



# Your Guide to Community Transport

2016- 2017



**COMMUNITY TRANSPORT**  
COFFS HARBOUR, BELLINGEN & NAMBUCCA

# In this Issue

- 3**    **Welcome by our CEO**
  - About Us**
- 4**    **Eligibility**
  - Services Provided**
  - How to Access our Services**
  - How to Make a Booking**
- 5**    **Coffs Harbour Area Services**
  - Eastern Dorrigo Community Access Bus**
- 6**    **Bellingen Valley Services**
  - Nambucca Valley Services**
- 7**    **NDIS and Accessible Transport**
  - Community Transport Ambassadors**
  - Get Out and About with Community Transport**
  - Your Community Transport**
- 8**    **Transport of Aboriginal People and Communities**
  - Friends and Family Program**
- 9**    **How do we Afford to run this Service?**
  - Transport Costs**
  - How do we Compare?**
- 10**    **Aged Care Package and Community Transport**
  - Get Connected**
  - Reminders for our Passengers.**
- 11**    **Individual Transport**
- 15**    **Advocacy**
- 17**    **We Want to Hear From You**
- 19**    **Contact Us**



# Welcome to Coffs Harbour, Bellingen & Nambucca Community Transport.

Welcome to this year's newsletter and handbook. The handbook is designed to help you understand how to use our service and answer some frequently asked questions. If after reading you have further inquiries please don't hesitate to call our friendly staff who will be happy to assist you. Our team of staff and volunteers are here to help you.

## **Bethany Simmonds**

CEO, Coffs Harbour, Bellingen & Nambucca Community Transport Inc.

## **About Us**

Coffs Harbour, Bellingen & Nambucca Community Transport (CBNCT) is a not-for-profit community based organisation which assists people who are unable to use ordinary public transport and who live anywhere in the Coffs Harbour, Bellingen or Nambucca Local Government Areas.

The aim of Community Transport is to help passengers to maintain their independence and quality of life by helping them to get out and about. CBNCT aims to provide an inclusive and accessible service at all times. We provide a culturally appropriate service to Aboriginal and Torres Strait Islander people and others from culturally and linguistically diverse backgrounds.

We are supported by funding from the Australian Government under the Commonwealth Home Support Programme (CHSP).

We also receive financial assistance from the Government of NSW through the Community Care Supports Program (CCSP), and the Community Transport Program (CTP). These programs are provided to assist frail older people, people with disabilities and their carers to remain independent in their own homes and in the community.

## Who is Eligible?

Our services are available to everybody, however some people are eligible to access discounts to help with the cost of their transport.

### **Our discounted services are available to:**

- Frail and aged 65 and over (over 50 if you are Aboriginal or Torres Strait Islander)
- a younger person with a disability
- The carer of a person who is frail aged or has a disability
- Isolated and unable to access public transport

Eligible people will have access to the service without discrimination on the grounds of ability to pay, location, gender, ethnicity, Aboriginality, marital status, religion, sexual preference or type of disability.

## Services Provided

### **We provide local and long distance transport including:**

- Regular door-to-door shopping trips
- Social and recreational outings
- Medical appointments
- Hospital and other visiting
- Other services and appointments
- Aboriginal transport
- War Veterans transport

Our aim is to enable you to live an independent, active and healthy life. Your destination is your choice and we are happy to help you achieve your goals in life!

## How to Access our Services

If you are over 65 years old (50 for Aboriginal and Torres Strait Islanders) you will now need to register with My Aged Care by calling 1800 200 422. My Aged Care is a Commonwealth Government agency which will determine your eligibility for services and refer you back to Community Transport. You must be sure to ask specifically for Coffs Harbour, Bellingen & Nambucca Community Transport. If you would like help with this, please call your local Community Transport office:

All offices: 1300 812 504

Coffs Harbour 6651 1137  
Bellingen 6655 2666  
Nambucca 6568 3250

If you are under 65 years old (50 for Aboriginal and Torres Strait Islanders) and have a disability, you can register directly with your local Community Transport office.

Before we transport you, we will ask you some questions in relation to your mobility and other personal details for your registration with us to ensure that we can provide the right transport and vehicle for you.

## How to Make a Booking

Once you have registered, all you need to do is call your local Community Transport office to book your transport.

Please note that the more notice you give us, the more likely we will be able to provide transport for you when it is required. With shorter notice we can only try to work around arrangements which have already been made.

You will need to let the office know the time and place of your appointment and any other arrangements you might have during your trip. This will allow us to arrange pick-up and drop-off times and even assess road and weather conditions.

In order to provide transport to as many people as possible you may sometimes find yourself sharing a vehicle with other passengers. Many of our clients find this a great way to meet new friends!

To make your booking phone your local Community Transport office between 8.30 am – 4.30 pm Monday to Friday:

All offices: 1300 812 504  
Coffs Harbour 6651 1137  
Bellingen 6655 2666  
Nambucca 6568 3250

You can also go online and make your booking on our website at [www.communitytransport.net.au](http://www.communitytransport.net.au).



Coffs Harbour, Bellingen and Nambucca Community Transports helps people get around from Red Rock in the north to Eungai in the south, and out to Ebor in the West. That's over 5,300 square kilometres! We cover all of the Coffs Harbour, Bellingen and Nambucca local government areas and some of the Clarence & Hastings areas too. Community Transport offers a range of social, recreational and medical transport to eligible people living in these areas.

## Coffs Harbour Area Services

### Weekly Shopping/Access Buses

#### Mondays

- Coffs Harbour Shopping Bus to Coffs Central & Park Beach Plaza.
- Moonee/Sapphire/Korora Shopping Bus to Coffs Central & Park Beach Plaza.

#### Tuesdays

- Third Tuesday of each month – Toormina/Sawtell Shopping Bus to Park Beach Plaza.

#### Thursdays

- Sawtell/Toormina Shopping Bus to Toormina Gardens
- Orara Valley Community Access Bus picking up from Glenreagh, Nana Glen & Coramba to Park Avenue & Park Beach Plaza.
- Eastern Dorrigo Community Access Bus picking up from Ulong, Lowanna & Coramba to Park Avenue.
- Red Rock/Woolgoolga Area Shopping Bus to Coffs Central or Park Beach Plaza

#### Fridays

- Northern Beaches/Woolgoolga Area's to Woolgoolga Town Centre

For more information please contact us on  
1300 812 504 OR 6651 1137

### Social Outings

Would you like to get out of the house, enjoy some friendly company as well as a delicious meal? If yes, then our Lunch Outings are for you!

We currently have limited seats available for monthly Lunch Outings in the Woolgoolga, Coffs Harbour & Toormina Areas. Destinations vary along the Coffs Coast & surrounds. These outings are very popular so make sure you're quick to put your name down!

Specialty trips to Bunnings and Spotlight are also organised on needs basis.

## Eastern Dorrigo Community Access Bus

This bus from departs every Thursday from the Ulong General Store at 9.30am, it then picks up at the Lowanna General Store to Park Avenue and returns at 2.00pm. This service is available to all members of the public, bookings are essential please call 1300 812 504.



## Bellingen Valley Services

### Shopping Buses

Seats are available on the weekly bus to Park Beach Plaza or Coffs Central on Thursday and to Toormina every second Friday. This is a door to door service for clients in the Bellingen & Urunga areas.

### Bus to Bunnings Warehouse

Would you like to get some new plants for your garden or a bag of potting mix for your pot plants? Perhaps you need a new mop or some storage containers, why not hop on the Bunnings Bus? The bus will pick up and return you to home along with someone to help with those purchases.

### Social Outings

Community Transport offers a range of social transport to all our clients. You may want to join the Sunday Lunch Club, get together with a group of friends for coffee, go to the movies, visit a friend in hospital, the list is endless.

### Dorrigo Access Bus

CBNCT operate an Access bus from Dorrigo to Coffs Harbour every Monday departing from Hickory House at 9.00am. You can choose to be dropped either at Park Avenue or Park Beach Plaza and will be returning home at 1.45pm. This service is available to all members of the public and also runs on a Thursday during School Holidays. Please note the bus also runs an hour later during this period. Cost is \$14 return, \$8 concession.

### Urunga & Bellingen Services

If you are looking for transport from Urunga to the local shops only, CBNCT run a bus every Tuesday. This service operates on a user demand basis please contact our office for more information. Likewise we also run a local shopping bus in Bellingen every Thursday.

## Nambucca Valley Services

### Shopping/ Access Buses

#### Thursday

Fortnightly (pension week) – Nambucca Shopping Bus to Nambucca Plaza and Nambucca CBD.

#### Out of areas:

Every month CBNCT operate an out of area shopping bus picking up from the Nambucca Valley Areas and going to various shopping destinations e.g. Port Macquarie Settlement City, Coffs Harbour Park Beach Plaza, Coffs Central & Bunnings Warehouse etc. For a list of dates please call the office on 1300 812 504 OR 6568 3250.

#### Social Outings

For an exciting day out of the house, delicious food and a friendly atmosphere, be sure to put your name down for the Nambucca Valley Outings! We visit various destinations throughout the year and there is always an enjoyable meal on the table!

These outings are extremely popular and seats tend to fill up fast, you may wish to get in early!

For bookings or for an outing list please call us on 6568 3250.

**Did you know that our volunteers gave over 30,000 hours of their time in the past year!**



## NDIS and Accessible Transport

We provide transport for people with disabilities in our highly accessible fleet and our drivers are trained in wheelchair passenger transport. Community Transport will be available to provide affordable transport services under the NDIS.

To plan your NDIS transport please contact Marion Campbell on 1300 812 504 or email [MarionCampbell@communitytransport.net.au](mailto:MarionCampbell@communitytransport.net.au)

We are an accredited provider under the National Disability Service Standards.

## Social Activities and Events – Get Out & About with Community Transport

Due to popular demand, we are increasing our social events and offering more variety and options for our passengers. Cinemas, bingo, gardening expos, musicals, markets - the list is endless. We would love to hear your ideas and suggestions on where to go, or what events interest you.

You may have suggestions to attend an event outside of our region, or perhaps an overnight excursion, these are all possibilities that Community Transport may be able to assist with. We have regular outings in each region including lunches to some fantastic destinations. These are always very popular with our passengers describing these trips as a 'fun and exciting day out and a great way to make friends.'

Make sure to contact your local office to secure your spot on these social outings and to put your name down to be advised of any upcoming events or outings occurring and if you would like a calendar for next year's outings. Don't forget to also let us know your ideas and suggestions, as Community Transport is here to take you where you want to go!

## Become an Ambassador for Community Transport

We know there are lots of people out in the community in need of transport who do not know or understand how Community Transport works. We are busy trying to advertise as best we can to make sure these people gain the service and transport they need, however word of mouth is always the best form of promotion. This is why we are looking for Ambassadors of Community Transport.

We will provide you with a 'tool kit' and all the information and support you need to know to spread the word in your community about accessing and using Community Transport. You may wish to host your own morning tea for Community Transport to explain the benefits of using Community Transport and use your social networks to shout it from the rooftop that Community Transport is here to take you where you need to go.

If you think you have what it takes to become an Ambassador for Community Transport we would love to hear from you. Please contact Marion Campbell on 6651 1137 for further information.

## Your Community Transport

At CBNCT, it's important to us that our clients and our local community are involved in how we deliver this service. In the past, you have provided us with some great ideas and suggestions, some of these have been implemented and are well received by our passengers.

We are continuously evolving our operations to ensure we deliver a quality service with flexible transport options.

Please take the time to provide feedback on our service and put forward further suggestions that we will consider as part of our development strategy.

You can contact Marion Campbell on (02) 6651 1137 or [MarionCampbell@communitytransport.net.au](mailto:MarionCampbell@communitytransport.net.au) or write to PO Box 737 Coffs Harbour NSW 2450.

We look forward to hearing from you.



## Transport for Aboriginal People and Communities

Hi I'm Jeffrey Blair, I am the Aboriginal Community Transport Development Office for CBNCT. I am originally from a small village town called Tingha situated north west of the New England area NSW.

My role is to liaise with Aboriginal Health Workers, Aboriginal Medical Services, Aboriginal Lands Councils and other local Aboriginal organisations to ascertain the best ways to provide transport service for Aboriginal and Torres Strait Islander people.

I aim to advocate on behalf of Aboriginal and Torres Strait Islander people to reduce transport disadvantage experienced by Aboriginal people and empower Aboriginal communities, and individuals to make greater use of Coffs Harbour, Bellingen & Nambucca Community Transport Services. Please feel free to contact me if you have any questions or are in need of Aboriginal Transport.

PH: 6651 1137

Email: [jeffblair@communitytransport.net.au](mailto:jeffblair@communitytransport.net.au)

## Do Your Friends and Family Help you with Transport? We can help them!

We are introducing a new scheme to help your friends and family who transport you when you don't use Community Transport. We recognise that you may be asking your loved ones to help you when public transport, or Community Transport can't meet your needs.

Our Friends and Family Transport initiative has been used in the United States to recognise this form of transport provision, and to assist with a financial subsidy. The Friends and Family subsidy is designed to expand your transport options, not to replace transport that you would otherwise use Community Transport for.

To be eligible for this assistance, the people who are transporting you must meet the Community Transport Driver Safety Framework, have comprehensive car insurance and be registered as a Friends and Family Driver with Community Transport. A simple claim form should be completed and returned to us to receive the transport subsidy.

For more information, visit our website at [www.communitytransport.net.au](http://www.communitytransport.net.au), or contact your local Community Transport office:

All offices:	1300 812 504
Coffs Harbour:	6651 1137
Bellingen:	6655 2666
Nambucca:	6568 3250





## How do we Afford to Run this Service?

Community Transport is a not-for-profit service, we rely on the fantastic work of our many volunteers!

All of our drivers are required to meet the Community Transport Quality Safety Framework. This means that they have full police and driver history checks, undergo commercial driver medicals and are also assessed on their driving by a NSW Roads and Maritime Services accredited assessor.

Community Transport receives funding through the Government's Commonwealth Home Support Program. This program funds subsidies which allow us to provide our transport to eligible CHSP customers at a greatly discounted rate.

We also receive some funds from the Community Transport Program (CTP) and the Community Care Supports Program (CCSP).

## Transport Costs

In order to provide a quality service to the community we ask that you make a contribution towards the cost of your transport. We aim to keep our service affordable to everyone. You will be informed of the cost of transport when you make your booking. If you are having difficulty in meeting the cost of services please be assured that you can still travel with us. Just contact your local office to discuss the issue.

Payments can be made in cash or cheques made out to Coffs Harbour, Bellingen & Nambucca Community Transport. Shortly, we will be introducing a secure cashless payment system.

All passenger payments and contributions towards the cost of providing transport are greatly appreciated and assist us to improve and extend available services.

## How do we Compare?

We think Community Transport is a great and an affordable alternative to other forms of transport but how do our costs really compare?

We did a comparison for a 20 kilometre round trip, to show how cost-effective our service is for our passengers.

<b>Taxi</b>	
Hiring Charge	\$4.10
Booking Fee	\$1.20
Distance Rate*	\$52.16
<b>Total</b>	<b>\$57.46</b>
<b>Uber</b>	
Base Fare	\$2.50
Distance Rate**	\$29.00
Minute Fee***	
<b>Total</b>	<b>\$39.50</b>
<b>Community Transport (full cost)</b>	
\$1.00 per kilometre	\$20.00
<b>Total</b>	<b>\$20.00</b>
<b>Community Transport (discounted cost)</b>	
11-20km distance bracket	\$12.00
<b>Total</b>	<b>\$12.00</b>

\*\$2.26 per km for the first 12 kms. \$3.13 per km thereafter.

\*\*\$1.45 per km

\*\*\*\$0.40 per minute fee (estimate 20 mins at 60km/hr.)

## What does it mean if I'm on a Aged Care Package?

Funding to subsidise services such as Community Transport comes from the Government in a couple of different ways. If you have an Aged Care Package, Government funding for your services goes directly to you, or your 'package provider' who looks after your money for you. Your services are then purchased with the money that you have received.

Funding for services is also distributed directly to the service providers – like Community Transport. The Government gives us these funds to subsidise the cost of transport for people who have no other funding – like an Aged Care Package.

Say for instance, the full cost of your transport is \$20.00. We would charge people without an Aged Care package a discounted fare of \$12.00 and the remaining \$8.00 would come from the funds that the Government has already given us.

If you are on an Aged Care Package, we would charge you \$20.00. You can pay \$12.00 from your own income and pay the remaining \$8.00 from your Aged Care Package which the government has already given you.

In both cases, you are paying the same amount from your own income and the Government is paying the remaining amount for you – whether that be from your Aged Care Package or our Commonwealth Home Support Program funds.

## Get Connected on Social Media

We're on Facebook and Twitter! Stay up to date with Community Transport activities by liking our Facebook page at [www.facebook.com/CoffsHarbourBellingenNambuccaCommunityTransport](http://www.facebook.com/CoffsHarbourBellingenNambuccaCommunityTransport) or by following us on Twitter at [#Transport 4You](https://twitter.com/Transport4You).

Why not leave a review or get a family member to help you have your say on our social media sites or just tell us about your experience at [info@communitytransport.net.au](mailto:info@communitytransport.net.au)

## Reminders for our Passengers!

### Never forget your booking again!

We provide over 87,000 trips per year in the Coffs Harbour, Bellingen and Nambucca local government areas – mostly with our hard-working volunteers doing the driving. To keep track of all those trips we have recently installed a new computer system for transport scheduling.

When you have made a booking, this new system will automatically telephone you between around 4.30 – 5.00 pm the afternoon the day before to remind you of your booking. The automated voice will give up a pick up time and ask you to confirm or cancel. It will try to call you three times.

There's no need to worry if you are not home to receive the telephone call – the system lets us know at the office if you have not received your reminder, and your booking will remain on our system.

If you accidentally cancel your booking, just call us on 1300 812 504. We can easily fix things up!



# Individual Transport

Did you know that you can use Community Transport for whatever you like? You can visit friends, go to the hairdressers, the swimming pool, go shopping, or go to the movies. Of course we also do plenty of transport to doctors, the hospital, dentists, podiatrist, and other health professionals.

We are happy to take bookings months in advance so please call us as soon as you have a booking. If you have an urgent appointment at short notice, please contact us as soon as possible and we will do our very best to assist, there may be times however where we are unable to arrange transport at short notice.

Please give us as much notice as possible before your appointment to ensure we can meet your requirements.

## Please Advise Your Booking Officer if:

- Your appointment is likely to be lengthy
- You have more than one appointment
- Your spouse or carer are also traveling
- If you have any specific travel requirements e.g. travelling with oxygen

## What happens When the Service is Unable to Meet Your Needs?

Occasionally, Community Transport may not be able to meet your request for transport due to high demand. We will always try our best to provide the transport you need.

If you are eligible for service but we do not have the resources to provide service at that time you may be asked to be flexible with your time of transport. For example, if we are unable to transport you home from the shopping centre at 1.00 pm due to lack of available vehicles, we may ask if you are happy to return home at 1.30 pm or 2.00 pm.

## Sharing Cars:

If clients are going to a similar destination at a compatible time, it may be necessary to share a vehicle. If this could cause concern due to a medical condition please advise your local coordinator.

## Cancellations and Appointment Changes:

Please notify your local office immediately if you need to cancel or change an appointment time, so they may make the necessary arrangements. Please be aware that a cancellation charge may apply. CBNCT may have to cancel transport if weather conditions are deemed to be potentially unsafe, e.g. flooding.



## Contact Number

**1300 812 504**

Our office can be contacted Monday to Friday 9am - 5pm. You will be directed to contact one of our three locations. Feel free to use this number to speak to your friendly local Service Coordinators.

**Don't worry though – if you want to keep using our old numbers, they are still in service!**

## Consumption of Food/ Drinks

Please do not eat, drink or smoke in the vehicles. No alcohol is to be consumed while travelling on a CBNCT journey.

## Individual Long Distance Trips

Long distance trips to health facilities out of the local area e.g. Macksville, Port Macquarie, Grafton, Lismore etc. are available to CBNCT passengers.

Please keep in mind these bookings will need to be made at least 3-4 working days in advance to ensure we can provide this service. Another factor to consider is your appointment time e.g. not too early in the morning or late in the afternoon.

## Seatbelts

Seatbelts must be worn. If you have a current medical exemption from your doctor please ensure the coordinator at your local branch has a copy prior to your trip.

## Reassessment

Sometimes passengers' needs may change over time, and we will check with you to ensure that we are providing the right service for you. For example, a passenger with mobility problems may start using a wheelchair. We will need this sort of information so that we can provide the right type of vehicle.

If your needs change in the meantime, please contact your local office on 1300 812 504.

## Veterans' Transport

The Department of Veterans Affairs provides funding to Community Transport and other organisations to transport War Veterans to a medical related appointments free of charge. Please inform your coordinator if you are a Veteran with a Gold Card as you will be asked to sign an authorisation form carried by the driver.

## Exiting the Service

Sometimes a passenger's care needs may be beyond the capacity of Community Transport to meet. In this case a passenger may transition to another appropriate service. If this happens you will be contacted to discuss the case and possible options. You can choose to have a carer or an advocate present.

If you do not agree with the outcome, you have the right to appeal the decision.





## Safety

Your safety and that of our volunteers and staff is our highest priority, so please follow any instructions given by your driver or attendant.

We cannot physically lift or carry people, but we can take the time to assist people using wheelchairs or other mobility aids to ensure safe carriage to their destination.

Should you fall, our volunteers and staff are not allowed to lift you. If you are unable to get up by yourself, the driver or attendant will call for an ambulance. If you have a medical emergency the driver will call an ambulance, and we will also call your emergency contact to advise them.

Please be mindful of the weight of any shopping you may have. Our drivers and attendants are not able to lift heavy items for you.

## Service User Rights

Passengers have a right to:

- Be informed about available services;
- Be assessed to receive services without discrimination;
- Choose which services you will receive;
- Privacy and confidentiality – you can expect that no information about you will be provided to anyone outside CBNCT without your permission;
- Access any personal information about yourself held by CBNCT;
- Have your complaints dealt with fairly and promptly;
- Be represented by a carer/friend/relative (advocate).

Coffs Harbour, Bellingen & Nambucca Community Transport operates under the Commonwealth Home Support Standards, and the National Disability Service Standards. These Standards ensure that:

- You have the right to be treated fairly when you use our service;
- You can take part in the community and feel included when you use our service;
- You are supported to make choices about what you want to do. You can work toward your goals.

- You can tell people what you think about the services you receive.
- You can access the services you need.
- Our service is managed well
- You have access to services and receive appropriate services that are planned, delivered and evaluated.
- You are provided with information to assist you to make service choices and the right to be consulted and respected.

## Service User Responsibilities

As a passenger with Coffs Harbour, Bellingen & Nambucca Community Transport, you have the responsibility:

- To respect the rights of other passengers, CBNCT staff and volunteers;
- For the outcomes of any decisions you make;
- To play your part in helping CBNCT to provide you with services;
- To give adequate notice if a service is not required;
- To pay any fees or contributions within the agreed terms;
- To utilise seatbelts and other safety devices;
- To inform the office of any changes to your health or mobility which could affect how we provide you with a service
- Where necessary, to provide personal safety restraints for wheelchair transport (anything required beyond the restraints normally provided by CBNCT).
- To be clean and odour-free when travelling with Community Transport

## Compulsory Ambulance Attention

Please be aware our volunteers and staff must call an ambulance if a client has a fall, becomes injured or exhibits a marked change in condition while in our care. The ambulance is free to pensioners and those receiving social security benefits.

## Privacy and Confidentiality

Your confidentiality will be respected at all times. We do, however, have to give your name, address and phone number to the volunteer driver taking you to your appointment.

## What information do we collect about you?

We keep your name and contact details on your client record. Other details such as information on your health are recorded and reviewed regularly.

## Why do we collect your information?

The information we collect helps us keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan the services we provide.

## Who else sees your information?

All important information is kept strictly confidential and is only accessed by authorised staff. As part of our client induction we ask for your permission to use personal information in our statistical reports to government. At no time are you individually identified in these reports.

## What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

## How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest of confidence and store it securely.

## Can you access your information?

Yes, you have the right to request access to your information and ask for it to be corrected if necessary.

# Advocacy

## What is an advocate?

An advocate is a person who represents and works with people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

## Where can I find an advocacy or information service?

Advocacy is supported by both Federal and State Government.

The National Aged Care Advocacy Program (NACAP) is a national program funded by the Australian Government under the Aged Care Act 1997. The NACAP aims to promote the rights of people receiving Australian Government funded aged care services.

Phone: (02) 9281 3600 or 1800 424 079 (free call)  
Email: [tars@tars.com.au](mailto:tars@tars.com.au)  
Website: [www.tars.com.au](http://www.tars.com.au)

Advocacy and information services perform a crucial role in the disability sector by helping people to make informed decisions about their lives and help them to choose how they wish to engage with their communities.

## Personal Hygiene

For the comfort of all passengers and drivers we ask that people travelling with Community Transport ensure that they are clean and that their clothes are laundered. Often odour problems stem from health issues which an individual may not be aware of. If this is the case, the Service Coordinator will discretely contact the passenger to apprise them of the issue and to offer assistance where possible. We would like all of our passengers to be as comfortable as possible while travelling with us!

## Donations & Bequests

There are many projects which are made possible only through the kind contributions of our supporters. Coffs Harbour, Bellingen & Nambucca Community Transport is a registered charity and as such donations are fully tax deductible. They are also very much appreciated.

Making a Will is an important part of planning for the future. After you have provided for loved ones, you may then consider including Community Transport as a beneficiary.

Many generous people support the important work of Community Transport through bequests from their estates. By leaving a lasting legacy, your gift enables us to assist people who are frail, aged or have a disability to lead independent and fulfilling lives. It is one way of making a positive difference beyond your lifetime.

If you have already made a Will, you may like to consider asking your solicitor to add a codicil, which will incorporate your gift to Coffs Harbour, Bellingen & Nambucca Community Transport.

## Let us know so we can thank you

We understand that making a Will is a very personal matter. However, if you do intend making Community Transport one of your beneficiaries, or already have done so, it would be a great help if you could let us know. As well as being of assistance for our future planning, it gives us an opportunity to acknowledge and recognise your generosity and to discuss your wishes. Any information you give us will of course be in the strictest confidence.

For further information on making a bequest, in strict confidence, please phone our Donations and Bequests Manager Dianne Wall on 65683250, or email [diannewall@communitytransport.net.au](mailto:diannewall@communitytransport.net.au).

#### **Suggested Wording - gift of residue**

Gifts of Residue are a wonderful way of ensuring the value of your bequest increases with time. To assist your solicitor or legal adviser, here is a sample of our suggested bequest wording for a gift of residue.

*"I give the residue of my Estate to Coffs Harbour, Bellingen & Nambucca Community Transport Inc., ABN 6137 4616 713, and I declare that the receipt of its Chief Executive Officer, Treasurer or other authorised officer shall be sufficient discharge to my executors."*

#### **Suggested wording – specific legacies**

To assist your solicitor or legal adviser, here is a sample of our suggested bequest wording for a specific legacy.

*"I give to Coffs Harbour, Bellingen & Nambucca Community Transport Inc., ABN 6137 4616 713, the sum of ..... for its general purposes free of all duties and taxes payable upon or in consequence of my death and I declare that the receipt of its Chief Executive Officer, Treasurer or other authorised officer shall be sufficient discharge to my executors."*





# Good or Bad, We Want to Hear From You

Coffs Harbour, Bellingen & Nambucca Community Transport welcomes feedback and suggestions, and we would certainly like to hear from you should you have any complaints regarding the service we provide.

All complaints will be dealt with in a fair and confidential manner and the service you receive will not be compromised in any way.

In some instances however there is a legal requirement and/or duty of care to disclose information to an external body e.g. if harm to self or others seems likely or if there are legal implications inherent in the complaint.

You have the right to use an advocate (family member, friend or advocacy service) and we can assist with finding someone to represent you if needed. Please refer to Advocacy Information on page...

## Procedure

Passengers can call upon an advocate of their choice to speak on their behalf, this can be a family member, friend or someone from the community.

### Step 1:

Contact the local CBNCT office and explain your complaint to the Service Coordinator. This can be done by telephone, in writing or in person. Often problems can be resolved through explanation or discussion.

### Step 2:

If you are not satisfied, you should contact the Operations Manager on 6651 1137, or write to:  
The Operations Manager  
Coffs Harbour, Bellingen & Nambucca Community Transport  
PO Box 737  
COFFS HARBOUR NSW 2450

**The Operations Manager will then investigate the allegations.**

### Step 3:

If the matter is still not satisfactorily resolved it will be referred to the Chief Executive Officer and/or the Board of Directors, for action as soon as possible.

### Step 4:

If the matter is still not satisfactorily resolved the passenger may refer the complaint to the:

N.S.W Ombudsman  
Level 24, 580 George Street,  
Sydney 2000  
Phone: 1800 451 524

### Aged Care Complaints Scheme 1800 550 552

A free call from fixed lines; calls from mobiles may be charged

Deaf or people who have a hearing or speech impairment, contact them through the National Relay Service

TTY and Speak and Listen users: phone 1800 555 667 then as for 1800 550 552

Internet Relay users: contact the National Relay Service and enter 1800 550 552

Or lodge a complaint online using the online complaints form at  
<http://www.health.gov.au/internet/main/publishing.nsf/Contact/ageing-complaints-form.htm>

Or write to:  
Ages Care Complaints Scheme  
Australian Department of Social Services  
GPO Box 9848  
Sydney

People with Disabilities, may choose to contact the Ombudsman NSW.

Phone 1800 451 524

Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

If you are a non-English speaking person, there is a Translating and Interpreter Service (TIS) on 131 450, TTY users phone 133 677 then ask for (02) 9286 1000

If at any time you have concerns with changes made to a service, please tell us. You have the right to appeal any decision made, and staff will assist you with that process. We value and need to know your viewpoint.



# Contact Us



1300 812 504



[info@communitytransport.net.au](mailto:info@communitytransport.net.au)



PO Box 737, COFFS HARBOUR, 2450



[www.communitytransport.net.au](http://www.communitytransport.net.au)

## Coffs Harbour, Bellingen & Nambucca Community Transport Branches

### Coffs Harbour

8/13-15 Park Avenue

PO Box 737

Coffs Harbour 2450

PH: 1300 812 504 OR (02) 6651 1137

FX: (02) 6651 9572

E: [info@communitytransport.net.au](mailto:info@communitytransport.net.au)

#### Office is open:

8.30am to 5.00pm

Monday- Friday

### Bellingen

Old Bellingen Chambers

1 Oak Street

BELLINGEN 2454

PH: 1300 812 504 OR (02) 6655 2666

E: [info@communitytransport.net.au](mailto:info@communitytransport.net.au)

#### Office is open:

8.30am-5.00pm

Monday-Friday

### Volunteers

CBNCT is always grateful to hear from people considering becoming a volunteer with us.

All NSW volunteers are required to undergo a National Police Check. Drivers are also required to undergo a health check (fitness to drive assessment) with their own doctor and obtain a certified Driver History Report from the RMS.

For further information, please contact your local office on 1300 812 504

## Nambucca/Macksville

22 Princess Street

MACKSVILLE 2447

PH: 1300 812 504 OR (02) 6568 3250

E: [info@communitytransport.net.au](mailto:info@communitytransport.net.au)

#### Office is open:

8.30am- 5.00pm

Monday- Friday



