



TWEED, BYRON & BALLINA COMMUNITY TRANSPORT

CLIENT NEWSLETTER Autumn/Winter 2015

Hi everyone, I hope you are enjoying the cooler weather and crisp clear days that make the North Coast such a beautiful place to be at this time of year.

In this edition of our newsletter, we focus on what makes you feel good and some different and perhaps surprising ways in which community transport can help keep you connected to your community. We also welcome a new member to the team and invite Byron Shire residents to join our shopping service.

Stay warm and connected. Happy travelling!

Our Values

At Tweed Byron and Ballina Community Transport our team is guided by the following values. They inspire us to provide the best quality service to YOU the client.

Integrity Respect Person Centredness
Caring and Inclusiveness

I hope your experience using our service, from the time you make your booking, to the moment you are returned safely home reflects these principles.



Kathryn at Byron

How to Contact Us

-  9/ 14 Middleton Street, Byron Bay 2481
-  **1300 875 895**
-  admin@community-transport.org.au
-  www.community-transport.org.au





Introducing Monique!

Our Ballina office has a new service administrator and her name is Monique Pollock.

Born in Byron Bay, Monique has lived in Lennox Head for many years. Married to husband Nathan, she has two children Zain (8) and Max (3).

Monique enjoys gardening, sports, reading and spending time with her family. She has plenty of experience in community organisations and is looking forward to getting to know you all, so be sure to say *hello* when you call Ballina office.

How Can We Better Meet Your Needs?

We want you to have positive experiences when using community transport and we recognise that sometimes little things can make a BIG difference to your feelings of comfort or safety.

We can usually accommodate your preferences, so please let us know next time you make a booking, if there is something we can do to improve your experience.

For example, perhaps you like to get to your appointments 10 minutes early, you prefer to travel with a male or female driver, you want to bring a loved one along (remember carers travel free), or you would like to stop at the chemist on the way home. You may also have found some vehicles easier to get in and out of. Talk with us about your needs and preferences so we can make the best arrangement for you.

Get More out of Life with Community Transport



At TBBCT we realise that in order to live a fulfilling life, sometimes you need to get out of the house!

If there is something you want to do that would enhance your wellbeing or bring more meaning or enjoyment to your life, give us a call. We may be able to assist you with transport or taxi vouchers to help you get there. For example, we could support you to get to the local pool, seniors

or other social groups, visit a friend or family member, an art gallery, events during Seniors or NAIDOC week etc.

On occasion we may need to prioritise transport for medical appointments, but if we can, we will get you there.



Animals in Community



Pets and assistance animals can occupy an important place in our lives and community. We, at community transport, want to acknowledge and support these special bonds.

We are trialing an exciting NEW program. Dogs, like people, need to socialise and exercise, be they pets or working animals. If your dog is healthy, has good

manners, comes when called, and you would enjoy an outing with a retired assistance dog and a young seeing eye dog, you might be interested in joining a trip to the dog park, or a leisurely walk, with a small group of like minded people and their dogs, organised by community transport. Love spending time with dogs, but don't have one of your own? Let us know and if there is space available you would be very welcome to join us.

Call Kate on 1300 875 895, between Tuesday and Thursday, or email her on kate@community-transport.org.au, if you would like to register your interest in this program and we will keep you updated as it develops.

What do you do if your furry friend is ill and needs vet assistance? Call community transport of course! Conditions apply, such as your animal must be appropriately contained or restrained eg in a pet carrier or pet seatbelt (large dogs might sit on the floor at your feet), a suitable driver must be available and, as usual, we need at least three days notice to make the arrangements.



Ready to Go?

Our volunteer drivers often have very busy days taking our clients to their various appointments.

Please be prepared to go when your driver arrives to pick you up. It helps to ensure everyone gets where they need to be on time.

If you are unsure what time to expect the driver, call the afternoon before your trip and we can tell you who your driver will be and what time to expect them. **Thank you.**

Rather receive your newsletters by email?
Contact kate@community-transport.org.au





Seat Belts Please

Seat belts are compulsory for all drivers and passengers in NSW.

Therefore, if someone refuses to wear a seatbelt our drivers have been instructed not to take them.

The only exception to this, is where the passenger is carrying, and can show the driver, a currently dated, medical exemption signed by their doctor.

Suffolk Park and Brunswick Heads Shoppers Wanted

Our shopping service will pick you up at your door and take you to the shops, where you can spend a couple of hours before being driven home. Our bus passengers really appreciate the friendly attendant who is there to support you on the bus and help with your bags.

We currently have seats available on the following services:

- Suffolk Park to Byron Bay shopping centre — fortnightly on Tuesday
- Brunswick Heads to Ocean Shores shopping centre — fortnightly on Thursday

Call Amanda on 1300 875 895 if you are interested.

Passengers & Crew of Kingscliff Social Bus Enjoy Lunch at Byron Services Club



Clockwise from front left: Lois, Phyllis, Roma, Janette (coordinator), Ruth, Dianne, Joyce and Ann. Bernie (driver) and Donald at rear.

