

## 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

2a Eureka Street,  
Burwood, NSW 2134  
Phone: 02 9745 5800  
Fax: 02 9745 5066

Email: [admin@iwct.ngo.org.au](mailto:admin@iwct.ngo.org.au)

Web: [www.iwct.org.au](http://www.iwct.org.au)

Date: Feb 2009

**IWCT** Inner West  
Community  
Transport

*'Here to there with care'...*



**9745 5800**

**Providing transport options for frail aged, younger people with disabilities and their carers in our local community.**

**All services are 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

## Who Are We?



Inner West Community Transport Inc. is a not for profit service funded by the Home and Community Care (HACC) program, a joint initiative of the NSW and Commonwealth Governments.

The HACC program aims to keep frail aged, younger people with disabilities and their carers independent in their own homes and prevent premature and inappropriate institutionalisation.

**There are over 120 Community Transport projects in NSW**

### Cost

**A donation is required which varies according to the service provided. Costs can be negotiated for those who are financially disadvantaged.**

## What Do We Do?

### *Services Provided*



#### Outings

Once a month between March & November we visit various locations throughout Sydney and surrounding regions.



#### Shopping Service

We provide a door to door transport service for clients to visit their local shopping centre and purchase their groceries. Personal assistance can also be arranged and we deliver your shopping to your front door.



#### Health Related Transport

A Friday only service providing door to door transport for clients attending appointments at Concord hospital. Funded by NSW Health



#### Individual Transport

Door to door service for clients requiring transport to any personal appointment within the area.

## What Do You Do?

*To book a service call us during office hours on:*

 **9745 5800**

*Monday - Friday  
between  
9am & 4pm.*

**If the office is unattended please leave your name and phone number on the answering machine and we will return your call as soon as possible.**

**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**