

Community Transport: Wollongong - Shellharbour Service Area



Volunteers Needed

Many Community Transport: Wollongong - Shellharbour services rely on the support of volunteers. This service is always looking for volunteers to provide individual and group transport services. Volunteers receive training and support. All volunteers are eligible to claim mileage allowance for use of their own car and out of pocket expenses. Please contact us for further information.

Contact Details

Monday to Friday
8am - 5pm
Telephone 1300 987 422

Telephone 4256 0091 for all Group Transport enquiries in the Shellharbour Local Government Area

Wollongong Office Location
Level 5, Wollongong City Council
41 Burelli Street,
Wollongong NSW 2500
Postal Address
PO Box 693
Wollongong NSW 2520
www.wollongong.nsw.gov.au

Shellharbour Office Location
108A Tongarra Road,
Albion Park NSW 2527
Postal Address
Locked Bag 155,
Shellharbour City Centre NSW 2529
www.shellharbour.nsw.gov.au

Community Transport:

Wollongong - Shellharbour



What is Community Transport?

Community Transport: Wollongong -Shellharbour (CT:W-S) provides affordable and reliable community transport options to eligible community groups and individuals within the Wollongong and Shellharbour Local Government Areas. Eligible individuals and groups are transported using the various services listed. CT:W-S is a service of Wollongong and Shellharbour City Councils that is supported by a team of dedicated volunteer drivers and carers.

Who is eligible?

Frail older people, people with a disability and their carers who:

- Live between Austinmer and Dunmore
- Live independently in the community
- Are unable to access public transport

People who are transport disadvantaged, and for whom access to mainstream transport services is limited by physical, social or geographical factors.

What does it cost?

A contribution to the cost of providing services is requested from clients, groups and organisations. Contributions assist us to provide further service and support the replacement of community transport vehicles.

Some clients may have difficulty affording the requested contribution. If this is the case please let us know and we will negotiate a rate that is within your means.

Services Available

Information Assessment and Referral

Community Transport: Wollongong - Shellharbour provides assistance with information, assessment and referral for all community transport related matters including the 'Taxi Transport Subsidy Scheme'. We can also assist with information and referral to other community care services which support older people, people with disabilities and their carers to remain living independently.

Individual Transport Services

A voluntary community transport service which picks up registered clients and takes them to essential appointments including:

- Medical appointments
- Shopping
- Bill paying
- Hospital or nursing home visits
- Social outings

This service is provided using volunteers' private cars, fleet vehicles and accessible mini buses. Bookings must be made at least one week in advance in order for volunteers to be arranged.

Taxi Vouchers

Clients receive an allocated number of Taxi Vouchers per month to assist them with meeting their transport needs.

Group Transport Services

This service has a fleet of mini buses that can be hired for various uses throughout Wollongong and Shellharbour LGAs. Mini buses are available for hire by community groups and organisations who meet eligibility criteria.

Shopping Services/Excursions

Group transport is available to selected shopping centres for eligible clients. Extra support may be available for people requiring assistance. Saturday and Sunday excursions may also be offered in selected locations.

Aboriginal and Torres Strait Islander Transport

Provides community transport services for Koori community groups and individuals living within the Wollongong, Shellharbour and Kiama LGAs. Transport assistance is provided for local and out of area funerals where resources are available and is prioritised over all other transport requirements. Bookings must be made at least one week in advance in order for volunteers to be arranged.

Other Services

Several buses are modified to accommodate wheelchairs.

A personal vehicle hire service is available for people with disabilities who need to travel in a wheelchair.

Volunteer Drivers

A pool of volunteer drivers are available to assist groups who are unable to provide their own driver. Volunteers also carry out individual transport using their own cars.

