

Tablelands Community Transport is auspiced under **Uralla Shire Council** and administered by **NSW Transport** to coordinate services across the Tablelands; **Uralla** and **Armidale Dumaresq**, and to a lesser extent some services to **Walcha** and **Guyra**.

Core Values – At the 2008 Planning Day we identified our Core Values to be **Accountability, Equity, Empowerment of Passengers, Honesty, and Commitment to Best Practice**.

Privacy Statement – In handling your personal information we are committed to complying with the Privacy & Personal Information Protection Act of 1998, a copy of which is available upon request from the office.

Complaints Procedure – We aim to provide a service that is accessible and based upon the **principle of equity**. However, given that funds are limited we may have to say no or put you on a waiting list.

ALL passengers have **rights and responsibilities**. If you wish to highlight a problem, we like to consider that we are approachable and together we can work out a solution. If you do not feel confident to approach the Manager you are encouraged to use an **ADVOCATE**, that is someone who can talk on your behalf.

Emergency – We cannot provide emergency transport. In the event of an accident or illness whilst in our care, we will call an ambulance. We will not be responsible for any medical assistance.

TABLELANDS COMMUNITY TRANSPORT SERVICES

Pickup and drop off times agreed upon are an estimate only and need to be flexible as travel time can be affected by other passengers and sometimes additional passengers, weather and driving conditions. Volunteers or Driver will not be able to wait for you longer than a few minutes.

Tuesdays

Social Seniors – Kent House (2nd, 3rd & 4th)

Walcha to Armidale Bus (weekly)

Wednesdays

Armidale Access Shopping Run (weekly)

Thursdays

Social Seniors – Kent House (1st, 2nd, 3rd & 4th)

Uralla to Armidale Shopping Bus (fortnightly)

Fridays

ASCA House (weekly)

| Bus Run | Leaves Uralla | Leaves Armidale | Call to book | Cost Return |
|------------------------------------|---------------|-----------------|--------------|------------------------------|
| Tuesday Walcha Bus (weekly) | 9.00am | 3.00pm | 6777 2790 | \$15.00 Walcha \$7.00 Uralla |
| Wednesday Armidale Access (weekly) | 8.00am | 1.00pm | 6778 6450 | \$7.00 |
| Thursday Uralla Bus (fortnightly) | 9.00am | 1.30pm | 6778 6450 | \$7.00 |

Shopping Services

Walcha to Armidale bus service (2nd & 4th Tuesday of the month). Armidale local (every Wednesday, departs from Uralla). Uralla to Armidale (fortnightly Thursdays). We do a booked door-to-door service; we pick you up from your door and will return you home. We do not assist with shopping however can assist with carrying bags to your door. **\$7.00 return (\$15.00 Walcha to Armidale return).**

Volunteer Drivers

We can organise booked transport locally to activities. **The cost is \$7.00 locally, \$15.00 from Uralla to Armidale return.**

Taxis

We work with **ARMIDALE RADIO TAXIS** in responding to the transport requests for people with physical disabilities. We have a **50% Taxi Voucher Scheme** that we operate with **Uralla & Armidale Taxi Services**. Veterans are eligible for non-health vouchers.

Scooter

We provide an electric scooter for hire to registered passengers at \$2.00 per hour. Please ring office to register and for location of scooter.

Wheelchair Accessible Vehicle

We have a wheelchair accessible vehicle to transport clients with physical and sensory disabilities. We do not lift or toilet passengers.

Pricing Policy

On our regular services we will not refuse service if a client is unable to pay. Discuss your concern with the office.

Seat Belts

By law **all** passengers must wear a seat belt. If you cannot, due to a medical condition, please provide the office with a copy of the medical certificate. You must carry this certificate while travelling. It must be no older than six months.

What is Community Transport?

Tablelands Community Transport Service

Offers you a way to get to essential services such as shopping, medical or social appointments, by using our vehicle, our Volunteer Driver Service, Taxi Voucher Scheme, or private bus contractors.

NOTE: For Health Related Transport please call the Hunter New England Transport Unit on 1800 660 361.

Who is eligible?

A person living independently in the community and is either:

- Frail aged
- Has a permanent, moderate disability
- Carers of these people
- Transport disadvantaged or geographically isolated

How to confirm if you are eligible?

A phone call to the office or by writing us a letter to

PO Box 20,
URALLA NSW 2358

Don't hesitate to contact us, we will be only too pleased to hear from you.

BOOKINGS AND FURTHER INFORMATION

Phone the Manager or Service Administrator at
Tablelands Community Transport Service

Office: (02) 6778 6450
Driver Mobile: 0417 473 628

Or call in and see us at our office located at the Corner of **Maitland & Hill Streets**, Uralla
PO Box 20, Uralla NSW 2358

tct@uralla.nsw.gov.au



TABLELANDS
COMMUNITY
TRANSPORT

PH: (02) 67786450



TABLELANDS COMMUNITY TRANSPORT allocates resources in an equitable way to provide the most benefit to the greatest number of people.

Volunteers play an important role in the delivery of all our services – ranging from car and bus drivers to bus assistants. Although our drivers are caring people they are not carers. If you need a Carer with you when you shop or attend appointments then your needs are too great for our services. Please contact Homecare on 6774-8900.

We are committed to sustainability in transport.

*This service is jointly funded by the State and Federal Governments, Home & Community Care Programme and Community Transport Programme
Auspice Uralla Shire Council*