



FROM THE EXECUTIVE OFFICER'S DESK OCTOBER 2023

Welcome to our last newsletter for 2023. The year is flying. We have managed to see out winter without any real issues, it didn't even really get cold, we have had some glorious winter days that made our socials and days out even more enjoyable.

We are now speeding into spring and summer and the social calendar is by no means slowing down. Attached to this newsletter is an action-packed social outings calendar to take you right through to Christmas. There are a number of scenic drives to go with the warmer weather and longer days as well as markets, museums and of course Christmas shopping.

We are trialling a new design for our social calendar and welcome all feedback. Please let our bookings staff know your thoughts when you call through your bookings. The majority of SWCT social outings are planned to be wheelchair/mobility device friendly. Sometimes a destination may not accommodate a wheelchair, this will be stated in the description of the social outing. If you are unsure about any of our outings, please contact our office for more information.

Two notable events that you will need to book in early for are:

1. **Our annual Client Christmas Party**, which will be held this year on the 5th of December. Places are limited and the whole day only costs \$80 per person. (This includes transport, lunch and entertainment).
2. **Lightning Ridge**: We are going on an 8 day adventure this trip is not to be missed and places are limited to 30 clients. You will see places



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and things you never dreamed of and experience the true life of an opal miner.

Although we have not yet finalised costs, it will be around \$1,500 per person twin share (This is exceptional value when it includes all accommodation, transport, entry fees, breakfasts and 24 hour support from our wonderful staff).

An information pack is available so please call our reception and arrange to have one sent to you.

Socials Co-ordinator

You would know and love Sandi who up until recently was our social organiser. Sandi has now moved on to commence another chapter in her life journey and has been replaced with Pauline. Please make Pauline welcome in her new role and please be nice to her and support



her as she continues the great work, we do to offer the selection of socials that we can.

Weekend Social Phone

We regularly complete weekend socials but have never really canvassed a contact number if for some reason at

the last minute you cannot attend, and the office has already closed. For this reason, we have purchased a weekend social mobile phone which will be used by the senior driver on the social.

Please take note of this number and if for some reason after 5pm on the Friday before the social you find you cannot attend the weekend social, please call this number or leave a message so the driver knows not to attend your house.

This phone is not monitored at any other time, so please do not call it for any other reason than to cancel a social on the weekend.

The number is 0434 830 562

Shopping centre drop offs and pickups

We take hundreds of clients to and from shopping centres within our funded area and it is becoming problematic finding safe drop off and pick up zones as well as finding clients when they go to the wrong pick-up spot.

For this reason, we have completed risk assessments and have identified one pickup and drop off spot at each major shopping centre. These locations were picked due to safety and accessibility.

Please do not ask drivers to drop you off elsewhere as they cannot.

Christmas Closedown Period

Please be aware, SWCT will be closing from 5pm on Friday 22 December 2023 and will re-open at 7am Tuesday 2nd of January 2024. We will not be delivering any transport during this period.

CPI Price Rise

As you are all very aware, the cost of living is not getting any cheaper and although we are Government funded, the funding does not cover anywhere near the costs we incur to deliver transport. We try our very best to keep the costs to you (the client) to a minimum but as of the 01/10/23 we have had to make the hard decision to raise our transport costs marginally.

Our new costs are:

Booking fee	\$2
Cost per kilometre	65 cents
Minimum cost	\$10
Maximum cost	\$98

As usual we will load the whole cost onto the first leg of your journey to make payment easier.

If anyone is experiencing financial hardship, please call and ask to speak to Matthew and we will try to assist.

Identifying your belongings

We have over 6,000 active clients and transport hundreds of people every day. It would make things a lot easier for our drivers if you had name tags on your bulky items, like walkers and

walking sticks as well as your shopping bags. This would decrease the risk of your personal items or shopping going missing or accidentally being given to someone else.

Safety on our vehicles

Safety on our vehicles is everyone's responsibility. Team Members receive training to assist them in identifying and addressing safety risks during service provision, along with the most appropriate method to use when assisting clients.

Clients also have a responsibility to ensure their own safety and that of our Team Members.

Clients are asked to:

- At all times wear a seat belt when traveling on the vehicles and never remove your seatbelt before the vehicle has come to a complete stop.
- NEVER stand up when vehicle is in motion.
- Wear flat and comfortable shoes.
- When leaving the vehicle PLEASE walk down the stairs backwards or sideways— this is the safest method of exiting— if you were to fall you would have the seats, rails or floor of the bus to reach out for and to minimise your injuries. If you are exiting forward and fall you only have the footpath and roadway to welcome you.
- At all times follow the instructions of the driver.



02 9426 8999



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Get Online Week

Help your loved ones get online



Do you want to learn digital skills?

SWCT have joined “Get Online Week” and will be facilitating a one off digital skills program at their Minto depot. Spots are limited. Call our office on 9426 8999 for more information.

Date: Friday 20th October

Time: 10am to 2pm.

Cost for transport and lunch: \$15



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We are a family run small business located in Macarthur that is now offering parts, accessories and repairs for wheelchairs and walkers



Our Products and Services

We supply and fit wheels, tyres and tubes for mobility chairs and wheelchairs including performance chairs and walkers. We also offer parts and repairs from brakes to arm and foot rests. Instore drop off and pick up service preferred, Pick up and drop off can be arranged by appointment.

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