

JANUARY 2026

**SOUTH WEST
COMMUNITY TRANSPORT**

TRADING AS

SOUTHERN HIGHLANDS
COMMUNITY TRANSPORT

and

**ACCESSIBLE TRANSPORT
AUSTRALIA**

FROM THE EXECUTIVE OFFICER'S DESK

Welcome to our last newsletter for 2025. It is December and that means that Christmas will soon be upon us. An opportunity to spend valuable time with family and friends. Reflecting on the year that was and getting energized for the year to come. The year has been challenging for us, but it has also been very rewarding as we have maintained a comprehensive service delivery model and transported thousands of clients over many hundreds of thousands of kilometres.



I hope you enjoy the social calendar attached outlining many exciting trips for the first three months of 2026 with the highlight being a 7-night social to Jindabine, Perisher and Thredbo in March.

Please stay safe and healthy over the holiday break and I look forward to seeing you all in the new year.

ARRIVING HOME SAFELY - WE NEED YOUR HELP

Our aim is to provide a safe and secure transport service to all of our clients.

We have a few safety tips to ensure that you arrive home safely. Please do not release your seat belt or stand up in the vehicle just because you are close to home as this is dangerous.

Our drivers ask that you wait until the bus has fully stopped and the driver has time to come around the vehicle to assist you safely from the vehicle. All major accidents usually happen close to home so please help us to help you by staying safely in your seats until it is time to move.

CHRISTMAS SHUTDOWN

Our office will be closed from 5pm on Friday 19th December and will reopen at 7am on Monday 6th January 2026.



**LIKE US ON
FACEBOOK:
SOUTH WEST
COMMUNITY TRANSPORT**

WWW.SWCT.COM.AU

BOOKINGS: 9426 8999

CANCELLATIONS

Cancellations can make all the difference when providing a transport service. It is important that you ring as early as possible to cancel your booking if you are unable to go. By doing this you will be helping us to transport a client who may not have been able to book otherwise and reduce the distance the bus and drivers have to travel

PAYMENTS IN TAXI

A reminder that we do not require you to make any payment to a taxi if we book the trip for you. We will call you the day before if you are booked into a taxi and let you know if your trip is in a taxi both ways then we will take payment from you over the phone in advance. We need to do this due to a small number of taxi drivers doing the wrong thing and taking payment from clients but still charging us the full fare.

The above does not comply if you are using one of our Community Cards. At the end of your journey, you will tap the community card and it will pay up to \$18 of your trip. You will then need to pay the driver the remaining fare.

FAQS

Some questions we are often asked:

How many bookings can I have on your system?

You can have as many bookings as you'd like, though sometimes we need to limit bookings per call due to high call demands.

Can I use your transport for reasons other than medical?

Yes, you can use us for any reason.

How much notice do I need to give for bookings?

Bookings need to be made at least 48 business hours in advance. I.e. If you require transport on Wednesday, you need to let us know before lunchtime on Monday.

How do I pay for my transport?

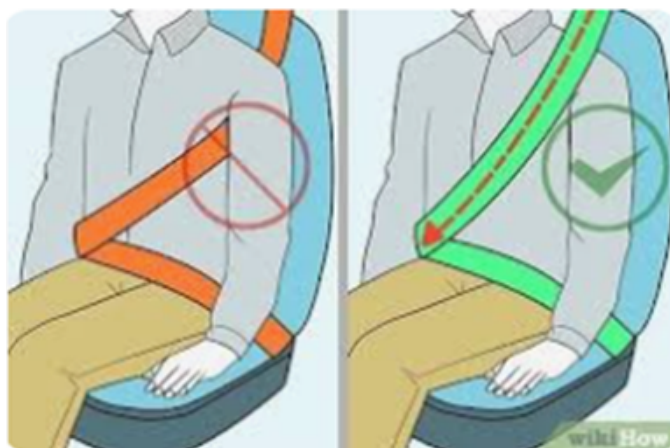
Our vehicles do not carry EFTPOS machines. Fares can be paid in cash directly to the driver, or you can pay for your trip in advance by contacting our office and completing payment over the phone.

SEAT BELTS

The Australian Government can now take pictures of you in our vehicles to see if are wearing your seatbelt.

If you are caught doing the wrong thing, we will be heavily fined. Please look at the pictures below and make sure you wear your seatbelt correctly at all times.

Seatbelts cannot be twisted, badly positioned or incorrectly fitted.



BOOKINGS: 02 9426 8999



WWW.SWCT.COM.AU

SHOPPING CENTRE DROP OFFS

Shopping centres within the South West of Sydney are becoming increasingly busy, with a significant rise in traffic and activity. As a result, we have had to conduct thorough risk assessments on all our major shopping centres to ensure the safety and smooth operation of drop off and pick up services.

Based on these assessments, we have identified the safest and most efficient drop-off and pick-up locations for our passengers. Therefore, these designated areas will be the only points where we can drop you off and pick you up from. We kindly ask that you refrain from requesting drivers to take you to any other locations, as they will be unable to do so due to safety and operational guidelines. We appreciate your understanding.

GROUP PRESENTATIONS

Are you a member of another group or do you go to group activities?

Would this group like to hear more about Community Transport?

If so, our staff are happy to come out and visit groups and provide them with information about the services provided by Community Transport and to answer any questions they may have.

If the group has a language other than English we can arrange to have an interpreter accompany our staff to interpret the presentation. If you are interested, please contact our Business Development Manager, Carissa, on 9426 8999.

WHAT ARE GRANDPARENTS

Taken from papers written by a class of 8-year-olds

- Grandparents are a lady and a man who have no little children of her own.
- A grandfather is a man grandmother.
- Grandparents don't have to do anything except be there when we come to see them. They are so old they shouldn't play hard or run. It is good if they drive us to the store and have lots of quarters for us.
- When they take us for walks, they slow down past things like pretty leaves and caterpillars.
- They show us and talk to us about the color of the flowers and also why we shouldn't step on "cracks."
- They don't say, "Hurry up."
- They wear glasses and funny underwear.
- They can take their teeth and gums out.
- Grandparents don't have to be smart.
- They have to answer questions like "why isn't God married?" and "How come dogs chase cats?"
- When they read to us, they don't skip. They don't mind if we ask for the same story over again.
- Everybody should try to have a grandmother, especially if you don't have television, because they are the only grown ups who like to spend time with us.



BOOKINGS: 02 9426 8999



WWW.SWCT.COM.AU

PRIVATE DRIVERS ONLINE

Many of you may have already travelled with one of our private drivers.

Although their vehicles are unmarked, each driver is professionally trained to provide a safe, reliable, and comfortable journey.

While our private drivers do not wear SWCT uniforms, they will carry an official ID badge (as shown below) and will always confirm your name and destination.

And just like our SWCT drivers, they are friendly, approachable, and committed to delivering great customer service.

Tony Bonanno
PRIVATE DRIVER



FEEDBACK

Running a large community transport service takes a lot of work and planning, and sometimes things don't go as expected, which can be frustrating for everyone.

Most of the time, though, everything runs smoothly thanks to our dedicated team. We need to hear when things go wrong, but it's just as important to hear when things go right.

Your positive feedback keeps us going on those rainy days when traffic stalls, appointments run late, and even the kettle won't boil.

We're always happy to receive feedback—good or bad—and you can share it by contacting our friendly office team or by sending us a letter or email.

PO Box 5099, Minto, NSW, 2566

or email us at transport@swct.com.au



www.marsdens.net.au

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LAW GROUP

All South West Community Transport Clients receive a 20% discount on Estate Planning Legal services.

Also receive:

- ✓ Free review of your Will.
- ✓ First consultation free.
- ✓ No fee charged for safe deposit of Wills.
- ✓ Home, hospital and nursing home visits.

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



**Krystle Wolthers, Partner
Estate Planning**

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