

CONNECT:
INNER WEST
Community
Transport
Group Inc.

Client Handbook

02 9558 6800
www.connectinnerwest.org.au

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What is Community Transport?

Community Transport is a door to door transportation service. It helps people who can't afford or have difficulty using private or public transport. NSW Community Transport services in NSW are determined by where you live or as allocated by My Aged Care assessors.

There are two criteria for receiving services.

- **You need to be eligible to receive services.**
- **Even if you are eligible, those services are not guaranteed. They must be within the resources of the project.**

Who are Connect: Inner West?

We are a not-for-profit service that has been providing transport services since 1983. We believe in equal access so everyone can access the facilities and services they need.

We provide services for people living in the former Leichhardt and Marrickville Local Government Areas (now part of the Inner West Council). These include the suburbs of Annandale, Balmain, Birchgrove, Leichhardt, Lilyfield, Rozelle, part of Camperdown (part located within City of Sydney), Dulwich Hill, Enmore, Lewisham, Marrickville, a small part of Mascot (mostly located within the city of Botany Bay), part of Newtown (part located within City of Sydney), Petersham, Stanmore, Sydenham and Tempe.

Connect: Inner West Community Transport Group acknowledges the Gadigal and Wangal peoples of the Eora nation, the traditional custodians of this land and pays its respects to the Elders both past and present.

Getting started

Am I eligible for community transport services?

Connect: Inner West services are primarily funded under two different programs:

- The Commonwealth Home Support Program (CHSP), and
- The Community Transport Program (CTP)

Connect: Inner West applies for funding under these (and other) programs, but the decisions are made by politicians and bureaucracies. The funding defines the eligibility requirements – they are not decided by Connect: Inner West. Both these funding sources have different eligibility requirements.

Most clients must apply to use our services through the My Aged Care portal. Visit their website at www.myagedcare.gov.au or call **1800 200 422** to find out more.

CHSP funded services

CHSP funding is focused on those with a disability and older people who need help getting out and about. CHSP is about helping people stay in their homes and providing basic services that make that happen.

If you already get other CHSP services like Meals on Wheels or Neighbour Aid, then you're probably already eligible.

Generally, if you're in an aged care facility, there is usually assisted care included as part of the service and we can't provide a community transport service.

However, don't count yourself in (or count yourself out). The best thing to do is check with our office.

CTP Funded Services

CTP services are for people who are "Transport Disadvantaged". This is when you have limited or no access to private transport and can't make use of 'conventional' transport, like buses or trains. It's not just whether conventional transport services operate near you, it's also whether you can use them.

Unlike CHSP, CTP services are available to a person of any age, with or without a disability – they're for anybody who is Transport Disadvantaged.

If you're not sure, contact our office.

NDIS clients should contact Connect directly on **9558 6800** to discuss requirements and receive a quote.

How do I work out which community transport service program is best for me?

Please phone our office on 02 9558 6800. Our office staff can discuss your circumstances with you and advise you about both services and eligibility. If you're not eligible, our staff will do their best to advise you of any transport alternatives.

What happens after I'm registered with My Aged Care?

We will send your Service Plan either by mail or email depending on what you'd prefer.

Your Service Plan is a written statement from Connect: Inner West that describes the services you have chosen, the conditions attached to those services (for instance, the fee), and when you expect to get them (such as fortnightly).

Your Service Plan will also include a passenger information booklet, other leaflets about our services and any other information you've asked for.

If you consider the Service Plan incorrect, please contact the office immediately.

Bookings and Services

What services are available?

- **Medical Transport:** If you need to see your GP or a specialist, we can help. We provide non-emergency medical transport around the Inner West. We also drive to the Strong Clinic at Balmain hospital.
- **Individual Transport:** We help you get to a wide variety of destinations throughout the Inner West. Whether it's visiting the bank, catch ups with friends or visiting the hairdresser, you name it and we can probably get you there.
- **Social Outings:** We have an exciting social community transport calendar that helps you connect with your friends whilst exploring Sydney and surrounds.
- **Shopping transport:** We provide many shopping services in Sydney's Inner West to help you buy groceries, clothes and household items.
- **City Runner Shuttle:** A bus shuttle service to the City and its surrounds. Clients use the City Runner shuttle for any purpose – social, medical, shopping whatever takes your fancy.
- **Jetstream Shuttle:** The Jetstream is a door-to-door transport service for clients living south of Parramatta Road (the former Marrickville LGA). It combines features of both a door-to-door service with a route service. It's like a cross between a taxi and a bus service.
- **TigeRider Shuttle:** The TigeRider is a door-to-door transport service for Clients living north of Parramatta Road (the former Leichhardt LGA). It combines features of both a door-to-door service with a route service. It's like a cross between a taxi and a bus service.
- **Vehicle Hire:** We can also hire out vehicles and drivers to qualifying organisations.

How do I book a service?

Bookings can only be made through the office – not with drivers.

Different services have different ways to book. Regular shopping services can be booked on a routine basis, such as a permanent fortnightly booking. Or you may prefer to just call (in advance) when you want to use them.

Transport to appointments is usually booked as soon as you get the appointment. Whatever the case, make sure you make your transport request as early as you can.

If you want a trip to a doctor's appointment, then please ensure you contact the office as soon as you know when your appointment is.

Can I refer someone else (like a parent) for services?

Yes, you certainly can – contact My Aged Care.

How do I cancel a service?

If you are unable to attend your booking, please contact us as soon as possible.

That way we can allocate your seat to someone on the list, someone who otherwise will miss out. Cancellation Fees may apply.

What if Connect: Inner West cancels a service?

Connect: Inner West cannot and does not guarantee your service, but will always do its utmost to ensure it occurs. Unexpected mechanical problems or sudden driver illness can occur. We have contingency plans in those events, but every so often, these can fail. If a service is canceled, we will always attempt to contact you.

It's very helpful if your home phone has an answering service. If you have a mobile phone, please let the office know. This is particularly helpful in the case of Medical and Individual Transport as we can advise you directly of when a return trip is available. Please ensure your mobile phone is switched on, and that you have a message service.

What if a service has reached capacity?

Car capacity is managed intensively and clients, where appropriate, may find themselves sharing cars with other clients on a regular basis in periods of peak demand.

I can only get an appointment at a certain time, but you can't book me in for transport. What should I do?

Doctors and hospitals can be quite flexible in appointment times when they know you use community transport. If Connect: Inner West services are booked out for your appointment time, please tell the doctors/hospital receptionist, and ask if the date or time can be changed. If you're still struggling, our office can help make the appointment on your behalf.

I need to pick up some medication on my way home. Is that possible?

From time to time, clients ask drivers to stop or make a quick detour. A typical scenario is to stop at a chemist or for milk. A decision to stop or detour is at the driver's discretion and is contingent on client and driver safety, other passengers and the vehicle's forward commitments.

What help do you provide on services?

All services provide a level of assistance and drivers will always help you with things like getting in or out of the vehicle, should you need it.

Obviously, not all passengers are the same – some need more help, others less.

Determining what level of help is appropriate for individual passengers is no easy matter. What one passenger may consider appropriate assistance may be considered by another passenger as fussing or demeaning of their ability.

Drivers need clarity in this regard. Assistance is part of the service, so please let our drivers know if you need help.

Also, please note that the level of assistance varies, depending on the type of service.

Our shopping services, for example, have an assistant on board to assist you with your shopping items.

For safety reasons, the drivers on some shuttle services may not be able to leave the vehicle. The office is happy to advise you on the level of assistance for different services, but ultimately the choice of service is up to you.

How much do your services cost?

Please refer to our current fee table on our website:

www.connectinnerwest.org.au

What do you need transport service fees for?

Our fees help recover some of the costs of running the service. Community Transport providers are required under their operating contracts with TfNSW and as part of the NDIS to charge fees to clients.

If you are experiencing financial difficulties, then feel free to have a confidential talk with the office.

Drivers are not permitted to negotiate fees, so please discuss the matter with the office well before your trip.

You will not be denied care and services because of your inability to pay a fee for reasons beyond your control.

I have a carer. Do you need to know their details?

Yes, whether your carer is a relative, a neighbour or a friend, we need to know if you have a carer so we can contact them if necessary. We like to ensure our services meet your expectations, as well as theirs. **In addition:**

- Carers may travel with you provided they can be picked up conveniently.
- When travelling with you, Carers travel free.
- Carers are sometimes themselves eligible for services in their own right.

What is a reassessment?

A reassessment is to check that we have up-to-date information about you.

From time to time the office, or a representative of Connect: Inner West, may contact you and conduct a reassessment. This will be conducted at a time suitable to you.

Like your original assessment, it's to ensure we have the right information to serve you best. The staff member will also check that services are still meeting your needs and advise you of any other services that may be useful.

Confidentiality

Connect: Inner West is bound to privacy legislation, and we conform to those requirements. All information regarding passengers is kept secure in our Office. Old paper-based information and records are regularly disposed of correctly, and computer-based information is password protected.

Your private information will never be disclosed to anyone without your permission. You have a right to be informed of any of your personal information.

How do you use my information?

After completing the questions, you'll be asked if you agree to some of your information being made available to other parties.

If you agree, statistical information concerning your use of services will be provided to government agencies. The data is encrypted into a code before being sent to them. It is used for planning purposes and is useful to both Connect: Inner West and the funding bodies.

The data is also used as proof that Connect: Inner West has provided services to you and is used in funding decisions.

Your decision to withhold information for privacy reasons does not affect your right to services.

Rights, responsibilities and risks

What are my rights and responsibilities?

Naturally, when you use Connect: Inner West services, you have an expectation of how you'll be treated. Likewise, in providing services to you, a level of cooperation is important to Connect: Inner West, so the services run smoothly, and everyone gets treated fairly and equally. Connect: Inner West does not discriminate on common grounds of discrimination such as race, ethnicity, religion, gender, sexual preference or age.

Connect Inner West is committed to ensuring that all its staff, volunteers and governing body members act ethically, responsibly and in the best interests of the organisation and its clients, including NDIS clients, at all times. All staff, volunteers and governing body members are bound by the Connect Inner West Code of Ethics which can be found on our website www.connectinnerwest.org.au.

Passenger rights

What you can expect from Connect: Inner West:

1. GENERAL

- To be treated and accepted as an individual, and to have your individual preferences respected.
- To be treated with dignity, with your privacy respected.
- To have your culture, values and beliefs treated with sensitivity.
- To get care that is respectful of you, your family and home.
- To get care without being obliged to feel grateful to those providing your care.
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your care.
- To be treated without exploitation, abuse, discrimination, harassment or neglect

2. PARTICIPATION

- To be involved in identifying the assistance most appropriate for your needs.
- To choose the care and services that best meet your assessed needs within the limits of the resources available.
- To participate in making decisions that affect you.
- To have your representative participate in decisions relating to your care if you do not have capacity.

3. CARE AND SERVICES

- To receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs.
- To be given before, or within 14 days after you commence receiving care, a Service Plan of the care and services that you expect to receive.
- To receive care and services as described in the plan that takes account of your lifestyle, other care arrangements and cultural, linguistic and religious preferences.
- To ongoing review of the care and services you receive (both periodic and in response to changes in your personal circumstances), and modification of the care and services as required.

4. PERSONAL INFORMATION

- To privacy and confidentiality of your personal information.
- To access your personal information on, abuse, discrimination, harassment or neglect

5. COMMUNICATION

- To be helped to understand any information you are given.
- To be given a copy of the Charter of Rights and Responsibilities for Community Care.
- To be offered a written agreement that includes all agreed matters.
- To choose a person to speak on your behalf for any purpose.

6. COMMENTS & COMPLAINTS

- To be given information on how to make comments and complaints about the care and services you receive.
- To complain about the care and services you receive, without fear of losing the care or being disadvantaged in any other way.
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

7. FEES

- To have your fees determined in a way that is transparent, accessible and fair.
- To receive invoices that are clear and in a format that is understandable.
- To have your fees reviewed periodically and on request when there are changes to my financial circumstances.
- Not to be denied care and services because of your inability to pay a fee for reasons beyond your control.

Passenger responsibilities

You are expected:

1. GENERAL

- To respect the rights of Connect: Inner West staff, volunteers, and other passengers to their human, legal and industrial rights, including the right to work in a safe environment. This includes;
 - Utilising safety equipment as nominated by staff, including seatbelts.
 - Asking staff to carry shopping within reason and limits.
- To treat Connect: Inner West staff, volunteers, and other passengers without exploitation, abuse, discrimination or harassment.

2. CARE AND SERVICES

- To abide by the terms of the written agreement. This includes;
 - Accepting the conditions and limitations of any service you have chosen.
- To acknowledge that your needs may change and to negotiate modifications of care and service when your care needs do change.
- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

3. COMMUNICATION

- To give enough information to help Connect: Inner West to develop, deliver and review a Service Plan. This includes;
 - Cooperating with staff.
 - Communicating with office staff about your needs, transport bookings/ arrangements, and any change in your circumstances or health that may affect your transport service.
 - Clearly communicating to staff the level of physical help you need.
- To tell Connect: Inner West and their staff about any problems with the care and services.

4. ACCESS

- To allow safe and reasonable access for Connect: Inner West staff and volunteers at the times specified in your care plan or otherwise by agreement.
- To provide reasonable notice if you do not need a service. This includes;
 - Providing the earliest possible notice of a cancellation so the project can allocate your transportation to other passengers.

4. FEES

- To pay any fee as specified in the agreement or negotiate an alternative arrangement with Connect: Inner West if any changes occur in your financial circumstances.
- To provide enough information for Connect: Inner West to determine an appropriate level of fee.

How can I make a complaint?

An important source of feedback is passenger complaints. If we don't know it's broken, we can't fix it. You may want to use an advocate to negotiate for you.

Any complaints made will not affect any service you get now or in the future. Connect: Inner West should get back to you within 14 days.

Any complaint made by an NDIS client will be treated in accordance with the requirements of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

If you are experiencing financial difficulties, then feel free to have a confidential talk with the office.

What is an advocate?

An advocate is a person who, with your authority, represents your interests. You can use an independent advocate of your choice to negotiate on your behalf. This may be a family member, friend or an advocacy service.

If you don't know anyone appropriate, the office can help find an advocacy service for you. A Community Transport staff member can also act on your behalf if you wish. It's important for us to know that someone has the right to speak on your behalf.

If you wish to use a person or a member of staff as an advocate or would like to change your nominated advocate, then you need to inform us. That's best done in writing, but if you prefer another method please call the office and we'll work out a way.

Complaints Procedure

If you are unhappy about any part of the service provided to you and would like to make a complaint, we suggest you follow these steps:

- If you feel comfortable about it, raise your complaint with the staff member or passenger concerned in the first place.
- If you are not satisfied with the outcome of step one, or not comfortable discussing the issue with the person concerned, you should contact the Quality Assurance Officer.
- If the issue is still not satisfactorily resolved, you should raise the issue with the General Manager. Our office can put you in touch.

If after approaching the above people, the issue is still not resolved, you may want to refer the complaint to the body that funds Community Transport in NSW. Write to:

**Service Contract Teams Community Transport for NSW Locked Bag
5085
Parramatta NSW 2124**

You will be informed of the outcome of your complaint and asked for your feedback on the complaints procedure.

Using the Ombudsman

The NSW Ombudsman's Office has an excellent online guide about making a complaint, and also an online complaint form – **www.ombo.nsw.gov.au**
You can also phone them on weekdays, 9am to 5pm, on **(02) 9286 1000**

Discontinuing a service

We hope to provide quality services that meet your needs and are to the standard outlined in the previous pages. It's important to know, however, about what should happen if you decide to discontinue using our services or the circumstances in which we may discontinue providing service/s to you.

The following is Connect: Inner West policy:

The decision to discontinue a service may be taken by either you or Connect: Inner West. You may decide to discontinue a service because they have had a change in circumstances after which the service may no longer be appropriate or you may have become dissatisfied with the service to the extent that you decide not to use the service further.

If you leave a service due to dissatisfaction or because of a dispute, Connect: Inner West should ensure that:

- you are aware of your rights and responsibilities;
- you are reminded of the complaints process;
- you are reminded of your right to an advocate and that you are provided with information on agencies that provide advocacy services;
- staff deal with the situation in a sensitive manner, and that as a result of the dispute fair and reasonable further access to services is not jeopardised.

Connect: Inner West may withdraw a service for one of the following reasons:

- because the service ceases to operate;
- you are no longer eligible for the service;
- you, in Connect: Inner West's opinion, no longer need the service;
- your behaviour has become too difficult for the service to cope with;
- your care needs exceed the capacity of the service to cater for them;
- Connect: Inner West decides that another client should have priority of access to the service in question;
- or concerns about your health or safety, Connect: Inner West staff or other clients.

What are the risks associated with receiving Connect: Inner West Transport Services?

- We do our best to ensure that clients are picked up within 15minutes of the stated pick up time and we have a good record of doing so. However, occasionally there are unforeseen circumstances such as traffic delays; incidents with other clients and so on as is to be expected.
- We use vehicles that are modern and maintained according to legislative requirements.
- All the drivers at Connect: Inner West have the correct licence and are appropriately trained and supported by organisation. However, from time to time, in a busy and congested operating area, incidents with other vehicles may occur.
- Any items found aboard our vehicles will either be returned to its owner if they can be identified as soon as possible or retained for a period before disposal or donation to charity as appropriate.
- We will do our best to maintain current services. However, if we consider a particular service to be economically unviable, we lose safe access to a location or for any other reason, we reserve the right to discontinue services.

Specific information for our NDIS Clients



Personal information

In order to carry out our work efficiently and effectively, and to provide our clients with a safe and high quality service, Connect needs to collect personal information from clients.

We will ask for your consent to provide personal information before we ask you for personal information. We will always seek your consent and provide details on the nature of disclosure before disclosing any information to other parties.

The personal information we need to collect and record includes but is not limited to: services provided; NDIS plan; personal details; language/s spoken; ethnicity; funding type/s; eligibility for funding – category of funding; emergency contacts; personal risk assessment – clients' needs/assistance; information updates; service updates.

The information we collect will generally be recorded in written form. From time to time, we may take photographs and/or record our clients for marketing or other purposes – we will always seek your permission before photographing or recording you.

We use the information we collect about clients to *inter alia* as an aid to support provision; make sure we are transporting the right person; in the event of an emergency; for Government reporting purposes; for insurance reasons and more generally to provide a safe and high quality services to our clients.

We will not give your information to any other party unless required by law, unless there is a need to prevent a serious threat to the health or safety of you or another person, or if there is a need to report a serious crime

Your information is stored on our RouteMatch despatch system. This database is password protected and a perpetual record of staff access to the system is maintained. Administrative staff access RouteMatch records through their desktop work station while field staff access client data on RouteMatch through a password protected tablet

You have the right to withhold some or all personal information without prejudice. However, we may not be able to provide services to you in full or part if we lack the information to do so efficiently and effectively, or to provide our clients with a safe and high quality service.

You have the right to access and correct your personal information held by Connect at any time.

If for some reason a suspected or actual breach of privacy occurs, you will be informed immediately and about what has or may have happened, and what Connect is doing or will do to address the situation.

Client choice in worker

NDIS clients may express their preference for specific staff to provide them with service/s. Connect will endeavour to meet NDIS client requests for a particular driver, or a driver with specific skills (or of a particular gender) where possible.

Transition to and from providers

If you are transitioning to Connect as a new client or moving on from Connect to another provider, we will identify the risks associated with the transition, and assess the risks (if any) for their likelihood and severity. Where appropriate, risk management strategies will be developed, implemented and evaluated. If you are transitioning from another provider, Connect may seek advice on risk management from the other provider. If transitioning from Connect, we may provide risk management guidance to the other provider.

We will ask for your consent to provide personal information before we ask you for personal information. We will always seek your consent and provide details on the nature of disclosure before disclosing any information to other parties.

Participant Money and Property

Connect does not undertake any cash transactions with our NDIS client group. To be clear, Connect does not handle nor manage participants' money, belongings or property. Connect will not give participants financial advice under any circumstances.

Feedback

Connect: Inner West Community Transport Group Inc. ('Connect') actively seeks the input of clients and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services.

Clients may provide feedback or make a complaint either in person or over the phone to a staff member or in writing to the General Manager. Staff phones nos and email addresses are publically available on our website and social media and on most printed materials.

Complaints

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time
- the Operations Manager of that staff member
- the General Manager]
- the Connect Chair (of the Board).

Complaints may be made by:

- Submitting a completed Feedback and Complaints form to admin@connectinnerwest.org.au. The Feedback and Complaints form is available in hard copy.
- Written complaints may also be sent to Connect's postal address. The Operations Manager will be responsible for receiving this correspondence and directing it to the appropriate person.
- Feedback and complaints via telephone may be made on (02) 9558 6800

If the complaint is about:

- a staff member, the complaint will normally be dealt with by their supervisor.
- a supervisor, the complaint will normally be dealt with by the General Manager]
- the General Manager, the complaint will normally be dealt with by the Connect Chair.

Connect will:

- ensure that all clients, and their families, carers and advocates are

encouraged and supported to raise any concerns they have about the service or organisation

- consider all complaints it receives regardless of whether or not the complainant is a client of the organisation
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- ensure support and advocacy is available to clients who make a complaint and require support
- resolve complaints, where possible, to the satisfaction of the complainant
- clients, families and advocates have access to the organisation's complaints management policy
- deal with all complaints in a timely manner, and aim to provide a formal response to the complainant within seven days of the complaint being received
- keep parties to the complaint appropriately involved and informed of progress of the complaint
- ensure that Board members and staff are given information about the complaints procedure as part of their induction and are aware of procedures for managing client feedback and complaints
- ensure all service users, stakeholders and members are aware of the complaints policy and procedures
- ensure that all complainants are aware of and understand how to escalate their complaint to NDIS Commission, NDIA or an external body
- ensure that a complainant is not penalised in any way or prevented from use of services during the progress of an issue
- ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements
- review and evaluate the accessibility and effectiveness of the complaints management system and continually improve its processes.

Contacting our office

You can contact the office by visiting in person at:

Unit C, 6 Carrington Road, Marrickville NSW 2204,

By email at admin@connectinnerwest.org.au

Or by phone on **02 9558 6800**

We are open every weekday, 8am to 5pm.

If you phone at a particularly busy time Monday to Friday or after 5pm, please leave a message and we will get back to you as soon as possible. If you need to tell us about a change to a booking out of business hours, on the weekend or a public holiday, please also leave a message. Messages are checked regularly.

Please give us your:

- Name
- Telephone number
- A brief message about why you're calling

Get there with care.

We provide community transport in Sydney's vibrant Inner West.

Helping you get where you need to go.