

MACARTHUR TRANSPORT OPTIONS  
- 2015 -

DEVELOPED BY - MACARTHUR/WINGECARRIBEE  
CHSP DEVELOPMENT PROJECT

*A Macarthur Disability Services Initiative - "Defying Boundaries"*

Phone: 4621 8400 Fax: 4620 4048

Email: [hacc@mdservices.com.au](mailto:hacc@mdservices.com.au)

*CHSP is a State and Federally funded program*



# IMPORTANT

IF SERVICE IS NOT PROVIDED TO CLIENTS IN ACCORDANCE WITH THE INFORMATION IN THIS BOOKLET, PLEASE CONTACT THE MACARTHUR CHSP DEVELOPMENT WORKER ON  
4621 8400  
SO WE HAVE THE CHANCE TO FIX THE PROBLEM IF POSSIBLE.

CLIENTS MAY BE ELIGIBLE FOR A TAXI SUBSIDY  
WHICH COULD CUT TAXI FARES IN HALF - IF SO, CONTACT  
The TAXI TRANSPORT SUBSIDY SCHEME  
At TRANSPORT NSW

NO SERVICES ARE FUNDED TO PROVIDE EMERGENCY / IMMEDIATE TRANSPORT IN  
MACARTHUR.

# DISCLAIMER

EVERY CARE HAS BEEN TAKEN IN THE PREPARATION OF THIS BOOKLET AND THE INFORMATION IT CONTAINS IS BELIEVED TO BE ACCURATE. HOWEVER, NUMBERS ARE SUBJECT TO CHANGE. IF, FOR ANY REASON, YOU HAVE DIFFICULTIES CONTACTING ANY SERVICE PLEASE PHONE 4621 8400 FOR ASSISTANCE.

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## MACARTHUR AREA HEALTH TRANSPORT SERVICE

This service only accepts referrals via Health Care Workers, and only provides transport to Campbelltown & Camden Hospitals, and area Community Health Centres.

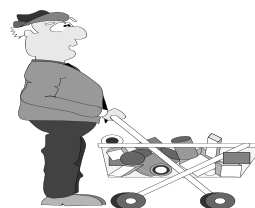
### GETTING TO:-



\* **A PRIVATE DOCTOR OR SPECIALIST**

\* **GETTING TO THE SHOPS FOR GROCERIES, BANKING ETC.**

\* **SOCIAL OUTINGS**



### WHAT IF THE CLIENT NEEDS ONE-TO-ONE SUPPORT WHILE AT THEIR DESTINATION?

Some clients require someone to stay with them all the time. In the doctor's office, assisting getting shopping off shelves, etc. This can only be provided by neighbor Aid.

### WHAT IF THE CLIENT IS ABLE TO GET ABOUT THEMSELVES SAFELY?

Community Transport provides a door to door service. This means that they will come to your door and escort you to the vehicle and if required assist you in and out of the bus or car – *but they do not stay with you at your destination*. Community Transport team member will arrange for a place and time to pick you up and return you home. This may be in a coffee shop or in the doctor's waiting rooms.

### WHAT IF THE CLIENT IS HOUSEBOUND AND NEEDS SHOPPING DONE FOR THEM?

Neighbour Aid can assist in Camden and Wollondilly. In Campbelltown there is a specific housebound shopping service at Meals on Wheels - contact 4645 4523.

## SOUTH WEST COMMUNITY TRANSPORT

Telephone: 1300 138 794

Fax: 9426 8900 [transport@swct.com.au](mailto:transport@swct.com.au)

Provides transport to clients in either a bus or car.

**IMPORTANT** – when referring to Community Transport please note:-

- Referrals from CHSP services need to be in writing (either faxed 9426 8900 or emailed [transport@swct.com.au](mailto:transport@swct.com.au))
- CIARR is the preferred format for referrals
- Referrals from supporting agencies or organisations should be in writing
- Individuals may undertake a self-referral by phoning 9426 8999
- Assessments are undertaken via phone Monday to Friday
- Whilst this is a door-to-door service, the service does not provide one-to-one support at the client's destination.

If the client is a **NEW CLIENT**:-

- Assessment with a new client is undertaken over the telephone
- Telephone interpreter is utilized if required
- Bi-lingual workers are available to assist with assessments on following days  
Monday Vietnamese, Tuesday Chinese, Wednesday Arabic, Thursday Italian and Friday Spanish
- Urgent assessments may be undertaken immediately if the client has a request for transport within the following couple of days
- Whilst SWCT goal is to contact clients within 48 hours of receiving the referral sometimes this may be extended to 5 working days, depending on demand

**IN ALL CASES IF THE NEED IS PARTICULARLY URGENT – PLEASE RING THE OFFICE TO DISCUSS.**

### DOCTORS/SPECIALISTS APPOINTMENTS

Service	Doctors/Specialists
Destination	Macarthur and Sydney Metropolitan Area
Transport Provided by	Paid and Volunteer Drivers
Notice Required	As much as possible
Cost	Varies depending on distance traveled
Important Issues and Restrictions	Availability of volunteers Only have two out of area vehicles so demand often exceeds resources Monday to Friday only Individual accepts up to four regular bookings at any one time

### SHOPPING/BANKING ETC.

Service	Shopping / Banking etc
Destination	Depends on where client lives, what shopping centre is visited, etc
Transport Provided by	Paid and Volunteer Drivers
Notice Required	Can make permanent bookings
Cost	\$7 for return journey
Important Issues and Restrictions	Service is once per fortnight

## VISITING FRIENDS/SOCIAL OUTINGS

<b>Service</b>	Visiting friends or social outings
<b>Destination</b>	Macarthur and Sydney Metropolitan area
<b>Transport Provided by</b>	Paid and Volunteer drivers
<b>Notice Required</b>	As much as possible
<b>Cost</b>	Varies depending on distance travelled
<b>Important Issues and Restrictions</b>	Social bus trip twice per month. Overnight Socials are arranged 3-4 times a year. Monday to Friday only. Individual depends on availability of vehicle. For information on future social outings and shopping days for specific areas, please see social calendar at <a href="http://www.swct.org.au">www.swct.org.au</a>

## SELF-DRIVE VEHICLE HIRE

<b>Service</b>	Out of hours - Self Drive Hire
<b>Destination</b>	Macarthur and Sydney Metropolitan area
<b>Transport Provided by</b>	Vehicle Self Drive Hire
<b>Notice Required</b>	One week prior to the date of hire
<b>Cost</b>	\$35.00 per day
<b>Important Issues and Restrictions</b>	Required a 1C Drivers License Vehicle has a rear ramp for wheelchair access

## DEMAND RESPONSIVE WEEKEND TRANSPORT SERVICE

<b>Service</b>	For frail aged and younger persons with disabilities.
<b>Areas Covered</b>	Camden, Campbelltown, Wollondilly
<b>Transport Provided by</b>	Transport provided by Taxis to destinations within 20kms of clients home
<b>Notice Required</b>	Transport on demand – ring in advance or on the day if transport required on Saturday or Sunday.
<b>Cost</b>	Funded under CHSP
<b>Important Issues and Restrictions</b>	

## GANDANGARA ABORIGINAL COMMUNITY TRANSPORT

Phone: **9608 0968**

Fax: **9602 2741**

<b>Service</b>	Doctors/Specialists, Hospital visits, Podiatry, Shopping trips, group social outings, individual social outings
<b>Destination</b>	Camden, Campbelltown, Wollondilly, and Wingecarribee
<b>Transport Provided by</b>	Staff
<b>Notice Required</b>	As much as possible
<b>Cost</b>	Varies
<b>Important Issues and Restrictions</b>	First time users of Gandangara will require an assessment before transport

## NEIGHBOUR AID

Provides volunteers to assist clients with transport and to stay with them on the outing.

### **IMPORTANT!**

Services can usually assist clients quickly if they have available volunteers. Referrals from CHSP services need to be on a completed Client Information and Referral Record. Referrals from other sectors may be by telephone.

## BAPTISTCARE SOCIAL SUPPORT CAMPBELLTOWN & CAMDEN LGA

Phone: **9346 1230**

<b>Service</b>	Doctors/Specialists, Shopping, Banking, Social Activities. When a companion is required
<b>Destination</b>	Macarthur area, out of area (dependant on where the client needs to go, and if there is an available volunteer)
<b>Transport Provided by</b>	Volunteers as available
<b>Notice Required</b>	As much as possible – at least one week
<b>Cost</b>	\$10 (cost for out of area trip dependent on distance)
<b>Important Issues and Restrictions</b>	Availability of volunteers; Clients must be able to weight bear – no lifting; It is recommended clients are also registered with South West Community Transport.

**WOLLONDILLY SUPPORT & COMMUNITY CARE  
NEIGHBOUR AID**

**Phone: 4677 2524      Fax: 4677 0194      [enquiries@wsacci.org.au](mailto:enquiries@wsacci.org.au)**

**Hours: 9am – 3pm**

<b>Service</b>	Doctors / Specialists, Social Support, Shopping, Banking, Visiting Friends
<b>Destination</b>	Macarthur, Bowral to Liverpool
<b>Transport Provided by</b>	Volunteers
<b>Notice Required</b>	48 Hours
<b>Cost</b>	Varies
<b>Important Issues and Restrictions</b>	Availability of volunteers. No transport available to appointments prior to 8am and after 3.30pm; No transport home from a hospital / medical facility following a General Anesthetic / Anesthetic / Sedation; No transport available from a Doctors Surgery to a hospital

**MACARTHUR DIVERSITY SERVICES INITIATIVE  
MULTICULTURAL NEIGHBOUR AID PROGRAM**

**Phone: 4627 1188      Fax: 4628 6068**

**Email: [marcela@mdsi.org.au](mailto:marcela@mdsi.org.au)**

**Provides volunteers to assist clients with transport.**

<b>Service</b>	Local doctors / specialists, shopping, banking, visiting friends and relatives
<b>Destination</b>	Macarthur
<b>Transport Provided by</b>	Volunteers
<b>Notice Required</b>	As much as possible
<b>Cost</b>	Varies
<b>Important Issues and Restrictions</b>	Transport to local appointments is limited, depending on resources



## TRANSPORT TO WORK OR FURTHER EDUCATION

CHSP services do not provide this ongoing intensive transport, however;

**Neighbour Aid** – may be able, in some cases, to provide assistance with transport to short courses (eg. University of the Third Age). **See page 7.**

## TRAVEL CONCESSIONS FOR VISION IMPAIRED PERSONS

Free travel on most public transport services is available to blind or severely vision impaired persons.

NSW & 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 Pass marked "Plus Attendant".

Entitlements may vary between jurisdictions.

For more information on eligibility and how to apply, contact the Rail Information Centre, Grand Concourse, Central Railway Station, 8.30am – 4pm Monday to Friday; Phone: 1300 548 828;

Email: [passes&concessions@transport.nsw.gov.au](mailto:passes&concessions@transport.nsw.gov.au)

## THE COMPANION CARD PROGRAM

Companion Card is a Not For Profit program, funded by the NSW Government, and managed by National Disability Services.

The Card carries the name and photo of the Holder, who can use the Card to secure Free Entry for their Companion, to a number of venues and events, (providing the business is an affiliate of the Program.)

The Companion Card is for people who have a significant and permanent disability, and who will always need a companion to help

- access community-based activities or venues, and
- assist you to get around or take part in the event or activity.

To learn more or to apply for a Companion Card, phone their Information Line on: 1800 893 044