



EXPRESS



Inner West Community Transport Inc. (IWCT) Client Newsletter Nov/Dec 2008



Seasons greetings to you all

Another busy and hectic year at IWCT will soon come to an end so on behalf of the Management Committee and staff of IWCT I would like to thank all our clients for supporting the service this past year.

I trust that IWCT was able to assist you in some way and that we are able to continue to provide service to you in 2009.

2008 IWCT AGM

Thank you!

To everyone who made it to the 2008 IWCT Annual General Meeting.

It was a wonderful day with over 70 people in attendance and a great guest speaker.

We have received very positive feedback about the venue, food, transport and the whole kit and caboodle.

Christmas Shopping at Rhodes Shopping Centre

The Christmas Shopping runs have been organised for 2008 and all IWCT clients are welcome to attend.

Dates for each local area are listed below:

*Tues 25/11/08 – Drummoyne residents

*Mon 1/12/08 – Burwood, Strathfield & Concord residents

*Mon 8/12/08 – Ashfield residents

If you would like to attend this shopping expedition please call Maria on

9745 – 5800

Outings

What a wonderful year it has been on the Outing service. The feedback we have received from so many clients has been fantastic and we are pleased that the destinations chosen have proven to be very enjoyable.

Preparations for next years Outings is already underway and it's shaping up to be another exciting year with new locations added to our list. The Outings team hopes you have a happy and safe holiday period and we look forward to seeing you all again next year.

Individual Transport, Health Related Transport & Shuttle service

In our last Newsletter I reminded clients that the designated pick up time they are told when making a booking for transport is only a guide and that clients could be picked up 20 minutes either side of this time.

As demand for these services grows we make every attempt to maximise the number of transports we provide without compromising our driver's health and safety. To achieve this goal we need our clients to be flexible with their pick up time.

Shopping Service

As usual the Shopping service will operate during the Christmas/New Year period. A detailed list of operating hours is on page 3.

Clients who are scheduled for a shopping trip on a public holiday will be re-scheduled and notified. If you have any questions about your service over this period please do not hesitate to call Maria on 9745 5800.

While the office will be closed for one week over Christmas we will still be able to retrieve your message on our answering machine, so if you are unable to attend your shopping day please call and leave a message so we can notify our drivers and cancel your service.

Clients using the IT and HRT service please call from the 5th January onwards.



IWCT CHRISTMAS & NEW YEAR HOLIDAY BREAK ARRANGEMENTS



The office will be closed from 4.00pm Wednesday 24 December 2008 and will be unattended until we reopen on Monday 5 January 2009 at 9.00am



Individual, Health Related Transport and Shuttle services will not operate during this time



Shopping

Due to public holidays falling on some days please note the following:

Thursday 25 December 2008	No Service
Friday 26 December 2008	No Service
Thursday 1 January 2009	No Service

- All other shopping trips will be running as usual. There may be staff shortages throughout this time
- Please note that some runs will have minimum numbers of clients and two runs may be combined into one with a 9.00am pick up time. **If this is the case you will be notified before the office closes for Christmas.**



If you are not coming shopping during this period please let me know on 9745-5800 before Friday 12 December 2008

*Have a happy Christmas and New Year
Maria Del Monte – Shopping Coordinator*

Christmas shopping!

We all enjoy Xmas shopping but, when you are out and about, PLEASE make sure you look after your handbag and possessions!!

*Please don't get distracted while you are enjoying yourself – take care in the shopping centres and supermarkets.

*Make sure your handbag is kept closed and with you at all times.

*And if someone is bothering you, tell the shopping centre management immediately.

By staying alert you'll stay safe and have a happy shopping experience 😊



Christmas will soon be here!

As we know, Christmas is a time for giving and we understand that clients may wish to show their appreciation to our staff at this time of the year. Unfortunately, our staff cannot accept cash, cheques, scratchies, lottery tickets etc. as it is against the IWCT Code of Conduct for staff to do so.

On behalf of the Management Committee and staff at IWCT we wish you the very best for Christmas and hope that 2009 is a fantastic new year for you!

Best Wishes and Regards, from the IWCT team!



home and community care

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

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