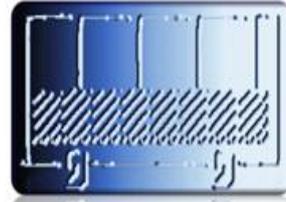




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“Transport with Safety & Care”

Leichhardt Marrickville Community Transport Group (LMCTG) Issue 3. September Quarterly Newsletter 2013

Introduction

It feels as if spring is in the air and I can probably stop using my hot water bottle. It has not been a really cold winter but I don't mind that, I had enough of them living in London all those years. With spring coming on Julie Saunders (Service Coordinator) and Bich Letran (Transport Scheduler) are busy printing the outings calendar for October 2013 to January 2014. So we hope to see more of you on the road with the warmer weather.

News

Updates on New Services

The Marrickville Shopping Service is now up and running on Thursdays. We conduct this shopping service cooperatively with Newtown Neighbourhood Centre, with both organisations' pooling their resources to provide a quality shopping service for Marrickville clients. There are still seats available on the Thursday and we would like to increase our numbers so please let others know about this service. If some of you are experiencing Marrickville Metro fatigue then keep in mind that the last Thursday of the month i.e. October 31st, the Marrickville Shopper will go to Leichhardt MarketPlace.

Changes over the Christmas Period/New Year Period

The shopping service that LMCTG provides will continue on over the Christmas and New Year period. The Individual Transport and Outings Services will not be operating in the weeks beginning Monday 23rd December and Monday 30th December. Normal services will resume on Monday 6th January.

New Services to be Introduced

Royal Prince Alfred Hospital Shuttle Service

We are going to start a new service which we are calling the RPA Shuttle Service. The main reason for doing this is to increase the number of trips available for individual transport. The area where we have most unmet needs and are therefore losing trips, is in individual transport. If we have a Shuttle Service that focuses on taking clients to and from RPA only, this will create greater capacity especially on the outbound Individual Transport (IT) Trips. If the IT drivers don't have to return as many clients home they can increase the numbers of outbound trips. We have been looking at the design of this service and seeing what other Community Transport services do with Hospital shuttles. At this stage, we are trying to create a service that will:

- Take clients to the RPA Hospital area in the morning from their homes
- Collect clients from various locations in that area after their appointments
- Wait at a particular location in that area for walk on clients and then leave that location to drive clients home at a particular time
- Await calls from the office while parked in a location nearby and collect clients
- Where possible, be a backup or first response for the IT station wagon drivers who are running late to pick up clients.

We also know that there are some clients who may not be suitable for the Mercedes Sprinter as this is the vehicle we intend to use. These clients will continue to use the station wagon. This service will start in the first week of October on Tuesdays. If all goes well, we will also continue this service on Wednesdays. This service will need to be promoted widely, especially at RPA hospital.

Marrickville Shopping Outings

As you know, we now have a weekly shopping service for Marrickville clients. We have not however had any shopping **outings** for Marrickville clients. With more vehicles and drivers available, we now have the capacity to offer Shopping Outings for Marrickville clients. For more details on this new service, please see the notice from Julie attached with the info package. We hope to start this service on the **last Friday of the month starting in October**. It will then continue on a monthly basis as is the case, with Leichhardt clients.

Bus assistant on TigeRider on Tuesdays

Over the last year we have received requests from clients to have a Bus Assistant on the TigeRider. A new bus assistant has been employed and has already commenced work. The early feedback has been positive. We hope that this will result in increased use of the TigeRider. I will also take this opportunity to welcome Sara Di-Terlizzi to our staff as an ongoing part time staff member.

New Casual Employees

We are trying to increase the organisation's capacity to meet unmet demand and offer new services to our clients. In order for us to do this, we are employing two more casual staff members. So we would like to welcome Tom Michaelson and Julie Tighe, who are both experienced drivers. It's been a few years since we had a female driver so we are glad to have Julie in this role.

Floriade Update

The preparation for this event continues. The rooms have been booked, client fees have been paid and breakfast times scheduled. The drivers and support staff have also been allocated. So we just need some good weather. All participating clients are reminded that it is still cold in Canberra in September, so bring your thermals.

Mail out to Meals on Wheels clients

We recently printed out 200 sets of brochures for all the meals on wheels clients in Marrickville and Leichhardt local government areas. These were dropped off to Tom Foster Community Centre and will be distributed to all the meals on wheels clients by their drivers. Thanks to Marrickville Municipal Council for cooperating with us in promoting our service.

Outings for C.A.L.D. (Culturally and Linguistically Diverse Backgrounds) Groups

Over the last year, we have been trying to encourage C.A.L.D groups of people to use our services more. The Vietnamese community is an emerging community in Marrickville. It was therefore with great pleasure, that we commenced our first outing with a Vietnamese group. This group is represented by Community Cultural Connections in Marrickville. We would like to acknowledge and thank Trinh Le, the Vietnamese HACC Coordinator for her work in brokering this event.



Date of AGM and Information Event

We have set the date for this year's Annual General Meeting (AGM). It will be at the Petersham RSL Club as usual at **11.30am on Friday 8th November**. Transport for clients who are interested in attending will also be available. More details of the AGM will be sent to all clients closer to the event. Normal services will be suspended on that day.

This year we are also going to have an information event on Friday 29th November from 12.00-2.30 at Petersham RSL Club. This event will give the organisation an opportunity to give clients information on all the services that are available to them from Leichhardt Marrickville Community Transport. This will also provide us with an opportunity to get feedback from clients on the services we provide. We believe that an event like this will be more appropriate for client feedback than the more formal requirements of the AGM meeting. This event will kick off with a **free lunch**, which is always a good way to start.

Newtown Neighbourhood Centre Fortnightly Shopping Service

A fortnightly Shopping Bus is available for Marrickville residents who are frail aged and have mobility issues, together with their carers. Assistance is provided to help you on and off the bus and carry the groceries to your kitchen. A car assisted and list shopping service is available for those who cannot access a bus or leave home to shop. Cost is \$5.00 for shoppers and carers travel free if assisting the shopper. For further information call Kerry on 9564 7303 or email: kerry@newtowncentre.org

Drivers Corner- Enzo Riemma



Interview with Enzo

Michael: Enzo, your surname, it's Italian isn't it?

Enzo: You would assume that, given that I was born in Italy, I was born in Naples in Southern Italy.

Michael: Your parents are Italian?

Enzo: Yes they are Italian, for the last 300 years.

Michael: 300 years of Italians! A bit of pasta cooked in that time then?

Enzo: *Enzo laughs* that's for sure.

Michael: How old were you when you came to Australia?

Enzo: I was 24 and now I am 41.

Michael: Did you come here with your family?

Enzo: No, I came here with an Australian girlfriend whom I had met in London.

Michael: Did you go to London before you came here or after you came here?

Enzo: I left Italy in 1995, and stayed in England up to the beginning of 1997, then in the same year I came over here to Sydney.

Michael: Tell me, what was the first paid job that you ever had?

Enzo: My first paid job was when I was around 16, my dad asked a dear friend of his to give me a summer job. It was basically working in a warehouse.

Michael: What kind of warehouse was it?

Enzo: Well it was more a kind of shop... that sold all sorts of gadgets, the equivalent of a Chinese shop... a \$2 shop that sold little radios, watches, pens and rechargeable batteries.

Michael: So when you were a kid, what did you think you might like to do?

Enzo: Well I remember being 6 and wanting to be an astronaut. But then, I went to pick up the car with my mum from the mechanic and fell in love with the idea of being a mechanic.



Michael: An astronaut-mechanic! Sounds good!
How long have you worked for LMCTG?

Enzo: About two and a half years.

Michael: What do you like about being a community transport driver?

Enzo: I like that I am useful to a community in need and the workplace is well organised. All the vehicles are neat, tidy and well-kept which is in the best interests for the safety of clients and drivers. Also the organisation does the right thing in the eyes of everyone.

Michael: What do you think is important about community transport for seniors?

Enzo: Well it is essential for those especially with a disability to have access to easy transport, and many people live alone. It's also important that this service exists so they can go to medical centres, hospitals, dentists for all sorts of issues relating to health and also shopping. It's also very nice when the LMCTG organises outings as it gets them out of the house.

Michael: Anything else you would like to say?

Enzo: Well, I am a younger driver, I am only 41 so compared to them I am still a young chap, so it's interesting to come across people who have lived a longer life. They have a lot of experience, can tell you a lot and they also understand many things so I really respect that.

Michael: Well, thank you very much for doing this interview.

Enzo: It is my pleasure.

New Signage on the Side of our Buses



Some clients have stated that the wording that goes with our Logo on the vehicles are unclear or cannot be read clearly. We have now placed another sign on the side of our buses which states our name in black and white. We think that the new signage clearly identifies us and is highly visible. This also serves as an effective moving advertisement for our organisation.

What's on Marrickville

Cyber Seniors

Term 4 of this very successful intergenerational project starts in October. Learn more about computers at a local high school where you will be tutored by a student for 6 weeks. To find out more, please phone 9335 2143.

Two Way Street

Is your neighbour helpful and kind? If you'd like to share a story of neighbourliness please give Melanie a call on Tuesday, Wednesday or Thursday on 9335 2057.

Home and Community Podiatry Service

Put your feet first and call 9911 9939 to find out if you are eligible for this government funded service.

Home Library Service

Want books delivered to your home by qualified Library staff? Phone 9335 2134 to enquire about this service.

What's on Leichhardt:

Leichhardt Home Maintenance & Modification & Gardening Service can assist frail aged, people with disabilities and their carers with access, safety and independence in daily living in their own home or with a carer.

Maintenance work including minor repairs and adjustments e.g. door, fence and gate repairs, window sash cord replacement, gutter cleaning, securing rugs, cords and curtain rails, modifying furniture etc. to modifications such as installing ramps, grab rails and hand held showers. Major bathroom modifications can be also carried out at an affordable cost.

The **Leichhardt Handyperson and Gardening Service** can assist residents in the Leichhardt LGA, with small handyman jobs, painting, gardening and lawn mowing. Services provided include mowing, weeding, tree trimming, mulching, yard cleans, interior and exterior painting and minor maintenance jobs. For further information contact Chris on 9367 9354 or lhmms@lmc.nsw.gov.au

HOPE Luncheons - Healthy Older People Eating, better known as HOPE, creates an opportunity for active seniors to meet on the 3rd Wednesday of the month to enjoy each other's company over a nutritious lunch. Local cafes and restaurants provide lunches at a cost of \$20 to \$25 to around 40-50 seniors. For further information contact Deborah on 9367 9043 or deborahh@lmc.nsw.gov.au

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 using the details below.

Marrickville Council:

Lyn Frankovich

Strategic Community Projects Officer – (Ageing)

Phone: 9335 2155

Leichhardt Council :

Deborah Harvey

Community Development Officer – (Ageing)

Phone: 9367 9043

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.

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