Wishing all our clients
a safe and
HAPPY NEW YEAR!

Many thanks to all who sent
Christmas greetings.
The messages, cards and special
treats were really appreciated.
“Hi. My name is Milad. I’m the new Service Operations Manager here at Great Community Transport.

I’ve been here for just over a year in a previous role as the Service Coordinator. I was given the wonderful opportunity since October last year, to take over operations and lead the service. I come from a strong background in community services and community transport in particular, as I studied Social Science at University, and started working at another Community Transport group shortly after graduating almost 9 years ago. Since starting in Community Transport, I’ve been involved in a wide variety of roles and different aspects of operations.

I hope that I can use this experience and be of service to this organisation and to the community by taking what was built here and driving it further, with the help of the wonderful set of staff the organisation currently has.”

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New Office Hours for 2017

To better meet the needs of our clients, Great Community Transport have extended the hours that you can contact our offices.

The new hours are from 8am – 4pm Monday to Friday, excluding public holidays.

Please note that during busy periods you may need to leave a message and we will return your call as soon as possible.
2017 SERVICE CLOSURE DATES FOR TRAINING

To ensure that we provide safe, professional care for all of our clients, and to meet our training obligations under our funding agreement with Transport for NSW, Great Community Transport will be holding training days for all staff on the following days:

Friday February 17th
Friday May 26th
Friday August 18th
Friday December 8th

The service will be closed on these days - except for clients being transported to their dialysis treatment.

SOCIAL OUTINGS – HOW TO GET THE BEST OUT OF OUR OUTINGS PROGRAM

- Only book outings that appeal to you and that you feel you will enjoy.
- Ensure that you read the special outings program so that you book on outings that suit your mobility – some outings are NOT suitable for those with frames, wheelchairs or who need the support of a GCT carer.
- Bookings MUST be made by phoning the office BEFORE you make payment.
- If you have any special dietary requirements eg. vegetarian, gluten free etc. make sure that you advise the receptionist EVERY TIME you book, so that we can advise the venue in advance – there may be an additional cost if we have negotiated a set menu – we will NOT be able to assist with special diets on the day of the outing.
- Let us know what you think - request a feedback form from your driver on the day of the outing. Tell us what you think worked, what didn’t work, and what could make the trip better if we went there again.

Please note: ALL OUTINGS MUST BE BOOKED & PAID 2 WEEKS IN ADVANCE!
Great Community Transport is funded to assist clients to attend medical and hospital appointments. Priority is given to those clients attending appointments closest to home.

To ensure that we can meet as many requests for transport assistance as possible the service has implemented transport boundaries. We can provide transport as far East as Concord, Strathfield & Burwood / West to Bathurst / North to Norwest, Richmond & Windsor / South to Liverpool.

We no longer provide transport to destinations outside these boundaries. Therefore, we cannot take you to Hills Private Hospital, Sydney Eye Hospital, Sydney Dental Hospital, RPA, Macquarie Hospital / university, Sydney Adventist Hospital & Royal North Shore Hospital to name a few.
To increase the likelihood of us being able to transport you to your appointment, please consider the following:

- If your doctor is referring you to a specialist, advise them that you rely on community transport to get to your appointments, and ask for a referral to a specialist as close as possible to where you live.

- Ring with your transport request as soon as you make your appointment. This will not guarantee that we can provide transport but we will have a greater chance of arranging transport for you. Even if you make your request months in advance, there is no guarantee that we will be able to assist with your transport request.

If we are unable to provide transport after you have made your request, GCT will try to give you at least 2 days notice to enable you to make alternative arrangements.

Due to fatigue management laws we endeavour to ensure that our drivers finish work no later than 6pm. If your “out of area” appointment is any later than 12pm, or is a long appointment and won’t be finished before 3pm, GCT will be unable to assist with transport.

Please remember that when you contact our office you are making a request for transport assistance NOT a booking. This means that we will endeavour to provide transport to your appointment (within service boundaries) however, our resources are limited and there will be times that we are unable to assist you.
STAYING COOL THIS SUMMER

Here's some tips to beat the heat without an air-conditioner:

**House**

- Prevention is better than cure. Keep curtains and blinds closed during the day to block the heat and direct sunlight.
- Close windows once the outside air is warmer than indoors.
- At night, once the mercury drops, purge the accumulated hot air by opening windows and doors.

**People**

- Keep cool and hydrated. Keep a jug of drinking water in the fridge.
- Sitting for a while? Soak your feet in cold water.
- Electric fans create cooling air movement using minimal electricity. For extra cooling, keep a spray bottle handy and regularly mist yourself with water.
- Barley, rice or wheat-filled bags (used in winter as 'heat packs') can be put in the freezer and used as personal ice packs.

**Animals**

- Make sure pets have adequate shade, ventilation and water. You might have to bring them indoors for the day.
- Leave out bowls of water in shady areas for wildlife.

**Out and about**

- If you have to venture outdoors, protect yourself from the sun's harmful UV rays by covering up with light, loose clothing, a hat and sunscreen.
Introducing our Volunteer of the Year 2016

‘Volunteer of the Year 2016’ Phil, being congratulated by Operations Manager Milad.
Client Christmas Party 2016

Brewery Bistro