

Travel Training Services are available for eligible people living between Helensburgh and Dunmore.

Community Transport: Wollongong – Shellharbour

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TRAVEL TRAINING SERVICE



Office Locations

If you require more information about the travel training Service contact:

**Community Transport:
Wollongong Shellharbour**

Phone
1300 987 422
Monday – Friday 8am–5pm

Email
communitytransport@wollongong.nsw.gov.au



TRAVEL TRAINING SERVICE

What is Travel Training?

Travel Training is a short term personalised service, that will assist you to use public transport options and travel independently in the community.

How can the Travel Training service assist you?

We will work towards overcoming the obstacles that prevent you from accessing public transport.

We can assist you by:

- providing you with information on how to plan your trip from home to your destination
- understanding transport timetables
- showing you how to plan ahead with your journey
- planning a journey that suits your mobility requirements
- providing you with information about travelling safely
- developing a 'journey planner' with visual landmarks and journey information so that you can refer to this on your independent trips
- providing information for journeys using different modes of transport such as buses, trains, motorised scooter and wheelchair journeys
- providing training and support on using the travel apps on your phone or device

Who is Travel Training Service for?

Travel Training can be provided to individuals and to groups. The service can be used by older people, people with disabilities, people with limited mobility and people from Culturally and Linguistically Diverse (CALD) backgrounds. Everyone has different levels of ability, experience and confidence with using public transport. Please contact us on 1300 987 422 to discuss your specific needs.

Older people may use the travel training service because

- they have uncertainty about using public transport
- they have physical or cognitive impairments
- they may have a lack of experience in using public transport

People with disabilities may use the travel training service to

- familiarise themselves with services and facilities available
- build confidence with using public transport
- develop strategies to use during their trip

People with limited mobility may use the travel training service to

- increase their confidence
- practise using the accessible service and facilities available
- work out the best routes to take on their trip

People from CALD backgrounds may use the travel training service because they

- are unfamiliar with local transport options
- have different customs and protocols when travelling
- find communication difficult during travel

Where can you go?

Travel training can assist you to get to destinations such as

- local shops or libraries
- to a social group or activity
- visiting friends or family
- medical appointments
- work or training
- local attractions and venues

Who do I contact if I need Travel Training?

If you would like to discuss your own or someone else's requirements please

Phone 1300 987 422

