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# Service Summaries

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## ***Aboriginal Corporation Enterprising Services***

Aboriginal Corporation Enterprising Services (ACES) is an Aboriginal clan based community organisation with membership in Walgett and Collarenebri. Delivering a CTP service to Collarenebri with 1 day per week scheduled to Moree and return, and adhoc services between Walgett and Collarenebri to access the State Rail coach. The service has been operating for approximately 7 years and is 50% funded by the Ministry of Transport, the balance of funding comes from members and directors contributions. ACES also provides No Interest Loans (NILS) to the community and operates a community radio station in Walgett and Collarenebri Yaama-FM 87.6. All of ACES services are provided on a non-discrimination basis with the ONLY criteria required being that of program eligibility or interest in volunteering. ACES promotes a community Living In Harmony.

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## ***Auburn Community Transport***

The program is available to the aged, frail aged, and younger people with disabilities and their carers living in the Auburn local government area and aims to help clients remain independent as possible in their day to day lives by providing transport for medical appointments, shopping trips, half day and full day social outings.

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## ***Bathurst Community Transport Group***

Usual HACC services. Two CTP projects using project bus. Three projects under CTP using Brokered buses. DVA transport. Social outings.

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## ***Bega Valley Community Transport Service***

Operates a Community Transport Service throughout the Bega Valley LGA, covering 6,250 sq. km. Transport HACC, CTP and HRT eligible clients. Main venues outside of the Bega Valley LGA are the ACT, Batemans Bay, Cooma, Narooma, Nowra, Moruya and Sydney. Provides a bus service to the Pambula Sunshine Dementia Centre three times a week under contract to the Area Health Service.

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## ***Berrigan Shire MSO***

Multi Service Outlet providing Meals on wheels, Home maintenance & Modifications, Neighbour Aid, Community transport, equipment Hire, information & referral. We cover two Local government areas of Berrigan & Jerilderie Shires. Towns serviced are Finley, Berrigan, Tocumwal, Barooga & Jerilderie. We have recently purchased a Toyota Tarago 27/8/04 for the first time. Community transport, transports clients to major centres covering Albury, Melbourne, Shepparton, Wangaratta, Griffith, Deniliquin, Echuca, Bendigo and anywhere in between. We are HACC funded with minimal HRT funding (\$5000 p/yr), NO CTP funding. No Taxis in either of the two shires.

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## ***Bland Community Transport***

we provide a service to all communities within our Shire which covers an area of 8559.8 sq.km. Our nearest Base Hospital and Specialist Base is Wagga, nearly two hours away, but we also provide service to the Specialist and base hospital in Orange, near three hours away. We provide four bus trips per month for social/medical purposes, leaving the two cars to provide transport mainly for medical purposes. We average 12 trips per week with the cars. We also provide transport within the community for social /shopping/ medical and a weekly service for the Senior Citizens and Frail aged/Disabled Social groups.

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## ***Bombala Multi Service Outlet***

Bombala Multi Service Outlet offers Community Transport, Referral Services, Home Maintenance and Modification, Centre Based Daycare and is soon to take over the auspices for both Delegate and Bombala Meals on Wheels.

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## ***Cabonne Community Transport***

Services the Cabonne LGA and covers eight towns and villages and has 29 volunteer drivers. Receives HACC,CTP and HRT funding. The office is open 9 days in a fortnight Mondays 9am till 5pm, Tuesday to Friday 9am till 4.30pm. We provide a range of transport options including volunteer drivers providing transport for medical or social appointments, brokering of buses from smaller towns to larger centres allowing access and choice for clients and brokering of buses for social bus trips.

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## ***Cessnock Community Transport Inc.***

HACC funding provides a Coaster Bus and fulltime driver to provide a Monday to Friday door to door service for shopping, social and local medical appointments. Donation of \$2.50 each way is requested. Volunteers using their own vehicles provide transport for appointments unable to be filled by the Coaster bus. CTP funding provides a Commuter bus and casual driver for a Monday through to Friday service for out of town appointments in Maitland and Newcastle. CTP also provides a daily service for people living in outlying areas of the Cessnock LGA to attend Cessnock for appointments. There is a regular weekly shopping service via the CTP program that assists residents of Greta Branxton and North Rothbury areas to come to Cessnock for goods and services. There is also a seasonal service to the beach each Sunday during the summer months. This runs from Greta, Branxton and North Rothbury via Cessnock and Kurrri areas through to Newcastle.

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## ***Clarence Community Transport Inc***

CCT provide service to the transport disadvantaged to access shopping, social, day care, and medical. 53% of trips are completed by using volunteer drivers driving their own car. Have good working relationship with Aboriginal Medical Service, Aged Care Packages, and Community Options team in the Clarence Valley. Trying to establish better relationships with passenger transport providers to encourage better (affordable and flexible) public transport, by attending the Clarence Valley Public Transport Working Group.

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# Service Summaries

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## ***Coalfields NeighbourCare***

Coalfields NeighbourCare is a multi service outlet providing HACC Transport, Neighbour Aid & Domestic Assistance

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## ***Coastwide Community Transport Inc***

Coastwide Community Transport services both HACC and transport disadvantaged clients of the Gosford LGA.

Coasters are utilised for 14 shopping services weekly and recreational outings.

Coastwide Community Transport services 10 shopping runs (Davistown, Terrigal, Empire Bay, Wagstaffe, Pearl Beach, Woy Woy, Mooney, Spencer, North Gosford and Kincumber) on a weekly basis utilising modified Coaster buses with paid drivers and volunteer carers.

Each two Wednesdays of the month the service offers a social outing to a set venue, which changes monthly, using the Coaster/s. All clients have access to one outing per month, with a first in first served booking system. These trips are quickly filled, often on the first day bookings open and by the next week the waiting lists are daunting. Occasionally we run a second bus in tandem to cater for the waiting list.

The service has no capacity to respond to individual requests for access to recreational venues.

On the fifth Wednesday a disabled group is taken on a recreational outing to differing destinations.

Commuters and cars are utilised for demand responsive individual transport, primarily appointment related and dementia day care transport.

Transport utilising the local taxi coop on a voucher scheme is currently being developed on a large scale to provide primarily out of hours transport for YPWD and for relatives visitation to hospitals etc. This is being done utilising printed reusable taxi vouchers where the eligible client books taxis on their own without reference to the organisation.

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## ***Community Transport (Central Coast) Inc.***

We are predominantly HACC funded with a small CTP grant & one from NSW Health. We also do some DVA trips and a very small amount of full cost recovery work. We provide fortnightly shopping services, access buses to Wyong Hospital and to Gosford, transport for a couple of elderly men's discussion groups, dementia carers support groups and weekend outings to a variety of destinations. We also provide the transport for activities organised by other HACC & HACC type services such as Social outings and Community Restaurant. Individual transports are provided in a range of vehicles for all types of appointments and general access to the community. Our vehicles are available through our bus sharing scheme when not in use by the project. We have a mixture of paid and volunteer drivers of our own vehicles, volunteers who drive their own cars and volunteer bus assistants.

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# Service Summaries

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## ***Community Transport Group of Port Stephens Inc.***

This Group services the entire Port Stephens LGA - approx 1400 sq. Km. Our resources provide weekly services to major centres eg. Newcastle/Maitland for medical/social trips plus paid and volunteer drivers in cars for individual transport to appointments outside our regular times. We are also working in partnership with other service providers in terms of supply of transport especially for group bookings to assist in reducing the need for duplication of resources. In the past 4 years the group has increased its fleet by 50% and paid staff by 60% to meet the demands of one of the fastest growing aged populations in the state.

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## ***Community Wheels Inc. (Parramatta)***

Our organisation provides a range of transport services, using small and medium vehicles and they include shopping, social activities, access to health or medical services, transport to day care services. Council buses are used for outings and shopping trips. Our partnership with Baxters Bus Lines provides door to door shopping services to clients living in Parramatta and Holroyd Local Government Areas.

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## ***Coolamon Community Transport***

Community transport service for frail, aged and people with a disability and their carers' plus transport disadvantaged particularly in rural remote areas of Coolamon Shire. We are a volunteer base service. Transport is used for shopping and bill paying, medical appointments, social outings. Clients are accompanied by our volunteers if they need any support with any of their activities. This year we have organised ladies outings for those who tend to stay at home and not want to socialise. This has been a big success. The men's group is a very highly motivated groups as well.

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## ***Coonabarabran Shire HACC***

This service provides a once weekly bus service from Binnaway to Coonabarabran fro Day Care, plus once weekly Coonabarabran town pickup for Day Care. Once per month bus service from Baradine via Coonabarabran and Binnaway to Dubbo. Once per month bus service from Coonabarabran via Binnaway to Dubbo. As required town volunteer car trips to physiotherapy, hospital and doctors. Service car trips to Tamworth, Dubbo, Narrabri, Mudgee and Orange to visit specialists, hospitals, dentists, radiology etc on request. (when car is available)

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# Service Summaries

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## ***Cowra Community Transport Service***

Cowra Community Transport Service currently owns one Ford Falcon sedan and to assist with the large area and number of trips required hires other Funded Services vehicles when they are available (on a per kilometer basis) as well as paying for the use of volunteers own cars. Cowra has a particularly high percentage of elderly (16%), disabled (13.5%) and dementia (2%) of Cowra Shire's population of 12,500. The majority of these being HACC clients using the Service. There are over 13 small villages surrounding the township of Cowra being provided with transport by our Service, including: Gooloogong (180km for a client's return trip), Canowindra (128km), Barryrennie (130km), Wyangala Dam (250km), Darby's Falls (127km), Woodstock (105km), Koorawatha (130km), Wattamondara (70km), Greenethorpe (153km), Noonbinna (60km), Billimari (64km), Merriganowrie (125km), Erambi (16km) as well as the local farming community and Cowra township. Cowra Community Transport Service also takes clients to major centres such as:- Sydney, Canberra, Dubbo, Parkes, Forbes, Lithgow, Orange, Bathurst and Griffith. We are currently travelling an average of 170,000 to 180,000 kms per year.

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## ***Disabled Alternative Road Travel Service***

It is difficult to compare DARTS with other CT services. Disabled Alternative Road Travel Service (DARTS) is a unique service in Sydney because it provides recreational transport for adults with physical disabilities who use wheelchairs and who live in their own homes. DARTS arranges a program of activities and finds volunteer companion/helpers to assist on a one to one basis. It uses special buses that each take 5 wheelchairs. DARTS does not provide individual transport. DARTS operates in the north east areas of Sydney. Activities include shopping trips, barbecues, theatres, restaurants, picnics, drives, films, art and yoga classes, harbour and river cruises, art galleries, craft shows, trips to visit beaches or parks, shows, lunches at Clubs etc. Door-to-door transport is provided in accessible mini-buses fitted with hoists. DARTS enables its clients to participate in a wide range of recreational and educational opportunities and integrate within the community improving the quality of life of individuals who are transport disadvantaged and who would otherwise be isolated. DARTS increases its clients' independence and awareness of the changing community. People with moderate to severe physical disabilities are supported so that they can remain in their own homes and not have to move to nursing homes. Family or other primary caregivers are given the opportunity of respite from their role. We provide service to 75 clients and 144 carer/helpers and 21 groups.

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# Service Summaries

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## ***Dubbo Community Transport***

Services operated are weekly Bus service to Gilgandra, Narromine & Wellington. Fortnightly Bus service Trangie, Elong Elong-Ballimore. Monthly Bus service to Dunedoo, this service operates in conjunction with Coolah C/T. Monthly Bus service to Orange travel through Wellington, Mumbil and Stuart Town. Volunteer drivers car service operate within Dubbo, Monday - Friday, 8.30am -- 4:30pm. On average there is seven cars operating, transporting HACC clients around Dubbo. The cars are also available to take people to Orange & Mudgee to visit specialists or services not available in Dubbo. Volunteers driving their own cars operate from Gilgandra, Narromine & Wellington, transport people into Dubbo for services and health providers not available in their towns. Volunteers driving their own cars are also available within Wellington, Monday to Friday. Arrangements have also been made with the Taxi operator in Gilgandra to transport HACC clients within this town. Dubbo C/T also received funds to commence a car service for the HACC Aboriginal population in Dubbo. With the assistance of Aboriginal services within Dubbo, volunteers from the Aboriginal community were trained to become drivers for the new service. The Project has also commenced a Taxi Vouchers scheme with the Taxi operators within Dubbo. Although funds are limited, the demand has shown that it has been widely accepted.

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## ***Dungog and District Neighbourcare***

Transport frail aged and disabled in theDungog Local Government Area to Doctor's appointments, Hospitals, shopping and social outings

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## ***Gundagai Neighbourhood Centre***

We provide local transport by bus Tuesdays, Thursdays and Fridays. There are special bus trips at various times of the year. Transport by bus is available to Wagga every 1st Monday of the month and Tumut monthly. Transport by car is available on 24 hours notice to Wagga, Tumut, Cootamundra, Albury, Canberra and Sydney when a volunteer is available.

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## ***Gunnedah Community Transport***

Transport is provided to residents of the Gunnedah Shire for all medical purposes, admission & discharges from hospital day surgery, to day care centres, shopping and social activities. This service is provided by the Community Transport Service Vehicle, volunteer cars, taxis and brokerage buses.

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# Service Summaries

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## ***Hastings Macleay Community Transport Service In***

HMCT was founded in 1986 and expanded to Kempsey in 1989. We are a community managed Incorporated Organisation and will celebrate 15 years of service in the Kempsey/ Macleay Shire this year. We have one of the highest aged population in NSW and the demand for transport is forever increasing. We provide a Volunteer driving service in every area in the Hastings and Kempsey LGA's. In far outlying areas volunteer drivers use their own cars to provide transport to shopping hospital and other medical services, church and group meetings. Our organisation owns 10 cars which are driven by volunteers 5 days a week to various destinations and are also used to provide Health Related Transport, for DVA, and for the Carer Respite Centre. Our destinations are wide and various with many trips provided to Newcastle, Coffs Harbour and Sydney medical centres. Our buses provide services to various day care centres, regular shopping and library services, we provide regular transport for groups such as, Multicultural Friends of the Mid North Coast, Stroke, Arthritis, Legacy, War Widows Guild, Leisure Link Meals on Wheels and the Disabled Club. We contract local Bus Companies to provide weekly and fortnightly shopping buses from isolated villages in both LGA's. Our greatest success story: eight years ago we started a social recreational club called the "Tuesday Swingers." [the name was chosen by the clients themselves] their age range between 70 years to 100 years. Every Tuesday we take them to various places of their choice for lunch and a tour of the area. Those outings have become so popular that we have 520 clients registered to go on the trips, we have run out of Tuesdays, we go now on every Wednesdays and Thursdays as well, 6 months ago we started the trips for our Kempsey clients and are booked out as well.

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## ***Hawkesbury Community Transport***

We transport Hacc - Health - CTP - DVA - Non HACC - Community Groups - Cancer Clinic - Youth

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## ***Hills Care Community Transport***

1:1 Medical Transport to anywhere in Sydney region Mon - Fri - Cost \$6 to \$25. Shopping Trips - 10 per month, cost \$6 per trip. Library Service - 4 per month (Sponsored by BHSC) Free. Social Outings - 5 per month, avg cost \$20 per excursion. Special transport arrangements for clients in Wiseman's Ferry & surrounding area. Transport provided to social Day Care Groups

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## ***HomeCare Service NSW (Moree)***

Assist Frail Aged and Younger people with disability and their Carers to attend their Medical Appointments in Moree and other towns (eg Tamworth, Armidale and Inverell), also to social and recreational outings.

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# Service Summaries

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## ***Hornsby Ku-ring-gai Community Aged/Disabled Tr***

Our project provides transport services that are responsive, innovative and flexible, to people that fit within the HACC target group and live in the local Government Area of Hornsby and Ku-ring-gai. Services include regular shopping at either Macquarie, Carlingford, St Ives and Hornsby Shopping Centres. Day and social outings, with a variety of options, planned on a monthly basis in consultation with passengers. Monthly transport to Friendship Groups and support centres. Individual transport services to social or health related appointments for people who are unable to use regular transport due to a high degree of disability or geographic isolation. For more information visit our web page on [www.communitytransport.org.au](http://www.communitytransport.org.au)

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## ***Hume Homecare (Coonamble)***

Provide a transport service to frail aged, younger persons with a disability, and their carers, including people that are transport isolated. Medical appointments take priority, however the service can also be accessed for social interaction. The vehicles are driven by caring volunteers. Appointments can be accessed in Dubbo, Orange and Tamworth. Priority for eligible clientele is 'first in first served'.

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## ***Illawarra Community Services Inc***

Service provides group transport only to residents of the Dapto Community (small suburb of Wollongong) who are transport disadvantaged. Services provided include shopping access x 5 per fortnight, social outings, access for voting, library access etc.

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## ***Junee Community Transport***

We provide transport to people residing in the Junee Local Government area who fall under the HACC and CTP Criteria. We run a bus and a car for medical, social or other purposes for these people. We are also administrators of the Junee HACC Taxi Voucher Scheme and provide taxi vouchers to people who meet the HACC criteria to be issued with the same. At present we have 8 dedicated volunteers who are directly involved with service delivery and one paid part time Community Transport Officer.

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## ***Kiama CT***

Kiama Community Transport is auspiced by Kiama Municipal Council. There are two paid positions only and it is serviced by a pool of up to 80 Volunteers, along with Kiama Council Community Services Volunteer-based projects. The service donated a bus in recent years to Bluehaven Retirement Village, which is now ageing and will not be replaced. This bus was used as a back-up vehicle for the Coaster bus and for hire purposes. The project also utilises the Kiama Hospital bus to operate a Local Health run three days per week for medical appointments within Kiama LGA. The hospital advises that this bus is not expected to be operating beyond 12 months (approximately). This service will be accommodated within the existing Community Transport Fleet, which will limit its availability to 2 days per week only. Therefore, the capacity of the project is expected to reduce within the next 18 months - 2 years.

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## ***Lake Cargelligo Community Transport***

Lake Cargelligo Community Transport services Lake Cargelligo and the surrounding villages Tullibigeal, Euabalong , Euabalong West and Murrain Bridge. We have two service an in town service that operates on Wednesdays and Thursdays transporting clients from the out lying villages and with in Lake Cargelligo to services in Lake Cargelligo such as daycare, shopping and appointments. Our second service is transport to the larger centres. As we only have one car this works on a booking system .Once the car is booked to a particular town the other seats in the car are made available for clients as long as the HACC client is not disadvantaged. This service is available Mondays, Tuesdays, and Fridays. All transport has a fee and be discussed with the Coordinator if there is any problem. All our transport is with Volunteer drivers in the projects car. From time to time we have pilot funding from the western forum for bus trips to the larger centres and at present we have pilot funding for a bus service to service Murrian Bridge with two trips to Lake Cargelligo per week, Thursdays and Fridays.

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## ***Lane Cove Meeting House***

A small community service arranging social bus outings for HACC clients. We also weekly shopping service.

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## ***Lockhart & District Community Services***

Lockhart & District Community Services receives funding from Ministry of Transport for Lockhart (HACC/CTP) and Urana (CTP only) Shires. We also provide health related transport with limited funding from Greater Murray Area Health Service. We have been successful with a grant from DADHC \$70,000 for a new wheelchair accessible vehicle. We provide some CT through DADHC for day care transport and social outings.

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## ***Maitland Community Transport & Neighbour Aid In***

We have a Neighbour Aid and a Domestic Assistance Project as well as Transport. We provide services to Day Cares (funded and unfunded); Individual Access Transport; Shopping services; social outings (Neighbour Aid hire bus); Health Related Transport (not funded by Health yet). We use volunteer drivers for our Project Car services and paid drivers for all bus services. We have a contract from Health to provide transport to their DADHC funded Day Care Centre where they have given us the bus and pay us for employing a driver and running costs for the vehicle. We are able to utilise this vehicle for other services when not required by Health.

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## ***Mudgee Community Transport***

Mudgee Community Transport provides a transport service for the frail aged disabled and their carers. We also provide transport for people who are isolated and transport disatvantaged. Transport is provided to destinations inside and outside of the Mudgee area.

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## ***Narrandera & Leeton***

Narrandera/Leeton Community Transport provides transport for frail aged, disabled clients & their carers as well as transport for "transport disadvantaged" clients in the shires of Narrandera and Leeton.

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## ***Newcastle Community Transport***

HACC funded service providing door to door transport services in the Newcastle local government area. Managed by local Management Committee, and in operation since 1987. Also received Transport for Health Funding for transport disadvantaged people. Service operates both group and individual services to all types of community facilities. Regular services include Day Care/Respite Care, Shopping and Social Trips for other groups eg. Neighbour aid and regular and one off visits to hospitals and medical facilities. Also organise four regular shopping services for passengers to various shopping centres. Group provides a social/shopping service to housebound clients at least one day a week. These trips are organised by Newcastle Community Transport Group and a volunteer carer is provided to assist passengers. Interested passengers receive a bi monthly newsletter advertising these. Individual Transport for Transport Disadvantaged provided to Medical/Hospital/Dialysis and Oncology utilising Transport for Health Funding. Some individual transport provided using local Taxi Co-operative and Cabcharge voucher scheme.

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## ***Orange Community Transport Inc***

Community Transport is provided for frail, aged and disabled persons as well as transport disadvantaged persons to access social, recreational and medical facilities throughout the Orange, Blayney and a portion of the Caboonie LGA's. Assistance is available to attend medical appointments in the Sydney region. All clients are assessed to ensure they meet eligibility criteria. The service also operates two buses for special student transport under contract with the Department of School Education.

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## ***Oxley Community Transport Service Inc***

Oxley Community Transport Service Inc is a rural community transport service based primarily in Tamworth but also servicing the outer areas of Manilla, Barraba, Moonbi/Kootingal, Nundle, Quirindi and Werris Creek. The following services are provided in the areas listed: Tamworth - Day Centre 4 days per week, Aboriginal Day Centre 2 days per week, Dementia Respite Day Centre 2 days per week, Shopping bus 2 days per fortnight (carers provided), individual medical transport as needed in car or taxis 5 days per week, transport to Respite in Armidale as needed, social trips weekends and 1 Wednesday each 6 weeks. Moonbi/Kootingal - Day Centre 2 days per week, shopping bus 1 day per fortnight (carers provided), individual medical transport local and to Tamworth as needed. Werris Creek - shopping bus weekly, individual medical transport as needed local and to Tamworth. Quirindi - access bus monthly from Premer to Tamworth, shopping bus local weekly, hydrotherapy bus to Tamworth weekly, medical bus monthly to Tamworth, individual medical transport local and to Tamworth, Newcastle etc as needed, few local taxis. Barraba - individual medical transport local, Tamworth and Newcastle etc as needed, Tamworth access bus fortnightly. Walhallow Aboriginal community medical car as needed to Tamworth, Quirindi etc, hydrotherapy bus weekly to Tamworth. Manilla - individual medical and Day Centre transport locally by taxis, and individual medical transport to Tamworth as needed, fortnightly access bus to Tamworth. Nundle - weekly access bus to Tamworth. Also started minor amount of Health Related Transport and Compact transport. Much of the service provision is by means of volunteers - 85 Community Based Management Committee

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## ***Parkes, Forbes & Condobolin Community Transport***

Parkes/Forbes/Condobolin Community Transport is directed towards providing transport services for those people who are frail aged, younger people with disabilities and their carers who live in their own home. Additional services are available for those who are disadvantaged through physical, health, geographical, financial or social circumstance. Transport services are provided to assist in maintaining independence for those who are transport disadvantaged and cannot access other public or private transport means. The service encompasses the Parkes, Forbes and Lachlan Shires, including Parkes, Tullamore, Trundle, Bogan Gate, Peak Hill, Condobolin and Forbes. SERVICE INCLUDES: Local Transport for medical appointments, Physio, Pathology etc, Quality of Life and Social/Shopping. Distance Transport for medical related purposes.

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## ***Queanbeyan Community Transport***

We provide a door to door transport service to eligible people living in the Queanbeyan and Yarralumla Shires. The service aims to assist clients to maintain independence and remain living in their own homes.

Who is eligible for community transport?

Eligible persons are those within the HACC target group and their carers. These may be people that are; frail aged with moderate to severe limitations younger disabled with moderate to severe disabilities transport disadvantaged, that is people not able to access mainstream public transport services.

What kind of transport is available?

Some of the services we provide are transport to; medical appointments shopping social or recreational activities

What kind of transport is not available?

Some of the services we are unable to provide are transport for; educational purposes employment reasons admission and discharges to and from hospital people requiring medical assistance during transit Community Transport may not always be able to provide service to everyone that needs one.

How much does community transport cost?

Transport fees are kept to a minimum. In cases of financial hardship all fees are negotiable and no one will be denied service because of their inability to pay.

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## ***Ryde Hunters Hill Community Transport Assoc. In***

RHHCT provides a door-to-door transport service for the frail aged or younger disabled people who live independently in their own homes in the Ryde or Hunters Hill LGA. This includes carers of clients. We assist with shopping, market days, social activities, medical and hospital appointments, personal business, Individuals and Groups

RHHCT also provide vehicles to other HACC groups, non profit organisations, church groups and local retirement villages. (usually with drivers)

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## ***Rylstone District Care & Transport***

Rylstone District Care & Transport is funded by the Department of Disability & Home Care and is oversighted by an independent community based management committee and is an incorporated body. The service is a multi service outlet providing transport, social support, home maintenance and home modifications. The service operates Monday to Friday and some weekends (by prior arrangement) and provides transport locally and out of town for the frail aged, disabled, younger disabled, transport disadvantaged and their carers. The service also operates a bus one (1) day per month to Mudgee. All clients are asked to make a contribution towards their transport and clients are requested to give at least 24 hours notice for transport.

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## ***Singleton HACC Service Inc***

Singleton Home & Community Care provide a range of services to our clients. Clients are assessed in the home once for all services they may require. They are screened for a Comprehensive Assessment and are referred if required. The following is a small brief on those services. Community

### Transport

Town Bus runs Tuesday to Friday 9.00 am - 3.00

This service provides transport from your door to go shopping, to go out socially, and to visit a friend or relative, to go to the doctor or another medical service.

Fortnightly this service goes out to Glendonbrook, Jerry's Plains, Broke, Bulga and Milbrodale.

We run a monthly bus service to Newcastle the 4th Monday of each month. This service goes via Maitland, the John Hunter Hospital, Charlestown Square, Garden City, Royal Newcastle Hospital and the Mall. We can go to other destinations upon request

We provide a volunteer medical drive service. This service uses our volunteers to take people to specialist medical appointments out of town.

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## ***Snowy River Cooma Monaro Community Transport***

The 2 Shires we service encompass a land area of of 10,955 square kilometres. An estimated 436,444 kilometres were driven safely last year in all service vehicles. We provide individual transports via volunteers driving their own or service vehicles, and we are also able to subsidise taxis in emergencies. 45 volunteers drive and or care on our buses. We also provide bus transport via 8 regular shopping and medical bus runs - 1 x daily to day care, 6 x weekly, and fortnightly from small communities to Cooma; 1 x monthly to Canberra. In addition HACC services regularly access/ hire our buses, and residential services; packages; veterans access our service at a fee for service / broker arrangement.

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## ***South Sydney Community Transport inc***

Group bus transport shopping, day care and social outings in City of Sydney South of Cleveland Street Monday -Saturday. Health related transport (City of Sydney and Botany). Free Health related transport for ATSI clients 2 days a week. Individual social transport in WC accessible van Monday to Saturday (City of Sydney, Botany, Woollahra, Randwick, Waverley) Individual Assisted Shopping service

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# Service Summaries

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## ***South West Community Transport Inc.***

South West Community Transport is a not for profit Incorporated Association. Providing transport services to the frail aged, younger people with disabilities and their carers from within the local government areas of Camden, Campbelltown, Fairfield, Liverpool and Wollondilly.

Transport services are provided for Medical appointments, Hospital visits, Shopping and Social outings including visits to Nursing Homes, Solicitors etc.

SWCT is currently auspicating a 2 year Community Transport Partnership project. The aim of the project is to enhance efficiencies across South West Sydney in partnership with Bankstown, Southern Highlands and South West Community Transport services. South West Community Transport currently sub contracts local unmet need to local Taxi providers. This project is ongoing and will be redefined with the release of a call for tenders being released late 2004.

South West Community Transport has been identified as the auspicating body for Walomi Aboriginal Community Transport Project for a 2 year period. This project shall be based on a buddy system with the mainstream service for a 2 year period during which transport services shall be provided to the Aboriginal HACC Community in the 6 local government areas of Bankstown, Camden, Campbelltown, Fairfield, Liverpool and Wollondilly. At the end of the two years DADHC shall consult with the local Aboriginal Communities to identify future/permanent auspice for the project.

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## ***Southern Highlands Community Transport***

Southern Highlands Community Transport has two buses which, are owned by Wingecarribee Council and managed by Community Transport. In addition Community Transport owns one wheelchair accessible Ford Transit Van and three Ford Falcon sedans, plus the use of volunteer drivers' own vehicles. We have 75 volunteer drivers and helpers (no paid drivers). Volunteer drivers use their own vehicles for local trips and some long distance trips. The three cars are used for Sydney and other long distance medical appointments as well as for local medical/shopping appointments bringing people from outlying villages to the main centres. The buses provide a door to door shopping service. A helper assists clients with parcels and boarding the bus. We also offer social outings throughout the year. Local community groups hire the buses for outings.

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# Service Summaries

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## ***Tablelands Community Transport***

The Aim of Tablelands Community Transport is to provide accessible transport options for eligible passengers across the Tablelands, both individual and groups, in an effort to alleviate transport disadvantage and increase mobility within our communities.

Tablelands Community Transport has developed long lasting partnerships with private bus operators to provide weekly shopping runs to Armidale. The Oxley Explorer, Walcha have provided the service for 14 years, whilst the McRaes Buses of Uralla have offered their weekly run for 12 years. Tablelands Community Transport have also increased both taxi voucher subsidy programs with the Uralla and Armidale taxi services for over 14 years for use of residents within their own communities to access health, social, shopping or other activities. KMART, Armidale and TCT have provided an electric scooter service for 9 years, and 2004 saw the introduction of a scooter at the new COLES complex. This service is open to all residents who have permanent or temporary mobility difficulties.

TCT also provides a weekly door to door shopping run in Armidale, bus services to social senior and pensioner activities, Aboriginal Elders program, Stroke club, monthly Older Blokes excursion and a monthly social outing for persons who experience a mental illness.

Volunteer drivers provide transport for the fortnightly New England Stroke Club activities, weekly Early Intervention program and weekly Dementia Respite program. Frequent trips are provided for people who need to travel to Tamworth for specialist appointments from Guyra, Walcha, Armidale or Uralla.

TCT is very committed to the professional development of staff and volunteers. We have an Advisory Committee with representation from the taxi, bus and truck industries, volunteers, passengers, local government and the University of New England.

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## ***Translinc***

Community Transport to Frail Aged, Disabled, Transport Disadvantaged members of the Lithgow Community. We also transport Access Industries Clients, Special Education Clients and Insurance Clients.

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## ***Tumut and Talbingo Community Transport***

Concurrent with our mainstream clients, we service an Aboriginal Community village on a weekly basis with a bus service, as well as a service by car for medical appointments on demand. Our organisation relies heavily on fund raising and our volunteers. We cover a large rural geographic area which is isolated from major services, for example our closest large medical centre is a round trip of 310 kms. We provide social outings for our client base as well as two overnight social trips per annum.

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# Service Summaries

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## ***Tweed, Byron & Ballina Community Transport I***

Tweed Byron & Ballina Community Transport provides transport to frail, aged and disabled people and their carers, to people who are transport disadvantaged and to young people. Funding comes from HACC, DVA, Area Health and payments for client trips for other agencies. We use 4 project owned buses (and charter others) for social and shopping activities and about 80 volunteers for medical transport. Because of the work by our Aboriginal Transport Worker and targeted HACC funding, we have many more Aboriginal clients using our transport services which increases access to health, educational and recreational facilities to improve health outcomes and quality of life. Because Far North Coast population growth has exceeded our capacity to meet demand we have closed our books to new HACC clients since October 2003. This remains a major concern as we have refused service to approximately 250 new clients. Despite this our overall trip numbers are up from 32,000 to almost 34,000 in 2003/04. Our Youth transport programs remain very popular in areas where public transport is not available during the weekend.

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## ***Upper Hunter Community Care***

UHCC provides community transport and neighbour aid services.

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## ***Uralla Home & Community Care Inc***

Individual transport for HACC clients in the Uralla Shire. Concentrating on transport from Uralla township to Armidale return.

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## ***Wagga Wagga Community Transport***

Community Transport provided by Baptist Community Services NSW & ACT. Service to HACC Target Group and DVA clients. B80 Providing service to Wagga Wagga LGA including outlying towns of Tarcutta, Humula, Currawarna, Collingullie, Mangoplah.

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## ***Wakool Shire HACC MSO***

Wakool Shire HACC MSO provides Respite Care, Home Maintenance, Meals on Wheels, Neighbour Aid and Community Transport to the HACC target group throughout the Wakool Shire LGA. Community Transport is provided with service owned vehicles and volunteer drivers, Volunteer vehicles, local taxi service in Barham and local school buses. Moulamein, Wakool and Tooleybuc where the HACC offices are located have no public transport, taxi service, doctors, hospital, ambulance, chemist and only basic shopping facilities. Extreme pressure is often placed on these transport services to ensure the HACC target group are transported to medical and ancillary appointments and have access the chemists and shopping services. These facilities are located a minimum of 150km return trip and upto a maximum of 800km return trip. Many clients have no family support and rely heavily on the service.

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# Service Summaries

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## ***Walgett LGA Community Transport***

Community Transport for the Aged, Frail, Disabled, Younger people with disabilities, Disadvantaged and their carers. Appointments for shopping, errands, social activities and appointments etc. Health Related Transport to Dubbo and other centres for medical appointments. Auspiced by Western Plains Branch - Homecare Service of NSW. ASTI, NESB, CALD clients. All of our driver's are volunteers. Some are under the "Work for the Dole" and "Mutual Obligation" programs, others because they just want to help out the community. Service operates in Lightning Ridge, Walgett, Collarenebri plus other outlying areas - Goodooga, Opal fields etc.

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## ***Warren Community Transport***

Transport for Frail, aged, disabled and their carers for social, appointments, shopping ext. also health related transport to hospitals, doctors, specialists.

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## ***Wee Waa Community Transport Service***

Wee Waa & District HACC Assoc. Inc. is a Multi Service Outlet - funded by DADHC. Services include: Meals on Wheels, Community Transport, Neighbour Aid & a Weekly Day Centre. The Community Transport Program for disadvantaged clients living in Gwabegar & Pilliga is funded by Ministry of transport. Health Related Transport program for disadvantaged clients living in Wee Waa, Gwabegar & Pilliga is funded by NSW Dept. of Health.

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## ***Wentworth District HACC Services Community Tra***

Twice weekly transport service to Mildura, picking up clients from all small towns in our shire, for shopping, appointments, socialisation, recreation, etc. Other three days bus used to transport to Day Care activities (Day Care provide own driver). Occasional individual transport when no other means is available. Subsidised taxi vouchers (CTP funded) for medical/specialist appointments for times when the bus doesn't operate.

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## ***Western Riverina Community Care***

Western Riverina Community Care is primarily a HACC outlet to the community of Griffith and surrounds. We provide Transport, Respite, Home Modification and Maintenance. We also provide personal alarms called Dr Safety line and Disability aids to our clients at a reduced cost. We are in partnership with the Area Health service providing a Psycho-social rehabilitation program for mental health in Griffith.

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## ***Wilcannia HACC Project***

Wilcannia HACC Project offers Meal on Wheel Service, Handyman Service, Transport Service, Personal Care Service, Linen Service, House Cleaning Service,

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# Service Summaries

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## ***Wiradjuri Community Transport***

The Wiradjuri Community Transport is auspiced by the Home Care Service of NSW - Wiradjuri Branch in Wagga and therefore the target group for this community transport operates within the guidelines of the Home Care Service- that being Frail aged, people with a disability and their carers. Mainly our transport is to medical appointments, specialist, dental ,respite , day care and some social outings.

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## ***Wollongong Community Transport Services***

Wollongong Community Transport Services provides groups and individual transport services. It services mainly people who conform to the HACC target group, as 90% of the funding are from DADHAC, administered via the Ministry of Transport, with low , medium and high needs. Wollongong Community Transport relies on the service of a number of dedicated volunteers who contribute enourmously towards addressing the needs of the transported disadvantaged community. The delivery of services to people with high and complex needs is provided via brokerage service, including transport service to people with dementia or challenging behaviour. Currently addressing the transport needs of people from Indigenous background; recently completed a research project on the transport needs of C.A.L.D. communities.

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## ***Young Community Transport***

The service provides the HACC target group with a bus service 4 1/2 days a week, providing access to Medical, Shopping and social activities. We also provide a service to those people living in the isolated communities of Koorowatha, Bendick, Bribbaree, Monteagle, Wombat and Thuddungra providing access to service within Young, this service is funded through the CTP program. Health Related Transport to regional centre such as Sydney, Wagga, Canberra, Goulburn, Bathurst and Orange is provided to those people living in and around Young who are unable to access health appointments by their own means. This service is funded through the CTP program and Southern Area Health service. A service is also provided to Dept of Veterans Affairs Clients to allow them to access medical appointments. The service also has a contract with the Dept of Education to the transport of children in wheelchairs to school each day.