



Beyond Blindness Magazine



Inside this issue

Message from the Board	2
From the Manager	4
Around the Office	6
Sector Update	7
Our Northern Members Shine	8
Breaking Down Barriers for the Blind	9
Beyond Blindness assisting a Rising Star	10
Trips Galore in 2022	11
A Spotlight on Member Wojciech Czuchra	12
A Spotlight on Volunteer Brian Murdock	14
Oaks Liberty Apartment	16
Reminder	16
Would you like to dance?	16
Vale—Ron Morley	17
Qantas	18
Editor's Comment	19
Activities ProgramAs attachment	

Special points of interest

- Assisting a Rising Star awarded to Shianne
- Program for short-stay trips in 2022
- Qantas Assistance Line launched for specific need customers

Message from the Board



Southern Office—Christies Beach

As this is the first edition of the Beyond Blindness Magazine for 2022, I would like to wish all our Members, Volunteers and Staff a belated Happy New Year. As you will read in the following pages, Beyond Blindness has a great deal planned for the year ahead.

The Board is pleased to advise that we are building on our long history of supporting South Australians who are blind, and strong connections with our Members, by continuing to develop our service offerings and expand our geographic reach.

We are in the process of evolving from a single stand-alone metropolitan based facility to a Hub-and-Spoke model incorporating regional outreach and office accommodations.

This commenced late last year with the official opening of our new Southern Area office at Christies Beach. We are now in the final stage of leasing discussions for a Northern outreach office at Gawler that will cover Adelaide's Northern suburbs through to the Barossa and Yorke peninsula.

"We are now in the final stage of leasing discussions for a Northern outreach office at Gawler"

Transport has always been a major barrier for Member's participation in events and activities. To this end, the Board and Management have reviewed our motor vehicle assets and plan to double our small fleet of 12-seater minibuses from 2 to 4.

One of these busses will be based in the North and a second in the South with the remaining two busses being utilised in the inner metro areas as well as supporting the outer regions when required. This increased capacity will allow Members to join in our many activities including overnight trips, and opportunities to meet fellow Members from other regions.

Continued.....



Steve, Vince & Wanda on a walk at beautiful Henley beach



Message from the Board continued...

In addition, our General Manager, Jim Colligan, has been working to re-structure staffing to maximise our resources and assist in providing new and improved services (explained in detail in Jim's update). This will result in a much more comprehensive offering of services and activities for all Members, regardless of where you may live.

Opportunities are now available for Members to participate in our regular local Pub outings, overnight trips and, when

ready for a rest and some downtime, Members can also enjoy a stay in our two-bedroom apartment opposite the Marina in Glenelg.

Naturally, all of this would not be possible without the dedication of our wonderful team of Volunteers who provide many hours of support and assistance to you as a Member and enable the organisation to operate and maximise our financial resources.

"Members can also enjoy a stay in our two-bedroom apartment opposite the Marina in Glenelg"

Remember COVID rules

Remember to follow the Covid rules to keep your fellow Members and Volunteers safe.



With Covid numbers increasing in South Australia, the Board would like to take this opportunity to remind everyone to follow the Covid rules and keep your fellow Members and Volunteers safe.

Tony Starkey, Chair



From the Manager

The first three months of 2022 have been both busy and productive here at Beyond Blindness. Work has continued on our restructuring plan to rebalance services and resources to cater for all our members living across the metro area and near country regions.

Members would be aware that we recently opened our new Southern Centre at Christies Beach. Jeremy Peck, our new Southern Member Engagement Officer, who commenced with Beyond Blindness in February, will now be coordinating activities for our Southern Members from the Christie's Beach office, initially working Mondays and Tuesdays.

With Deborah Beeby having recently retired after nearly 7 years of wonderful service to Beyond Blindness and our Members, Marian Phuah will now become our part-time Eastern Member Engagement Officer.

Marian has been assisting Visa run our successful Small Jobs Program and, more recently, has been responsible for coordinating Member's access to a community run fishing program, training in the use of Smart Devices, and planning for a new Chair Yoga program.

Continued.....



Helping members with technology

New Northern Centre

I am also thrilled to report that we are in the process of establishing a new Northern Centre at Gawler, with the aim to open this in late April or early May.



Once established, Deidre Gavros will be based at this office, working Mondays to Thursdays, as well as continuing to coordinate bookings for our Oaks apartment at Glenelg.

This new Northern office will enable us to better support our northern members and provide opportunities to expand Member activities across the region.



Frank Cerillo out and about

I am also delighted to advise that I have appointed Frank Cerillo as our new part time Western Member Engagement Officer. Frank, who is also a Beyond Blindness Member, has been assisting us as a Volunteer and has been responsible for establishing new activities in the West for the first time. Frank commenced on the 15th of March and will be working part-days from Tuesday to Friday from our Gilles Plains office.

Other recent staffing changes have included Trudy Thain taking up her new role of Group Travel Planner, organising overnight trips every 6 weeks to country regions around SA, and former administration volunteer, Silvana Stewart, has been appointed to our admin team to replace Jessica Mudge who recently left us for a new position.

All our current subsidies and financial supports will continue as normal but, rather than duplicate this admin function across all offices, we have decided to centralise the process at head office. Please continue to direct any enquiries regarding financial support to our Gilles Plains office.

We are in the process of installing a new data base system to ensure these processes run smoothly and administrative staff will be trained to have expertise in this financial support.

This represents a period of measured growth and exciting change, with new northern and southern centres, a revised vehicle fleet and new staff and opportunities for Member activities. We ask for your patience as we all readjust to a new and exciting future at Beyond Blindness.

Jim Colligan, Manager

Restructuring

Our restructuring aim is to create more opportunities for members living North, South, East, and West of metro Adelaide, with our Southern office assisting members as far as Victor Harbour and the new northern office assisting members as far as the Barossa and York Peninsular.

Once all our new centres are operational, we will be reaching out to members for ideas for groups, activities, and classes we can run from these new facilities.

We will be looking to employ skilled sessional instructors, on a casual basis, and volunteers to run a range of activities and classes based on member interests.



Debra Beeby

Commencing with Beyond Blindness in 2015, Debra initially assisted with the organisation's transition from HACC to NDIS and My Aged Care.

She then took on a project role and co-ordinated the successful relocation of elderly members from the Gilles Plains' units to ACH accommodation on Saint Bernard's Road.

Following this, Debra worked to establish Member peer groups, and provide training under an Information Linkages and Capacity Building (ILC)



Around the Office

A Fond Farewell

Having been with Beyond Blindness for nearly seven years, we bid farewell to Debra Beeby as she enters retirement and the next exciting chapter in her life.

Prior to working in the disability and community services sector, Debra desired a career in the Arts, having completed a Bachelor of Arts drama, philosophy, and theatre with Honours in Community Theatre at Flinders University

Realising that employment opportunities were somewhat limited in the arts industry, Debra then went on to complete a Graduate Diploma in Rehabilitation focusing on disability through Uni SA, leading her to what would be a thirty-year career in the sector.

Debra's first job following her studies was with UnitingCare Wesley as a Vocational Consultant in mental health.

She then accepted the challenge of working as a Mediator with the Southern Communities Justice Centre, undertaking community mediation and workplace and neighbourhood conflict resolution.

Following this, Debra returned to UnitingCare Wesley and the position of Service Coordinator for people with mental illness and brain injury, supervising a team of thirty staff. After five years in this role, Debra again moved on having secured a position with Guide Dogs SA (GDSA).

Over the next eight-and-a-half years, Debra worked in GDSA's Sensory Solutions Department assisting clients with Vision and Hearing Impairments along with other complex life issues. While in this role, Debra studied and became proficient in AUSLAN signing and interpreting.

"In my last two years with GDSA I studied for my MBA completing five subjects. It was while I was doing this that I was offered the job at Beyond Blindness," Debra said.

When asked, what do you have planned for your retirement, Debra said, "I think the adjustments going to take some time, and I think I'm probably going to sleep for six months."

"I'm sure my creative instincts will kick back in, and I'll find something delightful to do. I have my chihuahua Leny, of course and he'll be getting much more attention," Debra said.

Debra is also looking forward to spending more time with her son and daughter, who recently moved back to Adelaide from Korea after twenty years, and her two grandchildren.

We thank Debra for her hard work and dedication during her time with Beyond Blindness and wish her all the very best for her retirement.



Sector Update

Adaptive Tech Corner

BlindShell Classic 2, communication with no limits!

The new generation of the BlindShell Classic provides unique hardware, tactile keypad, voice control and loud speaker, creating the perfect phone for the vision impaired.

The BlindShell is full of fun useful functions yet still simple to use with many optional features and assistive tools such as colour sensor and NFC object tagging!



“BlindShell Classic provides unique hardware, tactile keypad, voice control and loud speaker, creating the perfect phone for the vision impaired”

Key Features

- ♦ Very loud speaker
- ♦ Tactile keypad
- ♦ Long life 3000 mAh battery
- ♦ 13 Mpx Camera
- ♦ Charging cradle
- ♦ USB-C cable
- ♦ Voice control
- ♦ BlindShell app catalogue
- ♦ Assistive tools
- ♦ NFC object tagging
- ♦ Single button access to the favourite apps
- ♦ BlindShell Screen reader
- ♦ Lifetime free software updates for Classic 2 model
- ♦ SOS button
- ♦ GPS location
- ♦ Games
- ♦ Book Reader
- ♦ Email
- ♦ FM and Internet radio



Note: This 4G phone is unlocked and not linked to any particular carrier/service provider.

The **BlindShell Classic 2** is priced at **\$790.00** and is available from Quantum Reading Learning Vision. For more information visit https://www.quantumrlv.com.au/collections/videophones/products/blindshell-classic-2?mc_cid=0e1f31ca11&mc_eid=be1b716b3e or call Quantum on **1300 883 853**

Gawler Low Vision Group (GLVG)

“When you come to these groups for vision-impaired people, everybody has the same thing wrong with them, so there is no judgement,” she said. “You go to some groups, and they don’t understand when you say you can’t do this or that...this group is totally vision-impaired but the thing is we all understand that.”

Our Northern Members Shine

The following article was Published in “The Bunyip”
Gawler, Wednesday, December 1, 2021

The Bunyip

Breaking down barriers for the blind BRENDAN SIMPKINS

A Gawler community group is providing its members with a social circle built on acceptance and friendship.

Established in the late 1980’s, Gawler Low Vision Group (GLVG) meets on Fridays each fortnight, providing support for people who are vision-impaired. Its participants range from people with partial blindness to full blindness.

Based at the Gawler Elderly Centre on Fourteenth Street, the group takes part in a number of outings such as Monarto Zoo to pub lunches across the northern suburbs. Every third Sunday of the month, a country music day is held with live bands performing for the participants.

Joan Snowball has spent about 17 years facilitating the group but said it was on the lookout for new members, particularly from Gawler and surrounding areas. Current members come from across Adelaide to take part but has seen a decline in numbers.

The group had about thirty members at its peak but is down to about ten. She said the group was about “getting people out and about and keeping their independence” to reduce social isolation. “When you come to these groups for vision-impaired people, everybody has the same thing wrong with them, so there is no judgement,” she said. “You go to some groups, and they don’t understand when you say you can’t do this or that...this group is totally vision-impaired but the thing is we all understand that.”

Continued.....

Gawler Low Vision Group (GLVG)

GLVG is under the banner of Beyond Blindness, a South Australian organisation providing support and advocacy for people who are vision impaired.

Our Northern Members Shine continued...

Breaking down barriers for the blind BRENDAN SIMPKINS

Steven McPhie has been a member of the group for about three years, despite living near Magill. He said he kept coming back because he had “made good friends” through the group. “The social aspect is the main thing; (there is) good company and it gets me out of the house,” he said. His sentiments are shared with other members of GLVG who said they felt “accepted” and in some instances, the meetings pulled them out of depression.

GLVG is under the banner of Beyond Blindness, a South Australian organisation providing support and advocacy for people who are vision impaired.

Those interested in joining GLVG can contact Beyond Blindness on 8367 6088 or visit www.beyondblindness.org.au for more information.



Gawler Low Vision Group meet fortnightly on Fridays at the Gawler Elderly Centre, providing support and social inclusion

Assisting a Rising Star



During a very entertaining evening at SASVI, Shianne delivered a stirring solo rendition of Leonard Cohen's "Hallelujah," accompanied only by a piano played by her music teacher. At the end of this performance, with her family in the front row of a full auditorium, Shianne said,

"That's the first time my dad's heard me sing, he didn't know I was going to do that."



Beyond Blindness - Assisting A Rising Star

In 2017, Beyond Blindness established a new annual award to assist a young South Australian with a vision impairment to further develop their skills in music or the performing arts.

This award was named in honour of the late Trevor Frost, who used his own personal experience with vision loss to help others. He assisted many newly vision impaired South Australians with support and advice through his wonderful work and this is recognised in the naming of this award.



The purpose of the award is to recognise the potential of a current vision impaired student and assist them to further achieve their potential through the provision of a grant to be used for additional tutoring or the purchase of musical instruments or equipment.

Late last year, in conjunction with Deidre Gavros, I had the pleasure of attending the South Australian School for the Vision Impaired (SASVI) end of year concert and awards presentation to present the award to Shianne Durdin, our 2021 recipient.

Shianne, just twelve years of age, was among a number of exceptionally talented applicants who were assessed by the selection committee. What stood out to the committee, along with a glowing recommendation from her school's music teacher, was that Shiann's talent and passion for music was obvious, despite her not having received any formal training.

During a very entertaining evening at SASVI, Shianne delivered a stirring solo rendition of Leonard Cohen's "Hallelujah," accompanied only by a piano played by her music teacher. At the end of this performance, with her family in the front row of a full auditorium, Shianne said,

"That's the first time my dad's heard me sing, he didn't know I was going to do that."

She was then asked to wait on stage as Deidre and I made our way to the microphone to present the award to a very stunned Shianne. As we were leaving the stage, Shianne's music teacher gaining the microphone said,

"And you didn't know they were going to do that!"

As a very worthy recipient of the Trevor Frost award, we wish Shianne the greatest success in her future music endeavours and look forward to following her progress.

Jayson Hanrahan, Marketing Consultant

2022 is the year for you!

As Trudy Thain has now taken on the new position of **Group Travel Planner** at Beyond Blindness, she will be working to research and develop a program of over-night trips that offer Members a range of different destinations and experiences throughout the year.

Trudy would love to hear your suggestions for any places you may be interested in visiting.

To find out more, or to put forward your suggestions, please contact the Beyond Blindness office on 8367 6088 or email Trudy at tthain@beyondblindness.org.au

Trips Galore in 2022

For those Members who like to travel and experience different things, 2022 is the year for you!

Following the success and popularity of our overnight group trips to Barmera and The Riverlands last year, Beyond Blindness has introduced a new program of short-stay-trips in 2022 for Members.

This kicked off with our first group of intrepid travellers heading off to Robe in the second week of February for a four-day three-night adventure.

Staying at the beautiful Discovery Park on The Esplanade, some highlights of the trip included a visit to the Woakwine cutting (a manmade gorge that is one kilometre long and, at its deepest, thirty-four meters straight down), meeting an artist who does tactile 3d paintings that can be felt, and enjoying the delectable delights on offer at a local ice-cream shop.

Under this new program, we plan to offer Members a different trip every six weeks. Upcoming trip destinations include:

Murray Bridge in March for 3 days

Two nights with lunch and an afternoon cruise on a paddle steamer, and tours of the local area

Barmera in May (for *Southern Members*), four days and three nights with tours of the local area, fishing, evenings around the campfire, meals out and BBQs.



Member feeling a tactile 3d painting



Julie trying the legendary lobster sandwich in Robe



Volunteer Christine enjoying her ice-cream while in Robe

Ready for adventure

As a young man who was ready for adventure, Wojciech left his homeland of Poland in the late 1950s and headed off to China with his cousin. Whilst there he worked for the next eight months teaching English to Chinese Nationals under a scheme sponsored by the Chinese Government, then under the leadership of Premiere Zhou Enlai.

Following this he headed down-under for the first time, arriving in Adelaide with plans to marry his then fiancé. Unfortunately, this wasn't to be and, after about a year, Wojciech headed off once again, this time sailing to South Africa with his two Polish friends.

Having previously learnt the art of cutting and polishing lead crystal whilst living in Poland and understanding the market demand for crystal products in his homeland, Wojciech put this knowledge to use. He established a crystal factory in South Africa for the processing and manufacture of crystal products that he then exported back to Poland.

A Spotlight on...

Member – Wojciech Czuchra

A Beyond Blindness Member since 2012, Wojciech Czuchra is a familiar face at our Gilles Plains Social Centre every Tuesday as he works to hone his computer and typing skills with assistance from good friend and Beyond Blindness volunteer, Bernard (Bernie) Kaminiski.

Born in 1948 in the Polish Capital of Krakow, now known as Warsaw, Wojciech has led an interesting and much travelled life. A well-educated person, He speaks several languages including Polish, French, Russian, Czech, Yugoslavian, and even some German.

"I went to university in Poland and studied mathematics, chemistry and physics", Wojciech said.

In 1976, Wojciech left South Africa and returned to Australia and settled permanently in Adelaide. It was here that he started a career in the telecommunications industry that would ultimately span more than twenty years.

Initially working for Postmaster General (PMG), Wojciech went onto become Technical Officer with Telecom / Telstra supervising more than twenty technicians.

Continued.....



An abrupt end

Sadly, in 2008, Wojciech's career and life as he knew it came to a very abrupt end.

It was while volunteering with the St Vincent de Paul Society, assisting Adelaide's homeless in the parklands, that Wojciech was brutally assaulted.

The injuries he sustained in this violent attack left him with brain damage and cognitive vision loss, rendering him legally blind.

As a result of his vision loss, Wojciech joined Beyond Blindness in 2012, initially for the financial support we offered, but he soon became interested in learning assistive technology, becoming a regular at Tech Corner.



A Spotlight on...

Member – Wojciech Czuchra

Every Tuesday, Wojciech can now be found in-front of a computer at our Social Centre working to develop his computer knowledge, typing speed and accuracy with the aid of Dolphin guide typing software. At his side will be his good friend and fellow countryman, Bernie Kaminiski.

Bernie, who has been volunteering with Beyond Blindness since 2013, has developed a particularly close friendship with Wojciech, due, in no small part, to the Polish heritage they both share. Wojciech and Bernie will often be heard in deep discussion about history, world politics, and the economy during their Tuesday morning training sessions.

"I started working with Wojciech in 2013. Since then, his typing accuracy has gone from 20% up to 98%. Now he emails his family back in Poland and he even sold a car for his sister on-line using the computer skills he's developed here", Bernie said.

Outside of Beyond Blindness, Wojciech still enjoys a regular swim at his local pool and sometimes the beach. He also plays piano, enjoys music, and maintaining the gardens of the duplex home he shares with his adopted sister, Helen. He also admits that he enjoys an occasional glass of Vodka, particularly in the colder months, and has this advice for the Vodka connoisseur,

"keep the bottle in the freezer and, when you pour it into the glass, warm it in your hands", he says.



Wojciech with his good friend , Volunteer, Bernie Kaminiski assisting

A decade of Volunteering

Brian Murdock is well known to many Members as someone with a great work ethic and cheeky sense of humour, always ready to take on any task or tell a joke to bring a smile to someone's face.



A Spotlight on...

Volunteer – Brian Murdock

Chalking up a decade of volunteering service with Beyond Blindness, Brian Murdock is well known to many Members as someone with a great work ethic and cheeky sense of humour, always ready to take on any task or tell a joke to bring a smile to someone's face.

Born in Kadina on the York Peninsula, Brian's working life commenced earlier than most when he left school at the age of fifteen and started working in his father's garage.

"I did lube jobs on customer's cars and worked as a general labourer around the garage" Brian said.

Three years later, in 1965, Brian moved on from not only his father's employ but also his hometown to join the SA Railways. Brian commenced at Tarlee in what would end up being a thirty-two-year career with SA Railways.

He later moved to Riverton, then over to Snowtown where Brian met his now wife, Pamela, who he married in 1969. Four years later they moved to Mount Gambier where Brian continued his career with the railways as a Shunter.

But working on the railways of South Australia wasn't the only thing Brian turned his attention to. Whilst living in Mount Gambier, Brian joined the Army Reserve. From 1974 to 1987, this formed a significant part of his life. At the completion of his Reservist service Brian had ascended to the rank of fully qualified Sargent.

Moving forward, Brian and Pamela, along with their two daughters, Joanne and Tracy, relocated to Adelaide in 1985 where Brian continued his career with SA Railways taking on a new role at the Islington Railway Workshop in security. Unfortunately, this is also where Brian's extensive career with the railways ended abruptly when he was made redundant in 1997.

Continued....

They wouldn't let me go..

"I was given two places by Northern Volunteering and Beyond Blindness (Blind Welfare Association) was the first one on the list. I walked into the office, and they wouldn't let me go," Brian said.



Early in Brian's volunteering at Blind Welfare (now Beyond Blindness)

A Spotlight on...

Volunteer Brian Murdock (cont)

Never one to be idle, after a brief period of unemployment Brian purchased a truck and secured a contract with Goodwill for the collection of the contents of their donation bins across Adelaide. This chapter in Brian's career continued until 2011 when he retired, having grown the business to include two trucks and five employees.

As is the case for many retirees, Centrelink required Brian to participate in some voluntary work. He was introduced to Beyond Blindness through Northern Volunteering and commenced in February of 2012.

"I was given two places by Northern Volunteering and Beyond Blindness (Blind Welfare Association) was the first one on the list. I walked into the office, and they wouldn't let me go," Brian said.

Starting as a volunteer driver two days a week, Brian was soon talked into joining the travel club by Catherine and Gunter Bottcher and has been there ever since.

Of his ten years with Beyond Blindness, Brian said, "I've made a lot of friends and we often have BBQs at home. About five years ago I was encouraged to do overnight trips for up to eight members, and I'm now working with Trudy on the new trips program. I really enjoy this work because the Members are appreciative and always say thank you at the end of each outing."

When asked what you would say to someone considering volunteering with Beyond Blindness, Brian responded,

"I thoroughly recommend it to anyone. You've got to be yourself and, if you see a problem, just step in and help."

When not volunteering at Beyond Blindness, Brian enjoys caravanning and four-wheel-driving with a good mate as well as spending time with his family that now includes five grandchildren.

Oaks Liberty Apartment



Whether it is just an overnighter or for a week, many members have taken the opportunity to stay in our Oaks Liberty Towers apartment in Glenelg. The fully self-contained 2-bedroom apartment is the perfect place to relax, unwind and enjoy a break. A 3-night stay will cost you \$120 with any extra nights

costing \$80 per night. Members can stay in the apartment for a total of 7 nights per year at this ridiculously reduced rate. To ensure fairness only one stay during a peak period such as Easter, Christmas and New Year's Eve is permitted. If you are considering a stay or have any queries, please give Deidre Gavros a call at the Beyond Blindness office on 8 3 6 7 6 0 8 8.

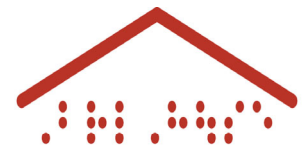
"A 3-night stay will cost you \$120 with any extra nights costing \$80 per night."

REMINDER

The Braille House Library is FREE for all Australians.

Whatever state you live in, Braille House can provide you thousands of books, magazines and other Braille reading material for FREE.

Please visit www.braillehouse.org.au for more information



BRAILLE HOUSE

Would you like to Dance?

We are seeking interest from Members living across the Western region who might be interested in dancing. It's not strictly ballroom, but more about participating in social dancing and having fun with movement to music. Our recently appointed Western Member Engagement Officer, Frank Cirillo, is keen to hear from anyone interested in getting involved.

So, if you live in the Western Suburbs, and would like to dust off those dancing shoes, please contact the Beyond Blindness office on 8 3 6 7 6 0 8 8 or email Frank at fcirillo@beyondblindness.org.au



Vale—Ron Morley 10/5/40-9/3/22

It is with great sadness I advise of the passing of Beyond Blindness Volunteer, Ron Morley.

For more than sixteen years Ron was a volunteer driver with Beyond Blindness, taking members on outings across Adelaide and further afield, from trips as diverse as to the Birdwood Motor Museum, the Farm Barn and the Aeronautical museum, Ron was always there to help and guide our Members.

Ron will be remembered by all for his willingness to help, his generosity and keen sense of humour. Our best wishes and thoughts go to Ron's wife Maggie and his family at this difficult time.



17



Ron receiving his Certificate of Appreciation from Leonore



Ron with other volunteers and members

Qantas—good news for air travellers!

Qantas shared information about the recently launched Assistance Line for Customers with specific needs and aims to provide a more streamlined experience for customers travelling with a disability or medical requirements. The benefits include:

- ♦ 1800 177 474 within Australia
- ♦ Shorter call wait times, (the line is separate from main phone line) and has priority queuing, depending on the specific requirement;
- ♦ Direct connection with the right team in the first instance, reducing the need for consultants to pass through calls to other teams; and
- ♦ Clear menu options to select from

For customers travelling with a service dog Qantas has improved the application and pre-travel experience for customers to include:

- ♦ Easier to follow information on the Qantas website
- ♦ Clear criteria
- ♦ A more streamlined application process, with all application/ declaration forms 100% accessible; and
- ♦ A separate form when travelling internationally.



Jetstar has also advised that it has introduced a new Specific Assistance Journey Support team at its contact centre to better assist customers with a disability or requiring specific assistance.

- The Jetstar contact centre can be contacted 7 days a week between 6am and 10pm AEST or via the Live Chat facility on their website to make a booking or to request specific assistance. This can also be done via the online booking system; and
- If the customer requires further information about the assistance provided by Jetstar or wishes to discuss their specific needs, a member of the dedicated assistance team will follow up with the customer within 24 hours or on the next business day between 8am-5pm Monday to Friday.

Jetstar stated that they are currently in the process of reviewing communications and their application process for the carriage of Service Dogs.

For more information visit the Booking Assistance page on the Qantas website:

<https://www.qantas.com/au/en/travel-info/specific-needs/bookingassistance>

"Eye Contact" is a Newsletter
for Members of Beyond
Blindness

Beyond Blindness (previously
Blind Welfare Association of
SA Inc) has been serving its
members for over 80 years.

OTHER SERVICES PROVIDED:

- ◆ Transport for medical ap-
pointments
- ◆ Personal shopping assis-
tance
- ◆ Grocery shopping assis-
tance
- ◆ Social support home visits

Editors Comments

Salutations Everyone. My goodness, it wasn't all that long ago I was helping to put together our last edition for 2021 and here we are four months into 2022...how time flies. Soon folks will be digging out their footy scarves and beanies!

As has been in the past, there are some very helpful and interesting articles to keep you up to date with what is happening in the blindness sector along with a messages from the Board and the Manager. Please enjoy and remember that we do appreciate feedback.

Beyond Blindness

(formerly Blind Welfare Association)

1 Cameron Ave,

Gilles Plains SA 5086

PO Box 163, Greenacres SA 5086

T: 83676088

E-mail: info@beyondblindness.org.au

W: www.beyondblindness.org.au

ABN 73 095 200 204