



Leichhardt Marrickville Community Transport Group (LMCTG) June 2016 Newsletter, Issue # 13



On the road again

Message from Executive Officer

Looks like we are finally getting some cold weather but that's no excuse for you to stay at home. We want to get you out of the house, because you have got things to do, people to meet, and places to go and we want to take you there.

Peak Period Group Medical Transport

The Problem: Not being able to meet demand

Not being able to meet the demand for transport to medical services is something that concerns us. This is obviously a concern for clients also. There are reasons for this, the main one being that there are too many people who have appointments at the same time in different places on the day. Generally the way in which Individual Transport to medical appointments works is based on the procedure of picking up one or two clients and sometimes their carer's and then driving them directly to their medical appointment. Then driving to another client's home picking them up and taking them to their appointment directly, and so on. This system is very time consuming and results in situations where we don't have the capacity to fulfil all the demand.

The Experiment

So we are going to use a larger vehicle to pick up about 3-5 clients consecutively during the morning peak 8.30-10.00 then dropping the clients off to their appointments. So we would start picking up clients at 7.30. We think that with 3-5 clients they would all be picked up by 8.30 and would then be dropped off at their appointments from 9.00am onwards. The way that this will work will change based upon demand on a particular day. The positive result for clients is that more of you will be able to be transported to your appointment by us. So people who are on the waiting list will be offered transport in the group pickup. What is different about the new system is that you have a place on the group transport and you will be informed of your pick up time the day before. So once we have picked up the group to be transported we will get you to your appointment as soon as possible.

Later Returns from Medical Appointments

Another limitation to our services that we want to improve on is the cut off period for return trips after medical appointments. Currently the last return pick up time is 3.00PM we are going to have drivers who finish later so that the last return will now be 4.00 PM. This change will commence on **Monday**

4th July. Please note that this does **not** now mean that we have a **huge capacity for the after 3.00PM returns.** So the usual advice that we give you still applies try to ensure that you have completed your treatment and are ready to return home by 3.00PM. At that point from Monday 4th July onwards we only have one driver available for the later returns. If there appears to be a lot of demand for the later returns we may be able to add more capacity. This service will operate Monday, Tuesday, Wednesday and Thursday.

Returning Home after Surgery

Clients who book transport to go home following surgery or procedure of some kind must present a letter to the Driver from their doctor/nurse, stating they are "Fit to Travel". Drivers have the right to refuse transport on the day if this is not presented. - LMCTG WH&S Policy. We don't want to put our drivers in a position that they are not medically qualified to deal with.

Cancellations: Let us know right away.

There has been a change in the way in which our funding body view our statistics. They will no longer count a trip that has been cancelled by the client.

Can you remember to call the office if you need to cancel your booking for transport. This is very important for us. We have had a number of instances where our clients have cancelled when the driver arrives at the door. This is a huge waste of the driver's time. We will not be credited with the trip and we then don't have the time to pick up another client on the waiting list. The client will also have made other arrangements which can't then be changed.



Annual General Meeting (AGM)

This year our Annual General Meeting will be held on Friday 30th September at 12.00 noon. Seaview Hall, Dulwich Hill. Unfortunately we are unable to supply transport to members of the association as this is a normal working day for our drivers. **The address of Seaview Hall is 12-14 Seaview Street, Dulwich Hill.** We will be sending out more information on the AGM to association members closer to the event.

Other News

Increased Client Fees

LMCTG is funded for services to clients who are 65 and over, clients with disabilities that are under 65 and clients who are Transport Disadvantaged. We receive funding from Commonwealth and State sources that is channeled to us through Transport for NSW (TfNSW). In the new Funding Agreement that commences in **July 2016** there are a lot of new conditions which are referred to as **Key Performance Indicators KPIs.** These performance indicators are things that we need to comply with to retain the funding.

KPI 9

The quote below is taken from our new contract with TfNSW

"The fees recovered by you from eligible customers for delivery of CHSP + CTP services must be an amount equal to at least 15% of the funding you are paid to deliver those services under the CHSP or CTP in each KPI calculation period."

CHSP is the Commonwealth Funding we get for services we deliver to clients 65 and over.

CTP is State Government Funding for people who are Transport Disadvantaged. These two funding streams compose 90% of our funding.

In the past Community Transport Organisations have been able to charge fees that they thought were appropriate for service users in their community. The clients who use our service are mostly clients who are on full aged pensions. They are generally in a position of financial stress and we have not wanted to make that worse by charging higher fees. We charge less for our services than the majority of other Community Transport Organisations. Because of this the amount that we receive in fees is below the 15% threshold.

So we will have to increase fees. We will do this by making small increases in most services overtime so that the impact is spread out and does not impact on any one group of service users. These increases will not commence till **1st September 2016.**

Helen Dwyer: Vice President of Management Committee

Helen Dwyer has recently resigned as Vice President of the LMCTG Manage-

ment Committee. We would like to take this opportunity to thank Helen for her service over the last few years. We are in the process of finding a replacement for Helen. If you are interested in being a client rep on the committee let the Executive Officer know. You will need to fill in an application form to be considered for the position.

Staff Changes

Matthew Reilly Transport Scheduler

We are happy to announce that Matthew Reilly has been employed as our new Transport Scheduler. He has been very quick to learn most aspects of his new role and we are grateful to have another person to share the workload.

Sara Di Terlizzi Intake and Welfare Officer

Sara returned to our service in the role of **Intake and Client Welfare Officer**. So if you have any welfare needs or need to talk to someone about services you receive call our office on Mondays and Wednesdays and speak to Sara on 9558 6800. Best time for this is 9.30-4.30.

Caroline Nugent

We were very sorry to lose the services of Caroline Nugent who was a Bus Assistant on our services for a number of years. Caroline was offered a full time position with another organisation. So we wish Caroline good fortune in her new position.

Fleet Vehicle Changes

We now have three new Honda Odyssey Vehicles with the sliding side doors this makes it easier for clients to get out of the vehicle.

Portable Ramps

We are now using portable ramps to make it easier for clients to access our buses.

LMCTG Service Users Info Pages

There will be no services available on Friday 17 June as all staff members are required to attend group training on that day.

New Services: Newly Added Services:

Wednesday Strong Shuttle to Strong Clinic at Balmain Hospital. This is an exercise program for seniors. If any of you are interested in participating in these groups call the office and we will give you further information.

Due to high demand, the Thursday Pension-Week Marrickville Shopper has been expanded into three runs, this change will reduce time spent travelling on the bus to/from Marrickville Metro.

My Aged Care

As stated in the previous newsletter all new clients who are 65 and over who want to access our service have to use the My Aged Care gateway to access our service. It is also important to note that if your needs have changed with time, for example you need more home care services you can contact My Aged Care (MAC) on 1800 200 422. If you would like further information on this call our office on 9558 6800 and speak to staff members. As stated above Sara Di Terlizzi (client welfare officer) is in the office Mondays and Wednesdays she can also assist you if your circumstances have changed and you need more assistance at home.

Do you know someone who could benefit from using our service?

Do you have an acquaintance, family member or friend or someone who lives in your street that could benefit from using our service? As a service user you may assume that everyone knows about our service. This is often not the case. So if you do know someone who you think may benefit from our service mention our name or give them our phone number and we will do our best to assist them.



Amalgamation of Leichhardt, Marrickville and Ashfield Councils

Many of you will have heard in the news that Leichhardt, Marrickville and Ashfield Councils have now been amalgamated into the Inner West Council. At this point we are unsure what this means for our service. We don't re-

ceive any funding from these organisations so at this point we have been unaffected by these changes.

Shopping Bag Weights limits on Shuttle and Shopping services

Due to Workplace Health and Safety concerns you are reminded that the combined maximum weight of shopping bags should be no more than 15 Kilos. If you need to purchase items in excess of this weight limit we suggest you go shopping more than once a week or increase the number of days you go shopping.

National Disability Insurance Scheme (NDIS)

As many of you who are under 65 with a disability will know the NDIS is being rolled out in NSW. The timeline for this will depend on what part of Sydney you live in. There is a **Stage One** phase which commences on the **1st July 2016** and the **Stage Two** rollout which commences in **July 2017**. Leichhardt and Marrickville are in the **Stage Two** phase so this scheme will not be available till July 2017. When the arrangements for this transition are clear in the case of our clients we will give you more information as it comes to hand.

Vivid Lights

We are going back to the Sydney Vivid Lights again this year. This is our only night time event apart from the Christmas Lights and we will be taking three buses there this year. Last year we went to Maccas in Haberfield before the event that didn't work all that well as it was rather crowded, so this year we will go the Canterbury Leagues Club instead.



Shoppers Corner

We have introduced a new section in the newsletter called Shoppers Corner. We have done this in an attempt to save you money. The prices below are from ALDI Supermarket and were quoted to us on Wednesday 1st June 2016 and are obviously subject to change. So if there is a variation on the day we apologise in advance.

Milk – 1ltr \$1.19, 2ltr \$1.99
Butter – 250g \$1.39
Eggs – a dozen \$2.59
Cheese – 1kg block \$6, 500g shredded \$4.29
Bread – white sliced 85c
Baked beans – range of flavours \$79c
Oats – rolled/instant 750g \$1.08
Vegetable oil – 425g \$4.39
Olive oil spray cans – 100g \$2.99
Flours – 1kg Plain/Self raising 75c
Steamed frozen veggies – 450g \$2.29



Award winning meals...

Chicken ready meals – 350g risotto, tomato or pasta \$3.49
Chicken plated meals – 320g parmigiana or roast \$4.99
Tuna Morné – 400g \$3.49
Sheppard's Pie – 400g \$3.49
Frozen Vegetarian meals – 400g cannelloni or lasagne \$3.49

LMCTG is funded by the Commonwealth Department of Social Services (DOSS), NSW Aging Disability & Home Care (ADHC) and the NSW Community Transport Program.

