordinator, who is moving on to new challenges. He will be greatly missed, and we wish him all the best in his future endeavors.

Kathryn Akre CEO

GROUP OUTINGS

The departure and return point for our group outings is the McDonald's on Durham St rear carpark. If you do not drive locally or cannot get to the departure point please let us know at time of booking and we will organise for you to get there in the morning and back in the afternoon, this is at an additional cost.

Many of the venues that you have requested require payment in advance to confirm our booking. These trips are **identified by a ticket icon**. In cases where a meal is included we will request your dietary requirements at time of booking.

Unfortunately we have had lots of late cancellations. This often means others have missed out on a trip. At short notice it is often not possible to refill the seat. **We will now be taking full payment for each trip at time of booking**. If you cancel a trip after payment has been received you will be refunded only if we can refill your seat.

Your safety and comfort is our priority. It is important to note the mobility requirements for each trip and choose trips which suit your mobility.

Advanced bookings are essential. Clients who are part of the Commonwealth Home Support Program (CHSP) or the Community Transport Program (CTP) are eligible for special subsidised rates. These clients are given priority with securing their spots for all advertised outings.

For those who are not registered under the CHSP or CTP programs, the regular full rate is applicable. While we warmly welcome your participation, it is important to note that available seats are dependent on remaining spaces after priority bookings are fulfilled.

Calendar Key

Walking Alerts



You may need to walk more than 100m



You may need to navigate stairs.



Not advisable for frames or wheelie walkers

Uneven Ground: This includes unfinished driveways, gravel pathways or grass. Unsuitable for those with wheelie walkers or walking frames



Wheelchair accessible



Lunch at own expense

***Please choose outings that suit your mobility.
Your safety & comfort is our priority**



Ticketed Event: Payment must be made at time of booking as ticketed events require deposits and full payment to suppliers in advance.

No refunds will be available unless your booked space can be filled from someone from the waitlist.

Bookings are contingent on Government and venue Covid-19 guidelines. The onus is, and always will be, on the client to supply any certification requested by a venue.

Changes to outings may be made in order to comply with Government directives. Where an outing has been altered by such Government directives, clients will be entitled to a full refund on cancellation. Refunds for ticketed events, are contingent on the refund policy of the venue.



GROUP OUTINGS

Rouse Hill Town Centre Shopping

An opportunity to do some shopping a little further afield and stock up on some Easter goodies. Enjoy some retail therapy and lunch at Rouse Hill Town Centre.

Approx. 2.5 hrs travel time in each direction.

Departing Bathurst at **8:30am** arriving Rouse Hill approx. **11:00 am** and departing Rouse Hill at **2:00pm** arriving Bathurst at approx. **4:30pm**

Tuesday 26 March



Pick Up from McDonald's Durham St, Rear Carpark
CHSP/CTP \$20 bus
OTHERS \$60 bus

Lithgow Shopping

Travel to Lithgow to visit Target and other stores. Option to be dropped at Lithgow Workies for lunch at the Bistro or on Main St for one of the many cafes.

Approx. 50mins travel time in each direction.

Departing Bathurst at **9:30am** arriving Lithgow approx. **10:20 am** and departing Lithgow at **2:30pm** arriving Bathurst at approx. **3:20pm**

Thursday 11 April



Pick Up from McDonald's Durham St, Rear Carpark
CHSP/CTP \$15 bus
OTHERS \$50 bus

Penrith Shopping

Travel over the Blue Mountains to Penrith for a shopping day. Discover a multitude of lunch options all in one place.

Approx. 2.25hrs travel time in each direction.

Departing Bathurst at **8:30am** arriving Penrith approx. **10:45 am** and departing Penrith at **2:00pm** arriving Bathurst at approx. **4:15pm**

Wednesday 22 May



Pick Up from McDonald's Durham St, Rear Carpark
CHSP/CTP \$20 bus
OTHERS \$60 bus

Western Sydney International Experience Centre & The East Bank

Discover how Sydney's new airport will help shape the future of Western Sydney. While undertaking the **1 hr tour** staff will point out some of the key features of Sydney's newest airport, being built right outside the windows. Interactive pods have information and videos of the airport including artist impressions of what the terminal will look like.

After visiting the Experience Centre we will travel to East Bank (approx 20mins) at Jamison Town for lunch. With a number of different eateries, you're sure to find something that you'll love.

Approx. 2.45 hrs travel time in each direction.

Departing Bathurst at **8:15am** arriving Badgery's Creek approx. **11:00 am** and departing Jamison Town at **2:15pm** arriving Bathurst at approx. **5:00pm**

Tuesday 23 April



Pick Up from McDonald's Durham St, Rear Carpark
CHSP/CTP \$20 bus
OTHERS \$60 bus
Tour - Free, Lunch at own expense

Mt Wilson - Breenhold Garden

Breenhold Gardens, at Mount Wilson comprises 45 hectares of luxuriant gardens, parkland and native bushland. It was created by the late Thomas Breen (Snr) and his wife Charlotte and its planting and landscaping commenced in 1965. Autumn is a spectacular time to visit these gardens.

On our way we will stop in Lithgow for morning tea (own expense) before heading to Breenhold Gardens (approx. 30mins travel). Bring a packed lunch and explore these stunning gardens (approx. 3hrs at the garden - there is nowhere to purchase food in the gardens)

Approx. 1.5 hrs travel time in each direction.

Departing Bathurst at **9:00am** arriving Lithgow approx. **9:50am**.
Departing Lithgow **10:30am** arriving Breenhold Gardens approx. **11:00am**.
Departing Breenhold Gardens at **2:00pm** arriving Bathurst at approx. **3:30pm**

Fri 10 May



Pick Up from McDonald's Durham St, Rear Carpark
CHSP/CTP \$37.50 bus & garden entry
OTHERS \$77.50 bus & garden entry
Morning Tea at own expense. Bring a packed lunch
****Bookings and payment no later than Fri 19 April****



If you have eight or more friends, you can have your own bus for group outings!
Have a destination in mind? Call our office and we can work with you or your lifestyle village to accommodate your group outing ideas



**BATHURST
COMMUNITY TRANSPORT**
Freedom to Travel

Group Outings Summer 2023/24 - In review

We would love your feedback!

Let us know what you loved about the trip! Tell us where do you want to go next?

December - Christmas Luncheon



January - Young

February - Taralga



BATHURST COMMUNITY TRANSPORT GROUP INC.

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Our Commitment to your safety and well being

At Bathurst Community Transport, safety isn't just a priority—it's a commitment we uphold in every aspect of our service. We understand the importance of providing reliable and secure transportation for our community members, and we're dedicated to maintaining the highest standards of safety across all our operations.

Here's a comprehensive overview of the safety features that define our service:

Qualified and Certified Staff

Our drivers and volunteers are the backbone of our service. They undergo rigorous screening processes, including holding first aid certificates, national police checks, and working with children checks. These credentials ensure that our team is equipped to handle any situation with professionalism and care.

Ongoing Training and Assessment

To continuously enhance our safety standards, our drivers participate in driver assessments and attend safer driving courses and regular training courses. These initiatives not only sharpen their driving skills but also reinforce the importance of safe driving practices on the road.

Commercial Driver's Licence and Regulatory Compliance

All our drivers hold commercial driver's licences, which necessitate thorough checks by Transport for NSW (TfNSW). This ensures that our drivers meet the highest standards of competence and regulatory compliance.

Accreditation and Compliance

Bathurst Community Transport holds Point-to-Point accreditation with TfNSW and is an accredited Bus Operator (BOAS). These accreditations signify our adherence to strict regulatory standards and commitment to providing safe and reliable transport services to our community.

Stringent Vehicle Maintenance

The safety of our passengers is non-negotiable, which is why we go above and beyond in maintaining our fleet. Each vehicle undergoes servicing well beyond its mechanical requirements, and regular checks are conducted every fortnight to identify and address any potential issues promptly.

Well-Equipped Vehicles

Our buses are equipped with essential safety gear, including first aid kits, umbrellas, safety vests, and warning cones. These provisions ensure that our passengers and staff are prepared for emergencies and can navigate various situations with confidence.

Commitment to Safety


At Bathurst Community Transport, safety isn't just a box to tick—it's ingrained in our culture. We pride ourselves on our robust safety procedures and unwavering commitment to the well-being of our passengers and staff.

Our dedication to safety extends beyond words—it's reflected in every aspect of our service. Whether you're commuting to work, attending appointments, or enjoying outings within the community, you can trust Bathurst Community Transport to prioritize your safety above all else.

Thank you for entrusting us with your transport needs.

WHO'S WHO IN THE ZOO!


CEO: Kathryn Akre



Hello, I'm Kathryn and I've been the CEO of Bathurst Community Transport for the past five years. It's a job I truly love, and it allows me to contribute to our community in a meaningful way. Throughout my career, I've worked in the not-for-profit sector, spanning areas such as training, health, education, and aged and disability services. These experiences have shaped my understanding of community needs and the importance of providing support where it's most needed.

Bathurst has been my home for 25 years, and during this time, I've seen Bathurst evolve and grow. Bathurst has been a great place to raise my three children. As CEO, my focus is on serving the needs of our community and ensuring that Bathurst Community Transport remains a vibrant and thriving organisation and able to support the needs of our community long into the future. On the weekends I enjoy travelling, watching live music and spending time with family.

Coordinator: Danielle Monaghan



I'm Danielle, and I'm the Coordinator working Mondays to Thursdays, and have been with Bathurst Community Transport for just over two years now. My background is in aged care and community transport. I really enjoy interacting with and helping our senior community members. I'm originally from Lithgow but have been living in Bathurst for the last five years. I'm a mum to four kids, which keeps me pretty busy, but I also try to find time for my hobbies. I love gardening and always make it a point to stay fit. At home, I've got two cheeky parrots that constantly keep me on my toes with their antics.

I love being a part of this team and having the opportunity to speak with you when you call in.

Accounts: Domino Houlbrook-Cove




Hi, I'm Domino. Since June 2019, I've been part of the BCT team, initially starting as the coordinator before moving on to become the Tour Manager for our sister company, Bathurst Tours, in December 2021. Beyond designing, planning and guiding the tours, I also handle the accounts for both BCT and Bathurst Tours. My professional background spans education, training, and over 30 years in the tourism industry, a blend that has been both rewarding and enlightening. This unique mix allows me to combine my passion for teaching and learning with my love for travel and exploration.

Being a part of this team and contributing to our shared mission of providing essential transport services to those in our community who need it the most continues to be a source of inspiration for me. It's more than just a job; it's a way to make a real difference in people's lives.

Outside of work, I immerse myself in photography and acting/performing. Creative and performing arts are a passion shared with my husband and two children which keeps our weekends a whirlwind of activity!

Part Time Administration: Jennie Tomlinson



Hi there, I'm Jennie! Despite my parents being true-blue Bathurstians, I actually grew up out west. It wasn't until after completing university and working in Queensland and South Australia that I finally made my way here.

My professional journey has been quite diverse. After spending many years in the legal world, I found myself drawn to a casual stint with BCTG 4.5 years ago, which thankfully turned into a permanent part-time position. It's been a great fit ever since. I primarily handle the My Aged Care referrals and I genuinely enjoy speaking with you and assisting in any way I can.

Outside of work, my time is mostly occupied with watching my two adult daughters play sports. Their sporting pursuits continue to be a big part of our family life. It's always a joy to see them in action and support them in their endeavors.