

JANUARY 2024

SOUTH WEST
COMMUNITY TRANSPORT

TRADING AS

SOUTHERN HIGHLANDS
COMMUNITY TRANSPORT and

ACCESSIBLE TRANSPORT
AUSTRALIA

FROM THE EXECUTIVE OFFICER'S DESK

Another year has come and nearly gone, and we are looking forward with enthusiasm towards 2024. I hope we have given everyone a wonderful experience in 2023 both with our social program and also assisting as best as we can with individual transport to keep you connected with your community and independent within your own homes.



Our mantra of; **“within four walls to the great outdoors”**, is as relevant as ever when we look at an individual’s mental health. Loneliness is on the rise, especially among older adults. This “loneliness epidemic” increases the vulnerability of individuals to a plethora of mental and physical ailments, including depression, anxiety, and cardiovascular disorders. Our human well-being relies on intimate social connections. This is why we strive to offer a wide range of events that allow all clients a chance to partake and interact.

Loneliness and isolation are often prevalent at the holidays, and some of you may need some additional support at this time of year. It is important to be able to share contact information for emergency support services:

Lifeline 13 11 14

Beyond Blue 1300 224 636

1800 Respect - 1800 737 732

SANE Australia - 1800 187 263

I would like to take this opportunity on behalf of all the staff at South West Community Transport and Southern Highlands Community Transport to wish each and everyone one of you a very merry Christmas and a Happy new Year. I hope you stay safe and spend quality time with family and friends.



LIKE US ON
FACEBOOK:
SOUTH WEST
COMMUNITY TRANSPORT

WWW.SWCT.COM.AU

BOOKINGS: 9426 8999

SOCIAL OUTINGS

If you have not looked at our socials before, please do and think about trying one to see if you like the outcome. You can go with friends or meet new ones on the day. We have just returned from an 8-night social to Lightning Ridge and the 29 clients that went had a fantastic time and raved about their experiences.



PRIVATE DRIVERS

SWCT have engaged a private hire car company to assist with our workload to ensure we can accommodate all your transport needs. "Private Drivers" are exceptionally clean, professional, and reliable. Their vehicles are unmarked, but each driver will have an I.D. badge as shown below and they will know your name and destination. You will only pay these drivers the same amount you would pay us. We have had some incredibly good feedback about them so far. If you travel with them, please give us feedback on your experience.

Tony Bonanno
PRIVATE DRIVER




Private Drivers
UNDER CONTRACT TO
SOUTH WEST
COMMUNITY TRANSPORT
TRADING AS
COMMUNITY TRANSPORT ACCESSIBLE TRANSPORT AUSTRALIA

BUS ASSISTANTS

SWCT have entered into an exciting partnership with a company called REDOX. They have commenced a paid volunteer day for their staff that will allow each member of their staff (they have over 600 staff) to volunteer with us for one day as a bus assistant. This program will allow us to put on more bus assistants which will make the journey quicker and safer as you will have more help. Each volunteer will wear a reflective vest just like in the picture.



BOOKINGS: 02 9426 8999



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HOME CARE PACKAGES

Home Care Packages are becoming more common and these are the precursor to the new 'Support At Home Program' that may be coming in on the 1 July 2025. If you are at the stage where you are thinking of applying for a home care package, please ensure you ask the following questions;

What care and support can I receive?

If you qualify for government help, you may get services like shopping, personal care, home maintenance, nursing care, and end-of-life support at home. Check out My Aged Care for details on basic support

How do I start the process?

Register with My Aged Care and complete a home assessment. After approval, compare providers for availability, fees, and support. There may be a waitlist for some services.

What will it cost?

You may have to contribute towards your care, and the amount is means tested. Providers can advise of specific costs.

Will my specific needs be met?

Your providers will develop a care plan that describes all aspects of your needs, including support for culture, religion and community groups.

Will there be support for my carer/family?

Your care plan may include services such as domestic assistance, personal care or respite, which will allow your carer or family a break from providing care. Carers can access support via the Carer Gateway.

Will my other services stop when my Home Care Package commences?

You will still be entitled to primary healthcare from your GP/ specialists and allied services including palliative care. You may wish to include nurses, physio, podiatry etc. into your care plan.

What training have my care workers received?

Your care workers will have basic training on how to provide safe and quality care. You have the right to ask for a different care worker if needed.

**For more information please contact
My Aged Care on 1800 200 422**

CHRISTMAS CLOSURE

Our Minto and Mittagong offices will be closed from 5pm on 22nd of December 2023 and will reopen on 7am on 2nd of January 2024. We apologise that no transport will be delivered during this time.

FROM WITHIN FOUR WALLS TO THE GREAT OUTDOORS

STAYING SAFE THIS SUMMER

The weatherman is predicting a hot dry summer and so I would like all of you to ensure when you travel that you do the following:

1. Carry a hat or an umbrella
2. Carry a bottle of water
3. Wait inside or in the shade out of the hot sun, we will find you.
4. If you are suffering at anytime or feeling ill, please let your driver know immediately.

BOOKING TIPS

- Our bookings department is open from 8.30am to 12.30pm and again from 1.00pm to 4.30pm.
- Bookings are to be made at least 48 business hours ahead.
- Our most popular transport times are between 8am and 10am and again from 2pm to 3.30pm. If you are able to book outside of these times it will greatly assist us in helping everyone.
- We are unable to transport for hospital admissions as hospitals provide and change these times at the last minute and we are unable to adjust bookings with such short notice.
- Advise the office if your mobility changes i.e. you now use a walker This ensures we send the right vehicle to assist you.
- Our socials book fast, ensure you call as soon as you receive your calendar.

TRANSPORTING TIPS

- Please try to be ready at least 15 minutes prior to your pick up time.
- Please be patient if your driver is late, there are circumstances we cannot control i.e. traffic, breakdowns.
- If you use a walker/ walking stick/ please attach a tag with your name on it. This helps the driver identify your property.
- Our vehicles are not fitted with EFTPOS machine, and our drivers only carry a small amount of cash, please ensure you have the right amount, or as close as possible. Bookings can tell you the cost when you make your booking.
- In our October 2023 newsletter we advertised that client fares would go up on 1st October. The fare the driver asks for will be correct, if you think this is wrong please contact the office.



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