



Newsletter

Spring/Summer 2014

Hi everyone and thank you all for your positive feedback about our first issue. In particular we were really pleased to be able to get so many more people onto our fabulous social buses.

I am immensely proud to tell you that TBBCT has now been accredited as meeting the NSW Disability Service Standards. This means that you can expect us to provide a consistently high quality service that is respectful of your rights and is focused on meeting your needs.

Special thanks to all our clients who told the team of assessors about their positive experiences with us. They were very impressed with our service and told us they could see we had a lot of heart!



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To top off a fantastic 2014, we were recently presented with the **Community Transport Provider of the Year** award at a ceremony in Canberra.

This award acknowledged the good work of our staff and volunteers, who during the 2013/14 year provided approximately 70,000 trips to more than 2800 individuals!

If you are on Facebook, you can visit our page to see pictures from the awards ceremony

www.facebook.com/tbbct2481

Contact Us

P: 1300 875 895

A: Shop 9, 14 Middleton Street Byron Bay 2481

E: admin@community-transport.org.au

W: www.community-transport.org.au

NRS See page 4



Transport Information Day

Drop by and visit us at the 2014 Tweed Transport Information Day. You'll find us opposite Coles at **Tweed City Shopping Centre, on Thursday 27 November**, between 9am and 1pm.

Come and introduce yourself, or bring along a friend who might benefit from community transport and introduce them.

We will be there to answer all your questions and listen to what you have to say about TBBCT. There will also be information about other transport options such as buses, taxis and coaches etc.

This is your opportunity to find out everything you ever wanted to know about transport in the Tweed Shire.



Our Helpful Shopping Bus Awaits

Wouldn't it be nice to have someone pick you up at home, take you to the shops and then return you and your bags safely to your door?

Our buses go to major shopping centres in your area, giving you an opportunity to go to the bank, chemist, Medicare and grocery stores, along with any other shopping needs you may have.

Our drivers and volunteer bus attendants are helpful and friendly. Tell them where you need to go and they will make it happen if they can.

Trips are offered weekly or fortnightly, depending on where you live and only cost between \$6 and \$8.

If you would like to find out more about our shopping buses and what is available in your area please contact Amanda in the Byron office on 1300 875 895.



Exciting News for TBBCT Clients

In recognition of a growing community need, the Federal Government has increased our Home and Community Care (HACC) program funding, to provide more trips for older people, people with a disability and their carers. Whilst we will continue to prioritise medical transport, we now have more capacity to provide other assistance where it is needed.

So, if you would like some help to get to your hairdresser, or solicitor, visit someone in a nursing home, or meet some other social need please give us a call.

Remember we need at least three days notice to organise a driver for you.

If you are interested in getting into town regularly, why not inquire about our shopping buses (see page 2).

We also have other options, such as taxi vouchers for local transport out of working hours.



We'd love to hear from you if you have a particular transport need. We always do our best to work out an arrangement for you. Unfortunately there may be occasions when we cannot assist. When this happens, we still take note of the circumstances, because the more awareness we have of our community's needs the better we can plan for our future, so please don't hesitate to call.



Spotlight on Team Member

Jenny Young

I have been a part of the TBBCT team since 1998, when I began working as a shopping bus coordinator. In 1999 I was invited to provide a transport service for 4 clients, 3 times a week, for renal dialysis and have stayed on since then. In 2007, I completed Cert IV in Front Line Management.

I enjoy working in my role at TBBCT as Ballina Service Administrator, and have been in this position for 12 years. In that time I have seen our organization grow and develop into the professional and diverse service provider it is today.

I currently supervise approximately 25 volunteers and 1 full time paid driver, providing transport as far as Brisbane. I have also been involved in supporting the Aboriginal transport service in Ballina. Last year one of



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our Aboriginal volunteers was awarded NSW Volunteer of the Year.

I have 4 grandchildren and enjoy the fun, entertainment and amazing blessings they bring into my life. Their ages range from 2 to 8 years.

I enjoy camping and the great outdoors, including snorkelling, fishing and kayaking.



National Relay Service

Do you find it frustrating and difficult to communicate on the phone? The National Relay Service (NRS) is a phone solution for people who are deaf, or have a hearing or speech impairment. It is available Australia wide, free of charge, 24 hours a day, 7 days a week and allows you to contact anyone who has a phone.

There are a range of ways that the NRS can assist you to make a phone call depending on your particular needs. It may be through the internet, SMS, TTY (teletypewriter), or over the phone.

The options are too varied for us to explain here, but if you'd like to know more visit www.relayservice.gov.au, phone the helpdesk on 1800 555 660, or SMS 0416 001 350.



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If you are familiar with the service already and would like to contact us at TBBCT this way, the numbers to use are:

TTY/voice calls 133 677

Speak and listen 1300 555 727

SMS relay 0423 677 767

Our office staff have been trained in receiving calls through the NRS and look forward receiving your call.



Did you Know...

Tweed Byron and Ballina Community Transport provides a door to door service. This means that our volunteers and staff are happy to come to your door to pick you up.

It can be nice to wait outside if the weather is fine, but if the day is hot, rainy, windy or stormy, as it can be at this time of year, please feel free to wait in the comfort and safety of your home. Of course if you're feeling tired or unwell you can wait inside too.

A friendly knock on the door will let you know that your driver has arrived.



International Day of People with a Disability

International Day of People with Disability (IDPwD) is a United Nations sanctioned day, that aims to promote an understanding of people with disability and encourage support for their dignity, rights and wellbeing.

To celebrate IDPwD, the Far North Coast branch of Disabled Surfers Association of Australia is holding a FREE event on **Saturday 6 December, at Clarkes Beach in Byron Bay** from 10am to 1pm.

Everyone is welcome to join in the fun, whether they want to have a go at surfing, dip their toes in the water or just enjoy the celebration.

Sign in for participants is 10am. There is no need to preregister, just come along with a pair of cossies and a towel.



Everything else is provided, including beach wheelchairs to get people down to the beach if needed. There will even be tents and chairs set up so everyone can relax and have fun.

Participants are taken out in the water by a team leader and at least 6 volunteers.

You can have a go standing up, or they can accompany you lying on the board.

The team leaders have experience with all kinds of disabilities, so everyone, no matter your age or disability can be involved.

For more information visit www.disabledsurfers.org.



Using an Advocate

Sometimes you might need assistance when it comes to communicating with us.

In this situation you could call upon an advocate. An advocate is someone who has the authority to communicate with us on your behalf. They represent your legal and human rights, as well as your best interests.

TBBCT welcomes your use of an advocate; be it to help you access our services, make decisions and choices about our services, or to negotiate on your behalf throughout a complaint process.

An advocate might be a carer or family member, or they may be a professional.



Our office has a register of organisations that provide advocacy services and can help you to get in contact with an appropriate advocate. Call the office if you would like assistance with this.

If you would like to have an advocate represent you in communications with TBBCT, put this in writing to us, including the person's contact details and ensure that they know of your decision.



Do you have a Mobile Phone?

If you have a mobile phone, next time you call us, check if we have an up-to-date number for you.

Having your mobile number makes it easier for us to get in touch with you if, for example, your driver is running a little late and you are waiting outside and don't hear the home phone.

It also means that if you are not at home, or at the place we are expecting to pick you up from, we can call to check that you are alright and are not waiting somewhere else. Thank you.



Christmas and New Year Break

It's been a big year at TBBCT and our staff and volunteers will be taking a well earned break.

We will not be available to provide transport, or take your calls, between the afternoon of 24 December and January 4. We will be back on deck Monday 5 January 2015.





**Merry Christmas and Happy New Year
from the team at TBBCCTI**