

# Our Organisation

Tweed Byron & Ballina Community Transport is a not for profit, non government organisation.

We provide a transport service for our clients that is friendly, respectful, caring, culturally competent and safe.

Our dedicated team of staff and volunteers work hard to provide a flexible service that is responsive to our clients' individual needs and preferences.



# Contact Us



**1300 875 895**

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

## Byron Shire (head office)

Shop 9, 14 Middleton Street Byron Bay, 2481

*all mail to this address*

Fax: 02 6685 7027

## Tweed Shire

2/14 Amber Road, Tweed Heads South

Fax: 07 5524 1399

## Ballina Shire

Kentwell Community Centre  
Cnr Moon St & Bangalow Rd Ballina

Fax: 02 6686 8966



## Door-to-Door Transport Options

for older people, people with a disability, their carers and others who are transport disadvantaged, living in the Tweed, Byron & Ballina shires.

**1300 875 895**

## What we do

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- Individual transport for medical and other appointments
- Regular, fun, social outings on our community buses
- Regular trips to local shopping centres on our community buses
- Bus hire for community groups & organisations
- Group transport for young people through our Yaxi, BAT and Baribun programs
- Taxi vouchers



## How to Access our Service

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**If you are 65 years or over** (50 if Aboriginal or Torres Strait Islander) contact My Aged Care on 1800 200 422 and request a referral to Tweed Byron and Ballina Community Transport.

**If you are under 65** call our friendly office staff on **1300 875 895**.



You will be asked some questions to determine whether you are eligible for the service.

Once you are registered, we will send you

additional information about our service and the options available.

### Car Trips

Call us with your appointment details to book your trip. We need at least 3 working days notice to make the arrangements and you can call us well in advance if you like.

### Bus Trips

If you are interested in joining one of our bus services, speak to our bus administrator, who will tell you what is available in your area.

## Costs

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Tweed Byron and Ballina Community Transport request a contribution towards the cost of your trip. The amount varies depending on the distance you need to travel. These contributions help make our funding go further.

We aim to make our services affordable to all our clients. The contribution amount is negotiable if you are experiencing financial hardship.

Accompanying carers travel free of charge.

## Accessibility

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We provide transport in a range of vehicles to meet our clients' individual mobility needs.

