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Dear Staff, Clients, Families and Carers

I hope this letter finds you and your loved ones keeping safe and healthy.

This update is to provide you with information regarding Breakaway Toowoomba's updated practices with regards to client transport.

Updated Mileage Practices

Due to the current volume of unpaid transport funds, effective immediately Breakaway Toowoomba are now no longer able to invoice clients for mileage.

What this means for you

Transport options which are now available are;

- Clients may pay in a lump sum to Breakaway Toowoomba before traveling
- Clients may allow funds to be drawn down from the plan
- Clients may use a taxi or similar car service

More Information & How to get in touch

Thank you for your understanding and cooperation regarding this matter.

In order to continue to manage risk associated with the potential spread of the virus in our office environment, our team are still working from multiple locations. Should you need to contact the office or your Client Liaison Officer (CLO) please do so over the phone or via email.

Yours sincerely



Carolina Williams
CEO