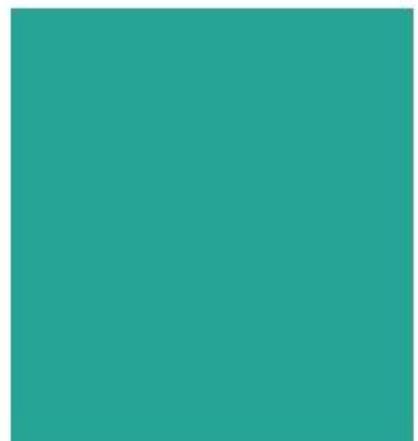
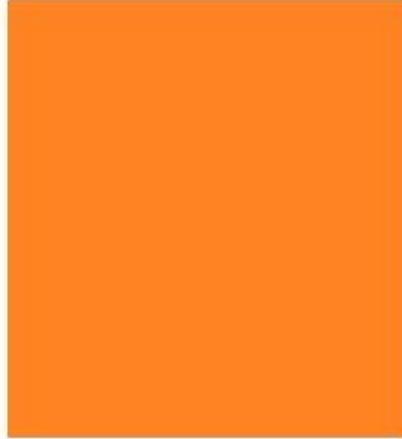




TWEED, BYRON & BALLINA  
**COMMUNITY TRANSPORT**



**ANNUAL REPORT**  
**2017-2018**

### **Acknowledgement of Country**

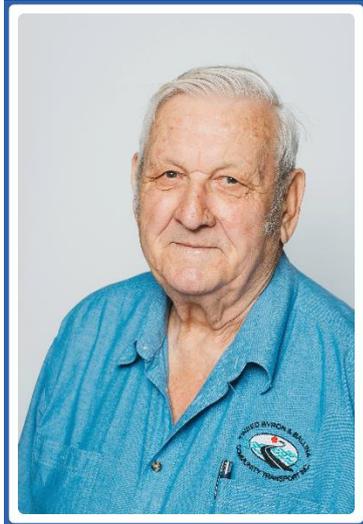
Tweed Byron and Ballina Community Transport acknowledges the people of the Bundjalung nation,  
the traditional custodians of the land we live and work on.

We pay our respects to elders past and present.

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*Keeping people connected to their community and enhancing lives, by providing safe, friendly and affordable transport options*



## Message from the President

Tweed Byron and Ballina Community Transport (TBBCT) have had another very busy year, with increased trip numbers and increased engagement with funding bodies and regulators.

We have had additional growth funding, through both Transport for NSW and the Commonwealth. The NDIS has had a big impact on TBBCT; block funding has ceased and our task is to engage with NDIS recipients as their provider of choice. Our staff have developed new systems and are supporting clients to understand how we can assist with their transport needs.

Whilst there has been funding growth for trips, there has been no funding for assets (vehicles) and this is something we need to seek out, to enable us to continue to deliver increased trip numbers.

Our management committee has met regularly to govern the service and help steer it through this challenging time of aged care and disability reforms. I'd like to thank my fellow committee members for their commitment demonstrated at our regular meetings and events.

A huge thank you to our volunteer workforce. Our large volunteer base is key to the success of the organisation. Our volunteers' friendliness, care and support is underlined in the findings from our recent client satisfaction survey. The results show our wonderful team of volunteers are highly respected and appreciated by our clients.

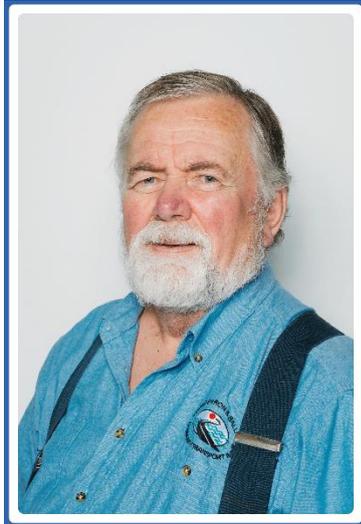
I'd also like to thank our staff, from the administrative teams, to the bus drivers, attendants and car drivers. They do a wonderful job, which is also reflected in the client satisfaction survey, as well as in my day to day dealings with staff and from the positive comments I receive from community members and associates.

Our CEO, Phil Barron, continues to steer the organisation through the sector and regulatory reforms that are coming thick and fast. I'd like to thank Phil and the executive team of Sue Ruhl (finance administrator), Janet Whiting (HR coordinator) and Faizel Hassan (fleet manager) for their professionalism and clear reporting, that assists our management committee to make the right decisions and provide effective governance to the organisation.

I am very pleased to provide Tweed Byron and Ballina Community Transport's annual report for the 2017/2018 reporting period.

Yours sincerely

Ray Thompson  
President



## Treasurer's Report

I'm very pleased to provide the Treasurer's Report for Tweed Byron and Ballina Community Transport Inc.

TBBCT's financial position is sound. In the financial year to 30 June 2018, our organisation made a small deficit of \$3,451

Revenue received – approximately \$3.4 million, was made up mainly of recurrent funding grants (\$2.6 million) and customer contributions (\$0.6 million). There was also \$174,735 in non-recurrent funding for short term projects. Our expenses closely matched our income, with major line items of \$1.75 million for salaries and wages, \$404,000 for volunteer expenses and \$327,000 in vehicle running costs.

We have a term deposit of \$267,535 put aside to cover our provision for employee entitlements. An additional term deposit of \$539,000 has been set aside for vehicle replacement. This is still a very healthy provision.

Overall our financial position is sound, with an outlook that includes growth in CHSP grant funding for the coming year.

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 2018 financial statements.

A full copy of the Audited Financial Statements is included at the back of this report and in the publications tab at [www.community-transport.org.au](http://www.community-transport.org.au).

Yours sincerely

Ken Montgomery  
Treasurer

### Acknowledgement of Funding

Tweed Byron and Ballina Community Transport receives funding from Transport for NSW and the Australian Government Department of Health.



## Message from the CEO

TBBCT continues to grow. This year, our service provision delivered more than 80,000 trips. We received additional funding from the Commonwealth Home Support Program (CHSP) and Transport for NSW's Community Transport Program (CTP). New requests and referrals came in every day from My Aged Care, along with direct requests from community members in need of transport support. We have surpassed 4,000 referrals since the introduction of My Aged Care and have good strong relationships with the regional assessment teams and providers of aged care services in our area.

The CHSP program is focusing on providing assessment and services with an emphasis on wellness and reablement approaches. TBBCT provides a service that is inherently enabling; supporting the person's independence and quality of life, by providing them with accessible and affordable transport to link them to goods and services, including health care and maintaining or improving community and social connections.

The National Disability Insurance Scheme (NDIS) was rolled out this year, which changed the way we are funded for Disability transport support. Community Care Supports Program (CCSP) funding, for people with a disability, was gradually reduced through the year, finally ceasing on 30 June 2018. NDIS is a very different funding model for those who for years have paid a small proportion of the cost, subsidised by grants made to TBBCT. Now, NDIS recipients pay the full cost of their transport service with funding they hold, or funding that is managed for them.

Transport funding under the NDIS is not straightforward, so we are working with people to assist them to make the most of their transport funds. TBBCT has developed new individual service agreements with NDIS recipients. We are also assisting people who were funded under the CCSP funding model and who have yet to transition to NDIS, to ensure they maintain access to transport. Our peak body, the NSW Community Transport Organisation (CTO) and the Australian Community Transport Association (ACTA), are advocating with and for its members, for better transport funding under NDIS.

This year we prepared for new passenger transport regulations. The Point to Point (P2P) Commission now regulates taxis, hire cars and booking service providers. Services delivered under our contract with Transport for NSW are exempt from P2P, but a proportion of our service provision, e.g. brokerage, is regulated by P2P and attracts a levy of \$1 per booking. TBBCT is registered as a booking service provider and is subject to P2P compliance processes.

We increased our workforce of volunteers and employees. I'm very proud of our record of providing employment and career growth for Aboriginal people. This year we employed new trainees in Tweed and Ballina. Our strategy of commitment to supporting Aboriginal people with jobs, enhances community engagement while providing TBBCT with excellent staff. Currently 8 of our 39 employees (20.5%) are Aboriginal or Torres Strait Islander and the majority of these staff are full-time workers.

My appreciation and thanks to all of our staff, our 121 active volunteers and those who retired through the year. We could not provide the number of trips and kind, caring support for our clients, without your invaluable contribution.

Sincerely  
Phil Barron  
Chief Executive Officer

# 2017-18



## TWEED, BYRON & BALLINA

# COMMUNITY TRANSPORT

### KEY STATISTICS



**3,983**  
people assisted



**2,666,775**  
km travelled



**86,025**  
trips provided

### RESOURCES



**39 staff**  
23.9 FTE



**136 volunteers**



**24 cars/vans**



**7 buses**

### TRIPS BY MODE



**37%**  
individual transport  
in a car or van



**39%**  
group transport  
in a bus



**24%**  
booked taxis and  
fuel vouchers

### TRIPS BY PURPOSE



**33%**  
medical



**22%**  
shopping



**20%**  
social



**15%**  
access community



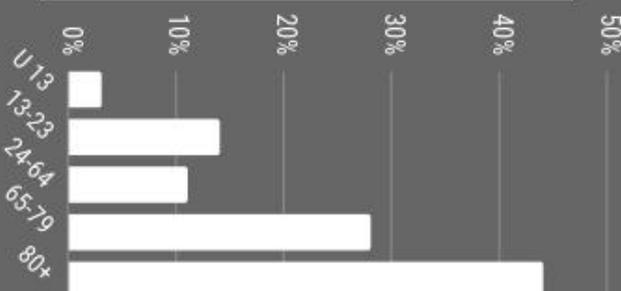
**6%**  
education



**4%**  
other

### CLIENTS BY AGE

### CLIENTS BY CATEGORY



## Client Voices

Over the summer 2017/18 period we conducted our biennial client satisfaction survey. This survey is a key component of our quality management framework. Surveys were delivered to 2,000 people who had used our service in the previous 12 months. We achieved an impressive 24% response rate.

Responses confirm that satisfaction with TBBCT remains very high, with all but one individual rating their overall satisfaction as either good or excellent. Similarly, the vast majority of comments were positive, showing an appreciation for the service and the care and kindness with which it is delivered.

There is enormous respect and appreciation for team members, particularly the volunteers, who give so freely of their time. The friendliness of drivers and attendants and respectfulness of team members were the most highly rated aspects of the organisation.

It was clear from the comments that TBBCT provides a lifeline to transport disadvantaged individuals. Many respondents indicated that without the service they simply wouldn't be able to get to medical appointments, do the shopping or enjoy social connection.

"I was very happy with the driver who actually took me to the counter where I had to register my arrival.

Never having been there before I would have been lost, so that saved me from extra worry and stress"

"I have a terminal illness and no family nearby.

I rely on this service, it is my lifeline.

I am very happy to tell you I am totally happy with every part of this service"

"As I am the driver in our house, it was very relaxing having someone drive me to and from Lismore, maintaining the correct speed and very considerate of my comfort and needs"

"I am so grateful for services available to me, which gives me much joy and happiness during my twilight years"

*"It's so comforting to know help is at hand"*

*"Your service is a godsend for my husband & I"*

"There is great camaraderie on the shopping bus and a genuine concern for everyone who travels on the bus.

It's a very small caring community and a pleasure to use the service"

"I enjoyed day outings once a month...It was wonderful to be able to travel around to see places I grew up knowing"

"I have been using your transport for over 10 years and can't remember any time that I was let down.

A lot of my friends are also happy they have someone reliable to get them around."

*"Of all the services I've dealt with, your service is the BEST.*

*You are always great"*

"I have used the shopping bus for over 20 years and I can tell you as a non-driver (I'll be 90 years old in May), it's been a life saver for me!

The driver and attendants have been a blessing"

"We enjoy using the service.

Having to travel to GCUH was always distressing.

Now all our worries about going and coming home are gone"

"Drivers always friendly and up for a chat.

Drivers very helpful, helping me in and out of the transport"

"I will always remember my many trips to the fracture centre at Tweed Hospital.

My debilitating problem became somewhat of an enjoyable two hours, with your gorgeous drivers and their never ending love and support"

"(Staff) have gone out of their way to make it possible for me... Their kindness is greatly appreciated and their thoughtfulness outstanding"

# Aboriginal Transport

In 2016-2017 TBBCT supported a total of 262 Aboriginal clients, representing 9.8% of our clients.

TBBCT is committed to supporting the access needs of Aboriginal communities in the Tweed, Byron and Ballina area. We recognise that access to transport is crucial to improving outcomes in areas such as health, social inclusion and cultural participation. Furthermore, we acknowledge that for a service to be acceptable, it must be culturally competent and welcoming. Indeed leadership in Aboriginal transport development is one of our 5 key strategic directions and this is being progressed through the adoption of our Aboriginal Engagement Strategy.

## Byron Shire Aboriginal Community Services Coalition

TBBCT's Aboriginal Engagement Officer, Dave Kapeen, is a member of the Byron Shire Aboriginal Community Services Coalition. Over the previous 18 months this group, with representatives from Mullumbimby and District Neighbourhood Centre, Byron Shire Council, Byron Community Health, Tweed Byron Local Aboriginal Land Council and Mullumbimby High School, has been working towards developing partnerships with the local Aboriginal community and community service providers. The coalition's objectives are to address areas of need such as transport, health, housing, employment, education and cultural revitalisation. They want to ensure that community services are informed by appropriate consultation with local Aboriginal community members and that community members are aware of services available and able to access them.

## Renewal of Memorandum of Understanding (MOU) with Bullinah

TBBCT continues to work closely with Bullinah Health Service. In 2018 we renewed our commitment through the signing of a MOU. This agreement will ensure there continues to be opportunities for us to yarn about how best to support the health transport needs of Aboriginal people across Ballina and Byron Shires, with a focus on service delivery and development.



## Dementia Australia Project

As an extension of our recent accreditation as a *Dementia Friendly Organisation*, TBBCT, in partnership with Dementia Australia, conducted a project aimed at raising awareness of dementia within Aboriginal communities. TBBCT's Aboriginal Engagement Officer spent time with a number of elders' groups and Aboriginal community organisations talking about dementia. They discussed what signs to look out for, as well as where to go for support if you think that you, or someone you care for, may have dementia. This project also helped support Dementia Australia to make connections within the Aboriginal community.



# Tony's Story

*It's just before 8am on the second Wednesday of the month. A steady stream of men and women are making their way to the entrance of their retirement village.*

Some walk independently, others with the aid of a wheelie walker and one or two with a mobility scooter. Tony and his friend drive the short distances from their cabins. His friend owns a car, but can no longer drive, whilst he has no car of his own, but can drive locally.



They wait in anticipation of the community transport social bus, which comes along shortly. Everyone is welcomed aboard by driver David and volunteer coordinator Phyllis; both are long serving team members and adored by clients. Those that need a hand are assisted onto the bus, wheelie walkers are stowed, and they drive off.

They travel the back roads, avoiding the sameness of the M1 and enjoying the countryside, places Tony says he wouldn't ordinarily get to see. What's most important though, is the company of friends. Tony enjoys this group because they are light hearted and full of laughter. They are, he says, 'a happy bunch'.

Phyllis scouts the area to find suitable venues that are accessible, affordable and comfortable, such as clubs or little tea houses tucked away in the hills. A recent highlight for Tony was a trip on the new Byron Bay solar train, which interested him from a technical perspective. Another popular outing was to Crams Farm, where driver David, ran a great barbeque for everyone.

On the way home, the travellers often break into an old style sing along. Later, some of them will doze and Tony often takes the opportunity to have a chat with Phyllis, whom he clearly has a great deal of respect and affection for.

He also gets the fortnightly shopping bus to Tweed City. When the bus arrives at the shopping centre, the bus attendant Phyllis is waiting for them, with trolleys ready – which many elderly people use as a mobility aid whilst walking around the centre. After a couple of hours, She assists everyone to get back onto the bus with their shopping. Jenny then drives them safely to their door and the crew assist in by carrying all the bags inside.

When Tony first moved up to the Tweed Coast he lived elsewhere in the area and caught public transport once a week into Tweed Heads to get any personal business done. Since moving and getting connected with community transport, Tony reflects on that earlier time as being lonely and lacking genuine social connection. These days, he is well connected to his community and has developed enduring and valuable friendships, providing a source of fun and laughter. Tony describes the people he travels with on the community transport buses as being 'like family'.

## Audrey & Matthew's Story

*Matthew and his mother and carer Audrey, have been TBBCT clients for a decade, since Audrey's husband got dementia and could no longer safely drive. Matthew has a thyroid condition, which gives rise to a complex and debilitating range of medical issues. Since birth he has had many hospital stays and sees a range of specialists. As an older person, Audrey is less fit and able than she once was.*

As his carer, Audrey must accompany Matthew to all his appointments. They both have mobility problems, making it difficult to catch buses and regular use of taxis would be prohibitively expensive.

Audrey says that community transport has really taken the worry out of travel, allowing them to access essential health care services and 'makes life so much easier'.

'It's easy to call and book a trip and drivers are always reliable, on time and good drivers too!' Audrey says they are also courteous – getting out the wheelie walker and setting it up, to make it easier to get out of the vehicle, as well as putting a hand out to help if you are not too steady.

She says it takes a 'very special person' to do this role and Matthew nods in agreement.

Matthew has recently transitioned to the NDIS and continues to travel with TBBCT to access his appointments. They have chosen to have Matthew's funds plan-managed and to use the assistance of a support coordinator, because they have found the complexity of the NDIS to be a challenge. There have been some good outcomes, such as now Matthew has just started to go out once a fortnight with a male support worker on social outings, which he clearly enjoys.

However, like many individuals who have made the transition to the NDIS, they find there is room for improvement when it comes to transport funds. When the NDIS plan is first made, there is frequently an underestimation of the level of transport needed to enable the participant to access essential supports and services. There is also an underestimation of the true cost of accessing transport, for those who cannot catch the bus. Most people who used community transport prior to the NDIS had little understanding of the actual cost of their trip as these were heavily subsidised.

Many NDIS participants then have inadequate funds available for transport, particularly in their first plan and this often comes as a shock. Audrey, Matthew, their support coordinator and TBBCT are working towards ensuring there are more funds available for transport in future plans. TBBCT has also advocated on this front, for individual clients, at regional forums with the government.

TBBCT believes in the core principles of the NDIS. An individual with a disability should be able to exercise choice and control in their lives, have the support to pursue goals and participate in social and economic life. They should also be able to enjoy the same fundamental rights as others to dignity, to realise their potential, to be free from abuse and to determine their own best interests. We also believe that transport is *the* component which enables much of this to occur. Without reasonable access to transport, opportunities to genuinely practise choice, control, participation and the pursuit of personal goals are restricted.

## Phil's Story

*A number of signs pointed Phil in the direction of community transport and we are very pleased he was paying attention.*

In the year he has been a volunteer driver with TBBCT, Phil has developed a reputation for being calm, caring, adaptable and dependable – perfect traits for someone in this role.

Phil's mother used to speak highly of the community transport service she was connected to and he always considered this might be something he might take on later, when he retires.

Years later, Phil was laid up for two weeks in hospital. During this time, he saw many people without a loved one to take them home upon discharge. These people travelled home in a taxi or with a community transport provider. His wife turned to him and said 'you should really do that one day Phil' and he agreed. Fast forward another two years and Phil found himself walking past the TBBCT office and decided to drop in and introduce himself. Coincidentally, earlier that day, the regular Tuesday driver for Byron Bay had advised she was moving on. So, following a brief screening process, Phil began volunteering as the regular Tuesday driver.

Phil's life is busy, but Tuesdays are dedicated community transport days. With the whole day committed, he can respond to whatever happens on the day. This is helpful, because sometimes unexpected things can occur, such as appointments running late, or people delayed after undergoing day surgery. Phil has demonstrated real commitment to our clients and will wait patiently, sometimes for hours, until they are ready to go home. Whilst he waits, he may pull out his laptop and catch up on some of his other commitments. He has a strong community and work ethic, volunteering at the local surf club for over 25 years and undertaking occasional contract work with TAFE, where he taught for 40 years, prior to his 'retirement'.

Community transport enables clients to attend specialist appointments, which are often on the Gold Coast and so are difficult, if not impossible, to get to for those who can't drive. These are often stressful points in people's lives. Phil is pleased he can help take some of the pressure off people who might be going through a difficult time and make it a little more manageable.

He recognises that everyone is different, and their needs may vary on the day. Hence, he lets the client direct the conversation and he's up for a chat if that is what is what the client wants to do, but he is also sensitive enough to realise if someone just wants to sit in silence. Indeed, clients have noticed and commented on his thoughtful nature.



# Community Transport Supports Access & Independence for Young People Too

Young people want to go out with their friends. They often want to go to places and events that aren't well serviced by public transport and at weekends, nights and school holidays when options are even more limited.

Our youth transport programs Yaxi in Ballina, Bat Bus in Byron and Cruisin' Youth in the Tweed can make this possible. These programs all provide subsidised travel for groups of young people. The young people make the social arrangements and our youth transport coordinators make the bus arrangements. Trips can be local or further afield to Gold Coast or Brisbane. All trips are drug and alcohol free.



"The bus trips to the Gold Coast were the best parts of the 2018 season!

Thank you Yaxi for your awesome support.

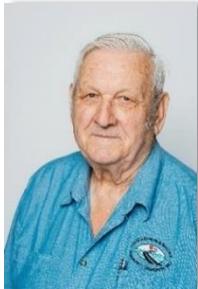
We couldn't have done it without you".

The Lennox Head U13 Girls



# Management Committee

## Ray Thompson - President

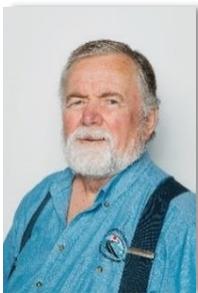


Ray has served on the management committee since 2010. He grew up around Murwillumbah, where he now lives with his wife Marion. He has lived in several regional towns throughout NSW during his working life.

Ray has pursued several 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 15 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. Ken has also served on the board of St Cuthbert's 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 clients to appointments. He made the transition from driver to committee member seven years ago and has held the position of secretary for the previous four years.

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. He and his wife enjoy spending time with their 6 grandchildren.

## 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 an advisor to the Bugalwena General Practice. She is currently on the Ngayundi Aboriginal Health Council executive.

Sue has several 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. Although Sue works for all TBBCT customers, she has a particular commitment to ensuring Aboriginal communities have equal representation and opportunities.

## Jenny Hicks



Jenny is a long term resident of Byron Bay and has held several 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.

## Melissa Armstrong



Melissa grew up in Sydney. After completing a Bachelor of Arts at Macquarie University, with majors in psychology and sociology, she moved to the North Coast to work at the Buttery as a drug and alcohol counsellor. She fell in love with the area and after several years at the Buttery worked in refuges, housing and youth services and also taught horse riding to people with disabilities. Her final position before retirement was as coordinator of Bat Bus, almost from its inception. She has also served on committees for a variety of community organisations in the Byron area.

A firm believer that access to transport is of key importance to social inclusion on all levels, she wants to contribute to TBBCT after retirement. She also understands, after more than two decades working for the organisation, that such a well-run and effective service is invaluable in our community and consequently worth supporting.

## Governance Statement

TBBCT is incorporated under the *Associations Incorporations Act, 2009*. A committee of management has ultimate responsibility for the organisation's governance. Day to day management is formally delegated to the CEO with the support of the executive team, being the financial administrator, fleet manager and HR coordinator.

The primary role of the management committee is to ensure TBBCT achieves its purpose; which is to *keep people connected to their community and enhance lives, by providing safe, friendly and affordable transport options.*

The management committee meets at least 6 times a year and fulfils its functions by:

- Developing TBBCT's strategic plan in conjunction with the CEO
- Monitoring progress against its strategic goals and objectives
- Selecting, appointing, guiding and monitoring the performance of the chief executive
- Approving operating and capital budgets formulated by the CEO and finance administrator
- Monitoring TBBCT's financial performance, including adherence to the operating budget and ensuring the organisation is financially viable, solvent and sustainable
- Identifying significant risk factors and ensuring strategies are in place to mitigate such risks
- Contributing to the review of organisational policies and procedures
- Ensuring compliance against relevant legislation, regulations and quality standards

# The Team

TBBCT is fortunate to have the support and commitment of a fantastic team of volunteers. These individuals give generously of their time to support members of the community

\* Denotes team member has retired. Sadly, long standing and committed staff members Eunice Hartley and Ken Bolt (former NSW Volunteer of the Year) passed away in 2018.

## Executive

<b>Phil Barron</b> CEO	<b>Sue Ruhl</b> Finance Administrator	<b>Faizel Hassan</b> Fleet Manager	<b>Janet Whiting</b> Human Resources Coordinator
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## Staff

Sharon Blasko	Charrie Elphick-Pearce	Dave Kapeen	Linda O'Leary	Grahame Rodgers*
Lisa Bolt	Kate Geary	Rob Knight*	Deborah Pearse	Taylah Rotumah
Lionel Cansdale*	Angelique Gellert	Amanda Lucantonio	Sue Phillips	Maddison Sines
Kaylene Chamberlain	Eunice Hartley	Colin Macklin	Monique Pollock	Val Thomas
David Chartres	George Heyer	Jim Merritt	Luke Prsa	Bernie Tier*
Kathryn Dietrich	Rosey Howarth	Tamara Moon	Jenny Reiffel	Kym Trotter
Kasey Donnelly	Robert Hunt	Coralie Moore*	Jill Ridgewell	Judy Volz
Brian Earley	Monique Jacobsen	Barbara Moss	Robbie Roberts	Fred Wedesweiler

## Volunteers

Phil Abel	Ian Davis	Jennifer Hicks	Di McKee	Rod Shaw
Moz Aitken	Barend De Klerk	Susan Holt	Annie McKinnon	Janette Sleba
Georgina Allan	Lesley Demiris	Michael Howard*	Glenice Morrison	Victor Slockee*
Alley Amber*	Ellen Docherty	Rob Irvine	Barbara Moss	Robert Small
Lee Baker	Dravidian	Monique Jacobsen	Julie Murray	Mandy Smith
Peter Baker	Bill Durey	Garry Jardine	Ross Murray*	Phil Stone
Alan Ballard	Jeanette Edgar	Karlene Jennings	Paula O'Connor	Nura Tashiro*
Bev Bill	Kevin Edwards	Shane Johnston	John O'Connor	John Tassell
Kerry Black	Margaret Ellis*	Bill Jordan	Richard Olsen*	Heather Taylor
Ken Bolt	Frances Eyre*	Tony Jordan*	Brian O'Neill	Laurie Townsend
Nicola Brailey	Michael Fisher	Laurie Keane	Nancy O'Reilly	Earl Vincent
Carlo Brandolino	Sue Follent	Kay Kent	Roger Osborne	Chris Walters
Ashara Branson	Ruth Foster*	Almast Kreissl	Veronica Pansaru	Peter Walters
Peter Brett	Julea Fyffe	David Laguzza	Deborah Paton*	Lance Watson
Vance Brogan	Loppy Gallagher	Peter Larsson	Martin Pengelly	Susan Wharton
Ken Brown	Cheryl Garratt	Carolyn Latham*	Tom Percy	Denise Whayman
Mike Brown*	Rick Godwin	Janette Leaney	Bob Pitt	Joan White
Peter Browne	Stephen Goodman*	Brian Lee	Chris Pound	Richard White
Tony Buchanan*	Kevin Grady	Francesca Leslie	Deb Powderly	Sue Whitlock
Kevin Byrnes*	Robert Green	Ian Lines	Richard Powell	Rhys Wright
Wayne Caldwell*	Malcolm Green	Ross Love	Joan Pratt	Bill Wykeham
Barry Campbell	Richard Green	Lynne Lovell	Luke Prsa	Warren Yardy
Kaylene Chamberlain	Britney Gresham	David Mallett*	Carol Purnell	
Beryl Clarke	Ted Hamilton*	Terry Martin	Brian Rawle	
Graham Colefax	Dianne Harris	Paul May	Dion Rhodes	
Sue Collins	Phyllis Harris	Rod Mayne	Rod Richardson	
Alan Dadd*	Philip Harvey	Brett McCauley	Jill Ridgewell	
Trevor Dancer	Elizabeth Hasler	John McGarry	Sam Ridgewell	
Geoffrey Danks	George Heyer	Garry McGregor	Peter Robinson	
Greg Danvers*	Karen Heyer	Christine McGregor	Allan Rollings	
Mark Davies	Paul Heylan	Graeme McGregor*	Gillian Sevil	

# Get Involved

## Volunteer

TBBCT regularly has positions available for *volunteer drivers* to assist our clients 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 just drive locally, or would be happy to undertake longer distance trips to the Gold Coast or Brisbane occasionally.

We also have volunteer positions 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* help ensure customer safety and comfort on the trip, by assisting customers on and off the bus and taking in the shopping at the customer's home.

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

## Benefits of Volunteering with TBBCT

- Feel good about supporting your community – our volunteers are highly regarded
- Meet and interact with a range of people
- Reimbursement for expenses
- TBBCT is approved as a volunteer organisation for government and job search agencies
- Volunteering makes you feel good!

## Donate



TBBCT is a not for profit, community-based organisation. We receive funding through Transport for NSW and the Commonwealth Department of Health. We ask clients to make a contribution towards the cost of their trip, in the form of a recommended fee. However these funds do not stretch to cover all our operating costs, such as vehicle maintenance, replacement, and staffing.

TBBCT is registered with the ACNC and has Deductible Gift Recipient (DGR) status, so donations \$2 and over are tax deductible.

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.givenow.com.au/tbbct](http://www.givenow.com.au/tbbct).

### Make a Donation



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](https://www.facebook.com/tbbct2481)





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