

**My name:** Sharon

**My town:** Melbourne

**My COVID19 experience**

I'm a bus driver and during COVID19 I lost a lot of regular passengers. The older passengers just disappeared. They were told to stay at home, and they were told Public Transport wasn't safe. I'm only just seeing them come back now. We get to know some of our passengers. I have regulars I say hello to, and I try to help them out. I have one couple who used to do a lot of travelling. They'd always travel together. She is in her 90s and has a bad hip. If I see her coming, I wait for her. We have a chat. It's great.

We have to wear a mask in the bus all the time. I wash my hands often. The bus company provides sanitiser and hand wash. The buses are cleaned more often, and I wipe down the surfaces I have to touch.

The passengers have to wear masks. Most passengers are great. They know.

When COVID19 hit there was a lot of uncertainty about how transmissible it would be. I was worried because I have a few health issues and my husband and daughter have diabetes, so I didn't want to bring it home to them. There was so much uncertainty, so I took 4 weeks off.

It was hard because my daughter was not coping very well. She was doing year 11. She also had a breakdown of friendships – all the kids seemed to fracture during COVID. So, she floundered a bit. That was hard to get her through that. She has some really good friends who have stuck by her and she has realised her true value, as well as the value of true friends. It was tough for us to see her go through that and not know what to do to help her.

**My act of intersectional kindness**

My mum passed away in July 2020. She was on dialysis for 15 years and it got too much for her. During COVID she was really tired and decided to stop the dialysis. She was in Toowoomba and I couldn't get there. My brother and sister-in-law did everything for her.

I put a photo of my mum up on Facebook and a friend rang me and asked to catch up. I hadn't seen her for a while. She handed me a present. Somehow, she had got the photo from Facebook and made a plaque of my mother. That was lovely. It still is.