CTST SOCIAL OUTINGS PROGRAM GUIDELINES

CTST organises group Social Outings throughout Tasmania. It is a diverse program, with over 300 different trips across 24 regions each season. All are designed to be fun and affordable ways to catch up with friends, old and new, while enjoying a relaxed and friendly environment and visiting locations in your region. Here are a few important things to know, so you get the most out of your journey with us:

BOOKING PROCESS

1. Make your bookings with our Social Outings team on 1800 781 033 and selecting Option 3 or by emailing outings@ctst.org.au. Please only book for Outings you know you can attend, so others don't miss out.
2. Three days before your Social Outing, our team phone or SMS you with your pick-up time.
3. CTST will send you an invoice for payment at the end of each month you take part in a Social Outing.

Getting ready for the day

Make sure you're prepared for the day ahead. Bring your medications and water. Check the weather forecast and pack wet-weather gear if needed. If you'd prefer not to buy lunch, you're welcome to bring your own.

On the day

Our itineraries incorporate multiple stops for you to stretch your legs, get a drink, or use a restroom.
At the destination, all passengers must exit the vehicle and are made aware of the designated return time to the pick-up point. Pick-ups are typically arranged from personal residences unless otherwise pre-organised with CTST. Feel free to discuss any concerns you may have on the day with your driver or Passenger Experience Volunteer for a more enjoyable day.

WHY SOCIAL OUTINGS ARE IMPORTANT FOR THE COMMUNITY

- Building connections can reduce social isolation.
- Outings are an opportunity to improve mental and physical wellbeing.
- We are committed to providing community involvement and support.

What does a social outing involve?

Each day out begins with one of our friendly drivers picking you up from your home. Once we have picked everyone up, we head off for our program of activities.

What to do if you require support?

We aim to accommodate passengers with a certain level of independence. Be aware that our drivers and Passenger Experience Volunteers are not equipped to offer personalised or individualised care. If you require assistance from a caregiver or support person, inform us at the time of booking. If not currently registered, we will gladly assist them in registering with our service.

Who can access the program?

New consumers aged 65 years+ and First Nations People aged over 50 who have requested transport assistance and group social support with My Aged Care.

What are the costs?

You can view our CTST transport fees on our website ctst.org.au/ctst-fees or call 1800 781 033.

Activity level guide

We include an activity level guide on each outing. **Light** involves walking from the car park to your destination. **Medium** may involve walking around a shopping centre, town or garden.

NOTE: If you are unable to take part in a booked outing, please contact 1800 781 033 to cancel your booking as soon as possible. Your prompt notification allows us to book more of those on our waiting lists into seats made vacant by cancellations.