

Who is our service for?

We assist people from all cultural backgrounds who live independently and are:

- *Frail aged*
- *People with disabilities*
- *Carers*

What are your rights?

Users of the service have:

- *The right to privacy and respect*
- *The right to access services without discrimination*
- *The right to be informed about available services*
- *The right to choose from available alternatives*
- *The right to pursue any complaint about service provision without retribution*
- *The right to involve an advocate of your choice*

Our Aims

Inner West Community Transport Seeks to:

- *Provide a service to all people who meet the HACC criteria without discrimination*
- *Ensure that people from a non English speaking background are aware of and have equal access to community transport services*
- *Meet the needs of people who are “transport disadvantaged” and or unable to shop independently*
- *Provide information and advice on community shopping and transport services*
- *Promote an understanding of transport related issues in the broader community*

CONTACT DETAILS

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Burwood, NSW 2134
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Web Site: www.iwct.org.au

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Inner West Community Transport Shopping Service



9745 5800



The shopping service is available to HACC clients living in the Council areas of:

- **Ashfield**
- **Burwood**
- **Canada Bay**
- **Strathfield**



home and community care

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

What We Do



The Shopping service is a door-to-door service operated on a fortnightly basis using a wheelchair-modified bus.

IWCT clients are transported to local shopping centres with assistance provided to and from the bus as required.

Your parcels will be carried into your home.

Shopping time is approximately 1½ to 2 hours.

Cost

A \$5 donation is required for a one way trip however the return trip is free. Costs can be negotiated for those who are financially disadvantaged.

When And Where

Ashfield Residents

Days: Tuesday & Thursday
Where: Ashfield Mall

Burwood Residents

Day: Wednesday
Where: Burwood Plaza

Concord Residents

Day: Tuesday
Where: Burwood Plaza

Drummoyne Residents

Days: Thursday & Friday
& every 2nd Wednesday
Where: Leichhardt Market Town

Strathfield Residents

Day: Every 2nd Friday &
every 2nd Tuesday
Where: Burwood Plaza

Due to Occupational Health and Safety guidelines staff carry no more than 15 kg on bus. Any shopping over the limit is to be home delivered through the supermarket at client's own expense.

Extra Services

Friday Shopper

We also operate a Friday Shoppers bus every second Friday for people from a culturally and linguistically diverse background living in Burwood and Strathfield areas. The destination is Burwood Plaza.


Specialty Shopping

Throughout the year IWCT organise a number of specialty shopping trips to a variety of destinations.

IWCT also organise Christmas shopping trips towards the end of each year.

For more information on these services please contact our office

Telephone Interpreter Service

If you have difficulty speaking English, please call the Telephone Interpreter Service on  **131 450**

State the language spoken and the Telephone Interpreter Service will connect you