

APRIL 2024

SOUTH WEST
COMMUNITY TRANSPORT

TRADING AS

SOUTHERN HIGHLANDS
COMMUNITY TRANSPORT and

ACCESSIBLE TRANSPORT
AUSTRALIA

FROM THE EXECUTIVE OFFICER'S DESK

2024 seems to be flying past us at a quick speed. We are now entering our second quarter for our social outings, at the end of this newsletter is our social program covering April, May, June. If you see something you like, please get in quick as our socials are filling fast.



Some highlights you will find are a fantastic week planned in the Hunter Valley in May and an overnight in the City in June to experience Vivid, so keep an eye out for these information packs so you can see what is happening.

As we cover such a large area, we do run 3 separate calendars to cater for each area. These are: 1. Fairfield/ Liverpool LGAs, 2. Campbelltown/ Camden/ Wollondilly LGA and 3. Wingecarribee LGA. A high majority of our socials overlap for everyone, but due to geography, others will be different. It's important to make sure you have the correct calendar for your area and let us know where you live when you make your booking.

It has been fantastic to see our clients in the Southern Highlands coming out and joining our social groups, the numbers are increasing, and we are excited to continue to offer interesting and diverse places to visit.

If for some reason you need to cancel a weekend social on the day, then please call this number **0434830562** the lead driver will answer and cancel your pickup. This number is only monitored on the day of the social and only on the weekend. At all other times please call the office.



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FACEBOOK:
SOUTH WEST
COMMUNITY TRANSPORT

WWW.SWCT.COM.AU

BOOKINGS: 9426 8999

CLIENT SAFETY

We are deeply committed to our clients well-being and safety. As part of our door-to-door service, if a client doesn't answer, we follow a strict protocol focused on safety. This includes checking with neighbors, looking through windows, and contacting next of kin to ensure your welfare. These procedures are designed for safety, not to make us look like sticky beaks.

This procedure proved valuable one February weekend when a driver, attempting to collect a client for a social outing, knocked on the door with no answer but while the driver was checking the house, he heard a faint cry for help. Upon further investigation he was able to call out to the client who responded verbally. The client was able to guide him to a key box and give him the code so he could access the house. The driver then found the client on the bedroom floor under their walker. The client had been there for 4 days, unable to get up. Ambulance was called, the client was transported to hospital and was cared for.

This is a great result and proof of the outstanding value of not only having a door to door service but having a procedure that is client centric and looks after the needs of our elderly.

IPTAAS (ISOLATED PATIENTS TRAVEL AND ACCOMMODATION ASSISTANCE SCHEME)

IPTAAS provides financial assistance from the NSW Government towards your travel and accommodation costs when you need to travel long distances for specialised health treatment that is not available locally.

To be eligible for IPTAAS you must:

- be a resident of the Wingecarribee Shire or Wollondilly Shire
- be enrolled with Medicare and not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian government services
- be referred for treatment at their nearest health service
- receive treatment at an approved health service
- travel from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment

CONTACT 1800 478 227



BOOKINGS: 02 9426 8999



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BOARD PROFILES

SWCT has a Board of Management, who are all volunteers, and whose role it is to ensure that I do my job and that we remain viable and sustainable into the future. I thought I would introduce you to them over our next few newsletters:



With 20+ years in master planning communities in Western Sydney, Vanessa held project management roles in councils, property development, and consultancy. She served on boards for non-profits, specializing in community services like food pantries, housing, faith-based initiatives, and transport. Qualified in geography, business law, social science, town planning, management, and corporate governance, Vanessa is a member of the Australian Institute of Company Directors.

Ben, a Partner at Mardens Law Group specializing in property law, has served on the board of South West Community Transport for over 5 years. He offers legal expertise, regulatory compliance, and governance support, providing insightful analysis for informed decision-making to minimize legal risks and ensure effective community service.



Nadiana, Project Manager at Western Sydney Community Forum, holds a Bachelor of Social Work (First Class Honours). She leverages her experience in social policy and engagement across diverse communities, including First Nations, ageing, culturally diverse, disability, and youth groups. Nadiana actively works on systemic changes in the human and community services industry, collaborating with boards, staff teams, and government levels to improve the quality of life in the region through facilitation and mentoring.

Carl, a civil engineer with a Bachelor's from UNSW and a Business Management Graduate Diploma from Deakin University, has extensive experience in planning and managing community infrastructure in Regional NSW. Starting as a Volunteer Driver at Southern Highlands Community Transport in 2019, he joined the board in 2021 and continued with the SWCT Board post-merger in 2022. He is also involved in various community activities, including serving on the Bowral Bowling Club Board, as a Justice of the Peace, and a Palliative Care Volunteer.



CLIENT DETAILS

To utilise all of SWCT services, we must first complete an assessment with you to gain information on your mobility and needs to ensure we deliver the best service for you. Over time these needs may change so it is important for you to contact us when this happens so we can update our records.

We will also pro-actively call you if we notice you haven't updated your details in some time. If you receive a phone call from us, please know this is not a scam. If you wish to get the team members name and call us back, please feel free.

VEHICLE HIRE

We offer a diverse fleet, including sedans, Kia Carnivals, Toyota HiAce Vans, Mercedes Sprinters, and 25-seater Fuso Rosa buses with fully enclosed waterproof trailers. Many vehicles are wheelchair accessible, and we can provide child seats.

Our vehicles can be hired with or without a driver for all your individual or organisational needs. You may be part of a Probus group and require transport or know someone looking to hire a bus to get to and from a wedding. The best part, all of the hire proceeds go straight back into the community to help us provide you with the best Community Transport service possible.

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.

PUBLIC HOLIDAYS

SWCT will be closed on the following public holidays

- 29th March - Easter Friday
- 1st April - Easter Monday
- 25th April - Anzac Day
- 10th June - Kings Birthday

DAYLIGHT SAVINGS

Remember to put your clocks back one hour before you go to bed on the night of Saturday 6th April 2024.



BOOKINGS: 02 9426 8999



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FEEDBACK

Feedback is very important to us, it tells us what we are doing right and where we need to improve, so please keep giving us feedback on your experiences. A couple of recent pieces of feedback we have received;

1. Megan from Bowral called us to say: The driver that picked her up from Bowral train station was fantastic, the train was late, but he waited for her. He took her home and helped her to her door. She further stated the Southern Highlands staff are all wonderful and she could not do without them.
2. Keith from Spring Farm used our transport for the first time in February and he called in to say both his drivers were very pleasant and very professional.

TRANSPORTING PETS

Registered assistance animals are permitted in all SWCT and SHCT vehicles when accompanying a client.

If you wish to take your pet to the vets, we can still assist. We have a number of animal carriers that will allow us to transport your pet. Please let our bookings staff know the size of your pet so we can allocate the correct carrier.



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LAW GROUP

First consultation **FREE**.

- ✓ **20% discount to all South West Community Transport Clients on Estate Planning Legal services.**
- ✓ **No fee charged for safe deposit of Wills.**
- ✓ **Home, hospital and nursing home visits.**
- ✓ **Free review of your current Will.**

Contact Krystle Wolthers on 4626 5077 or kwolthers@marsdens.net.au

Please bring this ad with you to your first appointment to receive this offer.



Camden Campbelltown Oran Park Leppington Liverpool Sydney



Meals on Wheels™ New South Wales

Through nutritious, delicious meals and social connection, we support older people to remain independent and living in their own home.



We provide subsidised meals to seniors through their Government funded Home Care Package (HCP) and under the Commonwealth Home Support Program (CHSP). Under CHSP we are funded to provide preparation and delivery. The consumer pays a contribution for the cost of the meal



To take advantage of these programs you need to be registered with My Aged Care. We can assist you with this.

We also provide subsidised meals to NDIS Participants who are plan- or self-managed.
Ask about Home Care package prices.

Our menu offers over 100 delicious, nutritious dishes, including main meals, mini servings, soups and desserts. We also cater for modified diets, allergies and pureed meals. In the warmer months we offer salads and sandwiches.

Our meals are delivered by our trained, dedicated team of volunteers. Hot and frozen meals are delivered daily (Monday to Friday) between 11am and 1pm.

“More Than just a meal” means we care about the welfare of our clients. We do not “drop on doorstep”, Our volunteers care and have contact with clients and in most cases enjoy ongoing social interaction.

CONTACT YOUR LOCAL MEALS ON WHEELS:

Camden: 4655 6822 Campbelltown: 4647 2073

Fairfield: 9728 6939 Liverpool: 9601 3728

Moss Vale: 4869 4032 & IC Care Picton: 4677 2524



SHOPPING BUSES

SWCT run a number of fortnightly shopping buses that can provide you with reliable and regular access to a shopping centre in your area. Once you register for our shopping buses, we will create a permanent fortnightly booking for you. You will only have to contact us if you wish to cancel.

Please contact our office to find out what day we are in your area.

CONFIRMING YOUR TRAVEL TIMES

If you have a booking with us, our automated message system “robo call” will call you at around 2pm the day before your scheduled trip to advise you of your pick up times. The call may come from a strange overseas number that looks like a scam, please know it is not scam and is safe to answer.

If you have not received your call by 3pm, please contact our office and we will assist.

FARES

SWCT do not carry EFTPOS machines in their vehicles. Options for payment are cash on the day (please have the right amount), or prepayment over the phone. Please contact our office to make your payments prior to your transport.



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Michael Stephenson

0431 308 073

macarthurhotwaterandplumbing@gmail.com

VOLUNTEERS WANTED

We currently have a large pool of dedicated volunteers who assist as car drivers, bus assistants and office admin. Their invaluable contributions are essential to our operations. Without them, we wouldn't be able to do what we do. Nevertheless, we are continually seeking additional volunteers to join our team.

Volunteering offers a number of personally and professionally rewarding experiences by enabling you to:

- Give back to your community.
- Develop new skills and broaden your existing skills and knowledge.
- Improve self-esteem and self-confidence.
- Help those in need.
- Meet new people and make new friends.

If this sounds like something that you, or someone you may know, may be interested in, please contact us via 9603 2106.



HUNTER VALLEY OVERNIGHT

We are pleased to announce our next 8 day journey from 16th - 23rd May 2024.

Embark on an enriching 8-night journey in the Hunter Valley, centered in Pokolbin. This idyllic location serves as a gateway to a rich tapestry of experiences, allowing exploration of the region's renowned wineries, sprawling vineyards, and world-class dining.

The Hunter Region invites delightful day excursions; Wander through the historic streets of Morpeth, soaking in its old-world charm, and delve into the heritage of Singleton. A day trip to the coastal city of Newcastle promises a dynamic mix of sun-soaked beaches, vibrant arts scenes, and urban exploration. Each day brings new discoveries, from wine tastings at boutique vineyards to local history.

HAVE A LAUGH CORNER

- My mate is getting upset because he says everyone talks behind his back at work. I had to remind him he's a bus driver.
- I'm trying to organise a hide and seek tournament, but good players are hard to find.
- I got over my addiction to chocolate, marshmallows and nuts. I won't lie, it was a rocky road.
- I once worked at a cheap pizza shop to get by. I kneaded the dough.