

JULY 2026

SOUTH WEST  
COMMUNITY TRANSPORT

TRADING AS

ACCESSIBLE  
TRANSPORT AUSTRALIA



SOUTHERN HIGHLANDS  
COMMUNITY TRANSPORT

## FROM THE EXECUTIVE OFFICER'S DESK

Hello and welcome to another edition of our newsletter and social calendar for July August and September – to see us through the Winter months. I am keeping the Executive Officers chair warm whilst Darrin takes some well earned R & R. - Sharon Cameron, Acting EO

## COMMONWEALTH HOME SUPPORT PROGRAM AND SUPPORT AT HOME - WHAT'S THE DIFFERENCE?

The Commonwealth Home Support Program (CHSP) and Support at Home (SAH) are separate, parallel programs, funded by the Australian Government that helps older people with living needs and services once they have reached the age of 65 (or 50 years of age for Indigenous Australians) CHSP is considered as offering entry level support services for those older people who only need a small amount of help so they can continue living independently and safely at home and in their community. It has a focus on enabling older people rather than doing things for them. It assists older people to stay independent and delay or avoid high level care such as in a residential aged care home.

Support at Home is the Australian Government's higher, more complex in-home aged care system. It provides funding, services and equipment to help older Australians live in their homes for as long as possible rather than moving to residential aged care. There are 8 levels within this program designed to meet the participants ageing related care needs such as home modifications, equipment, services and products. Once assessed you will be approved for the appropriate support level and receive funding each quarter. You may opt to have a Care Provider assist you with managing your package or opt to do it yourself.

### ***It is important to note:***

If you are currently on CHSP, and your needs are being met, you can remain on this program. If your needs are greater and you need more assistance, you will need to contact My Aged Care on 1800 200 422 to be reassessed. Clients are not permitted to access both types of funding.



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We urge you to please be well informed before making any decisions that will greatly affect your lifestyle. Enlist the help of a trusted friend or relative who can become your nominated, registered supporter. Your supporter will then be able to assist you by being involved in phone calls & decision making.

Regardless of which option you choose, SWCT is now legally obliged to have a written Service Agreement and Care Plan with you if you wish to continue travelling with us. Many clients have already received and returned their paperwork, thank you. If you are yet to receive yours, don't be concerned, the staff in the office are busily working on reaching the many thousands of clients on our list! Please ensure you fill in each **yellow** section and **sign** the document before sending it back to us. You can mail it back to us or give it to one of our drivers. These documents are important and must be returned promptly.

## OVERNIGHT OUTINGS

Our 8 day trip to Kosciuszku was truly something special. Every client braved the chair lift with the reward being a delicious lunch with spectacular views at Australia's highest restaurant, The Eagles Nest. There were nightly possum visits and so much food! Clients and staff alike reported having a thoroughly enjoyable trip.

In September we are headed to Canberra for our next multi night overnight trip. Floriade awaits us! As with all of our overnight trips, please register your interest first, then we will send you an Information Booklet with details and prices. Then if you decide you would definitely like to go on the trip, call the office with your deposit and that will cement your place on the trip.

Please note that the Information Booklet does not guarantee you a place on the trip, you still need to call and book in.

I have often heard clients say that they would love to go on an overnight trip but are worried about sharing a room as they have to get up during the night, or they haven't shared a room with anyone in years. Please put those concerns to rest. When speaking with clients who return from a trip having shared a room, they soon realise that their concerns and worries were not that big of a deal and regret not putting their names down sooner.



**BOOKINGS: 02 9426 8999**



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## FEE INCREASE AS OF 1<sup>ST</sup> JULY

Please note that as of the 1<sup>st</sup> July 2026, a fee increase will be imposed for all clients.

- The current pricing structure is: .75c per km and a \$4 booking fee
- **New pricing structure as of 1<sup>st</sup> July:** .80c per km and a \$4 booking fee

Please note that all social payments will also be increased by 5%.

## 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.

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.

## AI BOOKING CLERK

If you've called after hours or on weekends recently, you may have spoken to our new AI booking assistant. It will ask if you want to book, cancel, reschedule, or make an enquiry. This technology is still learning, so please speak clearly and a bit slower. Eventually, it will assist during business hours too and support multiple languages to help manage our 500+ daily calls.

## FREQUENTLY ASKED QUESTIONS

*What if you cannot accommodate my booking?*

We try our best to accommodate all bookings. Please note our busiest periods are in the morning and afternoons, if you have non essential transport, try to arrange your trip between 10am and 2pm, this allows us to help more people.

*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.

*What happens if I cannot travel?*

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



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## 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

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 open and honest input and are committed to handling all feedback fairly, respectfully, and transparently.

Full details of our Feedback Policy, including how to submit comments or concerns, can be found on our website at [www.swct.com.au/resources](http://www.swct.com.au/resources)

## WHISTLEBLOWERS

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.  
[www.swct.com.au/resources](http://www.swct.com.au/resources)



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Contact Krystle Wolthers on 4626 5077  
or [kwolthers@marsdens.net.au](mailto:kwolthers@marsdens.net.au)



**Krystle Wolthers, Partner  
Estate Planning**

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