

# Community Transport:

Wollongong - Shellharbour

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## COMMUNITY BUS HIRE BOOKINGS PROCEDURES AND GUIDELINES FOR USE 2025

**Community Transport: Wollongong-Shellharbour** (CTWS) provides affordable and reliable transport options for people who find it difficult to access private or public transport because of age or personal disadvantage.

As part of this service, a fleet of buses are available for use by eligible community groups and organisations. Buses are generally available for hire on weekdays, excluding public holidays, and are subject to availability.

Eligible groups and organisations must satisfy the requirements of either of the following programs:

- The Commonwealth Home Support Program (CHSP), designed to enable older people to continue to live independently in the community, or
- The NSW Community Transport Program (CTP), aimed at supporting people who are transport disadvantaged due to their financial, geographic, cultural, or social circumstances. This may include:
  - People from Aboriginal or Torres Strait Islander communities
  - People from culturally and linguistically diverse background
  - People who live in rural and remote areas.
  - People who are financially or socially disadvantaged.

Groups that are entitled to other transport support programs such as aged care providers, disability care providers and schools are not eligible for subsidised bus hire through CTWS.

Clients who are on a Home Care Package (HCP), receive funding from the National Disability Insurance Scheme (NDIS) or live in residential aged care are not eligible for subsidised bus hire.

### 1. Collecting Client Information

- 1.1 CTWS uses a Centralised Trip Allocation and Booking System, which is a requirement of Transport for NSW (TfNSW).
- 1.2 TfNSW requires CTWS to collect specific information about each person that travels on a CTWS bus prior to each trip. This means that the hiring group or organisation must provide CTWS with:

- (i) a Client Information Form for each person travelling on the bus, including name, address, mobility needs and My Aged Care number (where relevant). This information is used for service delivery and statistical purposes only. This form only needs to be submitted once. However, if any client information changes, the hiring group must advise CTWS within 2 business days. Personal information obtained by CTWS will be kept confidential and secure.
  - (ii) an accurate Client List (in order of pick-up) for each group. This needs to include all destination addresses/stops, including the pick-up point for the carer/assistant and the pick-up points for each client. **The Client List must be provided to CTWS before 10.00am at least one (1) business day before the scheduled trip to allow CTWS staff to select a suitable vehicle and driver.** For example, if the trip is scheduled for Monday, the Client List is required by 10.00am on the previous Friday. If the Client List is not submitted by 10.00am on the previous business day, CTWS cannot schedule the trip.
- 1.3 In the interests of safety, buses cannot go to destinations that have not been scheduled, nor are they permitted to transport clients or carers who are not on their schedule. Groups cannot add clients to the Client List on the day of the trip.

## 2. Carer/Assistant Requirements

- 2.1 **All groups must supply a minimum of one (1) Carer / Assistant.** The Carer / Assistant cannot be a client in the group.
- 2.2 If your group is funded under the CHSP, it is mandatory that the Carer / Assistant has a current certified First Aid Certificate. The organiser of each hiring group must provide a copy of this Certificate for each carer with the bus booking form.
- 2.3 Many clients need assistance to and from their front door, and on and off the bus. The Carer / Assistant is wholly responsible for providing any necessary aid to clients. Drivers cannot leave the bus unattended while there are clients on board and therefore, cannot help the Carer / Assistant with this responsibility.
- 2.4 All Carers / Assistants must be on the bus for the entire service, including pick-ups and returns.
- 2.5 The Carer / Assistant is responsible for ensuring that all clients are seated and have secured their seatbelts for the duration of the journey, and that personal belongings are securely stored under seats to minimise risk while travelling in the vehicle.
- 2.6 Wheelchairs and walking/mobility aids will be secured by the Driver with the assistance of the Carer / Assistant.
- 2.7 The Driver is responsible for the operation of the mobility lift/hoist, if required.
- 2.8 The group or the organisation booking the bus, along with the Carer / Assistant on the trip, are responsible for the behaviour of the passengers.
- 2.9 Smoking, eating and the consumption of alcohol or other illegal substances, are prohibited while on the bus.
- 2.10 The Carer / Assistant must remove any rubbish from the bus at the end of the trip and make sure that no personal items are left behind.

### **3. Cost**

- 3.1 Hire fees and charges are set out in Wollongong City Council's Annual Fees and Charges Policy.
- 3.2 For community groups that meet CHSP and/or CTP eligibility criteria:
  - (i) weekday use is \$1.30 per kilometre. Kilometres are charged from the time the bus leaves the Council Depot until it returns.
  - (ii) a minimum fee of \$80.00 per day is applicable to groups travelling less than 80 kilometres.
- 3.3 The group booking the bus is responsible for all road or bridge tolls, entry fees, parking fees or permits required for the trip. Any unpaid costs such as tolls, fines or fees incurred by the hiring organisation will be added to the final invoice.
- 3.4 Buses need to be returned in a clean and tidy condition. Additional charges for vehicle repairs or cleaning will be levied in the event of vandalism or malicious vehicle damage.
- 3.5 Groups must provide at least 24 hours' notice to cancel a booking. A cancellation fee of \$80.00 applies for cancellations made within 24 hours of a confirmed booking.
- 3.6 Invoices are sent monthly, and payment details are included on the invoice.

### **4. Accidents, Emergencies and Insurance**

- 4.1 Each bus is comprehensively insured by Wollongong City Council.
- 4.2 Medical costs for passengers who are injured as a result of a vehicle accident while being transported in a CTWS bus will be covered by Council's compulsory third party insurance.
- 4.3 All groups are required to have a Public Liability Insurance policy. This is to cover members who are injured for causes other than a motor vehicle accident. A copy of the organisation's Public Liability Insurance Certificate of Currency must be attached to the application for hire or the application will be declined.
- 4.4 All accidents, damages or vehicle faults must be reported to the Community Transport Team Leader or Coordinator - Operations as soon as possible.
- 4.5 In the event of a serious incident or medical emergency, CTWS requires an incident report to be completed. The Carer / Assistant is responsible for enacting the Client Emergency Plan.

### **5. Feedback**

- 5.1 CTWS welcomes your feedback, compliments, comments or complaints - it helps us to provide a better service.
- 5.2 Complaints will be treated confidentially. When we receive your complaint or concern, we will investigate and let you know the outcome of the complaint. The service you receive will not be changed or stopped because you have made a complaint, nor will it affect your request for future services.
- 5.3 If you wish to make a complaint, please contact the Community Transport team by phone or in writing with the details of the situation you are reporting, including dates and times and submit it to Community Transport: Wollongong – Shellharbour.

**Community Transport: Wollongong - Shellharbour**  
**Phone 1300 987 422**

Email [community.transport@wollongong.nsw.gov.au](mailto:community.transport@wollongong.nsw.gov.au)  
<https://ctws.com.au/contact-us>

You may also wish to contact the following bodies.

Transport for NSW – Community Transport feedback  
Phone 131 500

<https://transportnsw.info/contact-us/feedback/general-feedback>

Aged Care Quality and Safety Commission  
Phone 1800 951 822 (free call)

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>