

# CWI News

**Community Wheels Inc**  
2a Arthur Street  
MERRYLANDS NSW 2160

**Autumn Edition - March 2010**

Due to Anzac Day falling on a Sunday, Community Wheels will be closed on Monday 26th of April to remember those that gave so much for our country. We will return on Tuesday 27th of April at 8am.

**“ Lest We Forget”**



## **Inside this issue:**

## **CLIENT SOCIAL OUTINGS:**

PLEASE NOTE: The client Social Outing to Bingo will be held on Monday the 12th of April not the 5th as this is EASTER MONDAY.

Also due to the Easter Special Shopping our MARCH outing will be held on Tuesday 30th instead of Wednesday 31st.

**“Sorry for the inconvenience this may have caused”**

## **SPECIAL SHOPPING SERVICE:**

A special service has been arranged for clients wishing to purchase all their “ Yummy” Easter Eggs and gifts ready for the Easter Bunny to arrive.

This Service will be ran on Wednesday 31 March

**“ Be Quick as There is Limited Seats”**



## **ACCEPTANCE OF GIFTS :**

PLEASE NOTE: It has been made Policy that our Drivers and Office Staff are not to accept gifts or donations, with the exception of home garden produce, chocolates or flowers.



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## NOTICE TO ALL SHOPPERS:

### SHOPPING SERVICES 2010:

March	Tues	2,16 & 30	Thurs	4,11,18 & 25	Fri	5,12,19 & 26
April	Tues	13 & 27	Thurs	1,8,15,22 & 29	Fri	2, 9,16,23 & 30
May	Tues	11 & 25	Thurs	6,13,20 & 27	Fri	7,14,21,28
June	Tues	1,15 & 29	Thurs	3,10,17 & 24	Fri	4,11,18 & 25

**PLEASE NOTE:** Wednesday 31st March is a Special Shopping due to Friday 2nd April being "GOOD FRIDAY" of the Easter long weekend.

Transport to the shops is available every pension week on Tuesday, Thursday and Friday to set destinations. After your arrival at the shopping service, you have approximately two hours to do your shopping.

#### Destinations are:

- Merrylands Mall:** If you live in Parramatta or Holroyd areas and need one on one assistance with your shopping. We can provide this special shopping service on Tuesday's of each pension week.
- Carlingford Court:** If you live in Parramatta, Ermington, Rydalmere, Telopea, Dundas and Carlingford. This service runs every Thursday.
- Winston Hills:** If you live in Parramatta, North Parramatta, Wentworthville, Toongabbie, Old Toongabbie, Northmead and Winston Hills. This service runs every Friday.
- West Bus Service:** This is a partnership between Westbus and our organisation to provide a Door to Door shopping service to clients living in Parramatta, Harris Park, Rosehill, Granville, Guildford, Merrylands and Holroyd area. This service runs every Thursday and goes to Merrylands Mall.

Due to safety concerns you are restricted to carry 4 shopping bags per household on the vehicles. We encourage you to use the home delivery service provided by most supermarkets.

### **For More Information:**

If you want to know about our shopping service, please contact our Transport Office on (02) 8868 1400.

**"Servicing Parramatta, Holroyd and the bordering area of Auburn"**



## Guidelines for the Provision of Shopping Services:

- 1: Clients will be picked up from their homes or from the pre - arranged place
- 2: Clients will travel to the nearest accessible shopping centre
- 3: Clients will have two (2) hours to do their shopping
- 4: Drivers are **NOT** allowed to stop when travelling from the client's home to the shopping centre or visa versa without previous authorisation from the office.
- 5: Drivers are **ONLY** allowed to carry four (4) small environmental friendly bags.
- 6: Drivers can **ONLY** deliver the shopping bags to the front door of the client's premises. Shopping bags can be delivered inside your home only if you provide us with written consent. If you wish to do so, please contact the Client Liaison Co Ordinator on (02) 8868 1401.
- 7: Drivers are **NOT** allowed to unpack or store the contents of the shopping bags in pantries or fridges.
- 8: Drivers are **NOT** allowed to carry your personal belongings such as handbags, keys, purses or personal mail etc.
- 9: Drivers are **NOT** allowed to pay your bills, make any bank transactions on your behalf or purchase items for you.
- 10: Drivers are **ONLY** allowed to park on safety areas
- 11: Drivers can assist you with opening or closing your front door **ONLY** if you provide the office with a written consent. If you wish to do so, please contact the Client Liaison Co Ordinator on (02) 8868 1401.
- 12: If you require any assistance from the driver (eg: to get in or out of the vehicle) please tell him/ her what type of assistance is required.

If you require any further information, please contact our office on (02) 8868 1400.

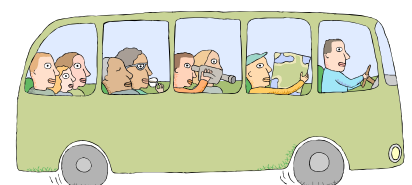
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## SHUTTLE BUS:

This service is intended to provide residents living between Blacktown and Parramatta access to two major hospitals in the region and other destinations along the proposed corridor.

Passengers will need to book their forward journey at least one day in advance. Return bookings can also be made in advance but can be made on the day of the journey. Passengers will be made aware of the approximate trip times so that they can make the appropriate arrangements.

Details can be obtained by calling our office on (02) 8868 1400.



## MONTHLY CLIENT OUTINGS:

**PLEASE NOTE:** We have enlisted below the upcoming dates and places in the 2010 calendar year for our Social Outings held on the first Wednesday of the month.

Please note the outing to the Blue Mountains is on Tuesday 30th March due to Easter Special Shopping.

Please make sure you get in early to book for the following:

**30 March 10**

**Let's take a drive up to the Blue Mountains and see the sights :**

You can take a rest for some yummy morning tea/ lunch in one of the quaint little café's in Leura or why not just have a look around in the shops for some knick knacks etc. Transport Cost \$ 15.00.

**Lunch is at your expense**

**If you wish to attend, please RSVP by Friday 26 February 2010**



**28 April 10**

**Why not join us for a day at Balmoral Beach.** You can buy yourself some Yummy Fish and Chips or bring your own lunch to sit on the sand and take in the rhythmic sound of the waves breaking on the shore. Transport Cost \$ 15.00. **Lunch is at your expense**

**If you wish to attend, please RSVP by Friday 27 March 2010**



**26 May 2010**

Enjoy the lovely views of Bobbin Head whilst having a bite of Morning Tea and have a cooked meal at Berowra RSL for lunch. Transport Cost \$ 15.00. **Lunch is at your expense**

**If you wish to attend, please RSVP by Friday April 2010**



**PLEASE NOTE:** These events are subject to change due to weather conditions. Bookings are essential. To take up this opportunity, please ring our Office to make a booking on (02) 8868 1400.

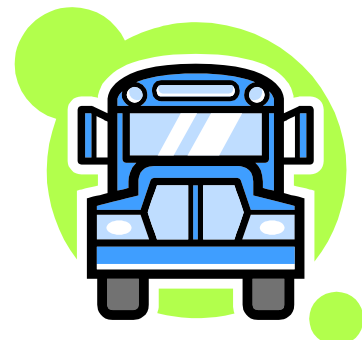
## WEEKEND SERVICE:

This service has been made available to help accommodate people which are either frail and have a disability wishing to visit their family members / relatives in hospital or a Nursing Home facility.

Community Wheels will arrange a taxi service to pick you up from your front door and take you this destination.

All you need to pay is your normal charge and we will subsidise the remainder of the fare.

For more information or to book your Weekend Journey, please give our office a call on (02) 8868 1400.



## SOCIAL MONDAY'S OUTINGS:

1 March

We're off to try our luck at Bingo. This time at Blacktown Worker's Club in Campbell Street.

We can join together for a cooked meal at bistro for lunch after winning all those yummy prizes on the bingo tables. You can enjoy this all for the price of \$10.00 Transport and \$2 for a book of games in bingo. [Lunch is at your expense.](#)

If you wish to attend, please RSVP by Monday 15 February 2010

12 April

It's Bingo time again to try our luck once more at Merrylands RSL. There will be a meat raffle commencing at the conclusion of Bingo. If the occasion, please we can get together and enjoy a buffet lunch at the Glaze Bistro for the low price of \$14.00. [Lunch is at your expense.](#)

Transport costs will be \$10.00 per person.

If you wish to attend, please RSVP by Monday 22 March 2010

3 May

We're off to try our luck at Bingo. This time at Blacktown Worker's Club in Campbell Street.

We can join together for a cooked meal at bistro for lunch after winning all those yummy prizes on the bingo tables. You can enjoy this all for the price of \$10.00 Transport and \$2 for a book of games in bingo. [Lunch is at your expense.](#)

If you wish to attend, please RSVP by Monday 19 April 2010

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## SPECIAL ANNOUNCEMENT:

**PLEASE NOTE:** We are trying something new and will be holding our Client Outings on the first Wednesday of the month and the Social Outings on a Monday.

If it is successfully, we will review this for the remainder of the year.

We would greatly appreciate it, if you could please give us feedback by calling our Transport office on (02) 8868 1400.

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## TRAINING DAYS:

**PLEASE NOTE:** Staff will be attending Training Sessions on the 3rd Monday of every month. On those days services will be reduced to a minimum.

Please make sure that your appointments **DO NOT** fall on the following dates:

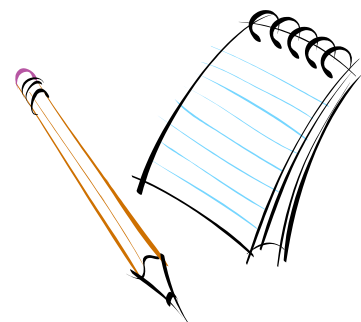
February 15

March 15

April 19

May 17

June 21



## **WHAT HAPPENS IF I AM NOT ABLE TO KEEP MY APPOINTMENT / BOOKING?:**

It is important that you let us know if you are cancelling a booking or a set appointment, If you are unable to contact our office, please ask a relative, friend or neighbour to ring us.

If we do not hear from you we may worry that something is wrong and phone your contact person.

You can contact us on the following :

Community Wheels Inc

2a Arthur Street, MERRYLANDS NSW 2160

Phone: (02) 8868 1400 –Please leave a message on the answering machine if the office is unattended.

Fax: (02) 8868 1444 or

Email: [mail@communitywheels.org.au](mailto:mail@communitywheels.org.au)

Our Office Hours are: Monday to Friday  
8am to 4pm

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## **PASSENGER COMPLAINTS POLICY :**

All passengers shall be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates.

Passengers have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

The appropriate team member will take steps to ensure that passengers feel comfortable to continue accessing the service after making a complaint.

If you wish to make a formal complaint, please do not hesitate to contact our Client Liason Co Ordinator by calling our office on (02) 8868 1401

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## **YOUR RIGHTS AS A CLIENT:**

You have a right to express your concerns or to make a complaint about a service issue without fear of losing the service or suffering any other recriminations.

You have a right to have your complaint dealt with fairly and promptly.

You have a right to be represented by an advocate of your choice.

You have a right to be informed about what services are provided.

You have a right to be assessed to receive services without discrimination

You have a right to choose what service/s you will receive

You have a right to privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside of Community Wheels Inc.

You have a right to view any information about yourself, held by Community Wheels Inc.

## **YOUR RESPONSIBILITIES:**

- \* Passengers should act in a way which respects the rights of other passengers and Community Wheels team members.
- \* Passengers need to take responsibility for the results of any decisions they make.
- \* Passengers are to play their part in helping Community Wheels to provide them with services.
- \* Passengers are responsible for notifying team members of any changes in their booking.

### **If you feel your Rights are not being respected or if you have any other complaint or concern about the services you are receiving you can try any of the following:**

- \* If you feel comfortable about it, you could discuss the situation with the team member concerned, this may lead to a quick resolution.
- \* If the above is not appropriate or fails to resolve the problem, you can contact the Client Liason Co Ordinator directly on (02) 8868 1401
- \* If this is unsatisfactory, you may wish to speak to the General Manager on (02) 8868 1402
- \* Alternatively, you can write to the chairperson at:  
2a Arthur Street, Merrylands NSW 2160.

### **You can also contact:**

- \* The Manager / Community Transport  
Ministry of Transport  
Locked Bag 5085, Parramatta NSW 2124
  - \* The Community Services Division  
NSW Ombudsman  
Level 24, 580 George Street  
Sydney NSW 2000
- Phone: (02) 9286 1000                      Fax: (02) 9283 2911  
Tollfree: 1800 451 524                      TTY: (02) 9264 8050

This is a free and confidential service that can assist you in working through any complaints or concerns about the service you are receiving.

**REMEMBER:** It is your right to make a complaint or to voice any concerns you may have with services received from Community Wheels Inc

Community Wheels Inc

2a Arthur Street

MERRYLANDS NSW 2160

**Bookings:** (02) 8868 1400

**Referrals:** (02) 8868 1401

**General Manager:** (02) 8868 1402

## STAFF:

**Management Committee:** Greg Hilder, Kathleen Durnell, David Lewarne, Bill Lawrence, Nancy Rushbrook, Bob Downing, and Roy Howell - Smith.

**Ex Officio:** Susan Lee and Lynette Connor

**Carers:** Nancy Rushbrook, and Brian Chow.

**Drivers/ Carers:** Rodney Avard, John Hannaford, Ian Rhodes Kevin Morrison, Zeljko Brizgala, Darrel Franks, George Drakos, Ryszard Sawicki, Emile Diab, Bill Stevenson, Warren Cranshaw, Robert Meadows, Martin O'Hagan, Grahame Hannell, and Rob Lavender. Earle Townsend, Allen Smith, Ron McCahon and Joaquin Diaz.

**General Manager:** Teresa Rivas

**Office Administrator:** Sharlene Clark

**Office Administration:** Sally Crocker

**Client Liason Co Ordinator:** Yvonne Fracala

**Bookings Co Ordinator:** Kate Spyrdz

**Service Administrator:** Christine Taylor

**Fleet Maintenance Co Ordinator:** Gabriel Hitti

**Bookkeeper:** Bruce McPherson

## WHAT IS THE HOME AND COMMUNITY CARE PROGRAM?

The Home and Community Care Program was first established in 1985.

This program is funded by the State and Commonwealth Governments and is administered by the NSW Department of Ageing, Disability and Home Care.

The program aims to assist frail older people and younger people with disabilities to live in their own homes as long as it is practical, rather than being admitted to a nursing home or hostel.

The services provided by the Home and Community Care Program consist of:

- Meals
- Home Help
- Home Maintenance
- Transport
- Respite Care
- Health Care
- Support Services
- Community Options

For more information, please do not hesitate to contact Yvonne Fracala on (02) 8868 1401 or Teresa Rivas on (02) 8868 1402