

## Community Transport: Wollongong – Shellharbour Service Area

The Service is available for eligible people living between Austinmer and Dunmore.



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### Contact Details

If you require more information  
on Community Transport contact:

### Community Transport:

Wollongong – Shellharbour

**1300 987 422**

Press 1 for the Wollongong Office  
Press 2 for the Southern Office

Monday – Friday  
8am - 5pm

#### Email

#### Wollongong Office

[communitytransport@wollongong.nsw.gov.au](mailto:communitytransport@wollongong.nsw.gov.au)

#### Southern Office

[ct\\_albionpark@wollongong.nsw.gov.au](mailto:ct_albionpark@wollongong.nsw.gov.au)

[www.ctws.com.au](http://www.ctws.com.au)

# COMMUNITY TRANSPORT



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# COMMUNITY TRANSPORT

## What is Community Transport?

Community Transport: Wollongong – Shellharbour (CTWS) 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 able to access community transport using the various services listed. CTWS is a service of Wollongong City Council and is supported by a team of dedicated volunteer drivers and support people.

## Who is Eligible?

Older people, people who are transport disadvantaged and their carers who:

- are 65 years or older
- are 50 years or older for Aboriginal and Torres Strait Islander people
- referred to the Service by My Aged Care and meet the services eligibility criteria
- reside in the Illawarra Area (Austinmer to Dunmore)
- live independently within the community
- are unable to use public transport safely and independently
- cannot drive independently at the present time
- are transport disadvantaged, and whose access to mainstream transport services is limited by physical, social or geographical factors.

## What does it Cost?

Individuals, groups and organisations are required to contribute towards the services in line with the funding guidelines. The contributions go towards providing additional services and replacement of Community Transport vehicles.

Some people may be unable to contribute to the cost of the service and if this is the case please let us know.

## Services Available

### Information Assessment and Service Referral

CTWS provides assistance with information and assessment for all community transport related matters including 'Subsidised Taxi Travel' and 'Travel Training Services'.

### Individual Transport Services

Community Transport operates with the assistance of a dedicated team of volunteers. We can take you to essential appointments using Community Buses, Health Buses and private cars.

For example:

- medical appointments
- shopping
- bill paying
- hospital or nursing home visits
- social outings

Several vehicles are modified to accommodate wheelchairs.

## Subsidised Taxi Travel

Eligible individuals are allocated a number of discounted Taxi E-Tickets to assist them with meeting their transport needs.

## Travel Training Service

Travel Training is a short term personalised service that gives you the support and confidence to use public transport and to help you access and be more independent in the community.

## Group Transport Services

Buses are available for hire by non-profit community organisations from the Shellharbour and Wollongong LGA's who have applied and have met the eligibility criteria. Please contact us for more information.

## Shopping and Excursions Services

Bus trips are available to selected shopping destinations. 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 Services

Community Transport provides services for Koori community groups and individuals living within the Wollongong – Shellharbour LGAs. Transport assistance is provided for out of area funerals, where resources are available.

