



EXPRESS



Inner West Community Transport Inc. (IWCT) Client Newsletter February 2008

Welcome to the first issue of the Express Newsletter for 2008.

The staff of IWCT trust that you had a safe and relaxing holiday period and that you were able to catch up with family and friends.

Outings Calendar...

The Outings season is here again and we at IWCT believe we have organised a year of exciting trips for you to enjoy.

As usual there are 9 trips organised this year with each local government area (LGA) being allocated one day of the month so please read the Outings calendar we have included in this newsletter carefully and make a booking on the appropriate date for the Outing Trip you wish to attend.

Specialty Shopping Trips...

IWCT would like to remind clients that we have secured funding to provide 4 specialty shopping trips a year. This year we have produced a calendar (included in this newsletter) so that you are able to plan ahead. Notices will also go out just prior to the dates listed. Please read the calendar carefully and follow the booking instructions advised.



Client Survey

Thank you to all the clients who took the time to complete our client survey last December.

We received a wonderful response and some great advice about how we can improve our service.

Some ideas have already been implemented with the buses having new steps installed.

Service News

Driver Rest & Meal Breaks

Clients of IWCT are reminded that we have a responsibility to provide our drivers with appropriate rest and meal breaks during their shifts. The Shopping service provides staff with scheduled breaks while other services are more complex to organise. Please be aware that from time to time this may mean that return trips on the Individual Transport service may be delayed, however, every effort is made to reduce the inconvenience to all concerned.

Carers & Children Accompanying Clients

IWCT recognises that many clients have carers who accompany them to appointments, however, we need to know in advance when this occurs so that we are better able to schedule our journeys and allow for extra people in the vehicle.

If you are caring for a child and they are required to accompany you on a booked journey we also need to know in advance so that the appropriate child seat is placed in the vehicle prior to the driver leaving the office. Please note that our buses are not equipped to carry children under the age of 12.

Please ensure that you notify the coordinator of your exact requirements when making your booking. If your situation changes after you've made your booking please call the office again and advise them of the change.

HOME AND COMMUNITY CARE (HACC) SERVICES AVAILABLE TO YOU.

Many IWCT clients are eligible for other HACC services available in the Inner West area. These include services such as meals on wheels, home care, gardening service and home modification to name a few.

If you would like to know more about any of the above services, or others available to you, you should contact the Commonwealth Carelink office on the number listed below. They will provide you with the information you require to resolve your need.

Commonwealth Carelink: 1800 052 222