



EXPRESS



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

OUTINGS

We have had a wonderful response to the Outings destinations so far this year with one of the most enjoyable locations visited being the South Head Naval Chapel.

Many clients had never been to the chapel before and were amazed by its peacefulness and vistas.

Only four more Outing trips remain until the end of the year so check your calendar and set yourself a reminder to book in on the designated date listed on the calendar.



Outing Clients outside the South Head Naval Chapel

AGM

The IWCT AGM will be held on Friday 12th September at the Club Five Dock.

Included in this newsletter is an invitation providing further details.

IWCT AGM 2007



Individual Transport News

New Individual Transport Vehicles

After many years of good service the Holden Zafira has been replaced with a Honda Odyssey. Clients who have experienced a ride in the new car have all agreed that it provides more room and is very comfortable. The second IT car will also be changed over in the coming weeks.

Preparing for an Individual Transport Trip

While a pick up time for IT trips is provided to clients this is only an estimate and may change depending on the needs of other bookings and road conditions on the day.

As a general rule we advise that being prepared to be picked up at least 20 minutes prior to the time given to you when making the booking is a good guide. Flexibility is the key to maximising our ability to provide more transports in any one day.

Driver Rest & Meal Breaks

In past newsletters clients have been reminded that our drivers must have appropriate rest and meal breaks during their shifts. I would like to repeat this point and ask all clients using the Individual Transport service to be understanding and patient with our drivers. They are doing a difficult and stressful job and are under constant pressure.

If you are concerned about a delay you may have experienced please contact Laurey in the office rather than express your displeasure to our drivers

Trip Costs

Occasionally drivers may not always take the shortest route to your destination. This will depend on many factors, however, be assured that the cost of your journey will not be affected as the Schedulers calculate the distance from your home to your destination at the time of booking.

Both Individual Transport cars have the pricing structure displayed in the car.

SHOPPING SERVICE

Weight Limit Policy

Shopping service clients should all be aware by now of the IWCT policy stating that staff can only carry a maximum of 15 kilogram of shopping weight. This does not mean that clients can't exceed this limit however if you do you will need to arrange for your shopping to be home delivered.

I stress again our obligations under the Occupational Health and Safety Act which requires IWCT to ensure that staff are not placed in a situation whereby they may cause injury to themselves.

Specialty Shopping

Only one specialty shopping trip remains for this year, which is to the Elizabeth Arden clearance store. All clients are welcome to attend so please call Maria on 9745 5800 to book your seat or to obtain further information.

Shopping Service Research Project

IWCT is currently meeting the needs of its clients, however as the population ages, IWCT Shopping service will be required to meet future client needs including; the provision of services to Culturally and Linguistically Diverse Backgrounds (CALD) and Aboriginal & Torres Strait Islander communities as well as an efficient and effective use and development of infrastructure for Food Services across the Inner West Local Government areas of Ashfield, Burwood, City of Canada Bay and Strathfield.

The main aim of the research is to:

- Identify gaps regarding shopping service
- Propose innovative Shopping service models which will meet changing needs of the community

If you wish to participate in attending a focus group discussing current gaps in Shopping service please contact Maria on 9745 5800.

Wesley Home Modification and Maintenance Services

Sometimes a few relatively simple modifications can make your home a much easier place in which to live. The friendly and approachable staff members at Wesley Home Modification & Maintenance service are happy to help you maintain a safe and comfortable home environment.

They use the most cost effective materials available, and all their work must contribute to your health and safety of the client. Here are some of the areas where they can provide practical help.

In the bathroom: full bathroom modifications, installing grab rails, shower curtain rods and hand-held showers, removing shower screens.

Around the house: installing grab rails, wedge ramps, lever taps and chair raisers, replacing washers, widening doorways for wheelchairs and walkers, replacing light bulbs, securing rugs and cords

Outside the house: installing handrails, safety lights and access ramps, small plumbing jobs.

And any other repairs or modifications that will help ensure your safety.
How to contact them:

Wesley Home Modification and Maintenance Service
44 Liverpool Road Summer Hill NSW 2130
Ph: 02 9798 6555 Fax: 02 9798 2416
Monday to Friday - 8.30am to 4.30pm

Your Personal Details

Have your contact details changed? Have you recently added a mobile phone to your life?

If the answer to these questions is **YES** then we would love to hear from you.

Please call our office on 9745 5800 to update your details.

