



EXPRESS



Inner West Community Transport Inc. (IWCT) Client Newsletter JULY 2007

Welcome to the July issue of the Express newsletter for 2007.

IWCT Client Survey

In order for IWCT to continue to develop services that are relevant and useful to your needs we need to know what you think.

Accompanying this newsletter you will find a client survey where you can give us your opinion on all our services

Please take this opportunity to participate in this survey. As a community based not for profit organisation we rely on your input and assistance to continue to develop services that are relevant to you and our community.

Return the completed survey by August 24th using the self addressed stamped envelope provided or simply hand it to one of our staff members when you next use a service.

All surveys conducted by IWCT are subject to our Confidentiality policy.

Thank you for your input.



**The
2006/07
IWCT AGM
Will be
held on
Friday 14th
September
at the
Drummoyne
RSL Club.**

**Please read the
attached
invitation sheet
about the AGM
carefully.**

INDIVIDUAL TRANSPORT



Great news for the Individual Transport Service!

IWCT has received extra funding to further expand the service. As of July IWCT will have two cars on the road five days a week. This will greatly reduce the pressure on the service and provide many more clients with an opportunity to secure a booking.

IWCT has also recruited volunteers to assist clients who require that little bit of extra help and support during their transport.

The volunteers will accompany clients from the vehicle to their destination, wait until they have completed their appointment, and then assist them back into the vehicle when they are being collected.

If you require the services of a volunteer please advise the booking schedulers next time you are making a booking. However please be aware that this is a new service and our volunteer numbers are limited.

Book your next transport by calling

9660 0555

HEALTH RELATED TRANSPORT



The HRT service operates every Friday from 830am to 3pm and transports clients to Concord Hospital appointments in a wheelchair accessible bus.

After modifying our scheduling methods we have been able to increase capacity for this service.

Clients wishing to book on this service can call Laurey on 9745 5800.

OUTINGS



We are currently in the middle of yet another great program of Outings. So far this year clients have cruised to Port Hacking, relaxed at the Ba Hai Temple, enjoyed the scenery of Centennial Park and taken a pleasant tour of Pittwater and Whale beach.

There are still more exciting events schedules ahead so check your calendar and make a booking on the appropriate date by calling us on 9745 5800.

SHOPPING SERVICE



Like the Individual Transport service the Shopping Service also received a much needed funding boost this past year.

The additional money will be used to provide regular Specialty Shopping trips throughout the year. So far three trips have already taken place to Flower Power, Marrickville Metro and Rhodes Shopping centre. There are still another three trips to come later in the year.

If you would like to have more information on these trips please contact Maria on 9745 5800

Birkenhead Point Shopping Centre Changes.

Due to renovations at the Birkenhead Point shopping centre IWCT has had to relocate shopping services for Drummoyne clients to Leichhardt Market Town shopping centre.

We apologise to all our clients who have been inconvenienced by this change and trust that you understand our reasoning for it.

I wish to take this opportunity to encourage all affected clients to take part in the up-coming consultation process planned for August.

TRANSPORT DEVELOPMENT



In conjunction with Volunteer Network IWCT this year launched the *Volunteer Bus Driver Project*.

The project recruited 11 volunteers and provided them with training to work with frail aged people and younger people with disabilities and their carers. The project also assisted the volunteers in securing their Light Rigid drivers licence which enables them to drive a mini bus.

The volunteer drivers are now available to assist local community groups and agencies with their transport needs.

Membership Fee Payments



IWCT request that all clients wanting to pay their annual membership fees do so by handing their completed form and money (or stamps to the value of the fee) to the bus assistant / driver next time they use a service. You can then be issued with a receipt of payment instantly.

Please DO NOT mail your membership forms and fees to us as often letters get lost in the mail. Thank you

We need your consent

From time to time IWCT publishes documents, containing client photographs, to promote or inform the general public of our services. We also like to include photographs of clients using the service in our annual reports.

To formalise this practice you may be asked by a driver or a bus assistant to provide us with your written consent to use your image for such purposes.

Rest assured that there is no obligation for you to sign a consent form. The choice is completely up to you. IWCT will respect what ever decision you make.

What You Should Know

- **Commonwealth Carelink** provides information on all of the 17 HACC services available to you. You can contact them by calling 1800 052 222. This is a free call from a land line phone.
- **Inner West Neighbour Aid** are running a “**ring a friend**” and “**home visiting**” program, which provide companionship to people who need to have a chat to someone. Volunteers are used to either telephone you at home on a weekly basis or they can drop by your home for cup of tea and a chat. To access the service please call IWNA on 9799-5099