



# TWEED, BYRON & BALLINA COMMUNITY TRANSPCRT

## Annual Report 2015-2016



## Acknowledgment of Country

Tweed Byron and Ballina Community Transport acknowledges the people of the Bundjalung nation, the traditional custodians of the land we live and work on. We pay our respects to Elders past and present.

# Table of Contents

Message from the President .....	1
Message from the CEO .....	2
Acknowledgement of Funding .....	3
Treasurer's Report .....	4
TBBCT Customers .....	7
Customer Survey .....	7
Shirley's Story .....	9
Cathy's Story .....	10
A Christmas Time Bus Trip .....	10
Responding to Unmet Need - Renal Transport .....	11
Aileen's Story .....	12
Ted's Story .....	12
Volunteer Program .....	13
Working Together – Developing Partnerships .....	14
Transport for Toilets - Auditing Accessible Toilets .....	14
Blind and Vision Impaired Support Group (BAVIS) .....	14
Aboriginal Transport .....	15
Funeral Transport .....	15
Developing Relationships .....	15
Robbie's Story .....	16
Youth Transport .....	17
Community Involvement .....	17
Keeping Culture and History Alive for Bunjum Kids .....	17
Trips .....	17
Management Committee .....	19
The Team .....	21
Executive .....	21
Employees .....	21
Volunteers .....	21
Get Involved .....	22
Volunteer .....	22
Donate .....	22
More Information .....	22

## **Message from the President**

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I have enjoyed the challenge of my role as president of Tweed Byron and Ballina Community Transport and I'm pleased to provide a report for the 2015/2016 annual report.

I'd like to commend the team of staff and volunteers who have delivered more than 90,000 trips across our region and into Queensland. The increase in demand for services never seems to let up and the staff and volunteers take it in their stride.

Nothing would be done without our volunteers. I thank the volunteer drivers and bus attendants who have strongly supported our service since its inception in 1987 and just seem to keep on keeping on. It takes real commitment and focus to volunteer for TBBCT and my thanks and appreciation go out to all our volunteers.

I thank my fellow management committee members: Ben Dierikx, Sue Follent, Jenny Hicks, Ken Montgomery, Mark Moore and Paul O'Reilly, who have all met regularly as the management committee governing the organisation. Together we have worked to provide direction and oversight to TBBCT - one of the largest community transport service providers in NSW. I believe the management committee's diversity of member experience has helped us to make good decisions that benefit all of our stakeholders.

I thank our CEO Phil Barron, who has steered the organisation through the many changes and reforms to aged care and community transport, leading the team as well as ensuring TBBCT's regulatory compliance. I would like to thank our finance administrator, Sue Ruhl, and fleet manager Faizel Hassan, who have assisted us with clear reports and helped the committee in our decision making around fleet and finance issues. I also thank all the other staff who are too many to name individually, for bringing success to our award winning organisation and supporting our customer base. I have seen at first hand the efforts our admin staff go to assist a person in need and applaud your efforts.

I understand the importance of community transport to our transport disadvantaged community. I will continue to work with the management committee and management team to maintain a high quality service and look for opportunities for increased funding to meet the demand for service and unmet need in our region.

I commend Tweed Byron and Ballina Community Transport's annual report to you.

Yours Sincerely

**Ray Thompson**

President

## Message from the CEO



This year has been a bumper year for reform and changes in the community transport sector. There are many future opportunities around transport. The Point to Point Transport (Taxis and Hire Vehicles) Act 2016, was passed by the NSW Parliament in June and Transport for NSW is rolling out the related reforms, which will free up regulations for taxis, hire cars and buses. We await guidelines to help us to navigate through the many changes in the sector, including Uber and other ride sharing platforms.

At Tweed Byron and Ballina Community Transport (TBBCT) we have also been grappling with the aged care reforms, including the introduction of My Aged Care, the national one-stop-shop for aged care services and the referral link for all new Commonwealth Home Support Program (CHSP) customer registrations. We have accepted over 1,000 new referrals through My Aged Care since its inception in July 2016 and we have developed good processes to ensure our customers have a smooth transition from assessment to registration for community transport services.

We listened to our customers. Survey feedback provided us with a clear understanding of where we needed to improve and we have implemented changes in order to address issues that were raised in the survey responses. We received overwhelmingly positive feedback praising our volunteers and staff for their friendliness and courtesy, underlining the importance our customers place on the personal service community transport provides to support their everyday living goals.

Once again, we increased our trip numbers (up approximately 12.5% across the board) in the face of huge demand from our community. We are now providing over 90,000 trips annually across all the programs we manage, including brokerage partnerships with other aged care and disability service providers. We developed new partnerships and brokerage arrangements through the year, assisting more transport disadvantaged people to get to their appointments, through our arrangements with their service provider.

TBBCT was the recipient of the Health and Wellbeing Award presented at Northern Rivers Regional Business Awards in November 2015. I was very proud to accept this award on behalf of our team.

We prioritised safety through our work health and safety committee and the many team meetings held across the organisation through the year. We have a great safety record, but we cannot be complacent, considering the risks our drivers and passengers face every day, while travelling on the roads and highways to and from destinations. All of our drivers completed the regulation commercial driver medical assessment, police check and driver license check, as a part of Transport for NSW's new community transport driver safety regulations.

This year we celebrated our volunteers during National Volunteers Week in May, at an event at Banner Park in Brunswick Heads. I have the highest regard for our volunteer team who assist our customers with a smile, an arm for support and a sympathetic ear for their concerns. It is no small task making someone comfortable when they have an appointment they don't really want to attend, or have been given bad news and have a long car journey ahead. Volunteers in our bus team also work hard, taking calls after hours, organising bus trips and assisting customers with their shopping. I'd like to commend each and every volunteer for their service at TBBCT.

My thanks also go out to our committed staff members, who have worked hard to maintain and grow the provision of community transport services, while dealing with the many changes coming through government reforms. Our administrative team, bus and driver teams across the 3 shires work well together, to put our customers at the centre of what we do. I would like to take this opportunity to thank you all for your dedication and commitment.

This year we have also been focused on planning for next year, which is shaping up to be another year of change. The new Centralised Trip Allocation and Booking System (CTABS) currently being designed and installed, will be a paradigm shift for our team. The commencement of the NDIS rollout in our region will alter the eligibility requirements for many younger people with disability. This will affect service provision incrementally as the scheme rolls out.

The management committee met regularly through the year and helped guide the organisation through some very complex issues. I thank TBBCT's management committee, led by President Ray Thompson, for overseeing the organisation's management, maintaining its community focus and supporting me in my role.

I'm very proud to present the 2015/2016 Annual Report.

Sincerely

**Phil Barron**

CEO

## Acknowledgement of Funding

TBBCT receives funding through the NSW Government - Transport for NSW, for the Community Care Supports Program (CCSP) and the Community Transport Program (for transport disadvantaged people). Visit [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au) for more information.

The Commonwealth Home Support Program (CHSP) is supported by the Australian Government Department of Health and administered to us through Transport for NSW. Visit [www.health.gov.au](http://www.health.gov.au) for more information.

### *Disclaimer:*

Although funding for this service has been provided by the Australian and NSW governments, the material contained herein does not necessarily represent the views or policies of either.

# Treasurer's Report

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As you can see from the table below, TBBCT made a deficit of \$40,818 in the financial year to 30 June 2016. Revenue received – approximately \$2.9M was made up of funding grants and customer contributions. Included in our revenue streams is \$147,560 in non-recurrent funding for short term projects.

TBBCT has continued to deliver ever increasing trips across our region. The staff and volunteers have been extremely busy providing these additional trips in 2016, particularly in Tweed.

Current liabilities include \$252,356 in provisions for employee entitlements for which we have a special term deposit of \$253,634. Our vehicle replacement reserve allocation has been decreased this year by \$66,989 to reflect new vehicles purchased, to bring the total put aside to \$369,267. This is still a very healthy provision.

I'd like to thank Sue Ruhl, financial administrator, who keeps me and the management committee well informed with regular financial and budget exception reports. I'd also like to thank our auditors Cook and Cook Accountants for assisting management with advice and for their work auditing TBBCT's 2016 financial statements. A full copy of the financial report will be available at the Annual General Meeting and on our website.

## TBBCT balance sheet shows:

<b>Assets</b>	<b>2016</b>	<b>2015</b>
Current Assets	948,626	945,925
Fixed Assets	297,224	225,615
Other Assets	0	0
Total Assets	1,245,850	1,171,540
<b>Liabilities</b>		
Current Liabilities	725,093	508,055
Non-current Liabilities	12,899	47,657
Total Liabilities	737,992	555,712
<b>Net Assets</b>	<b>507,858</b>	<b>615,828</b>
Vehicle replacement reserve	369,267	436,256
Assets Revaluation reserve	6,845	7,008
Accumulated surplus	131,746	172,564
Total Members Funds	507,858	615,828
Our income statement shows revenue from continuing operations	2,914,044	2,938,593
Expenses	2,954,861	2,938,263
<b>Profit (Loss) from continuing operations</b>	<b>-40,818</b>	<b>330</b>

**Ken Montgomery**  
Treasurer

# At a Glance 2015-2016

91,634

TOTAL TRIPS



4,190



Individuals  
assisted with  
transport

51,571



Individual passenger trips

40,063



Passenger trips by bus

2,337,408

Passenger  
kilometers  
travelled

31

Average km  
per trip

## Bus Runs

16

shopping buses

15

social buses

1

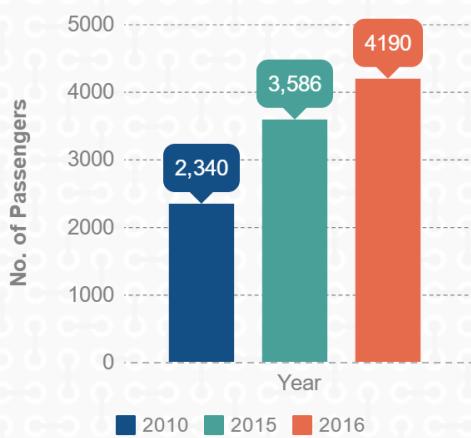
school bus

10

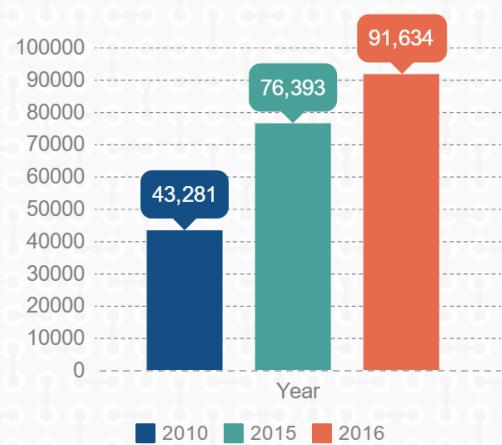
miscellaneous  
groups

# Growth

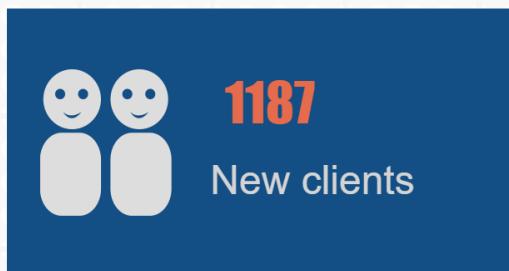
Total Passengers



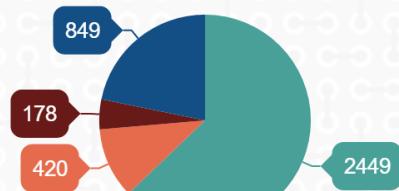
Total Trips



## Our Passengers

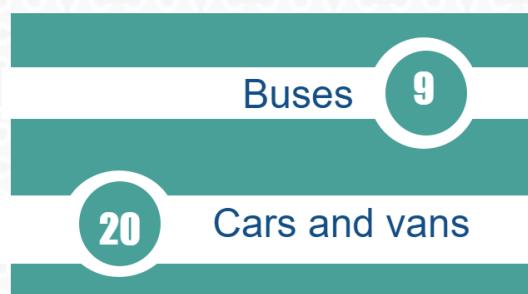


Passenger Types



■ Older people (62.86%) ■ People with disability (10.78%)  
■ Transport disadvantaged (4.57%) ■ Brokerage (21.79%)

## Our Resources



# TBBCT Customers

## Customer Survey

494 people responded to TBBCT's biannual customer survey. This high response rate represents 22% of customers who used the service over the previous 12 months. Satisfaction levels were extremely high, with **98.7% of respondents reporting their overall satisfaction with the service to be excellent or good**. Customers particularly valued the friendliness of our drivers and attendants with 99.4% rated as excellent or good and their sense of safety 98.9%.

Transport for medical appointments and shopping buses were considered to be essential services, whilst social and shopping buses also fulfil a vital social function and were much looked forward to. Customers report these trips greatly improve their quality of life. TBBCT drivers were praised for being caring, friendly, skilful, safe, kind and considerate. Bus crews were valued for delivering fun and laughter and for being kind, caring and lovely, whilst office staff were described as helpful, professional and friendly. A number of changes were implemented following feedback from the survey to improve the customer experience. Our volunteer drivers have been asked to call each customer prior to their trip providing confirmation and pick up times, our shopping buses will let their customers know if they are able to take them to alternative drop off points and we've implemented a new guideline to limit the number of people travelling together in a conventional vehicle so that all customers travel in comfort.

You have been a real lifeline for me in circumstances of extreme trauma and very limited finances.

Without this wonderful service I would find it EXTREMELY difficult to do my shopping.

I am 100% happy and satisfied with the service which I am getting. Always prompt, friendly and efficient. Since my husband died in 2012 and with three sons and families working and living interstate, I do not know how I would have managed without your excellent service.

I am housebound and on a walker, so I need help getting in and out of cars when your drivers take me to doctors appointments. I am very grateful for that.

I have never met a group of helpers who are so ready to be helpful. The drivers are so polite and safety conscious it's hard to believe.

Accept our thanks for such a wonderful lifeline. Our trips are great fun and completely

You meet my needs for transport in a way I could have never imagined or expected. I came (to the area) to live in 2012. I only knew two people... I had to give up driving my own car due to sight problems. Your drivers have been AMAZING – thoughtful, kind and very considerate.

As my husband uses a scooter and I a wheelie walker, we presented a bit of a problem, but your friendly volunteers managed to fit us and our mobility things in with no hassles. Oh, hubby also uses a portable oxygen concentrator. Thank you for your help when we needed a little TLC.

I don't know how else I would have got to the doctors and hospitals in Brisbane.

...safe, punctual and efficient transport service. It works perfectly for me.

As an abused and traumatised person, I would like to thank all the staff and volunteer drivers for the beautiful way in which you treat me and the care you take with me, with my disabilities. [It's] uplifting and warms my heart.  
It means the world to me.

My husband is 81 now and driving long distances and finding where we need to be is getting difficult once we are out of our area. Being driven there by a competent driver, who knows where we are going, is a comfort to us and we thank you.

I have thoroughly enjoyed my first year on the community bus. Thank you so much to the volunteers who make my monthly outing possible. I look forward to it and enjoy it immensely.



## Shirley's Story

Shirley is a fit and active 87 years old. She lives in a cottage, on her son and daughter in laws property, in the hills outside Mullumbimby. She enjoys the peaceful bush surroundings and the security of having family next door.

Having lived most of her life in New Zealand, she then spent several years in Sydney, but never quite got settled there. When her son suggested she move up and live with them, her GP strongly warned her

not to make the move. Shirley suffers from severe asthma and her GP said she was worried Shirley wouldn't survive up here isolated from good medical help and with only one little hospital. But, as Shirley says, '*Obviously she didn't know about community transport*'. A strong and resourceful woman, she made up her mind, being certain that '*there must be a way*'.

Family are always willing to help out, but the truth is they have very busy lives and a number of other commitments. Transport options in the bush are limited. There is the school bus, but Shirley has taken on early morning animal feeding on the farm, so the timing doesn't work out. She can get a taxi into town, but it's expensive at \$20 each way. Once she tried to walk into town and got several kilometres along, but it was a very hot day. She had an umbrella and every time a truck drove past on the busy road, the umbrella would blow inside out. A kind person driving by picked her up and suggested she try hitch hiking, but she wasn't keen to start that at this point in her life.

Eventually, her GP referred her to community transport and she hasn't looked back. In fact, since that time she has referred two friends to the service. Shirley describes being able to call on community transport as '*a huge relief*'. ***She explains that it's the personal service and conversations that make community transport special and set it apart from taxis, where the driver may or may not be up for a chat.***

*'I need to know that I am going to get [to my appointments] on time and they are brilliant and such interesting and courteous people. They come and open the door for me. They [the drivers] are the most lovely people in the world...they know where they are going...and they are like family to me'.*

Shirley has suffered a number of injuries since moving to the farm – incidents involving chickens, sheep, kids, trip hazards in the house and most recently a paralysis tick. She knows she can always call upon community transport for support and appreciates that office staff are available to organise her transport. Shirley is learning how to be safe in the country, such as wearing long pants and holding onto a fence when opening the gate for sheep...but she is happy and independent '*I still survive!*'

## Cathy's Story

Cathy is an engaged, sociable and independent young woman living in Alstonville.

Although she drives locally, when she needs to travel further distances, navigate tricky traffic situations or undergo medical procedures on her eyes she calls community transport. She says 'They're lovely down there (in Ballina office). I just call up and speak with Monique or Kasey and tell them what time I have to be there and they meet my needs'.

Cathy likes the fact that she doesn't have to worry about taxis and buses as she feels a lot safer with community transport. She knows the drivers and they know her. Of volunteer Roger, she says 'He's funny. We joke around all the time and he's pretty cool'.



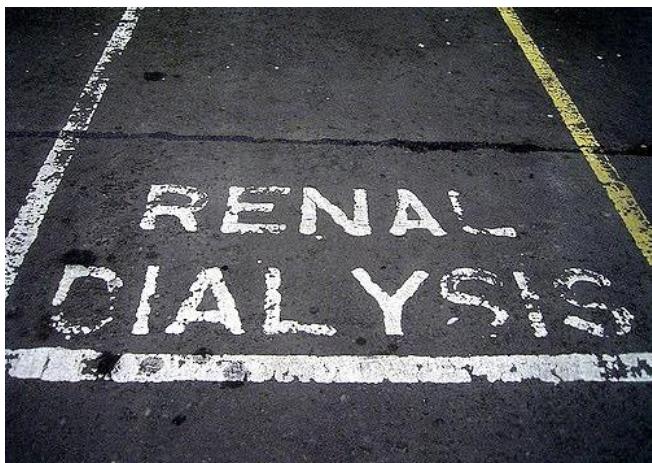
A community-minded individual, Cathy also volunteers with a number of local organisations such Bay FM, where she reads out community service announcements. Her disability service provider Achieve Australia broker community transport for her to attend Bay FM and training opportunities through TAFE. A former competitive swimmer, her ambition is to become a swimming referee and is currently perusing a diploma in WHS as preparation for this goal. As Cathy says 'I get out and enjoy life!' Community transport supports her do just that.

## A Christmas Time Bus Trip



Grahame, Eunice and passengers

## Responding to Unmet Need - Renal Transport



One of the continuing highest areas of unmet need is transport for renal dialysis. Renal dialysis is undertaken by people with chronic kidney failure, where there is little remaining kidney function. It is a life sustaining treatment, which must be carried out three days a week, for the rest of the patient's life.

Dialysis is performed at regional hospitals, requiring many patients to travel some distance for treatment. The nature of the treatment leaves patients exhausted and unfit to drive home. Public transport is often unavailable or

unsuitable. Renal transport therefore, requires the commitment of significant resources for long periods of time.

TBBCT receives limited funding through NSW Health to provide renal transport within Ballina, but this situation is unusual and not available in most areas. We also provide transport for a number of Aboriginal people in the Tweed area, through North Coast Primary Health Network's Care Coordination and Supplementary Services program. Outside of these arrangements, TBBCT provides very limited renal transport, because the needs of each individual ties up significant resources, which would therefore impact on the availability of transport for other customers.

Responding to transport disadvantage and unmet need in our communities is one of our key strategic goals and we do offer assistance in this area, where we are able. TBBCT is committed to resolving this unmet need through advocating for greater resources to improve access to renal treatment, such as through the recent Parliamentary Inquiry into Access to Transport for Seniors and Disadvantaged People in Rural and Regional NSW.

We were pleased by the recent announcement by NSW Health, that a new 6 chair dialysis unit will be established at Murwillumbah District Hospital. This addition will have a positive impact on our resources and for a number of individuals who are currently receiving treatment at Tweed Hospital, which is 35km from their home.

'TBBCT and North Coast Primary Health Network have an MOU to support Care Coordination and Supplementary Services (CCSS) clients needing transport to health appointments.

The CCSS program supports Aboriginal and Torres Strait Islander people with specific chronic diseases to better access health, allied health and specialist services.

Transport is a major critical enabler in supporting clients to have better access to a range of health services within a timely manner and reduce the amount of FTA (fail to attend) and avoidable hospital admissions.

On average Tweed Ballina and Byron Community Transport provide 95 plus transports per month for the CCSS program, which include an imperative 50 transports to renal dialysis'

Leisa Lavelle  
Care Coordinator and Supplementary Services Program Officer  
North Coast Primary Health Network

## **Aileen's Story**

Aileen lives in Tweed Heads with her son and nearby to her large and close knit extended family. As she says, she has '*a lot to live for, with my grandies and my great grandies*' and she knows she has to look after her health. Part of this commitment involves attending renal dialysis, for five hours at a time, three days a week.

Aileen has been undergoing this treatment for 15 years and she is fortunate in that she is able to do it at the local hospital, which means there is not too much travel time involved. In the early days and years of treatment her son would drive. But as time goes on, his other commitments are increasing, particularly with driving family and community members around. These days a community transport volunteer comes and picks her up early in the morning and returns her safely home following treatment. Aileen says '*if I didn't have community transport, it would be very difficult for me and my son*'.

TBBCT volunteer, Ted is often the person to take Aileen to her appointments. She says '*He's a really nice person. He's always on time at 6.15am and when I'm finished he's always there waiting for me*'.

As a part of Aileen's commitment to maintaining her health, she has also joined a walking group. The small group gets together every Tuesday, along with their trainer. Community transport volunteer driver Sue, is also a health worker and she drives Aileen and takes part in the walking group. Aileen says '*We have fun! He [the trainer] tries to keep us in line. We laugh a lot! It makes me stronger*'.

TBBCT is pleased to be able to support Aileen and her goal to be around for a long time yet, to enjoy her family.

## **Ted's Story**

Ted has been volunteering with community transport for 15 years and as such, is our second longest serving volunteer.

Several years ago, Ted started doing some of the renal runs. This substantial commitment involves regularly picking customers up before 6.30am, to get them to their scheduled treatment. Having overcome a number of serious illnesses himself, Ted says it gives him pleasure to take people to their appointments, because he '*knows what they are going through*'. He also just likes '*helping people out*'. This caring attitude makes him a really well liked driver and he knows that customers appreciate what he does.

In March 2016 Ted and fellow TBBCT volunteer Bill Wykeham, were jointly awarded Tweed Shire Council's Senior's Week Award for Outstanding Contribution and Enduring Commitment to the Community of the Tweed Region.

**This remarkable person has driven over 226,815km, completed 13,392 trips, given 9,281 hours to the community and has become a highly valued and respected member of our team.**



# Volunteer Program

During the 2015-16 year, TBBCT was fortunate to have 126 active volunteers, who gave their time to drive, or assist on our buses. We have a fantastic team of volunteers and we value them highly – they keep us – and our customers on the road. This year our organisation has experienced a significant increase in demand and our volunteers have worked particularly hard to deliver exceptional service.

In May 2016, we took the opportunity of **National Volunteers Week** to have a big party in Banner Park, Brunswick Heads, to celebrate and thank our volunteers. Staff took the occasion to volunteer their time to treat our volunteers and their families to a great day, filled with sunshine, live music, generous lucky door prizes donated by local businesses and plenty of delicious food, including a special celebratory cake.



Pictures from National Volunteers Week Celebration

**It's the personal service that TBBCT volunteers provide that really sets our service apart.** In the 2015/16 customer survey our volunteers were praised for being:



# Working Together – Developing Partnerships

## Transport for Toilets - Auditing Accessible Toilets



Tweed Shire Council had committed to conducting an audit of all designated accessible public toilets within the shire. This involved Council's Ageing and Disability Officer, Karen Collins, working alongside two members of the equal access committee, driving around and assessing the design of each public toilet cubicle and fittings, as well as other barriers to access. TBBCT has worked closely with Tweed Shire Council on matters of access and inclusion in the past and so they approached us about the possibility of using one of our wheelchair accessible vehicles for this project and we were more than happy to offer this support. This project was remarkable because it tapped into the lived experience of community members who have a disability and resources provided by another community organisation – TBBCT. The exercise resulted in plans for significant improvements to community assets and access.

## Blind and Vision Impaired Support Group (BAVIS)

BAVIS is a Tweed-based support group for blind and vision impaired people. They have fortnightly social group outings on a bus provided by TBBCT. This gives members, many of whom are elderly, the opportunity to get out in the community and have a good time in each others company. TBBCT also provides a bus for their monthly meeting.

BAVIS received some funding from Transport for NSW to assist members to attend medical appointments, do their shopping, go on occasional social outings and a visiting service for members who reside in nursing homes. These interactions are a vital link for people who might otherwise be very isolated.



Celebrating BAVIS member, Ena's 90<sup>th</sup> birthday

In 2015, BAVIS approached TBBCT to see if we would be interested in administering their transport funding. We saw this as an opportunity to provide some meaningful support to a community that experiences severe transport disadvantage.

The BAVIS transport program differs from TBBCT's service as they provide carers to support their members. Some of their carers are sighted and some are not. They coordinate their own transport through their volunteer members and TBBCT does the paperwork – keeping records, reimbursing volunteers, keeping the budget in balance and reporting to Transport for NSW.

**BAVIS is now able to focus on what it does best, providing peer support and community access to its membership.**

# Aboriginal Transport

## Funeral Transport

When an Aboriginal person passes away there is often a strong cultural obligation for community members to attend the funeral ceremony. TBBCT frequently responds to requests for assistance in this regards. Generally we provide support to attend funerals that are held on country within the Bundjalung area. If people need to travel further afield, we can refer them to the Transport for NSW Sorry Business program. **TBBCT provided approximately 500 trips for people to attend funeral services during the year. This included the provision of bus trips and fuel vouchers.**

## Developing Relationships

Building and deepening relationships with Aboriginal organisations has been a key focus of TBBCT's Aboriginal transport program, over the previous 12 months. This has seen us working closer with organisations such as Bullinah Aboriginal Health Service and Yarabee Aged Care. We want to ensure Aboriginal people and organisations feel comfortable and safe when contacting any of our offices for assistance with transport. TBBCT's approach has always been that rather than provide an 'Aboriginal transport service', our transport service needs to be accessible and welcoming to everyone, including the Aboriginal community. In June 2016, TBBCT's Tweed office hosted the Tweed Goori Interagency meeting. This gave interagency members an opportunity to come into our office and make a connection with our staff. Since this meeting, referrals and brokerage from some of these agencies have increased significantly and this demonstrates the importance of developing these connections between people and agencies.



Our beautiful and distinctive painted bus

## Robbie's Story

Robbie came to TBBCT through the Community Driven project, whereby a group of local Aboriginal people were supported to obtain their Light Rigid (LR) driver licence.

His previous role was with the RMS, working as an archaeologist, looking for artefacts along the proposed Pacific Highway route. As his contract was drawing to a close, Robbie was approached by Dave Kapeen, TBBCT's Aboriginal Transport Development Officer, to see if he

might be interested in participating in Community Driven.

Robbie was the first of the participants to successfully complete the licensing requirements. He passed the test with flying colours. *'The tester said it was like I'd been driving for 20 years. I just had the biggest grin on my face. Dave was there and he asked how I did. I just gave him two thumbs up'.*

Following this success, Robbie was asked if he was interested in doing some voluntary and causal work with TBBCT and he 'signed up straight-away'.

Robbie comes from a community where someone with a driver licence and registered vehicle is in high demand and so he was already driving a lot of community members in

and out of town. Now he gets to do it in a bus. He has paid work taking the kids from Ballina to and from Cabbage Tree Island School once a week, as well as a couple of non school runs into Ballina, including the new Saturday morning service. The kids enjoy having Robbie for a bus driver. He says they are always asking him to '*please turn the music up Uncle Rob!*'

He also has a couple of special volunteer roles, assisting with funeral transport and taking the elders for occasional Saturday afternoon outings. He consults with them about where they want to go and during the season, it's generally to the football, where a number of people have young relatives playing and they like to go and support them.

**When asked what he likes most about his new role as a bus driver, Robbie says he likes to see how happy people are when they jump on the bus. 'My customers are happy and I'm happy. It's a nice job. I like communicating with people'.** Robbie is now helping other people who have passed the online test to gain experience and get their driving hours up.

TBBCT's Bus Administrator, Amanda, says Robbie has been easy to work with and she is impressed with his open communication skills. *'When working with drivers, as I'm based in an office, its really important that they keep in contact on a regular basis, particularly with a run that is out all day with lots of different passengers coming and going. Robbie is great with this, so I feel we both work well together as a team'*.



## Youth Transport

Batbus and Yaxi provide group transport for the young people of Byron and Ballina shires. These services enable young people to access recreational, cultural and educational opportunities. Trips are generally initiated by the young people themselves. Organising transport and other trip details is an empowering experience for the young people involved, providing an opportunity to develop organisational skills and independence. In 2015-16 trips were also organised by community groups such as Scouts, Byron Youth Service (BYS), B Space (FSG youth activity centre), Bunjum Aboriginal Co-op and local dance companies.

After 22 years coordinating the Bat Bus and formerly also the Yaxi program, TBBCT farewelled Melissa Armstrong. That these two programs were kept not just on the road, but thriving for long is testament to her commitment and energy. These days Kym Trotter is at the helm of Yaxi and we welcomed Deborah Pearse to Bat Bus. The future of youth transport in this area remains strong.

## Community Involvement

This year our youth transport services were proud sponsors of Crankfest, a youth week music festival held in Evans Head. Yaxi provided free transport to the event and donated a Yaxi trip as a prize to the winner of Battle of the Bands competition. Batbus and Yaxi also provided transport enabling many school students to attend the PASH (Positive Adolescent Sexual Health) Conference, which was held in Lismore.

## Keeping Culture and History Alive for Bunjum Kids

Bunjum Aboriginal Coop had a great school holiday excursion planned for their young people, but they needed some transport to make it happen.

Yaxi transported the young people on a bus to Wardell, Cabbage Tree Island and South Ballina. It was a special opportunity to learn about significant local cultural sites and the rich Indigenous history of the local area. It was a valuable experience for them, as many had not visited these sites before and to do so with their peers and mentors from Bunjum Co-op made it a memorable excursion for all involved.

## Trips Included

### Young People's Forum @ Byron Youth Services

Goodlife Festival

Brisbane theatres

Crankfest

White Water World

Petrie Paintball Park

**PASH Conference,  
Lismore**

Fright Night @ Movieworld

Burleigh Heads

Gold Coast Arts Centre

**Youth group camps**



Ed Sheeran concert @ Suncorp Stadium

YACROCKCAFE Byron

**Broncos Indigenous players camp**



byron  
youth  
service

34 Gordon St Mullumbimby NSW 2482

Email: [dpearse@bys.org.au](mailto:dpearse@bys.org.au)

Phone: 0409170062 Fax: (02) 66858871 Web: [www.bys.org.au](http://www.bys.org.au)

4<sup>th</sup> October 2016

On the 18<sup>th</sup> March 2015 Batbus made it possible for BYS to hold a young people's forum at the Byron YAC aimed at identifying the needs of our local young people and how we might best meet them. Approximately 70 young people attended.

Students from Mullumbimby High, Steiner School and Shearwater were transported to and from school to the YAC for an all day event. Students from Byron High were transported in the BYS Youth Bus. Without the help of Batbus a very enlightening and positive day wouldn't have happened.

The number one difficulty for young people in Byron Shire was again identified at the forum as a lack of transport options.

Regards,  
Deborah Pearse  
Byron Youth Service

'We had a wonderful day, the young people had an independent day through Southpark and Queen St Mall and then dinner in a number of the gorgeous cafes and restaurants in Grey St before enjoying an astonishing performance in the Roundhouse Theatre.

All thanks to you and the drivers who so patiently and carefully chaperoned us. Thank you!'

Text message  
from Batbus client

# Management Committee

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The following individuals served on the TBBCT management committee during the 2015-16 financial year.

## Ray Thompson, President



Ray has served on the management committee since 2010. He grew up around Murwillumbah, where he now lives with his wife Marion. He has also lived in a number of regional towns throughout NSW during his working life.

Ray has pursued a number of careers including boiler maker for industrial projects, hotel owner manager, partner in a taxi and hire car business and volunteer bus and car driver with a neighbouring community transport organisation.

Ray has a great understanding and empathy with our drivers and he brings his knowledge and experience of business and the transport industry to our committee.

## Ken Montgomery, Treasurer



Ken Montgomery is Canadian by birth. He's spent the last 10 years in Northern NSW after resettling here with his Australian wife in 2003.

Ken's working life was spent in administration in the cement and oil industry, as a financial controller. His forte is his acumen and understanding of financial matters.

He has served as treasurer at TBBCT since 2007, with the exception of the 2014-15 year and is also the current treasurer on the executive committee of Mountain View Retirement Village Murwillumbah. Ray has also served on the board of St Cuthberts Anglican Church and was until recently president at Rotary Central Murwillumbah.

Ken brings his financial skills and perspectives, along with a strong commitment to community service to the Management Committee of TBBCT.

## Paul O'Reilly - Secretary



Paul began with TBBCT in 2011 as a volunteer driver, transporting customers to appointments. He made the transition from driver to committee member four years ago and was elected Secretary at the last AGM.

Kyogle born and bred, and the son of a Dairy Farmer, Paul left the North Coast to begin working as an Auctioneer, Stock & Station and Real Estate Agent in the Central and North West of NSW spending over 23 years in six different towns, working for four different companies.

Paul returned to the Northern Rivers with his grown family in 1995 and gained experience in the transport industry as a taxi driver before returning to real estate.

Along with his involvement in TBBCT Paul works with his daughter, travelling interstate and overseas, marketing and advertising her food business.

*'I thoroughly enjoy being a member of this great organisation and improving the well being and lifestyle of our local community'*

## **Sue Follent**



Sue has strong family and community ties in the Tweed Byron area, as she has lived here her whole life. She has an abiding commitment to Aboriginal health and in conjunction with other community members established and managed Bugalwena Health Service and is a member of the Bugalwena Advisory Committee as an advisor to the Bugalwena General Practise. She is currently on the Ngayundi Aboriginal Health Council executive.

Sue has a number of roles at TBBCT. She is a member of both the management and WHS committees, to which she brings a strong consultative approach. Sue is also a volunteer driver. In these various roles, she works for or the betterment of all TBBCT customers. However, she has a particular commitment to ensuring Aboriginal communities have equal representation and opportunities.

*'My role as a driver is to have connection to the Aboriginal communities and also the wider community and I take this as a privilege and honour as I enjoy this role meeting old friends and even better meeting new people from all walks of life'*

## **Mark Moore**



Mark has been on the TBBCT management committee since 2011.

He has a long history of leadership in Aboriginal controlled health services and is the current CEO of Bullinah Aboriginal Health Service in Ballina. He also sits on the advisory committee at the University Centre for Rural Health (UCRH).

He has knowledge and experience in the field of human resources, gained at Griffith University and a number of Queensland state departments, where Mark had a particular focus on developing strategies, polices and procedures to support the employment and development of Aboriginal people.

## **Jenny Hicks**



Jenny is a long term resident of Byron Bay and has held a number of community and voluntary roles in the town including school P&Cs, sporting and early childhood organisations.

She has over 20 years experience in tertiary adult education in the areas of childcare, Aboriginal health and nursing. Having trained as a registered nurse and midwife, her qualifications include a Bachelor of Arts (UNE), Cert IV in Training and Assessment, Cert IV in Aged Care and Aboriginal Cultural Education.

Jenny is a keen traveller and enjoys camping in the Australian bush as well as adventure travelling overseas.

## **Ben Dierekx**



Ben joined the management committee in mid 2014. A TBBCT customer of several years, Ben had been impressed by the authentically responsive nature of the organisation. He saw the potential, as a person with a disability, to have a genuine impact on issues of access and quality.

Ben has been trained in the Human Services Quality Framework (HSQF), assessing and improving the quality of human services with a focus on disability services. He has also served on the Tweed Shire Equal Access Committee and has experience teaching and auditing in governance issues.

He is well travelled and has a BA Hons in anthropology.

# The Team

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\*Denotes that a team member has retired. Sadly, bus driver Joe Dunster, who was a much loved part of the team for 8 years, passed away in August 2016.

## Executive

Phil Barron CEO	Sue Ruhl Financial Administrator	Faizel Hassan Fleet Manager
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## Employees

Melissa Armstrong*	Kate Geary	Tamara Moon	Jill Ridgewell
Athol Bright*	Eunice Hartley	Coralie Moore	Robbie Roberts
Lionel Cansdale	Billee Holdsworth*	Barbara Moss	Grahame Rogers
David Chartres	Robert Hunt	Angus Mundine	Sue Ruhl
Kathryn Dietrich	Dave Kapeen	Linda O'Leary	Bernie Tier
Kasey Donnelly	Rob Knight	Deborah Pearse	Kym Trotter
Joe Dunster	Brian Lee	Sue Phillips	Judy Volz
Brian Earley	Amanda Lucantonio	Monique Pollock	Fred Wedesweiler
Ruth Foster	Colin Macklin	Luke Prsa	

## Volunteers

The following individuals kindly gave their time to volunteer with TBBCT during the 2015-2016 financial year.

Alan Ballard	Dion Rhodes	Julie Murray	Phyllis Harris
Alf Smith	Ditmar Blasko	Kay Kent	Rhys Wright
Allan Gresham	Doug Ketley	Kaylene Chamberlain	Richard Green
Angus Mundine	Dravidian	Ken Bolt	Richard Hodgson*
Annie McKinnon	Earl Vincent	Ken Brown	Richard Olsen
Ashara Branson	Edward O'Brien*	Kerry Stelling	Rick Godwin
Athol Bright*	Elizabeth Hasler	Kevin Byrnes	Robert Small
Barbara Moss	Ellen Docherty	Kevin Edwards	Rod Mayne
Barend De Clerk	Emma Scattergood	Laurie Keane	Roger Osborne
Beryl Clarke	Frances Eyre	Lee Baker	Rosemary Gillson
Bill Durey	Frances Legg*	Leo Vlemmings	Ross Love
Bill Jordan	Francesca Leslie	Lindsay Saunders*	Russel Pitcher*
Bill Wykeham	Fred Wedesweiler	Lindsay Tritton*	Ruth Foster
Brenda	Garry Jardine	Loppy Gallagher	Sam Ridgewell
Brian Green	Glen Abbott	Luke Prsa	Sharon Blasko
Brian Lee	Glenn Cole*	Lynne Lovell	Stephen Goodman
Brian O'Neill	Graeme McGregor	Malcolm Green*	Sue Collins
Carlo Brandolino	Graham Colefax	Margaret Ellis	Sue Follent
Carol Purnell	Heather Taylor	Martin Pengelly	Susan Holt
Carolyn Latham	Ian Davis	Michael Fisher	Susan Wharton
Cheryl Garratt	Ian Lines	Michael Grisedale	Ted Hamilton
Chris Walters	Ian Wingad*	Michael Howard	Tony Lowe
Christine McGregor	Janette Sleba	Mike Brown	Tony Searl
Colin Macklin	Jeanette Edgar	Minas Kargodian*	Trevor Dancer
Courtney Moss	Jenny Meinel*	Nancy O'Reilly	Vance Brogan
David Mallett	Jill Ridgewell	Nicola Brailey	Veronica Pansaru
Denise Wall	Jim Merritt	Paul Heylan	Victor Slockee
Denise Whayman	Joan Pratt	Paull May	Wally Ventura
Di McKee	Joan White	Peter Larsson	Warren Yardy
Diana Ridoutt	John Curtis *	Peter Rostron	Wayne Caldwell
Dianne Harris	John McGarry	Peter Sole	
Dina Davis	Julian Peters	Peter Walters	

# Get Involved

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## Volunteer

TBBCT regularly has positions available for volunteer drivers to assist our customers to get to various appointments. We have our own fleet of modern vehicles, and volunteers sometimes use their own comprehensively insured vehicle. You nominate which days you are available and whether you wish to drive locally or would be happy to undertake longer distance trips to the Gold Coast or Brisbane occasionally.

We also have volunteer positions arise on our buses. Social bus coordinators organise trips for their groups, arranging destinations and bookings, working as a team with the driver and assisting passengers as needed. Shopping bus attendants support customers on and off the bus and as they make their way to a local shopping centre. They help ensure customer safety and comfort on the trip and take in the shopping at the customer's home.

### **Benefits of Volunteering with TBBCT**

- Feel good about supporting your community – our volunteers are highly regarded for their role in providing a friendly and essential service
  - Meet and interact with a range of people
  - Volunteer drivers have flexibility to determine when and how often they wish to drive
  - Develop skills and experience
- Reimbursement for expenses
  - TBBCT is approved as a volunteer organisation for government and job search agencies
  - Volunteering makes you feel good! Volunteers are known to have a higher level of wellbeing than the general population.

If you want to know more about volunteering opportunities at Tweed Byron and Ballina Community Transport, please contact our office on **1300 875 895**.

## Donate

TBBCT is a not for profit, community-based organisation, with grant funding received through a number of state and commonwealth departments. Whilst these grants represent our primary source of funds, they do not stretch to cover all our operating costs such as vehicle maintenance and staffing.

TBBCT has Deductable Gift Recipient (DGR) status and donations over \$2 are tax deductible.

### **Make a Donation**



Using the secure engine  
of GiveNow.com.au

If you would like to make a donation to support the vital work of Tweed Byron and Ballina Community Transport, you can do so through GiveNow, a secure, commission free, online donation service. Visit our page [www.givewow.com.au/tbbct](http://www.givewow.com.au/tbbct). Alternatively, please contact TBBCT's

financial administrator Sue Ruhl. Should you wish to discuss potential sponsorship opportunities contact CEO Phil Barron. Both may be reached on **1300 875 895**.

## More Information

**1300 875 895**

Shop 9/14 Middleton Street Byron Bay

admin@community-transport.org.au

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

[www.facebook.com/tbbct2481](http://www.facebook.com/tbbct2481)

