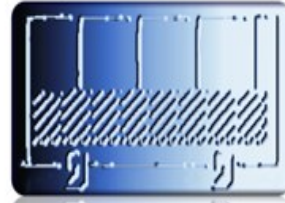




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Leichhardt Marrickville Community Transport Group (LMCTG) Issue 1. March Quarterly Newsletter 2013

Introduction

It has been such a long time since LCTG published its last newsletter that we thought we might as well discount previous editions and call this newsletter issue 1. So we will take this opportunity to announce that Leichhardt Marrickville Community Transport Group (LMCTG) has now been continuously operating for thirty years. So 2013 is our thirtieth anniversary. There will be various events throughout the year to celebrate our thirtieth anniversary.

News

We had our Annual General Meeting in November 2012 and a new management committee was elected. We have had a number of meetings recently and a proposal was put to the meeting and passed to change the name of the organisation to Leichhardt Marrickville Community Transport Group. The reason for this being is, that this organisation provides community transport services to both Leichhardt and Marrickville residents. In fact at the moment, we have more clients in Marrickville than we have in Leichhardt. Although the motion was passed, we will have to wait until the AGM in September 2013 of this year for the change to be ratified by 75% of the paid up members of the association voting in favour. So while this name change is not official at this time, we are now referring to ourselves as Leichhardt Marrickville Community Transport Group (LMCTG).

New Services

Marrickville Shopper

We are aiming to start a Marrickville Shopper in early July of this year. This will be on Thursday every week with possibly two pick ups per day. Transport will be to Marrickville Metro and Leichhardt Marketplace. You will notice (if you live in Marrickville) that there is a document entitled "Expression of Interest in Marrickville Shopper" in the package of documents sent to you. If this is a service that you are interested in, could you please **complete the form** and either give it to your **driver** or **mail** it back to us.

This will be very useful to us in assessing the current level of interest in the service and seeing what other advertising we have to do to get the necessary numbers. We will continue to advertise the new service over the next four months. Please tell other people you know about the service. **Please complete the attached form if you are interested in using the service.**

Canberra Floriade Overnighter

We are interested in conducting an overnight trip to Canberra to coincide with the annual Floriade Festival on the 20th September 2013. Two buses will be going down, one for Leichhardt clients and one for Marrickville clients. In addition to the two drivers, there will also be two female staff members to assist clients during the trip. We will be driving down on Friday morning and returning on Saturday afternoon.

There is a full **itinerary** for this event that can be viewed on our website at **www.lctg.net.au**

This is the first time that LMCTG has conducted an overnight trip with its clients' so we are hoping that everything goes well. If this proves to be a success we may try to make this an annual event. We have made a tentative group booking with a hotel that has an excellent reputation in caring for seniors groups. They have also offered us reduced rates as this is a group booking. We know that our clients having retired from work have limited financial resources and so we have therefore done whatever we can to reduce the costs. In the itinerary for the trip, you are requested to bring only **minimal luggage** with you as you will only be away for one night. This is a hotel so bedding and towels are provided.

Marketing

Over the last four months we have devoted more resources to marketing our service. We believe that we have a responsibility to ensure that as many people as possible, living in Leichhardt and Marrickville know about and use our services. We have updated all of our brochures and our Concise Guide to the service is now available in six languages **English, Vietnamese, Greek, Chinese, Portuguese and Italian.**

We have also purchased some printed fridge magnets so that clients never lose our phone number. We have also made an order for some Eco shopping bags with our name and logo. We will be giving two of these to all the clients who go shopping with us. We have also conducted 6 presentations to different community groups in the last four months. Alena who is our staff member responsible for promotions has also organised some presentations for Portuguese and Italian groups in March.

We will also be present at the Seniors Week Expo at Marrickville Town Hall.

We know that one of our greatest assets are our drivers who are always promoting our service. I would like to take this opportunity to express our thanks to our drivers for doing this and for looking after our clients. I would also like to request that our clients also mention our service to other people they know, the best recommendation is a personal recommendation. Give them our phone number and we will do the rest.

Feedback Surveys

We have recently started to ask clients who are using the outings service to fill in a feedback form. This will be useful to us in trying to improve the service we provide to clients. We would appreciate you taking the time to fill in the feedback sheet. We also know and our drivers have confirmed that there are some clients who don't like filling in forms. So please note that filling in these forms is voluntary. If you are filling in the form, you are not required to put your name on the form. We also don't mind criticism of the service as this may help to improve it.

One Hundred and Thirty

We are pleased to announce that one of our long term clients is going to be one hundred this year. So we thought that it would be appropriate to celebrate her centenary with our thirtieth anniversary. We will present Edna Taylor with a certificate which allows her free transport with LMCTG in the future. This is now our policy for all our clients who get to one hundred.

So we have asked the Mayors of Leichhardt and Marrickville to attend an event in May to celebrate these milestones.

We will include a photograph of this event in the next edition of the newsletter.

Possible Changes to Service Delivery

We have been informed through various sources that the organisation that administers our funding will change the basis on which our organisation is funded. We further understand that there will be a requirement on us to increase the numbers of trips that we provide in order to retain our current level of funding. This means that some of the services that we deliver will have to be redesigned so that we use our available resources and capacity to full effect.

It may be the case for example that with individual transport you may be picked up with other clients and then dropped off. This could also be the case when returning home so you may have to spend longer in the vehicle than usual. It may also be the case that we may use a vehicle called a Sprinter to pick you up rather than the station wagon that you are used to. We don't believe that these changes will make a huge difference to clients. We are however required to make these changes to satisfy the conditions to maintain our funding. There may be some times when the systems do not work as well as we would like and so we ask for your patience in the early stages of the changes, we know that over time the systems will improve.

Who's who at LMCTG

Although, most of our clients know who does what at LMCTG, some of our newer clients may not know the staff members, so here they are:

Michael Doyle: Executive Officer

Julie Saunders: Service Coordinator

Anthony Layton: Fleet Manager

Bich Letran: Transport Scheduler

Cheryl Crabb: Shopping Assistant

Alena Piccolruaz: Marketing and Communications Project Officer

Ray Carter: Accounts Manager

Drivers: John Freeman, Robert Finlay, Vincenzo Riemma & Glenn Rapaport

Casual Drivers: Simon Bennetts & Geoffrey Quant

Drivers Corner — Did John Freeman Kiss the Blarney Stone?



We are going to have a section for the drivers in our newsletter. This may take different forms as we roll out our newsletters. To kick things off, Michael Doyle the EO of LMCTG interviewed John Freeman who has been a driver for the organisation for nine years. During the interview it became clear that they had a few things in common. Both were born in Ireland. Both moved to London during their childhood and both were smart enough to move to Australia as adults.

The Gift of the Gab

Most people who know John will tell you that you usually hear him before you see him. We were wondering if he ever kissed the Blarney Stone. The Blarney Stone is a stone at Blarney Castle in Ireland. If you kiss this stone you will be granted the gift of eloquence. Or in Ireland they call it "The Gift of the Gab". Well this question will only be answered in the next edition of our newsletter so tune in next time.

Interview with John.

John can you tell us where you were born?

I was born in Ireland, County Cork (2nd biggest town in Ireland) and 100 miles south west of Cork right down near the Bearer Peninsula.

When did you arrive in Australia?

I came to Australia with the Royal Navy originally 40 years ago and did a stint with the Australian Navy in submarines and then I returned to England and later emigrated back to Australia after I met my wife. I was a submariner.

Where did you go to school?

England. I left Ireland when I was 8 and did all my schooling in Kensington, London.

What was the first paid job you ever had?

The Royal Navy. I was 16 years old. I joined as a junior, did 2 years of training and then went onto a frigate (is just a bit below a Destroyer).

How long have you worked for LMCTG?

I have been working for 13-14 years now in community transport. 9 years for Leichhardt Community Transport and am also the longest serving or senior driver of the team.

What do you like about being a community transport driver?

I like working in community transport because I am quite open and talkative and can get on well with all types of people. I also like to think that I'm doing some good by helping all people.

What do you think is important about community transport for seniors and the community in general?

For seniors the importance of community transport helps them to be a little bit more independent and that if they can stay at home and realise that if they want to get out now and again, there is someone there to help them do that. It helps the community know that in different times of one's life e.g. if they have health problems or are not so mobile, that there is someone there to help them get to their treatments and that we are a caring team of people.

Anything else you would like to say?

I think community transport is improving and people are beginning to find out more about us and that we can help them more than they think we can, giving them the opportunity to stay home and in their own house, in their own surroundings. We are there for them to take them wherever they would like to go.

Final Notes

If you are interested in finding out **information about Seniors Programs** available to you in your area, then please contact Leichhardt or Marrickville Council at the details below.

Additionally, Seniors living in the Marrickville area can also contact the Citizens Service Centre on 9335 2222 for Tom Foster Community Care services, day care groups, food and social support services and opportunities to volunteer.

Leichhardt Council :

Deborah Harvey

Community Development Officer – (Ageing)

Phone: 9367 9043

Marrickville Council:

Lyn Frankovich

Strategic Community Projects Officer – (Ageing)

Phone: 9335 2155

***** Please note that we have included 2 important surveys in this package (note that if you are a Leichhardt resident you will only have 1 survey in your information pack) and it would be greatly appreciated if you could take the time to complete the survey/s and either give them to your driver or mail them back to us.**

LMCTG is jointly funded by the Commonwealth Government, Home and Community Care (HACC) and the NSW Community Transport Program.