



TWEED, BYRON & BALLINA
COMMUNITY TRANSPORT

Client Newsletter

Welcome to our first client newsletter

Hello everyone and welcome to the first Tweed Byron & Ballina Community Transport (TBBCT) newsletter

Each edition will feature:

- news about what is happening at TBBCT
- information about other interesting events and services in the area
- features on your favorite drivers and staff

How to Contact Us

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Survey Results



BIG thank you to everyone who completed our recent client satisfaction survey. The feedback we received helps us to know what we are doing right and how we might improve our service. There were so many positive comments and words of appreciation that made us all feel really good to know our service is having such a positive effect on people's lives.

What we know now (and have always suspected) is that our **drivers are wonderful**. You described them as helpful, kind, caring, polite, friendly, punctual and professional.

We also heard loud and clear that you want to know more about our **social and shopping buses** so we will be featuring some stories and information about how to access these services right here in the newsletter.

Client contributions were generally considered to be fair, reasonable and worth it for the service received. However, we heard that those of you who have very frequent health appointments may sometimes have difficulty making the recommended contribution. If this is you, please say something at the time of booking and we will try and help you out.

It was interesting to see that a number of you have a long association with TBBCT. Some of our clients were once our faithful drivers and some have been familiar with the service since their own parents used it. It's great to see you've stuck around, and we value your loyalty.



Volunteer Driver Profile Kenneth Bolt



Kenneth Bolt is one of TBBCT's longest serving drivers. He been with us for more than 10 years, in fact since the beginning of our Aboriginal Transport program. During this time Kenneth has clocked up around 150,000km on our bumpy North Coast roads!

Working from our Ballina office, he supports our Aboriginal clients, many of whom live in isolated communities where transport is hard to come by. TBBCT, through people like Kenneth, provides a vital link between Aboriginal communities and health services, helping in a very real way to *close the gap*, by providing a culturally appropriate service.

We are proud to say that in December 2013 Kenneth won the **NSW Volunteer of the Year Award**—an amazing achievement. He accepted his award from Victor Dominello, Minister for Citizenship and Communities in a ceremony at Kirribilli Club in Sydney.



Welcome Aboard the Social Bus!

Our clients **love** the social bus—it's a great opportunity to get out of the house, meet new friends, connect with others and see a bit of our beautiful region. Our drivers and attendants will ensure you are well looked after.

Like the shopping bus, you will be picked up and returned safely to your home.

Outings usually go from around 9am to 4pm and will include a stop for morning tea and for lunch, along with a nice drive and good company.

Some recent social trips have gone to Alstonville House with No Steps, Illawong Pub in Evans Head, Byron Bay Brewery, Mt Tambourine and Maclean RSL; as well as trips to Uki, Kyogle, Ballina Seabird Rescue and the Candle Factory in Nimbin.

The social bus provides monthly outings and you can come along for an occasional trip or register as a regular user and travel each month. If this sounds interesting to you call Amanda in the Byron office on **1300 875 895**.

Some Comments from our regular social bus trippers:

‘(The social bus) has improved my social life immensely - great friends and I look forward to days out..’

‘Social outings on community transport services gives me a lovely day out - making new friends and I get to laugh and enjoy myself.’



Quality Management

TBBCT is undertaking a self-assessment to ensure we are providing services that meet the NSW Disability Service Standards. We will be audited later in the year by an organisation called QIP.

A successful result will ensure our continued funding from the NSW government. Part of the audit process is feedback from our clients, volunteers, staff and board of management.

At TBBCT we always try hard to deliver the best quality service possible, and I hope that when things don't go as they should, you feel confident to call us on **1300 875 895**, to let us know. If you would like to know more about our Quality Management System, or anything else about TBBCT, please call, check the website www.community-transport.org.au or email us at admin@community-transport.org.au.



Our Beautiful New Bus



If you are in the Tweed keep an eye out for our new painted bus—you can't miss it!

The bus has been adorned with amazing artwork by Arakwal artist, Sean Kay. It has received an outstanding response from the community who all love the bus.

It was purchased with generous funding from Transport for NSW, principally to provide transport for Indigenous childrens' programs and activities for families. The bus is also being used for other types of group transport, including medical transport when there are 5 or more people travelling to Brisbane.

Kevin Byrne a highly respected Aboriginal man and well known in the Tweed Shire community, generally has the honour to drive this bus.



Know Your Rights

As a community transport client you have a number of rights, which we take very seriously. You have the right to:

- access a service of consistently high quality
- have your independence supported and respected
- be assessed individually and make choices and decisions about using the services which we provide, based on your own needs
- receive service information in a manner that is accessible to you, so that you can make choices about the services available.
- access a service which is safe and free of discrimination, abuse and neglect
- respect for your cultural needs
- respect for you privacy and confidentiality, including the right to access your personal records
- give feedback in the form of compliments, complaints and suggestions about our service to help us plan improvements
- have an advocate act on your behalf. We can help you find one if need be.



A Safe & Simple way to Pay — Direct Debit

TBBCT is introducing a direct debit system, which will be a new, safe and simple way for you to make contributions.

It saves you from having to withdraw cash from the bank prior to using community transport and reduces cash handling for our drivers and service administrators. Other organisations using direct deposit that you may know, include Feros Care and BUPA.

All you need to do is fill out a form, which is then sent to your bank. This creates an agreement between your bank or building society and ours, allowing TBBCT to collect payments from your account after you travel with us. We will then post you some direct deposit slips.

Next time you make a trip with us, you would tick the direct deposit box on the envelope and include a direct deposit slip we have provided you with. These slips state the date of transport and the amount to be deducted as a contribution, as well as your signature.

Please call your service administrator on 1300 875 895 and ask her to post you a direct debit form. If you've any questions about direct debit you could ask your banking institution or call Sue at the Byron office. If later you change your mind another form available from your bank would cancel the authorisation or you could simply return to ticking the cash box on the contribution envelope.



How to Give Feedback to Community Transport

We were all so pleased by the high praise for community transport in our recent survey.

However, we realize that sometimes things do go wrong or you may have a concern regarding our service. Should this happen we would prefer to know about it, so please don't be shy. It may be a simple matter that we can easily fix for you, or it may be more serious, in which case we would look into it and get back to you.

Equally if you have had a particularly positive experience on community transport, or you have a suggestion for improvements or a great idea, let us know about that too.

Compliment and suggestion forms, as well as complaint forms will soon be available in our buses and community vehicles. You could pick one up there, or call the office to have one posted out or complete one online. Alternatively you could write a letter yourself, or give us a call on **1300 875 895**.

Your feedback, be it positive, negative or a suggestion, helps us improve the quality of our service, so we really do welcome it.



A Gentle Reminder — 3 Days Notice Required for Health Transport

Whilst we would like to be able to respond to all requests for transport, unfortunately we are not always able to do so.

At TBBCT, we have always endeavored to be flexible with last minute arrangements, but unless it is an exceptional circumstance, we need now to ask you to remember to give 3 days notice and please don't be offended if we are not able to assist otherwise.

If your specialist wants to book a time or date that is not suitable, you can explain to them that you are a community transport client and ask if they can find another time or date. They can usually do this without too much trouble.

Thank you for your understanding.

TBBCT Wins Inclusion Award!!



TBBCT won Tweed Shire Council's Inaugural Access and Inclusion Award for 2013, which is a fantastic achievement and one of which we are immensely proud.

The award acknowledges the addition to our fleet, of three new wheelchair accessible vehicles, ensuring people who cannot travel in a conventional vehicle still have access to our services.

This is important as the alternative is often reliance on taxis, which of course can be very expensive if needed for regular travel.

These vehicles are available for medical transport as well as our social and shopping outings.

So if you have a mobility impairment and require a wheelchair accessible vehicle all our regular services are now available to you.

As usual though you need to ensure you provide at least three days notice for medical transport to ensure we have an appropriate vehicle available and booked for you.

