

What is Pathways' Project Connect all about?

With support from Telecom Pathways has been able to gift cell phones to people using Pathways' mobile services. This will allow many people to reconnect with family, friends and the community.

Why is Pathways giving people cell phones?

We all know how important it is to keep in touch with family, friends and support people. Having a cell phone will let people do that. It's also a great way for Pathways to keep in contact with people using our services. It means support workers can send people an uplifting text in lonely times, a happy birthday greeting or a reminder about an important meeting.

Who is getting the cell phones?

Pathways is giving cell phones to everyone currently (1 October 2009) using our mobile support services – as long as they don't already have one. Some people who are soon moving out of Pathways residential services may also be given a cell phone.

Will this be offered to other people in the future?

Project Connect is the result of one-off support from Telecom. Therefore mobile phones will only be offered to people who are currently (1 October 2009) using our services. We hope, however, to work with Telecom on more deals in the future.

Who will top up the phones with credit?

The mobile phones are prepay and come with \$20 credit. When that credit runs out, it will be the person's responsibility to top up. This is a great opportunity for support workers to support people to budget to have credit on their phones.

Do people need to return the phone when they stop using Pathways services?

No. This is a one off special gift. It's theirs to use and keep. If the phone is lost, stolen or broken it will be up to the person to replace at their own cost.

Can people have a landline instead?

The support from Telecom is for prepay cell phones. If someone using Pathways mobile services would like to have a landline phone at home, their support worker can support them to get this set up. However, it will not be paid for by Pathways.

