

APRIL 2026

# SOUTH WEST COMMUNITY TRANSPORT

TRADING AS

ACCESSIBLE  
TRANSPORT AUSTRALIA



SOUTHERN HIGHLANDS  
COMMUNITY TRANSPORT

## FROM THE EXECUTIVE OFFICER'S DESK

Hi and welcome to our 2026 second quarter newsletter and social calendar. The year is speeding up and we are into March already, it feels like we just had Christmas and yet Easter is nearly upon us.



Please take note of our closure days due to public holidays, there are a few in these three months and we will not be operating.

## SOCIALS

I hope you enjoy reading the attached social calendar for April, May and June. We have tried to include something for everyone. A lot of the socials have number limits so if you want to go. Call us ASAP and if required place your payment with my staff to guarantee your place.

When we have overnight socials, everyone that wants more information can call and request an information pack, this will be sent out to you, but you will not actually be listed on the social until you have called and paid your deposit. So even if the payment due date is indicated, we may fill up before that date as people call in pay straight away.

If our overnight outings interest you, please complete your payment early, or at least your deposit to ensure you are included in the numbers. Please also don't pay before calling as there may not be vacancies.

We have had a change of staff in our office and Greg is now the Projects Officer in charge of all our socials. Pauline has moved into another department. I want to thank Pauline for the exceptional job she did while being our projects officer and I am sure Greg will maintain the high standard of client support you have become used to.



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# FEEDBACK

We genuinely value feedback, whether positive or constructive, as it helps us continuously improve our services, and uphold the highest standards of integrity and performance. We welcome input and are committed to handling all feedback respectfully, and transparently.

Full details of our Feedback Policy can be found on our website at [www.swct.com.au/resources](http://www.swct.com.au/resources).

Our Whistleblower Policy is also available to view online and provides a clear, confidential framework for reporting serious concerns such as misconduct, unethical behaviour, regulatory breaches, or other improper practices.

# NEW AGED CARE ACT

If you are not aware or if you have heard bits and pieces but not sure what it all means here is a basic interpretation of the new Aged Care Act that came into effect on the 01/11/25 and how it impacts our relationship with you as a client.

The Act will not affect you using our services if you remain under the Commonwealth Home Support Program. But if you accept a Support at Home or Home care package you will need to pay more for our services as we will no longer be funded to transport you. The funding will go directly to you to manage the services you use.

It can be very confusing so I strongly recommend that before you make any changes or accept any support at home packages, you seek advice from a trusted and informed person or organisation.

The Aged Care Act 2024 is a major legislative overhaul that transitioned Australia's aged care system to a rights-based model on 1 November 2025. Replacing the 1997 Act, it shifts the focus from funding providers to empowering older people.

## Key Features of the New Act

- **Statement of Rights:** A legally enforceable Statement of Rights ensures that older people have autonomy, independence, and the right to raise concerns without fear of reprisal.
- **Support at Home Program:** This program replaced Home Care Packages (HCP) and Short-Term Restorative Care (STRC). It aims to help 1.4 million people stay independent at home by 2035 with a single entry point and more flexible funding.
- **Registered Supporter Role:** Older people can now nominate a Registered Supporter to help them make and communicate decisions about their care while maintaining their own legal capacity.
- **Strengthened Quality Standards:** New Quality Standards place higher requirements on clinical care, food, nutrition, and dementia support.



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- Enhanced Accountability:
  - **Whistleblower Protections:** Stronger safeguards for residents, families, and workers who report misconduct.
  - **Provider Registration:** A new category-based registration system and stricter financial and prudential standards for providers.
  - **Regulatory Powers:** The Aged Care Quality and Safety Commission has expanded powers, including issuing banning orders for non-compliant providers or workers.

### Financial Impacts

- Means-Tested Contributions: People with the financial capacity to do so are required to make greater contributions to non-clinical care costs (e.g., cleaning, gardening, Transport etc.).
- "No Worse Off" Principle: Existing care recipients as of September/October 2024 are generally protected from being financially disadvantaged by the new fee arrangements.
- Lump Sum Retention: For new residential care entrants, providers can retain 2% of a Refundable Accommodation Deposit (RAD) per year for up to five years to fund facility improvements.

## SERVICE AGREEMENTS AND CARE PLANS

As a result of the changes in the New Aged Care Act, South West Community Transport must have a signed and current Service agreement and Care Plan with all of our registered clients.

For those of you who have registered with us since the 01 July 2025, this was part of your registration, and you will have completed these forms.

For those of you who have been using our transport before the 01 July 2025, we are now sending out Service Agreements and Care Plans to you via mail, you should start receiving these from March until end of April. Please read them, fill in the required areas and try to get them back to us as soon as possible.

The Federal Government has given us until the 01 November 2026 to have all these completed. Anyone who has not returned a completed Service Agreement and care plan by the 01 November 2026 will no longer be able to use our transport.

We will be following everyone up and promoting the return of the documents and if need be we can assist you to complete them. I just don't want you to stick them in a draw and forget about them as this is not going away.

The Service Agreements and Care Plans also need to be reviewed and renewed every twelve months. Your first review may be shorter than twelve months as we need to spread them out over the year to allow our admin staff to have the capacity to keep up with all the extra admin requirements.

The above information may seem to be very complicated and scary, but I do not want you to be scared, we will support you all and look after you, so please work with us.



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## Outings - April 2026



### SATURDAY Brigadoon at Bundanoon

18

Australia's take on Scotland's iconic Highland gatherings, drawing over 12,000 visitors each year for a fun filled day of Scottish performances, culture, food and games – both traditional and modern.

**Walking involved. Uneven Ground. Lunch at own cost.**

Total Cost: \$60

Payment Due

Date: **03.04.26**

Booked In?

Paid?



### THURSDAY Anh Do - The Happiest Refugee Live!

23

When one of Australia's most talented comedians delves deep into his own life's joys and sorrows, the result is an unforgettable night at the theatre that leaves an audience uplifted and quite simply experiencing... happiness. **Ticketed Event. Dinner at own cost.**

Total Cost: \$115

Payment Due

Date: **10.04.26**

Booked In?

Paid?

## Outings - May 2026



### SATURDAY I Love Your Faces: The Don Lane Story

16

Celebrate the music, memories, and magic of television's golden era with I Love Your Faces: The Don Lane Story – a spectacular theatrical tribute to one of Australia's most beloved entertainers, Don Lane.

**Ticketed Event. Dinner at own cost.**

Total Cost: \$100

Payment Due

Date: **01.05.26**

Booked In?

Paid?



### SATURDAY Scenic Saturday

30

Discover the joy of a scenic drive—breathtaking views, winding roads, and peaceful escapes await. Perfect for a mini-adventure, a refreshing break, or a spontaneous day of beauty and calm.

**Walking may be involved. Lunch at own cost.**

Total Cost: \$42

Payment Due

Date: On the day

Booked In?

## Outings - June 2026



### SATURDAY Handmade in the Highlands

20

Set against the stunning backdrop of rolling vineyards, the newest market on the block, Handmade in the Highlands Markets @ Centennial Vineyards is a monthly celebration of creativity, community, and craftsmanship. **Walking involved. Lunch at own cost.**

Total Cost: \$26

Payment Due

Date: On the day

Booked In?



### SATURDAY Scenic Saturday

27

Winding through rolling hills, past lush forests and sparkling rivers, a scenic drive offers breathtaking views, peaceful moments, and a refreshing escape into nature.

**Walking involved. Lunch at own cost.**

Total Cost: \$42

Payment Due

Date: On the day

Booked In?



### Upcoming Closure Dates

**Easter Long Weekend** - We will be closed from Friday 3rd April to Monday 6th April

**Anzac Day Long Weekend** - We will be closed on Monday 27th April

**Kings Birthday** - We will be closed on Monday 8th June

### Vivid Overnight - 10th and 11th June 2026

Escape for an unforgettable overnight getaway to Vivid Sydney, where the harbour transforms into a living canvas of colour and light. The highlight of your trip is a relaxed Vivid dinner cruise, where you'll enjoy a three course meal accompanied by live entertainment as you sail past the brilliantly lit Sydney Opera House and Sydney Harbour Bridge.

We'll also take time to explore other popular highlights across Sydney, giving you the chance to experience even more of the city's iconic sights.

**Limited places. Please contact the office for an information pack.**

