

## About us

### Funding:

Tweed Byron and Ballina Community Transport (TBBCT) receives Government funding to provide transport to people who cannot access public transport and have no other transport options.

We are funded by the Home & Community Care (HACC) Program, NSW Health and NSW Transport.

The HACC program is jointly funded by the New South Wales and Commonwealth Governments.



### Areas we cover:

TBBCT provides group and individual transport services in the three shires of Tweed, Byron and Ballina. Our main office is located in Byron Bay. We also have a local office in Ballina that is attended from Monday to Thursday.

## Contact

**Our office hours are Monday - Friday  
9:00am to 4:30pm**

### Ballina Service Administrator

Jenny Ph: 1300 875 895

### Ballina Office (Monday - Thursday)

Ballina Community Centre  
20 Bangalow Road  
Ballina NSW 2478  
Ph: 1300 875 895  
Fax: 02 6686 8966

### Aboriginal Transport Development Officer

Dave Kapeen Ph: 1300 875 895

### Manager

Phil Barron Ph: 1300 875 895

### Byron Bay Office (Monday - Friday)

(Main office & mailing address)  
Shop 9, 14 Middleton Street  
Byron Bay NSW 2481

Ph: 1300 875 895  
Fax: 02 6685 7027

Email:

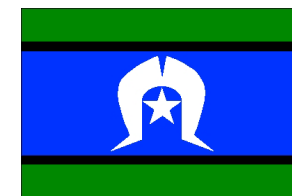
[admin@community-transport.org.au](mailto:admin@community-transport.org.au)

Website:

[www.community-transport.org.au](http://www.community-transport.org.au)



## Tweed, Byron & Ballina Community Transport



**Providing transport options for  
Aboriginal and Torres Strait  
Islander clients living in the  
Ballina Shire**

**Phone  
1300 875 895**

## Aboriginal Transport Program

**TBBCT** has Aboriginal volunteers, as well as permanent employees, including an Aboriginal Transport Development Officer. Our aim is to provide culturally appropriate services. We will arrange transport with an Aboriginal driver if you prefer, if there is someone available. Unfortunately this is not always possible.

**Transport** is provided by volunteers in their own vehicles, as well as in our own project vehicles.



**Our volunteers** do a wonderful job and we are always seeking volunteers. If you know of someone who might be interested in volunteering in their community, please ask them to contact us!

## Eligibility Criteria

- **If you are over 45** and are frail or **if you are a younger person with a permanent disability** (HACC funding).
- **If you are a carer of someone** who is frail aged or disabled and have no one to assist you to get to an appointment (HACC funding).
- **If you are a younger person** and need to get to a medical appointment or a clinic visit and you have no other way of getting there (Health funding).
- **If you are isolated** and cannot access any public transport services (NSW Transport & Infrastructure funding).

## Types of transport

**Medical transport** - local doctor, chemist, dentist, clinic visits etc.

**Social transport** - for cultural events, legal appointments, social services appointments

**Funerals** - we acknowledge the important cultural significance for Aboriginal & Torres Strait Islander clients and we provide transport to attend funerals within our region.

**Group transport** - we have buses available for group social and shopping trips.

## Accessing services

To book transport or to make an enquiry please call **1300 875 895**.

**All transport needs to be booked through the Community Transport office**

**Please give us plenty of notice** so we can coordinate your transport.

Unfortunately **we cannot provide same day transport**.

In order to access the service **you must be registered with TBBCT**. All new clients are asked questions about their circumstances and assessed for eligibility over the telephone.

Once registered, we will send you information by mail about:

- Passenger rights and responsibilities
- Privacy and confidentiality
- The complaints process
- Fees and charges - (we do have recommended client contribution fees for transport, but no one is denied a service if they cannot afford to pay).