



The Tiger Roars Again Soon to operate 2 days per week!

You might have noticed - the TigeRider is transporting a record number of passengers. A very big thank you to all our

passengers for supporting us. We're delighted to report that our efforts and your support have been noticed. Leichhardt Community Transport has been funded to run the service another day per week, meaning if you live in the Leichhardt Municipality you'll have the choice of 2 days to use it - or even both.

You wanted new services?

Announcing a new concept

Flexible Transport

Our Individual Transport service does a great job getting people around, but it has its shortcomings. Ever been in one of these situations?

- ☹ You desperately need to be somewhere at 7 am - & there's no other time choice
- ☹ You been refered to a specialist, but the only place you can see him is Randwick
- ☹ You're feeling a bit shaky & you don't just need the transport, you need someone to take you right to the door, provide a little assistance, and bring you straight

back home
We're delighted to announce a new service with those situations in mind, available to both Leichhardt and Marrickville residents. Flexible Transport is designed to work when our other services can't help. So it's now possible to go to destinations outside our Individual Transport boundaries, travel at times not normally available, and get a little help if you need it. There are, of course, some restrictions - we don't operate at night for instance. And because the driver will usually staying with the passenger for the entire trip - and because we're usually transporting one person at a time - then we can't do a lot of trips. Contact the office - or visit our website - for more information.



NEW SERVICES START FROM JULY 1!

Details of new services are in the following pages



INDIVIDUAL SHOPPING SERVICE



Introducing Individual Shopping ...

Ever want to visit that special shop - you know, the one where you can get those shoes - the ones you can't get anywhere else? You'd like to get that dress for a special event, but only the dressmaker can get the fit right - and she's miles away?

Have a look at that special bed that you can only see at one location? Visit your solicitor, but she's in Kogarah?

Well then, we have a service for you!

Individual Shopping is for those one off transport needs, to visit places that are important to you, that you don't regularly go to.

It's not for grocery shopping, and generally it's not for shopping centres like we visit with other services (but we will take you to a 'special' shop or service within a shopping centre if that's the only place you can get that item or service!).

Important!

Due to funding conditions this service is only available to residents of Leichhardt Municipality.

Much like our Flexible Transport service, it's tailored for individuals, and takes people to destinations outside our normal boundaries. The driver can provide some assistance if it's needed.

Contact the office - or visit our website - for more information.

Leichhardt Community Transport Group Inc

Mon-Fri, 8.30am to 3.30pm

9660-0555



email: lctg@people.net.au

web: www.giwct.org.au/Leichhardt/

fax: 9660-0544

address: 5/184 glebe point rd, glebe 2037

Making a complaint ...

Feedback from passengers is important in ensuring that services are continuing to meet passenger's needs and for planning appropriate services.

Complaints are an effective way for us to know there is a problem, correct that problem if we can, and making sure we're getting things right. Not such a bad thing!

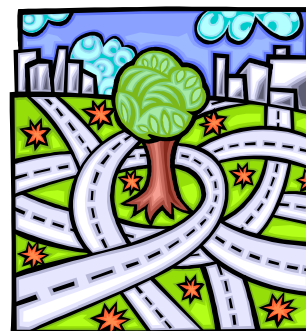
The first thing you need to know is that a complaint can be made in any way you want. You can make a complaint by telephone, email, in writing, by fax - contact details are in this newsletter.

To be effective, a complaint needs to communicate clearly to us what happened, and why it's a problem. For relatively simple problems, a phone-call may be a good way to start. If you feel comfortable about it, you may want to talk to the Service Coordinator or the Manager. We're happy to arrange a personal meeting if you prefer.

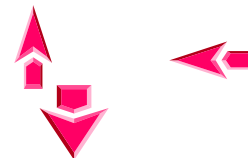
But even with simple problems, it's a good idea to get the facts clear in your mind, and commit the key pieces of information to paper. For more complex problems, or if you feel more comfortable about it, it is better to express the complaint in writing - please address your letter to the Manager.

It may take a little while to ascertain facts, but you should receive a written response within 21 days.

If at this point you feel your concerns have not been adequately addressed, you may want to raise the issue with an outside body, such as the NSW Ministry of Transport or the Ombudsmans office.



Any complaint you make will not effect any service you receive now or request in the future.



If you do not speak or write English well, we can arrange for translation and interpreter services.



Someone else can make a complaint on your behalf, but we may still need to contact you to get your approval to proceed.

Community Transport
Ministry of Transport
Phone: (02) 8836 3189

NSW Ombudsmans Office
(02) 9286 1000

Shopping in Marrickville ...

If shopping is your need and you live in Marrickville then the person to talk to is Kerry, and you'll find Kerry at Newtown Neighbourhood Centre.

The Centre operates three shopping bus services per week, and cover the entire Municipality. It's door to door & costs only \$5 return. Right now there are some limited spots on their service, so now's the time to strike!

If you need some extra help then the car service might be right for you. There's also a list shopping service for those who have difficulty getting out.

Whatever your shopping need, have a chat with Kerry!

Did you know?

Medication

If you're travelling on any of our services, please remember that you are responsible for your own medication - LCTG staff are not permitted to administer medicines.

You can, of course, make arrangements for your carer to assist, if you have one.

For those longer trips, such as the Outings, don't forget to take your medicine in advance, or bring it with you.

NEWTOWN NEIGHBOURHOOD CENTRE INC SHOPPING SERVICE



**Do You Live In The Marrickville Council Area?
Do You Need Help Getting To The Shops Or Need Help At
The Shops?
YES?**

**NNC has a number of different services to help older people,
people with disabilities and their carers to get to and from the
Marrickville Metro**

We have:

- A door-to-door bus service**
- A door-to-door car service**
- A list shopping service delivered to the door**

**For more information about the service contact Kerry at
Newtown Neighbourhood Centre Inc
9516 4755
email: shop@newtowncentre.org**

**Interpreter Service
Do you need to speak to us in another language?
Call the Telephone Interpreter Service!
phone: 131 450**



Now on the internet ...

All our latest news, all our leaflets, and all the Outings and new Shopper Outings schedules are on the internet. Go on, you can do it!

<http://www.giwct.org.au/Leichhardt/>



Introducing Shopper Outings ...

If you've ever been on one of our Outings then you'll find this one easy. Once every 3 months a list of shopping destinations is produced by the office. You can have the list posted to you, or you can get it from the office, or you can simply take a look at our web site.

You select which shopping trips interest you, and when bookings are open, just give us a call.

Couldn't be easier! Where are we going?

Well, we're keeping that a secret for now, but I think you can expect specialty and low cost outlets, & maybe some different shopping centres.

But you'll never know unless you call the office or check out the website!



Important!
Due to funding conditions this service is only available to residents of Leichhardt Municipality.



OUT and about

Don't sit and mope - it's a beautiful time to be out of the house, enjoying the winter sun and the scenery.

LCTG Outings usually happen twice per month, every month, and the transport cost is only \$8 for the day.

You can find out more by phoning the office - or visiting our internet site!

MARRICKVILLE RESIDENTS ONLY!

WINDSOR/RICHMOND AREA
MONDAY, 29TH JUNE

BOOKINGS OPEN - TUESDAY, 15TH JUNE
BOOKINGS CLOSE - FRIDAY, 19TH JUNE

CRONULLA & SURROUNDS
MONDAY, 13TH JULY

BOOKINGS OPEN - MONDAY, 29TH JUNE
BOOKINGS CLOSE - FRIDAY, 3RD JULY

CHRISTMAS IN JULY @ GLEDSDOOD HOMESTEAD
\$30.00 for LUNCH/ENTERTAINMENT
FRIDAY, 31ST JULY

BOOKINGS OPEN - MONDAY, 13TH JULY
BOOKINGS CLOSE - FRIDAY, 17TH JULY

ESSENTIAL

BOOKING

LEICHHARDT RESIDENTS ONLY!

KANGAROO VALLEY
FRIDAY, 26TH JUNE

BOOKINGS OPEN - MONDAY, 15TH JUNE
BOOKINGS CLOSE - FRIDAY, 19TH JUNE

CHRISTMAS IN JULY @ GLEDSDOOD HOMESTEAD
BUS FARE FREE - \$30 for LUNCH & ENTERTAINMENT
FRIDAY, 17TH JULY

BOOKINGS OPEN - MONDAY, 29TH JUNE
BOOKINGS CLOSE - FRIDAY, 3RD JULY

FEATHERDALE WILDLIFE
MONDAY, 27TH JULY

BOOKINGS OPEN - MONDAY, 13TH JULY
BOOKINGS CLOSED - FRIDAY, 17TH JULY

<http://www.giwct.org.au/Leichhardt/>

office 9660 0555

