



EXPRESS



Inner West Community Transport Inc. (IWCT) Client Newsletter February 2009

Welcome to the first client newsletter for 2009

The IWCT team trusts that you have all had a wonderful Christmas/New Year holiday period and that you are bracing yourself for a big year of service delivery with us.

The year has started with great news from our funding body as we received news that IWCT was provided with extra funding to expand the Individual Transport Service. This means that at least one extra vehicle will be available to take clients to their appointments.

To make a booking for our Individual Transport service clients need to contact the schedulers at Leichhardt Community Transport on 9660 0555

Weekend & After Hours Transport

IWCT has received limited funding to provide weekend & after hours transport to our clients. While IWCT does not have the capacity to provide this service directly we will be able to supply a limited number of taxi vouchers to clients for this purpose.

If you have a need for weekend or after hours transport please speak to our Services Coordinator on 9745 5800.

*****CONDITIONS APPLY*****

Outings

Included with this newsletter is the Calendar of destinations for the years Outings. Clients can check if they have received the correct calendar by looking at the bottom left hand corner of the calendar. If the Council area indicated on your Calendar is the same as the Council area you live in then you have the right calendar. If you have been mistakenly sent the wrong calendar please let us know and we'll send you the right one.

Individual Transport, Health Related Transport & Shuttle service

All our services are now operating as normal after the Christmas break.

Traffic conditions in the inner west seem to be getting worse each year which places our drivers under enormous pressure to get you to your appointments on time. You can help our drivers by being prepared for transport at least 20 minutes before your scheduled pickup time. Should the opportunity arise our drivers will contact you by phone to say they are able to pick you up earlier than scheduled which then allows them some breathing space to deal with traffic conditions.

Shopping Service

The resignation of Maria Del Monte as Shopping Service Coordinator caused an unexpected reshuffle of duties amongst the office staff. Laurey Titow is currently attending to all Shopping Service clients until a more permanent solution is implemented.

If you have any queries or concerns regarding you shopping service, or if you would like to enquire about receiving a shopping service please contact Laurey on 9745 5800



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

The Home and Community Care Program is jointly funded by the New South Wales and Federal Government