

FROM THE EXECUTIVE OFFICER'S DESK

Welcome to our third quarter newsletter for 2024. The year is flying by and I hope everyone is enjoying life and getting out and about with our transport.

I would like to take this opportunity to thank all our volunteers who we could not do without. The 27th to 31st of May was volunteer week and we took all of our lovely volunteers to lunch at Enzo's in Camden. A great day was had by all, and we gifted out volunteers with a special lapel and pen as a small token of our appreciation for all the good work they do.



For those of you that are not aware. We currently have about 50 volunteers across the whole organisation, and they cover roles such as driving, bus assistants and office administration. They complement our paid staff and give us the capacity to offer a lot more than we would otherwise be able to. I can also let everyone know here that we announced our volunteer of the year at the volunteer lunch and that person is Bus Assistant, Debbie Porter. Debbie has been with us for many years now and never hesitates to put her hand up to assist, whether it be on socials, shopping or other forms of assistance. She always displays a lovely, caring attitude and is popular with all the clients and staff. Congratulations Debbie.

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.



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SOUTH WEST
COMMUNITY TRANSPORT**

SOCIALS

We are going on 2 x 2-night adventures this quarter to the Northern Beaches of Sydney where you will enjoy the scenery, city highlights and maybe even the Home and Away set in Palm Beach and the second one is to Newcastle where we will take in many city sites as well as a lovely Christmas in July cruise.

We will not be doing another 7-night social this year, but save your pennies and stay tuned to this spot for a massive adventure in March next year that will be for 12 nights (The location is a secret at this stage) but it will be huge and you will not want to miss it.

WEEKEND SOCIAL PHONE

If you have booked on a weekend social and you need to cancel after 5pm on Friday, please call and leave a message on this phone number. Our first driver into the depot will review the messages and take you off the list. This way we are not attending your house and disturbing you if you are sick.

The social phone number is **0434 830 562**. This phone is only monitored on weekends so please do not call it any other time.

SENIORS RIGHTS MORNING TEA - 15TH JULY



Seniors Rights Service is a community organisation dedicated to protecting and advancing the rights of older people, particularly vulnerable and disadvantaged groups. Join us at the Minto depot for an information session and morning tea. Cost: \$18

RESILIENT RESIDENTS (MACARTHUR ONLY)

Resilient Residents seeks to empower the community by providing crucial information about local risks and disasters and equipping residents with the knowledge to navigate potential challenges. Through this program, residents will also gain valuable insights from representatives from the NSW State Emergency Service, Fire & Rescue NSW, and the NSW Rural Fire Service.

We have 3 dates available for sessions at Eagle Vale Library; **Tuesday 18th July, Monday 1st August** and **Monday 8th August**. Cost \$18



BOOKINGS: 02 9426 8999



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CLIENT FARES AS OF 1ST JULY 2024

As you would all be very aware, the cost of living is becoming a major concern and stress point for many in the community.

Although we are Government funded, the funding does not pay all the bills and so we have had to raise our fees by a small margin as of the 1st July 2024 in line with cost of living.

1. Individual Transport	70c per KM + \$3 booking fee. Minimum fee of \$10 and a maximum fee of \$100
2. Group Shopping	\$17 return
3. Social Outings	Foodie Friday: \$17 return Independent Socials: \$17 return (Bunnings, Garden Centres, Spotlight) Socials under 30km: \$20 return Socials within 30 - 50kms: \$34 return Socials over 50kms: \$35 return
4. EMAA Classes	\$17 return
5. Middle leg trips	70c per KM
6. Carers	Carers can travel free for medical otherwise will be charged at same cost as client trip
7. Vehicle Hire	As per current hire schedule and quotes provided by Hire Officers
8. Cancellation Fees	Cancellations at the door after the driver has arrived will incur a \$10 cancellation fee, this will be added to your next trip.

BOOKINGS

As South West Sydney grows, so does our demand for transportation. To ensure we can assist you with your transport needs please make sure you ring and book at least 48 business hours ahead. This guarantees you a seat in one of our vehicles.

Depending on passenger numbers, you may share the ride with others heading in your direction. This ensures we can help as many people as possible. Please be patient and polite if this is the case. Every client deserves the right to be respected.

Our drivers do not carry significant change or Eftpos machines, we kindly request that you prepare the exact fare whenever possible. Feel free to inquire about costs when booking, and our staff will provide you with the information.

CARERS

If you are in a wheelchair and you bring a carer with you, it is imperative that the carer is able to push you safely to and from your appointment. If our driver determines it is not safe or in the drivers opinion the carer is too frail, we will cancel the transport for safety reasons and the office will communicate to you about other options.



BOOKINGS: 02 9426 8999



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FIRE SAFETY

Heaters: Before using electric and gas heaters, ensure they are checked for faults, and if any issues are suspected, have them inspected by a qualified repairer or consider replacement. Check all cords for signs of fraying or damage, plug heaters directly into wall sockets, avoid overloading powerboards, maintain a distance of at least a meter from the heater, and follow manufacturer instructions when installing new heaters and during use.

Smoke Alarms: Test that your alarm is working, if not, replace the batteries or replace the alarm. Also check that the smoke alarm is in date, smoke alarms have a lifespan of 10 years.

WE ARE LOOKING FOR PARTICIPANTS AGED 65+

Researchers at UNSW and The George Institute are conducting a project investigating the effects of a 20-week intergenerational program for older adults and preschoolers



Find out more

+61 2 8052 4365

integrity-study
@georgeinstitute
.org.au

<https://linktr.ee/integritytrial>



What does it involve?

Join a 2 hour weekly intergenerational program bringing older adults and preschoolers together in a range of fun activities for 20 weeks, and undertake assessments.



Aged 65+ and residing in the community*?

Give us a call to see if you're eligible.

+61 2 8052 4365

*alternate eligibility criteria also applies. See website for details.



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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