

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. 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:

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.
- 2 The day before your Social Outing, our team will phone or SMS you with your pick-up time.
- 3 You will be invoiced for transport at the end of each month.

Booking expectations

Please book at least three business days before the outing day.

For outings with a listed lunch venue, it is expected that you will dine there. If you do not wish to eat at that venue, please consider other outing choices.

Some outings have high standby numbers and last-minute cancellations. Please only book outings you intend to attend and let us know as early as possible if you need to cancel so we can offer your place to someone else.

Getting ready for the day

Bring medications and water. Check the weather and dress accordingly.

OPTIONAL: Bring lunch if the day's destination is an activity or if you have dietary requirements.

On the day

- Pick-ups are usually from your home, unless otherwise arranged.
- Outings include comfort stops for toilets, drinks and stretching your legs.
- At destinations, passengers must leave the vehicle and note the return time and meeting point.
- Please discuss any concerns with CTST volunteers.

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?

The Social Outings activities are designed for passengers who can travel independently. Volunteers cannot provide individual care or assistance. If you need a support person, please let us know when booking. We can support them to be registered if needed.

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.