



TWEED, BYRON & BALLINA  
**COMMUNITY TRANSPORT**  
CLIENT NEWSLETTER Summer 2018

## Wishing you a happy and healthy 2018!

Please take a few minutes to let us know what you think about our service by completing the **Client Satisfaction Survey**.

We read all your responses and it helps us to know what we are doing right and where there is room for improvement or change.

Of course, we always welcome your feedback – you don't need to wait for a survey to let us know what you think of our service. You can talk with someone over the phone, send us an email or write a letter at any time.



**Too Hot, Too Wet, Too Stormy...** Remember that we provide a door to door service, so please feel free to wait inside for your driver, especially if the weather is particularly unpleasant.



The **Commonwealth Games** are coming to Gold Coast soon. This will be an exciting time, but we do expect major delays on Gold Coast roads over the period 3 -15 April 2018. If possible, we recommend you try and avoid making appointments with health professionals on the Gold Coast during this time.



### How to Contact Us

-  9/ 14 Middleton Street, Byron Bay 2481
-  **1300 875 895**
-  [admin@community-transport.org.au](mailto:admin@community-transport.org.au)
-  [www.community-transport.org.au](http://www.community-transport.org.au)

### Phone Extensions

- Tweed** extension 1
- Byron** extension 2
- Ballina** extension 3
- All bus inquires** extension 4



## Beyond Tweed Byron and Ballina Community Transport

Our service is designed to help you maintain your independence, by supporting your access to community and other vital services.

If your circumstances change and you find it increasingly difficult to use community transport, please give us a call. There may be something we can do to improve your experience, such as find you a more suitable vehicle to travel in.

However, if you become unable to safely and independently travel with us, there may be other options available to you. **My Aged Care** is a Commonwealth Government service that helps senior Australians identify their aged care needs and they can help link you to suitable services in your area, such as transport, meals, social support and personal care. Their number is **1800 200 422** or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au).

If you are moving out of the area and want to find out about community transport services elsewhere My Aged Care can help you with that too.

## Social and Shopping Bus Services

Our monthly social buses are very popular. They travel to different destinations once a month, stopping for morning tea and then on to lunch. Some of the places we have visited include Tamborine Mountain, Evans Head, Byron Bay Lighthouse, Mt Warning Hotel, The House with No Steps, Australian Seabird Rescue, Nerang RSL, Burleigh Heads and more!

Shopping buses are a door to door service, which operate weekly or fortnightly depending on where you live. Pick up is generally between 8am and 9am, with a couple of hours at a shopping centre and then return home. An assistant is on board to help with your shopping bags. They can even carry them inside for you.



## Fees

We aim to keep our fees affordable for everyone, with costs calculated depending on the distance you're travelling and the program that funds your transport.

If you are genuinely experiencing financial disadvantage you can speak with your Service Administrator about the possibility of making a reduced payment.

Fee schedules are provided to new clients as well as when there is a change in the amount payable. If you would like another copy, just ask and we will send it out to you, or you can call and ask the cost for a particular trip and we can tell you over the phone.

