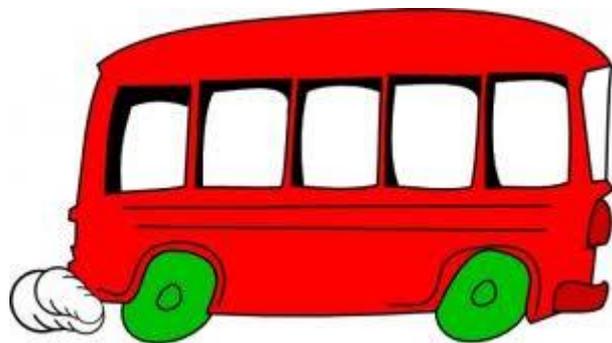




Guide to Transport Services in the New England Region

Developed by New England HACC Development Inc.





Guide to Transport Services in the New England Region

This document aims to provide a guide for carers and clients informing them of the various transport services and options available for the aged and person's suffering a disability in the New England, the Northern and North West regions of NSW.

Disclaimer: Please note this booklet is a guide and while every attempt has been made to provide an accurate picture of services provided in the region, the services and fees charged to access the services may change, so please check with the service provider for current services and fees.

The information presented was the best available to the knowledge of the developer at the time.

Developed by: New England HACC Development Inc.

March 2014

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Transport for NSW

(Information accessed online 18/02/14 at transport.nsw.gov.au)

Regional transport coordinators

Transport for NSW has a Regional Transport Coordination Program to assist people outside Metropolitan Sydney who experience transport disadvantage to access services. The program began in response to the recommendations of the Ministerial reports into Sustainable Public Transport and the Bus Industry.

Transport disadvantage is defined as a person or persons who are affected by specific circumstances that leave them with limited or no access to private transport, and who may have difficulty accessing conventional public transport.

There are 11 Regional Transport Coordinators (RTCs) based in rural and regional areas around NSW. They are tasked with reducing the negative effects of transport disadvantage by improving coordination with community stakeholders, transport operators and other agencies. Positive outcomes of the program include:

- Developing partnerships between transport providers
- Integrating transport modes
- Reducing service duplication
- Making greater use of existing transport resources
- Increasing transport options
- Improving access to community activities and reducing social isolation
- Providing flexible services that meet individual needs
- Environmental benefits

For further information contact your Regional Transport Coordinator to discuss your transport needs:

Region	Name & Location	Contact Details	Regional Areas
New England	Mary Devine - Armidale	02 6773 7015 0419 412 211 Mary.Devine@transport.nsw.gov.au	Moree Plains, Narrabri, Gwydir, Uralla, Inverell, Tenterfield, Glen Innes Severn, Guyra, Armidale Dumaresq, Walcha, Liverpool Plains, Tamworth, Gunnedah

Transport for NSW Disability Action Plan 2012-2017

Programs to reduce transport disadvantage

In addition to current programs aimed at improving the accessibility of the physical infrastructure and transport information services, Transport for NSW also is working to make services more affordable to people with disability and to provide support services for people with disability who are unable to use mass transit public transport services.

Affordable services

Affordable public and private transport improves the opportunities and choices for people with disability. The NSW Government provides a range of concessions to disability, veterans, carers and aged pensioners to help reduce their transport costs. Available concessions are outlined below.

Age pensioners and people with disability who receive a Centrelink Disability Support Pension are entitled to:

- The Pensioner Excursion Ticket (PET) for all day travel on bus, train and most ferry services in the greater Sydney area, as well as light rail from July 2012. They are also entitled to half fare concessions, where a half fare ticket is the cheapest way to make their trip.
- The Regional Excursion Daily (RED) tickets for all day travel on local bus services in rural and regional areas. Again, half fare concessions are also available.
- Four free single trips a year using free travel vouchers, and the Country Pensioner Excursion Ticket on CountryLink rail and coach services outside the CityRail area.

Customers who are eligible for a NSW Vision Impaired Person's Pass are entitled to free travel on public transport services in the greater Sydney area and on rural and regional local bus services. They are also entitled half fare concessions on CountryLink rail and coach services, in addition to two free single trips per year.

Vision Impaired Person's Pass holders who are also recipients of the Disability Support Pension may make six single trips, for free, on CountryLink services, using their combined free travel voucher entitlements.

Ex-members of the Defence Forces with a service related disability which makes them eligible for a NSW Ex-Member of the Defence Forces Travel Pass are entitled to free travel on bus, train and most ferry services in the greater Sydney area. The Government recently announced that ex-Defence Force personnel who incurred an eligible disability while serving in the Iraq or Afghanistan wars, and war widows whose partners gave their lives in these conflicts, will also receive entitlements to free and discounted public transport in NSW. Where they live outside the greater Sydney area, they are also entitled to six free single trips per year on CountryLink services. An Ex-member of the Defence Forces with vision impairment – who holds a NSW Blinded Soldier Pass – is entitled to unlimited free trips on CountryLink services.

Carers who receive a Centrelink Carer's Pension are entitled to the same concession entitlements as other Pensioner Concession Cared holders. People with significant and lifelong disabilities who require assistance in their daily lives can apply for a Companion Card which allows their attendant to travel free, when accompanying them on public transport services.

Licensing and registration concessions are offered to people with disability and their carers who receive a pension from Centrelink or the Department of Veterans' Affairs. Registration concessions may apply to one vehicle only.

Support services

Transport for NSW is committed to developing innovative and practical transport options and solutions aimed at reducing or minimising transport disadvantage for people with disability.

Community Transport

Community Transport meets the needs of transport disadvantaged people, including isolated families, the frail aged, younger people with disability and their carers. Where conventional public transport systems are not generally viable or appropriate, community transport provides these people with access to recreation, shopping, services and social contact. Across NSW community transport groups complete over 2.5 million trips per annum.

Transport for NSW administers funds of more than \$43.3 million (2011/12) to 120 community transport organisations granted through the Commonwealth funded Home and Community Care (HACC) community transport sub-program for frail older people and younger people with disability, and their carers.

Transport for NSW also administers the NSW funded Community Transport Program (CTP). The CTP aims to address transport disadvantage at the local level primarily by promoting efficient use of transport resources that exist within the community. The Government has committed to increase CTP funding by \$12 million over four years, providing close to \$4.6 million in 2010-11 improving access by transport disadvantaged people to vital transport services.

Community transport organisations are largely responsible for the purchase of vehicles. The Transport Standards do not require community transport vehicles to be accessible unless they are providing services to the general public. However, under the NSW HACC Community Transport Guidelines it is not acceptable to refuse service based on the unavailability of an accessible vehicle. Vehicles should be wheelchair accessible where possible and appropriate.

Regional transport coordinators

Transport for NSW operates a Transport Coordination Program in rural and regional areas to address the needs of people facing transport disadvantage. In NSW, there are 11 Transport Coordinators who work to reduce the negative effects of transport disadvantage through improved coordination with community stakeholders, transport operators and other agencies. The Regional Transport Coordinators work in local communities to improve transport access and foster social inclusion by developing local partnerships; improving use of resources; providing better information. Local projects such as travel training are funded through this program.

Travel training

Travel training is crucial to helping people with disability and older people who no longer drive, gain the confidence to travel on all forms of public transport. Access to public transport is much less costly than taxis and can work jointly with community transport buses to increase access by people with disability to community participation.

Travel training is delivered by both specialist providers in the community transport sector and by transport operators. Specialist travel trainers offer training to people who are relatively mobile and be capable of travelling independently. This type of training helps people with disability to set travel goals, plan journeys, buy tickets, follow timetables and identify landmarks to reach their destination.

Transport operators are required to work effectively with specialist providers and to offer a limited travel training service. Operator delivered travel training typically comprises demonstrations on safe boarding of public transport vehicles, explaining boarding assistance that can be expected and providing information about timetables and services.

While Transport for NSW does not directly deliver travel training, the Disability Action Plan recognises the need for consistent service requirements by bus operators and for partnerships with non-transport partnerships to increase capacity in the sector.

Taxi Transport Subsidy Scheme

The Taxi Transport Subsidy Scheme (TTSS) provides subsidised travel, allowing approved participants to travel by taxi at half fare, up to a maximum subsidy of \$30 per trip. The scheme was introduced in 1981 to assist NSW residents who are unable to use public transport because of a qualifying severe and permanent disability.

From 2007 to 2012, \$152.5 million was expended on the Taxi Transport Subsidy Scheme. There are currently 72,178 active users of the Taxi Subsidy Scheme, 27 per cent of whom are dependent on WAT taxi services.

Aboriginal funeral transport

Transport for NSW, through its Community Transport Agreements unit is trialing a project to help Aboriginal people in NSW attend funerals of family or community members if they are unable to get there in other ways.

This state wide initiative was formerly known as the Events of Cultural Significance (EOCS), and has now been extended to include public transport options. The renaming reflects the primary purpose of the project.

Transport is usually for groups of eight or more people travelling in the same vehicle to a funeral at least 25kms away. Assistance may also be provided for people to travel by public transport.

Organisations applying must have an Australian Business Number (ABN), for example Aboriginal lands councils, Aboriginal medical services and non-government organisations.

NSW public transport concessions

The NSW Government provides subsidised or concession travel to a wide range of people. Target groups include school and tertiary students, jobseekers, apprentices, trainees, people with disabilities, certain ex-members of the Defence Forces, pensioners, seniors and war widows and widowers.

Free or concessional travel to eligible beneficiaries is available on:

- Non-booked travel on buses, ferries, trains and light rail.
- Booked travel on NSW TrainLink Regional services and Great Southern Rail services.

Transport for NSW's role is to provide advice to the NSW Government on concession policy issues and administer the contractual arrangements for transport concessions on regulated bus, train and ferry services.

Non-booked travel on buses, ferries, trains and light rail:

Children and Young People	Infants (0–3 years inclusive) and children (4–15 years inclusive) Senior secondary students (16 years–18 years inclusive) Mature aged secondary students (19 years and over)
Seniors and Pensioners	Seniors Pensioners War widows and widowers
Other Concessions	Tertiary students Jobseekers Apprentices & trainees
Free Travel	Vision impaired WWI Veterans and other nominated veterans/spouse Ex-members of the Defence Forces with service-related disabilities Ex-members of the Defence Forces with vision impairment (Blinded Soldiers) Companion Card

(Accessed online 18/02/14 at transport.nsw.gov.au)

Booked travel on NSW Trainlink Regional services and Great Southern Rail services:

Children and Young People	Infants (0–3 years inclusive) and children (4–15 years inclusive) Senior Secondary Students (16 years–18 years inclusive) Mature aged secondary students (19 years and over)
Seniors and Pensioners	Seniors Pensioners War widows and widowers
Other Concessions	Tertiary students Jobseekers Apprentices & trainees
Free Travel	Vision impaired WWI Veterans and other nominated veterans/spouse Ex-members of the Defence Forces with service-related disabilities Ex-members of the Defence Forces with vision impairment (Blinded Soldiers) Companion Card

(Accessed online 18/02/14 at transport.nsw.gov.au)

Travel concessions for attendants and carers

Travel concessions are available for those assisting persons with disabilities as:

- Attendants
- Carers

Attendants

Free attendant entitlements can be shown on either transport concession cards marked '**Plus Attendant**' or on presentation of a separate attendant card, the **Companion Card**.

- The transport concession cards that can have an attendant entitlement shown on them are:
 - Vision Impaired Person's (VIP) Passes (NSW and interstate)
 - NSW Ex-members of Defence Forces Pass
 - NSW Blinded Soldier Pass
 - NSW World War 1 Veteran Free Pass
- The non-transport card which is recognised on transport services as giving the holder an entitlement to free travel for an attendant is **Companion Cards (NSW and interstate)**:

- The Companion Card is available to people with lifelong and profound disabilities
- This card provides an entitlement to the person with disabilities for an attendant to travel for free with the card holder on public transport
- Free travel is available to the attendant only when travelling with the cardholder. The Companion Card does not entitle the cardholder to free travel. For further information about the Companion Card, go to the [Companion Card](#) page.

Carers

Pensioner concession fares are available to holders of a **Pensioner Concession Card (PCC)**, which includes persons in receipt of a Carer Payment.

- **Pensioner Concession Card:** People formally recognised by the Commonwealth Government as fulltime carers are issued with a Pensioner Concession Card (PCC) by Centrelink or the Department of Veteran Affairs.
- As a holder of a PCC, the Carer gains a pensioner concession entitlement in their own right. They can therefore access public transport concessions when travelling on their own. Note: this card does not give entitlement to free attendant travel.
- As with all pensioner cards, public transport concession entitlements are not available to any dependants listed on the reverse of the card. Individuals must have a concession card in their own name to obtain concession fares.

Note: Part time and occasional carers do not attract PCCs. They can access attendant free travel when accompanying a person with a disability who holds a concession card with an attendant entitlement, or who holds a Companion Card.

Community transport

(Accessed online 18/02/14 at <http://www.transport.nsw.gov.au/content/utilisation-spare-capacity>)

Community transport serves transport disadvantaged people in our community, including:

- isolated families,
- older people who are frail and their carers,
- people with disabilities and their carers.

Community transport provides access to shopping, medical and social services, recreation and social contact, for people who cannot use regular public transport.

The Community Transport Agreements branch of Transport for NSW sees itself as a leader in responding to transport disadvantage and, is responsible for administering and monitoring several Government funded community transport programs.

Utilisation of spare capacity

This policy is the product of joint agreement by the Ageing, Disability and Home Care (ADHC) branch in the Department of Families & Communities; and Transport for NSW on how spare capacity for community transport services funded under the Home and Community Care (HACC) program should be managed.

1. Purpose

This Policy has been prepared by Transport for NSW for the purpose of achieving consistency across NSW in how spare capacity in eligibility based funding programs is used by Community Transport Operators to alleviate transport disadvantage. This is a key consideration in minimising duplication of resources and obtaining best value for money from existing services.

The Policy has the endorsement of Ageing, Disability and Home Care (ADHC) and is consistent with the Home and Community Care (HACC) National Program Guidelines 2007.

2. Aims

The aims of this policy are to:

- Increase the amount of community transport available to communities and in particular to transport disadvantaged individuals who do not conform to specific community transport funding program criteria
- Facilitate consistent approaches to managing spare capacity in community transport operations
- Foster the effective utilisation of community transport resources in order to minimise duplicate funding of resources and improve economies of operation for primary community transport funding programs such as the HACC Program

3. Definitions

Transport disadvantage is defined as a circumstance or set of circumstances that leave those who are affected by it in a situation where they have limited or no access to private transport and they have difficulties in accessing mainstream transport systems to meet their daily needs.

Spare capacity. For the purposes of this Policy, spare capacity is considered to be in the form of either spare seating capacity or spare service capacity. These terms are defined as follows:

Spare seating capacity - the unutilised seating capacity where a vehicle and driver are scheduled to provide a service to a number of clients which is less than the maximum passenger capacity of the service.

Spare service capacity - where a vehicle or vehicle and driver combination are available for tasking to provide a transport service but are not being utilised.

4. Context

Most Government community transport funding in NSW is targeted at individuals or groups conforming to specific criteria, in order to achieve specific policy, legislative or social goals.

Funding Agreements normally define the target groups of different funding programs and, generally, targeted funding may not be used to provide services to people outside the specified scope of the particular funding program.

It is recognised that:

- Transport disadvantage can be experienced by individuals or groups of people who are outside the scope of funding program eligibility guidelines
- Spare capacity exists within some Community Transport services and resources funded under eligibility based programs
- The NSW Government supports the notion of the efficient use of available transport resources to meet the needs of transport disadvantaged people, where the use of that resource neither contravenes nor diminishes the capacity to fulfil its primary function

5. Policy

Spare capacity, as defined above, can be legitimately utilised to meet the needs of individuals or groups who are transport disadvantaged but who fall outside the specific eligibility criteria for the particular program through which the resource is funded (primary funding source).

All Transport for NSW funded Community Transport Operators should seek to maximise the value of their resources to local communities by utilising spare capacity to alleviate transport disadvantage.

Utilisation of spare capacity must not result in a reduced capacity to address the needs of a primary funding source's target group clients or to deliver outcomes specified in Funding Agreements.

Utilisation of spare capacity should not result in an increased demand for funding from the primary funding source.

Spare capacity made available to communities in accordance with the above points should be priced in a manner which:

- Is affordable to transport disadvantaged clients
- Recovers any additional costs which would otherwise be incurred by the primary funding source associated with the delivery of service
- Does not adversely impact on the clients of the primary funding source

6. Pricing spare capacity

Three primary considerations must be given priority when determining charges to be levied on consumers for the use of spare capacity within funded community transport services. These are:

1. Utilisation of spare capacity within resources funded through specific targeted funding programs (such as HACC) should not:
 - a) reduce the volume of service that would be otherwise available to existing or potential clients of the relevant program; or
 - b) reduce the overall efficiency of funded service delivery such as through increased operational costs or reduced demand responsiveness for clients of the relevant program; or
 - c) artificially increase or inflate demand for new resources funded through the relevant program
2. A key contributor to transport disadvantage is an inability to afford commercially priced service solutions. To avoid compounding disadvantage to individuals or groups, the costing of community transport spare capacity should be approached with the objective to recover an amount necessary to ensure cross subsidisation from the primary funding source does not occur
3. Costing spare capacity should not generate significant amounts of operating surplus

Given these considerations, charges made to clients utilising spare community transport capacity should be set as follows:

- For spare seating capacity, costs should recoup any additional costs incurred in the provision of transport to non-target group clients and be levied on a pro-rata basis or have parity with the recommended contributions for clients targeted by the funding program
- For spare vehicle or vehicle/driver capacity costs should reflect any additional expense involved in the vehicle hire such as those for fuel, maintenance, labour and vehicle depreciation to offset increased vehicle usage
- Fixed costs such as those associated with registration or insurance, which must be met in order to provide funded service outputs, are not generally increased by utilisation of spare capacity, and should not be passed on to non-target group consumers

CountryLink Rail Services

Information on Service

Information on CountryLink Rail Services can be accessed at the following web link:

<http://www.nswtrainlink.info/>

Information on CountryLink Rail Services routes, timetables, fares and booking can be accessed at the following web link:

<http://www.nswtrainlink.info/destinations>

Information on CountryLink Rail Services contact details can be accessed at the following web link:

<http://www.nswtrainlink.info/about/contact>

All trains are air-conditioned, are wheelchair accessible; and have toilets on board.

CountryLink provides coach services connecting with trains.

Taxis meet most trains at major regional centres. It is advisable to contact the taxi operator if you need a taxi at other stations.

Eligibility & Concessions

For a detailed list of concession ticket products and eligibility requirements, visit the Transport for NSW website: <http://www.transport.nsw.gov.au/content/travel-concessions-seniors-card-holders>

Concessions are available for:

Seniors Card holders

A half fare concession and \$2.50 excursion fares on most public transport services are available to eligible NSW and interstate Seniors Card holders. To be eligible for transport concessions as a senior, you must hold a Seniors Card issued by any Australian State or Territory.

NSW Seniors can use their NSW card when travelling interstate to obtain the entitlement available to card holders who are residents of those states and territories. Some restrictions may apply, and card holders are advised to check with the relevant state or territory transport agency prior to travelling.

Pensioners

Free or concessional travel on NSW TrainLink Regional services and Great Southern Rail services is available to eligible pensioners who hold a valid Pensioner Concession Card. To be eligible for pensioner concessions, you must hold a Pensioner Concession Card issued by an Australian Government agency.

Transport entitlements do not extend to dependents listed on the reverse of the card.

Concessions are available to NSW and interstate pensioners on presentation of their valid Pensioner Concession Card (PCC), although not all fare products and entitlements are available to non-NSW card holders.

Persons with Disabilities

Free travel on most public transport services is available to blind or severely vision impaired persons who hold a Vision Impaired Person's (VIP) Pass. To be eligible for a VIP Pass, you must be:

- residing permanently in NSW; and
- have been assessed by an ophthalmologist (or optometrist in rural and regional areas) as having:
- visual acuity on the Snellan Scale less than 6/60 in both eyes while wearing the appropriate optical correction (glasses or contact lenses); or
- the field of vision constricted to 10 degrees of arc in the better eye, irrespective of corrected visual acuity; or
- the combination of visual defects results in the same visual impairment as that which occurs in the above two conditions

NSW and interstate Vision Impaired Person's (VIP) Pass holders can obtain free travel on most public transport services. Free travel entitlements for attendants are available for holders of the Vision Impaired Person's (VIP) Pass marked 'Plus Attendant'.

For interstate travel, NSW VIP Pass holders can use their card to obtain entitlements available to card holders in the State or Territory being visited. Note: Entitlements may vary between jurisdictions in relation to concession fares, service coverage and the entitlements available to attendants. Card holders are advised to check with the relevant State or Territory prior to travelling.

Ex-members of the Defence Forces with Service-Related Disabilities

Free travel on most non-booked public transport services is available to eligible ex-members of the Defence Forces with service-related disabilities who hold an Ex-Member of the Defence Forces Pass. Ex-Member of the Defence Forces Passes are issued to ex-members of the Defence Forces who meet the eligibility criteria specified below. To be eligible for an Ex-Member of the Defence Forces Passes, you must be:

- residing permanently in NSW; and
- from Australia, New Zealand or from Allied Nations (World War II Allied Nations Defence Forces, with reciprocal pension rights with Australia); and
- a war veteran and have been rated by the Department of Veterans' Affairs (DVA) as having a service related disability of 10 per cent or greater, for which they receive a disability pension; or
- in receipt of periodic payments or have received a lump sum payment from DVA for permanent impairment compensation and whose overall impairment points determined under the Military Rehabilitation and Compensation Act 2004 (Cwlth) for injuries or diseases related to overseas warlike or non-warlike service are at least 10 points. Warlike and non-warlike service is as defined in the Military Rehabilitation and Compensation (Warlike Service) Determination 2012 (No.1) and the Military Rehabilitation and Compensation (Non-warlike Service) Determination 2012 (No. 2) made under s 6(1)(a) of the Military Rehabilitation and Compensation Act 2004 (Cwlth) and any subsequent Determinations made under that part

On long distance rail services, eligible beneficiaries who reside outside the Sydney and Newcastle areas are eligible for up to three (3) free return or six (6) single trips per calendar year on NSW TrainLink services for journeys within NSW, or the NSW portion of an interstate trip.

Free travel entitlements for attendants are available for holders of the Ex-Members of the Defence Forces Pass marked 'Plus Attendant'.

Free travel on NSW TrainLink regional services is available to eligible Ex-members of the Defence Forces with vision impairment who hold a NSW Blinded Soldier Pass. Free travel on all NSW TrainLink services, including sleeping berths. The free travel entitlement is not available on Great Southern Rail services. NSW Blinded Soldier Passes are issued to blinded soldiers who meet the eligibility criteria specified below. To be eligible for a NSW Blinded Soldier Pass, you must be:

- residing permanently in NSW; and
- a war veteran classified by the Department of Veterans' Affairs (DVA) as blinded due to war service.

To be eligible for free attendant travel, you must also be in receipt of an Attendant Allowance from DVA. In such case, your NSW Blinded Soldier Pass will be marked with 'Plus Attendant'.

Special Needs

If you are travelling in a wheelchair or scooter, with medical equipment or with an assistance animal then you will need to book your trip by calling 13 22 32 or visiting a NSW TrainLink Travel Centre rather than booking online.

Each train carries a special ramp to help customers wheelchairs get on and off trains. Each train also has one carriage with a toilet suitable for wheelchair access. You can arrange to be seated in this carriage when you make your reservation.

Passengers with disabilities can also ask our onboard staff to deliver meals or snacks from the buffet car to their seats.

Customers intending to travel with a portable oxygen cylinder must book travel in advance by calling us on 13 22 32 or visiting a NSW TrainLink Travel Centre.

Due to space restrictions, customers needing more than one oxygen cylinder may need to wait for their reservation to be confirmed before finalising their travel plans.

If you have an A80 design wheelchair, collapsible wheelchair, motorised wheelchair or motorised scooter you can travel on a NSW TrainLink service provided that the following specifications are met:

- You will need to be able to manoeuvre into a space of 700mm (width) × 1,300 millimetres (length) on trains or 800mm × 1,300mm on coaches. Please note that we are unable to carry mobility aids wider than 700mm on any of our trains.
- You will need to be able to turn 180 degrees within a space of 2,070mm × 1,540mm

Assistance Animals

Registered assistance animals accompanying disabled passengers are welcome on board NSW TrainLink services.

Guide and hearing dogs must wear a harness or medallion of registration. Interstate and internationally certified guide and hearing dogs are also recognised.

All other animals must be certified by Transport for NSW as a trained assistance animal.

Assistance animals travel for free, but handlers must have valid NSW TrainLink tickets.

Assistance animals must be under the control of the registered handler at all times. Please be aware that you are responsible for the conduct, care, feeding and toileting of your animal on stations, trains and coaches.

Special Needs passengers can refer to web link for more information:

http://www.nswtrainlink.info/your_journey/special_needs

CountryLink Bus Services

Information on Service

NSW TrainLink provides a network of train and coach services that can take you all over NSW, and even interstate.

Information on CountryLink Coach Network and services can be accessed at the following web link:

<http://www.railaustralia.com.au/coach.php>

Bookings for the CountryLink Coach Network can be made at the NSW CountryLink website:

<http://www.nswtrainlink.info/>

Information on CountryLink Rail Services routes, timetables, fares and booking can be accessed at the following web link:

<http://www.nswtrainlink.info/destinations>

Information on CountryLink Coach Network contact details can be accessed at the following web link:

<http://www.nswtrainlink.info/about/contact>

Easy access for the elderly or people with disabilities is provided by a "kneeling" device which reduces the height people need to step up onto the coach. There are also two wheelchair spaces on most coaches and handrails and steps are appropriately marked to assist the visually impaired.

Additional coach features include:

- Lap/sash seatbelts
- Reclining seats with headrests
- Large windows
- Air conditioning
- Ample luggage space
- Toilet compartment on coaches undertaking journeys longer than two hours

Eligibility & Concessions

Pensioner Concession Card

Half the ordinary adult seat fare on NSW TrainLink Regional services for the cardholder only.

Australian residents with Centrelink or Veterans' Affairs cards.

New South Wales Pensioner Travel Voucher

Four free single economy class journeys on NSW TrainLink Regional services within NSW each calendar year. Customers wishing to use a Pensioner Travel Voucher for first class seats will need to pay a surcharge of \$10, or 15% of the peak season adult fare, whichever is higher. A surcharge applies for sleeping berths.

New South Wales residents with Centrelink or Veterans' Affairs cards.

Seniors Card

Half the ordinary adult seat fare on NSW TrainLink Regional services for the cardholder only.

Australian residents over 60 who work less than 20 hours per week.

Country Pensioner Excursion tickets

Country Pensioner Excursion tickets are designed to provide pensioners with an economical way to travel in regional and rural NSW and the ACT. At \$2.50 for a one way, economy class trip, they are intended to help you get to neighbouring towns to visit friends and family, go shopping or keep medical, business or other appointments. Country Pensioner Excursion bookings may only be made within 7 days of travel.

Medicare Local

New England Medicare Local engages with the many and varied communities of the New England North West region of NSW to enhance and improve the health outcomes for people and communities.

We are responsible for providing integrated care, making it easier for patients to navigate their local health care system.

Given the vast geographical size of the region and varying health needs of the communities within it, the New England Medicare Local is managed internally by three networks, the Northern, Western and Southern networks which work to assist people in each of those areas to access the health care services they need at the right time, and in the right locations.

Through these networks we deliver tailored Aboriginal Health Services, Primary Health Care and Clinical Services specific to the needs and demands in each unique area.

We are a not-for-profit, public company, governed by a Board of Directors.

Healthier people and communities is our guiding vision.

Keeping people well and out of hospital is our focus.

We have 12 office locations: Moree, Narrabri, Gunnedah, Quirindi, Tamworth, Walcha, Armidale, Inverell, Glen Innes and Tenterfield; and have a number of additional locations: Boggabilla, Guyra, Tingha, Mungindi, Ashford, Deepwater, Emmaville, Warialda, Bingara, Boggabri, Barraba, Manilla, Uralla, Kootingal, Werris Creek, Caroonna and Nundle.

New England Medicare Local is a public company limited by guarantee, endorsed by the Australian Government as a health promotion charity, endorsed as a deductible gift recipient.

We acknowledge the financial and other support provided to our organisation by the Australian Government Department of Health and Ageing.

Transport

Transport may be provided to clients of the service in line with the NEML Aboriginal Health Transport Guidelines.

This service can only be used to access health related appointments.

Transport is dependent on resource availability and as such is considered on a case by case basis.

Where there is limited resources available, the NEML Aboriginal Health Team will assist as much as possible with access to alternative arrangements.

<http://www.neml.org.au/programs-services/aboriginal-health/transport>

Aboriginal Health Transport Guidelines

NEML has a responsibility to provide a safe working environment for staff and safe transport services for our clients. These guidelines are in place as part of NEML Workplace Health & Safety Policy.

1. All NEML Aboriginal Health Services, including transport support are voluntary services for you to access. While every effort will be made to assist you to attend appointments, there may be some occasions where we are unable to assist and meet your need. In the event we are unable to provide you with transport because of no staff or vehicle availability, help to assist you to secure alternative transport arrangements will be made where possible.
2. We do not provide an emergency transport service. In the event of an emergency you should call an ambulance (dial 000) to transport you to the closest hospital.
3. We are committed as much as possible to providing transport specifically for booked health related appointments and follow-up, where staff and vehicles are available.
4. Transport cannot be offered from all centres on all days of the week. Please discuss with your local Aboriginal Health Worker. Transport will always be dependent upon availability of staff and vehicles.
5. Because transport arrangements may be required to be changed to meet availability, it is essential that we are provided with a current contact number when discussing your transport request with us.
6. At least 48 hours notice is required for requested long distance travel (out of your local town), and at least 24 hours notice required for requested local transport to health related appointments (within your local town). Any requests at shorter notice will be considered at the time of request,

however these requests may not be able to be met. All requests, even those made within the timeframes, will still be dependent upon availability of staff and vehicles.

7. All other avenues for transport assistance will be explored for out of town transportation including Community Transport, Transport for Health, AMS Transport.

8. Travel will only be provided between 8.30am-5pm weekdays, unless previous arrangements have been made that are specific to an appointment, for example with pathology attendance before 8.30am. All requests will be considered on an individual basis dependent upon availability of staff and vehicles.

9. While all efforts will be made to collect you as close as possible to the appointment time, it may be necessary to coordinate travel with other clients attending the same centre, and as such there may be occasions when you will be offered an earlier transport or a later return home.

10. A carer may attend an appointment with a family member where arrangements have been made. On occasion, NEML may request a carer attend during the transport to an appointment.

11. Transport outside of the immediate NEML area (bounded by Tenterfield – Moree – Tamworth) will be considered depending on the availability of staff and vehicles, on a case by case basis

12. Transport will be confirmed 24 hours prior to the booked appointment.

13. Strictly no smoking, eating or drinking in vehicles.

14. In line with NSW Traffic Laws, vehicles must never exceed maximum seating or carrying capacity. A passenger cannot sit in a seat which is occupied by another passenger regardless of age. Therefore no sharing seatbelts or nursing children.

15. Seatbelts are to be worn at all times and children are to be seated by the parent or guardian utilising child restraints where applicable. NEML will provide Approved child restraints which will be fitted by staff and checked by the parent/guardian. All children are to be seated in the rear of the vehicle and under supervision. Transportation will not commence until all seatbelts are in use. Drivers are required to immediately cease transportation if seatbelts aren't in use for all passengers. This includes the correct securing of children's safety restraints.

16. It is important where children are to be transported, NEML staff are made aware of the ages at the time of arranging transport to ensure availability of the correct child seats.

17. Appointments may need to be rescheduled if transport is requested and there are no available staff or vehicles, and where no alternative arrangements can be provided or made.

18. While we will make every effort to assist you with your transport needs to attend health appointments, it may not be possible on every occasion. The more notice you are able to give us of your request, the more likely we may be to be able to help you with your request.

19. To assist with facilitating transports to out of town appointments, appointment times should be made as close to the middle of the day as possible to ensure departure and return during working hours where possible.

20. New clients will need to sign a consent form at the first contact with NEML Aboriginal Health Services, including for transport.

21. As a voluntary client of our service it is expected that you will treat our team with respect. Any behaviour that we feel are not appropriate may result in future access to transport support being declined. Transportation will be refused in the circumstances that either the client or passengers are intoxicated and or under the influence. Clients acting irresponsibly or breaching traffic regulations will not be tolerated and NEML staff reserve the right to cease transportation and request that the offending passengers exit the vehicle.

22. We are unable to transport clients to personal appointments or reasons which are not directly related to your health or related follow-ups. If you make such a request and it is declined, you should not be offended.

To book transport services please call:

Tamworth – 6766 9891
Armidale, Guyra & Walcha – 6771 1146
Glen Innes – 6732 4189
Inverell – 6721 4117
Tenterfield – 6736 5352
Moree – 6752 7196
Narrabri – 6792 6506
Gunnedah – 6742 3633

Link to NEML Aboriginal Health Transport Guidelines.

<http://www.neml.org.au/wp-content/uploads/2013/04/Transport-Guidelines-Aboriginal-Health.pdf>

Department of Veterans' Affairs

Information on Service

Information on the Department of Veterans' Affairs travel entitlements can be accessed at the following web link:

Web Link <http://www.dva.gov.au/benefitsAndServices/transport/Pages/index.aspx>

Under the *Veterans' Entitlements Act 1986* (VEA), veterans and war widows/ers who travel for approved medical treatment may be eligible for reimbursement of certain expenses incurred. Reimbursement may also be made for travel in connection with a claim for a disability pension or service pension.

Assistance can include reimbursement of travel expenses, accommodation allowance, meals allowance and authorised attendants expenses.

Under the *Military Rehabilitation & Compensation Act 2004* (MRCA) and the *Safety, Rehabilitation and Compensation Act 1988* (SRCA), reasonable travel expenses can be reimbursed where a claimant travels for treatment of a condition for which liability has been accepted. There is no form to be completed but all claims should be made in writing to the DVA office responsible for administering the claim.

You can claim reimbursement for the cost of travel if:

- the journey exceeds 50km return journey when travelling by private vehicle or
- any length of journey by public transport or ambulance where the accepted condition required the use of this form of transport.

If appropriate treatment is available closer than 50 km return journey distance, then reimbursement cannot be paid for any travel costs incurred when travelling by private vehicle.

Travel by private vehicle is reimbursed based on a set rate per kilometre travelled.

Eligibility & Concessions

Repatriation Transport Scheme

Holders of the Repatriation Health Card for all conditions (gold card) are eligible under the Veterans' Entitlements Act 1986 (VEA) are entitled to assistance towards travelling expenses for the treatment of all health conditions.

Holders of the Repatriation Health Card for specific conditions (white card) are eligible under the VEA are entitled to assistance towards travelling expenses for the treatment of their DVA accepted disabilities.

Persons with eligibility under the Military Rehabilitation and Compensation Act 2004 or the Safety, Rehabilitation and Compensation Act 1988 are advised to contact the Department to discuss their entitlements as they may vary from those outlined below.

Eligible veterans, war widows/widowers (entitled persons) can claim travelling expenses under the Repatriation Transport Scheme (RTS) relating to:

- visits to a health provider for medical treatment
- a disability claim
- an invalidity income support claim
- treatment under the Australian Participants in British Nuclear Tests (Treatment) Act 2006

The Repatriation Transport Scheme is comprised of a number of elements including the

- reimbursement of:
- transport
- accommodation
- meals
- medically required attendants

To receive the maximum allowable assistance with travelling expenses you will need to attend the closest practical health provider to your permanent or temporary residence, at the time of treatment. If you are treated by a health provider who is more than 50 km from your residence DVA will reimburse you to a distance equal to the closest practical provider or 100 km whichever is the greater. If the distance from your residence to the health provider is less than or equal to 50 km you will be reimbursed the distance that you travelled.

The Department of Veterans' Affairs may assist you with travelling expenses for use of:

- a private vehicle
- public or community transport
- vehicle ferries
- parking
- road tolls
- taxis or hire cars (where this is the most suitable and economical mode of transport)
- booked car services
- air travel (where this type of transport is necessary)
- travel with a medically required attendant
- ambulance travel
- accommodation and meals

DefenceCare

Information on Service

DefenceCare is a charity and not-for-profit organisation helping current and ex-serving members of the Australian Defence Force and their families in times of injury, illness or crisis. DefenceCare is proudly part of RSL NSW.

Information on DefenceCare can be accessed at the following web link:

<http://www.defencecare.org.au/about>

Information on DefenceCare financial assistance, including assistance with cost of transport can be accessed at the following web link:

<http://www.defencecare.org.au/services/financial-assistance>

Eligibility & Concessions

DefenceCare is dedicated to meeting the needs of serving and ex-serving Australian Defence Force members and their families seeking help with entitlements, advocacy and well-being.

DefenceCare is committed to helping serving and ex-serving members and assisting defence families when they are doing it tough financially. Making ends meet can be especially hard if you or members of your family suffer illness, injury, mishaps, disability or death. Examples of financial assistance we have provided include:

- Assistance with cost of transportation
- Assistance with emergency accommodation

Taxi Transport Subsidy Scheme

Information on Service

The Taxi Transport Subsidy Scheme (TTSS) provides subsidised travel, allowing approved participants to travel by taxi at half fare, up to a maximum subsidy of \$30 per trip.

The scheme was introduced in 1981 to assist NSW residents who are unable to use public transport because of a qualifying severe and permanent disability. Transport for NSW administers TTSS.

Information on the Taxi Transport Subsidy Scheme (TTSS) can be accessed at the following web link:

<http://www.transport.nsw.gov.au/ttss>

Eligibility & Concessions

To be eligible for the scheme an applicant must:

- Be a permanent resident of Australia
- Normally reside in Australia
- Not be a member in a similar scheme in another Australian State or Territory
- Be over school age (preschool aged children regardless of disability are ineligible for inclusion in the scheme)
- Have a severe and permanent disability in one of the following categories; ambulatory/mobility, epilepsy, intellectual disability, vision, speech and/or hearing. Please refer to link for details:

<http://www.transport.nsw.gov.au/sites/default/files/b2b/ttss/eligibility-categories.pdf>

Each application is reviewed by Transport for NSW's independent medical assessor. It is important that the applicant's medical practitioner or treating specialist provides enough detail and supporting documents to allow the severity of your disability or medical condition to be assessed.

Participation is not means tested. Receipt of an aged, invalid, blind or any other pension will not automatically qualify you for participation in the TTSS.

Wheelchair Accessible Taxis

The NSW Government has implemented an incentive payment for drivers of wheelchair accessible taxis (WAT) to improve the accessibility, reliability and response times for TTSS participants who require a wheelchair at all times for travel.

TTSS participants who do require a wheelchair at all times to travel, but are not currently approved to travel in a wheelchair accessible taxi, should submit a supporting letter from their GP or specialist.

To determine if you are approved for travel in a wheelchair accessible taxi refer to the account number on the bottom middle of each travel docket. Docket numbers starting with '01' through '07' are not approved for WAT travel (referred to as M40), and docket numbers starting with '08' and '09' are approved for WAT travel (referred to as M50).

Cabcharge

Information on Service

Cabcharge is an Australian owned company, providing customers a taxi charge account system which is a convenient and safe way to pay for taxis and hire cars without using cash. The system is designed to meet the various needs of businesses of every size, government departments and individuals. Cabcharge is designed to give companies total control over their taxi travel expenditure accounting and records.

Eligibility & Concessions

Almost every metropolitan and the overwhelming majority of non-metropolitan taxis have the Cabcharge Fareway EFTPOS System. It is used by more than 20,000 taxis, limousines and water taxis in all Australian capital cities, most major regional centres and many country towns.

Use in Community Transport

Examples where this service may be used to meet the needs of community include but is not limited too:

- Young People with Disabilities. Eligible clients are able to use the vouchers for any of their transport needs.
- Spouse Visitation. Eligible clients are able to use the vouchers for visiting their spouse in hospital and nursing homes.
- Church Attendance. Eligible clients are able to use the vouchers for attendance at their church as required.
- Cemetery Visitation. Eligible clients are able to use the vouchers for attendance at cemetery and grave sites as required

Fuel Cards/Fuel Vouchers

Information on Service

Depending on where you live you may be able to access Aged and Disability Services Programs which provide assistance with the cost of travel by the way of fuel cards or fuel vouchers, please check locally to see if your service provider is able to provide assistance.

Aboriginal Funeral Transport

Information on Service

Transport NSW, through its Community Transport Agreements unit is trialing a project to help Aboriginal people in NSW attend funerals of family or community members if they are unable to get there in other ways. This state wide initiative was formerly known as the Events of Cultural Significance (EOCS), and has now been extended to include public transport options. The renaming reflects the primary purpose of the project.

Transport is usually for groups of eight or more people travelling in the same vehicle to a funeral at least 25kms away. Assistance may also be provided for people to travel by public transport.

Organisations applying must have an Australian Business Number (ABN), for example Aboriginal lands councils, Aboriginal medical services and non-government organisations.

Information on Transport for NSW, Aboriginal funeral transport can be accessed at the following web link: <http://www.transport.nsw.gov.au/content/regional-transport-coordinators>

“Indigenous people appear to be the most disadvantaged in terms of access to suitable transport services to attend medical appointments.”

(No Transport No Treatment, Report)

Community Transport

Information on Service

The NSW Government is working closely with local communities to provide modern, comfortable, safe and accessible transport options. In 2013, the government has increased funding through its Community Transport Program (CTP) to provide better transport options that directly benefit local residents across NSW.

The CTP aims to assist transport disadvantaged people across NSW by coordinating more efficient use of transport resources that exist in local communities. The main object of CTP funding is to provide transport disadvantage customers with a greater number of flexible options to enable greater participation in life.

Information on Transport for NSW, NSW community transport program (CTP) can be accessed at the following web link:

<http://www.transport.nsw.gov.au/content/nsw-community-transport-program-ctp>

“43% of people in NSW over the age of 60 years needed assistance with transport.”

(No Transport No Treatment, Report)

While every community is different, there are also aspects which are common or generic to them all, starting with the notion of unmet community-based transport needs. Community based transport needs are those not met by the use of private vehicle, public transport systems or walking or cycling. In areas where these different transport networks are provided, they still may not be appropriate to the transport needs of some individuals. For example, many people with mobility impairments do not have access to private vehicle travel, cannot afford the regular use of a taxi and cannot easily access available public transport systems.

It is a common assumption that unmet community-based transport needs are those relating to providing access to medical treatment. Because of this assumption there can be a tendency to design services solely around access to Home and Community Care funding (HACC). However, there are also other needs which should be considered including recreational and social trips to encourage the establishment of social networks and to provide social opportunities for people who are otherwise isolated.

Access trips within, to/from local communities: One of the most basic community transport needs is for people to move within their local communities around the town centre. There is also a need for people living in outlying areas to have access into town to be able to utilise the services and facilities.

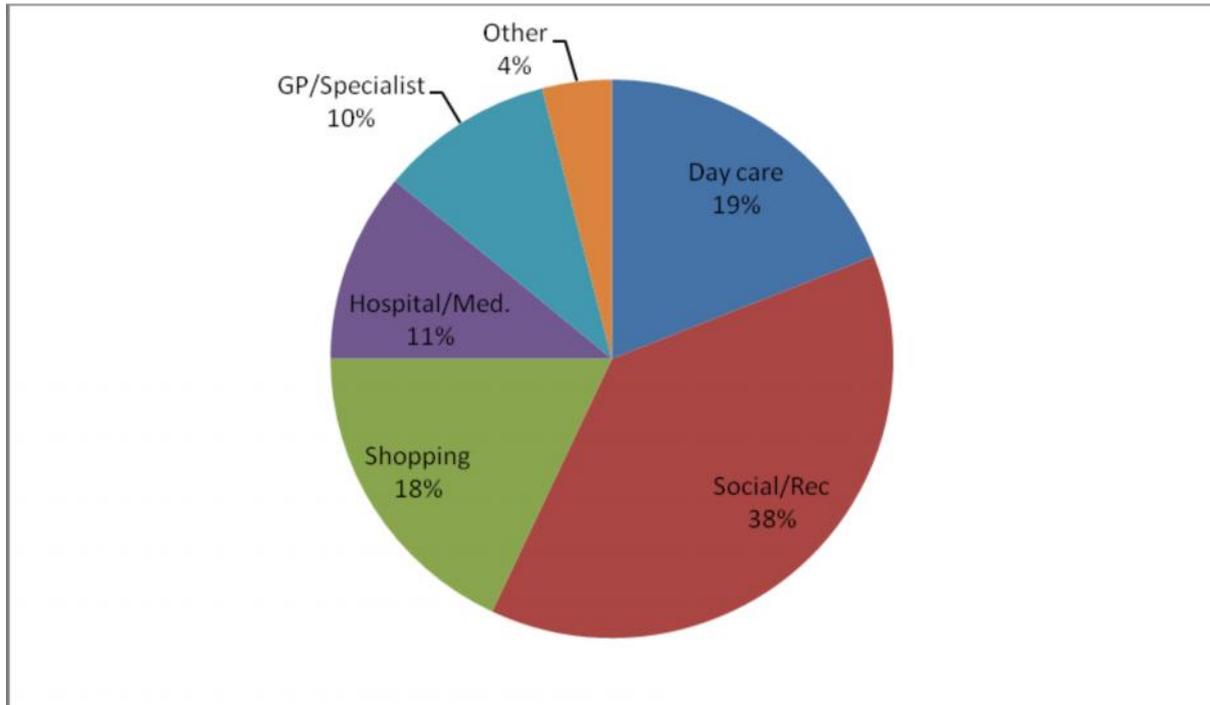
Access trips to/from regional centres: Another common need is for communities to access regional centres which may be located within or outside their local area. Getting to regional centres may involve a significant amount of travel and although the majority of people will have direct or indirect access (e.g. through family and friends) to a private vehicle, there is still a need to provide affordable and convenient travel options. The provision of community-based transport solutions assists in meeting these needs and reduces the potential for social isolation within a community.

Group transport needs: Group travel needs include access trips for essential services as well as providing social and recreational opportunities for isolated groups of the community. For example, some group movement needs could be for youth groups to access recreational/educational activities, aged care home resident outings or for a local choir to attend a regional competition.

The level of demand for community-based transport depends on:

- population size
- demographics (e.g. age, disability)
- location (e.g. urban, rural)
- existing transport systems
- established social networks

Distribution of Community Transport Trip Purposes 2009-2010



Sourced: Community Transport Organisation NSW Annual Report 2009-10

Eligibility & Concessions

Transport disadvantage means that a person or people are affected by specific circumstances that leave them with limited or no access to private transport, and difficulty accessing conventional public transport.

The CTP targets people living with physical, social or geographical factors that limit their access to mainstream transport. To be eligible, people must:

- Have a mobility disability that prevents them using conventional transport systems,
- Live in a more remote area of NSW without access to conventional transport systems, and/or
- Need to use community facilities/resources that are not available during conventional public transport operating hours

If a person already receives Home and Community Care (HACC) services, and also meets the above CTP criteria, the CTP may be able to help if the HACC program cannot meet their specific needs.

Transport for NSW has historically allocated CTP funding on an LGA by LGA basis using an “expression of interest” process, with allocations indexed annually. TfNSW has recently developed a new allocation model to enable the expanded CTP funding to be used to better target specific transport disadvantaged people across the NSW community, specifically those who are:

- Living with a permanent or temporary disability that prevents their use of conventional transport
- Older and in frail health

- Living in remote areas where conventional private/public transport options are unavailable or very limited
- Aboriginal
- Socio-economically disadvantaged and unable to afford transport, and/or
- From a culturally and linguistically diverse (CALD) background

Transport services funded by CTP can assist people as individuals or in groups, and utilise resources which are either already owned by service providers, or brokered from another party. Current service providers for the CTP include community organisations and local councils. Funding is provided primarily to increase the level and range of transport options to the target group, using existing resources.

Information on Transport for NSW, NSW community transport program (CTP) can be accessed at the following web link:

<http://www.transport.nsw.gov.au/content/nsw-community-transport-program-ctp>

Community Transport Providers

Provider	Service Area	Provider	Service Area
Gwydir Community Transport	Gwydir, Moree Plains	Gunnedah Community Transport	Gunnedah
Inverell Community Transport	Inverell, Yallaro	Namoi Community Transport	Narrabri
Oxley Community Transport	Barraba, Parry, Tamworth, Manilla, Quirindi, Nundle	Tablelands Community Transport Service	Guyra, Dumaresq, Armidale, Walcha, Uralla
Tenterfield & Glen Severn Community Transport	Tenterfield, Glenn Innes, Severn	Walcha Community Transport	Walcha
Wee Waa Community Transport	Burren Junction, Wee Waa	Gwydir Community Transport	Gwydir

Example of Community Transport Service

Services Provided by Tablelands Community Transport

Sourced: <http://www.tablelandscommunitytransport.com.au/our-services.php>

We offer an integrated transport service working in with local bus and taxi operators. We operate a 50% Taxi Voucher Scheme with Uralla Taxi Service and Armidale Radio Taxis, provide an electric scooter for hire and co-ordinate an active Volunteer Driver Program. Listed below are our regular services. We ask for a small contribution, enquire at time of booking. Please note, passenger's carers travel free.

Tuesdays

Social Seniors – Kent House (2nd & 4th)

Walcha to Armidale Bus (fortnightly)

Wednesdays

Armidale Access Shopping Run (weekly)

Thursdays

Social Seniors – Kent House (1st, 2nd, 3rd)

Uralla to Armidale Shopping Bus (fortnightly)

Fridays

ASCA House (weekly)

Services Provided by Inverell Community Transport

Sourced: http://www.inverell.com.au/index.php?option=com_content&view=article&id=16&Itemid=13

Community Transport provides transport for the frail aged, people with disabilities and their carers. Services may also be available to isolated people who have difficulty accessing public or private transport. Services are mostly provided by volunteers using safe, modern cars or wheelchair accessible vehicles. Inverell Community Transport services people in the Inverell Shire Council and Gwydir Shire Council areas.

Important Information:

- You must register with your local Community Transport service. This will involve an assessment to see whether you are eligible to receive services
- A relative or friend acting as a carer can travel with you if necessary
- Other people may travel in the vehicle with you
- Passengers must comply with stated health and safety requirements such as disclosing relevant information about their destination and medical or access needs

Services Provided by Country Care Link

Travel and accommodation assistance for country people travelling to Sydney.

Telephone: [1800 806 160](tel:1800806160)

An initiative of the Sisters of Charity and the Rural Women's Network. Country Care Link is a confidential family information and support service for country people.

Services include:

- a volunteer can meet country people on arrival in Sydney
- a volunteer can transport people to medical appointments in Sydney
- a volunteer can visit country people in hospital
- and assistance for country people to find short term accommodation in the city

Transport for Health

Information on Service

Transport for Health provides a range of transport and travel assistance to people who cannot use or have difficulty using public and/or private transport or who are disadvantaged by distance. Transport for Health includes the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS).

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

IPTAAS is a subsidy program which provides financial assistance to help with travel and accommodation costs for people (and eligible escorts) who need to travel long distances to access specialist treatment not available locally. Patients travelling at least 100km each way, or at least 200km per week cumulative distance, are eligible to apply for IPTAAS subsidies.

To obtain further details about IPTAAS eligibility, IPTAAS application forms and IPTAAS Fact Sheets, and to make an online IPTAAS application, go to [EnableNSW IPTAAS](#)

EnableNSW's IPTAAS web page also includes a calculator useful for obtaining an estimate of your reimbursement for travel and accommodation costs.

Alternatively, you can obtain application forms by contacting an IPTAAS office on one of the following numbers:

- 1800 IPTAAS ([1800 478 227](tel:1800478227)) – EnableNSW office
- [08 80801433](tel:0880801433) – Broken Hill office (residents of Far West Local Health District)
- [1800 660 361](tel:1800660361) – Tamworth office (residents of Hunter New England Local Health District)
- [\(02\) 6620 2168](tel:0266202168) – Lismore office (residents of Mid North Coast and Northern NSW Local Health Districts)

Eligibility & Concessions

To be eligible, you must:

- Be a resident of NSW or Lord Howe Island and also be eligible for Medicare
- Live more than 100km from the nearest treating specialist*

- Require specialist treatment that is not available locally
- Claim all benefits available through a private health fund prior to applying to IPTAAS (if applicable)
- Not be eligible for any other government travel assistance schemes

*You may also be eligible if cumulative journeys to your treating specialist exceed 200km within a week.

Service Health Related Transport

Information on Service

Service Health Related Transport is funded by NSW Health to assist people who are transport disadvantaged and needing to access health care.

Bookings are essential. Allow as much time as possible, preferably a minimum of 48 hours.

To assist in coordination of transport, it may be necessary to negotiate a change in appointment date or time and to share transport.

Contact number: 1800 660 361

Eligibility & Concessions

An eligibility criteria applies and each request for transport assistance will be assessed. Transport assistance may be provided to attend doctors, medical centres, community health, hospital service, dentists etc.

The cost of providing transport varies according to the distance of the trip. No patient will be denied transport based on the inability to make a donation/contribution.

Please Note: Health Related Transport is not an emergency service.

In the case of an emergency telephone 000.