

BEGA VALLEY
COMMUNITY TRANSPORT



Client Information Package

02 6492 4188

info@bvcts.com.au

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How Does BVCTS Work?

Bega Valley Community Transport Service (BVCTS) is presently funded through the Federal Governments' Department of Health (DoH), for transport of people who are frail/aged and living in their own homes. We also receive some funding from Transport for NSW (TfNSW, State Government), to transport people who meet the criteria for being transport disadvantaged. Clients under 65, living with a disability are currently participating in the roll out of the NDIS scheme. By July 2017 they will be considered to be self-funded. Clients over 65 who receive Home Care Packages (Level 1-2 or 3-4) are considered to be self-funded also.

Transport is provided by:

- Volunteers using a service vehicle.
- Volunteers driving service wheelchair accessible vehicles.
- Occasionally volunteers using their own vehicles.

Transport is available between the hours of 7am-5pm Monday to Friday. Service is available outside these hours, by negotiation, but will be subject to the availability of resources. Options available to clients may include car only, wheelchair accessible vehicle, or volunteer car only. Sometimes we may organize another service provider to provide your transport or refer you to another form of transport.

Clients who are 65 (50+ if you are Aboriginal) or over MUST first register with My Aged Care (1800 200 422) before they can be registered with BVCTS. My Aged Care will then make a referral to us. Clients under 65 can contact BVCTS directly. On a client's first contact with the service a Coordinator will ask a series of questions which will determine your eligibility to access the service. If eligible, the client is then given instructions on how the service operates and how the booking procedures work.

Transport is available for a variety of purposes. Depending on demand, transport is prioritized using the following criteria:

- Medical and Health related appointments
- Shopping
- Social outings and other community access

Carers:

- Carers must be registered with BVCTS.
- Carers can only be picked up for transport from the same address as the client, unless approved otherwise at time of booking
- Each registered BVCTS client is only allowed one carer at any given time, unless approved at the time of booking. (Definition of “carer” see page 7)



Who can we transport?

Subsidised transport:

1. Eligible people over 65 (50+ if you are Aboriginal), living in their own home, not receiving Home Care Packages and who have been assessed by My Aged Care
2. Eligible people who are not able to access other forms of transport
3. Eligible clients who require ongoing medical treatment in Canberra, Moruya or Batemans Bay

Full Cost Recovery (base to base):

1. Clients receiving Home Care Packages
2. Clients receiving NDIS packages

Clients who meet these criteria are not eligible for transport at the subsidized rate.

What does it cost?

What does it cost to travel with BVCTS?

Contributions are based on distance and/or type of vehicle which is used. Please call 6492 4188 for more information. Contributions are collected at the end of the **forward trip** by the driver. If you need to make the contribution at the end of your trip, please let the Coordinator know when you book. All drivers are issued with a receipt book and all contributions received by a driver will be receipted. We accept direct deposit, cash or cheque. We **do not** have EFTPOS facilities.

Membership

Annual membership for (BVCTS) is \$2.20 for community members after a one-off payment of \$3.30. This annual membership fee is due by the 30th June of each year, entitling the member to vote at the Annual General Meeting. Clients are welcome to become members but DO NOT have to be members to access the service.

Booking Procedures

1. We will accept bookings in advance, regular bookings or “one off” bookings. We require **two working days’ notice** for bookings for local transport, however we appreciate as much notice as possible to allow us to ensure the availability of vehicles and drivers. For trips **outside** the Shire we **prefer 5 working days’ notice**. ***TIP*** As soon as you make your appointment, call and book your transport too.
2. When you make your booking please have the address you are going to, (eg the doctor’s name or the part of the hospital you are visiting eg. Bega Hospital Outpatients-X-Ray Clinic or Dr Smith, 15 Main Street, Bega,) and the approximate length and time of the appointment/procedure. These are questions you should ask your doctor, podiatrist, hairdresser etc at the time of making the appointment.
3. Drivers are instructed to do **ONLY** what is on their run sheet. If you wish to travel to more than one place, please discuss this when you book. Often the vehicle is booked for other clients after your trip, so a requested detour on the day **will be refused, if it hasn’t been booked in advance**.
4. **If you require any mobility aids** (e.g. walking frame, wheelchair), or if you have any special transport needs (e.g. unable to climb bus stairs) please let the office know when you make your booking.
5. **If you wish to take a carer** (see definition of “carer”, page 7) with you, you will need to let the office know when you make your booking, as the carer will also need to be registered.
6. In order to provide the most efficient and cost effective transport to our clients, passengers may be required to share the vehicle with others. There is no guarantee that clients will have exclusive use of the vehicle for their trip. We are also unable to guarantee what type of vehicle will be available for your trip.

Please note: ALL BVCTS vehicles are “smoke free” and no food or drink is to be consumed in the vehicle. For long distance trips a bottle of water, in a bottle with a secure lid, may be carried inside the vehicle. If the car needs to be cleaned because you have spilt something in the car, we will pass the cost on to you.

Client Eligibility.

Entry Criteria:

- A person with a disability, aged and/or frail.
- A carer.
- Living at home.
- Eligible for Community Home Support Services (CHSP).
- A resident of Bega Valley Shire.
- Transport disadvantaged (as per criteria).
- Have health/mobility issues which legitimately restrict access to public transport.

Exit Criteria:

- ·You no longer live at home (ie move to a nursing home etc)
- ·You no longer are eligible for subsidised services (ie accept a package)
- ·You move out of Bega Valley Shire.
- ·You are no longer a carer.
- ·You are no longer transport disadvantaged.

Please be aware that if you move into a Nursing Home or other supported accommodation, you are no longer entitled to our subsidised services. If you accept a package you can still access our service, but you will have to pay full cost from your package, and you will most likely be required to travel with a carer.

BVCTS Assessment Process

If you are over 65 you will be referred directly to My Aged Care.

For anyone else, staff will ask clients a series of questions about where they live, whether they have a carer, what prevents them from using other forms of transport, where they will commonly need to travel to. This “over the phone” interview can last up to 15 minutes and staff will inform the caller

of whether they are eligible to receive service from us and what service we are able to provide.

Clients are able to ask someone else to act on their behalf ie a friend, relative or professional person, if they are worried about contacting us themselves.

Even if a client is eligible for entry to the service, there is **no guarantee** that BVCTS will be able to provide the service required. Eligibility does not mean entitlement and all requests for service are evaluated against immediate need, resources available, the type of request (ie destination) the health and ability of the client and the clients access to alternative transport options.

To ensure protection and safety of vulnerable or “at risk” clients (those with dementia, intellectual disability or medical condition which means they may not be able to evaluate consequences of their actions/choices) they will be required to travel with, or be delivered onto and off service vehicles, by a responsible adult carer, who is able to manage all the personal care needs of the client.

Carers travelling with clients are able to travel on our service for free.

Definition of the terms “Carer”/“Companion”:

For the purpose of travelling with BVCTS the term “Carer” is that person who provides support and assistance to the eligible client travelling in our vehicle. If a client needs the support of a carer (who travels for no contribution) that carer **must** stay with the client for the whole of the journey/appointment. Carers who travel with a client and then ask to be dropped at a different destination then become a client in their own right and are asked to make a contribution to the cost of the trip also. Clients who stipulate that they need the assistance of a carer will be deemed to be unable to manage on their own.

Please note: “Carer” is **not** the same as “Companion”. For our scheduling purposes a “Companion” is a spouse/relative/friend who wishes to travel with a client for company, where the client does NOT need support and assistance to manage during the trip, or at the destination. A companion may only accompany a client, where there is room in the vehicle, without disadvantaging other eligible clients. A companion will be asked to make a contribution to the cost of the trip, the same as the client they are travelling with. A companion, who does not meet our eligibility criteria, may be refused transport where it would disadvantage service to another eligible client.

PLEASE NOTE: We are NOT an emergency transport service so we will NOT transport acutely ill people and we do not provide hospital to hospital transport under any circumstances. We cannot do same day transport (ie ring and receive transport on that day) as all our resources are committed the day before. If you need “same day” service we recommend the local taxi services.

Tips for Clients When Making Appointments

1. When you are making your appointment for any kind of treatment, tell them you are travelling with Community Transport.
2. If your appointment is out of Bega Valley Shire (ie Canberra, Batemans Bay, Moruya etc) ask for an appointment **no earlier than 10.30am and no later than 1.30pm**.
3. Leaving Canberra: If you have an appointment in Canberra we aim to leave Canberra no later than 2.00pm in daylight saving time and NO LATER than 1.30pm when there is no daylight saving. We need to be off Brown Mountain before dark. If you think your appointment will run later than these times, you will need to take a bag and be prepared to stay overnight. We will pick you up the next day.
4. On long distance journeys, please ensure that you have made lunch plans for yourselves (hospital cafeteria, packed lunch). Our drivers often have more than one client, or other jobs to do on our behalf, therefore are not always able to get you to a meal.
5. If you are having eye surgery and will need a “check-up” the following day, ask if you can have that appointment time as well, so that you can book the 2 trips at the same time. Clients are often disappointed when they ring the day of the surgery for a trip the next day.
6. Contributions: All clients are expected to make a contribution towards the cost of their trip. All of our clients are on limited incomes, but without their contributions we would only be able to offer a much more limited service. If you are suffering financial hardship we can negotiate a smaller contribution for a short period of time and the circumstances will be reviewed at the end of this time.

BVCTS is NOT a free service

Clients Rights

Clients are the focus of BVCTS's operations and it is important that their rights are acknowledged and promoted at every opportunity.

1. The client, or with their permission, their carer, has access to all information about themselves held by BVCTS.
2. In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
3. The client, and with his or her permission, their carer, should be made aware of all the transport options available, and any associated charges.
4. Clients should be made aware of the standard of service which they can expect. Services should be provided in a safe manner which respects the dignity of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer.
5. Clients access to services should be decided only on the basis of eligibility, need and the capacity of the service to meet that need.
6. Clients have the right to refuse a service and refusal should not prejudice their future access to services.
7. Clients have a right to complain about the service they are receiving without fear of retribution. Complaints by clients should be dealt with fairly, promptly and without retribution.
8. The client may involve an advocate of their choice to represent his/her interests, but must nominate this person in writing.
9. Clients views should be taken into account in the planning and evaluation of the service.
10. Clients rights to privacy and confidentiality shall be respected.

Code of Conduct for Team Members

The following code of conduct outlines the behaviour required of all team members. Failure to abide by the Code of Conduct may lead to disciplinary action, dismissal and/or legal action against the team member concerned.

All BVCTS team members shall:

1. Comply with all relevant laws and regulations governing the driving of a motor vehicle on a public road;
2. Abide by the philosophy of BVCTS;
3. Represent BVCTS in a positive way;
4. Treat service users with courtesy, respect and consideration, act on complaints and provide services to the best of their ability;
5. Observe the policies and practices set down in the BVCTS Policy Manual;
6. Follow all reasonable directives made by authorised team members, the Manager/Coordinator or the Management Body;
7. Not give personal advice to service users;
8. Not alienate service users from their families or carers;
9. Not accept gifts from service users and ensure that the Manager/Coordinator or Management Body is informed of all gifts (except home /garden produce) and donations which are offered;
10. Have a blood alcohol level of zero whenever they are driving BVCTS vehicles.
11. Not be under the influence of any drug or medication (even “over the counter” or prescribed) that affects, or could affect, their ability to safely operate a vehicle whenever they are carrying clients;
12. Not to harass or abuse, either physically, sexually, financially or verbally in any form, BVCTS service users, team members or members of the general public;
13. No team member shall use the organisation to promote their own personal beliefs e.g. politics or religion;
14. No Team member shall conduct personal banking/shopping on behalf of a client
15. Team members are not permitted to retrieve anything from a client’s purse, wallet, handbag or home.
16. NO DRIVER is permitted to enter a client’s home for any reason. Drivers are expected to make sure clients are safely inside before leaving.

Code of Personal Presentation for Team Members

Whilst representing BVCTS, each team member shall be responsible for ensuring that their standards of personal presentation are maintained to a level which is appropriate to their responsibilities within the organisation.

Neat, clean, casual clothing shall be worn whilst on duty. This clothing shall be appropriate to the Workplace Health and Safety considerations of the individual work responsibilities of each team member, for example:

- sturdy footwear (not sandals or thongs) shall be worn whilst driving and/or operating vehicle hoists;
- hats and other appropriate protection against sun damage shall be worn whilst working outside.

Personal hygiene shall be maintained to a standard which reasonably minimises any risk of offence to clients or other team members. More attention needs to be paid to personal hygiene in summer months.

No items of clothing or accessories shall be worn, whilst representing the organisation, which may be offensive to any client or other team member, for example:

- T-shirts with political or religious slogans,
- badges or jewellery with contentious or potentially inflammatory insignia or symbols.
- Items of clothing with offensive words or parts of offensive words on them.

BVCTS places no general restrictions upon the jewellery or hairstyles worn by individual team members, except that they must not present a safety hazard.

Confidentiality

To ensure that BVCTS provides the highest possible level of safety and comfort to people with a range of special needs, it is necessary for BVCTS to collect and hold personal and private information about clients and team members.

Abuse of, or carelessness with, confidential information can not only compromise your dignity and independence but could in some cases pose a direct threat to your health and safety. Protecting your privacy and ensuring stored information is properly used at all times is therefore of paramount importance to BVCTS.

This policy is designed to ensure that your personal information is used only to provide safe and comfortable services to you and to ensure the efficient administration of services and activities.

Types of information which shall be treated as confidential

The BVCTS Privacy and Confidentiality Policy covers information relating to:

- names and addresses of clients and team members;
- disabilities or special needs experienced by clients;
- health conditions experienced by clients;
- behavioural conditions experienced by clients;
- occupations or lifestyle of clients;
- financial dealings or status of clients;
- acquaintances or friends of clients;
- religion/cultural background of clients;
- client complaints;
- personal details of team members;
- team member disciplinary, appraisal or grievance procedures

Client/Team Member Information

The only information held by BVCTS about you will be information necessary to provide effective services and ensure your safety, and information required by the funding body for statistical purposes. Such information will be used only for these purposes. Information should be as non-intrusive and objective as possible, yet relevant and up-to-date.

Information about you will not be shared with another agency without your permission, or that of your legal guardian or advocate, except where your immediate health and safety is compromised, or under common law.

Information about you will not be discussed with any person in the workplace except in relation to:

- ensuring your safe and comfortable use of BVCTS services
- organisation incident/accident reporting requirements.

You have the right to read any personal information kept about you by BVCTS. Requests from you to access files should be referred to the Coordinator, who will ensure that assistance is provided for you to access information on your file within twenty-eight days. A team member will be made available to explain any terminology to you.

Information regarding you will be stored in a filing cabinet which is kept locked in a solid vault, when the office is unattended or in a secure computer database. This information is only accessible to authorised team members.

Data Collection for Statistical Purposes

Collection of client data is required by some funding bodies for statistical purposes. In this case, the client will need to either a) sign an information release stipulating what the information is to be used for, and the departments or agencies it is to be released to or b) give verbal consent over the phone at initial registration which will be marked on your registration card.

Please note that the client has the right to withhold part or all of this information for privacy reasons. In this case, the particular information concerned (ie birth date), or all of the information for the client will be excluded from collection.

If we are not able to report your data you will travel as a non-subsidized client, for full cost recovery.

Who does BVCTS Policies and Procedures apply to?

The BVCTS Policies and Procedures apply to:

- all BVCTS team members;
- any person who obtains information through the activities of the organisation;
- clients and other service users
- Clients who are privy to information gained when travelling with others in our vehicles.

NB. Confidential information can occur in verbal, written, photographic, audio or computer record form.

Our Policy Manual is available for you to come and look at in our Office. All you have to do is ring and make an appointment. Because it is a very large document it is available on disc or USB if required.

We request that volunteers DO NOT enter a client's house and DO NOT offer to look after a client's belongings whilst they attend their activity or appointment. The client is always responsible for whatever is theirs. It is possible that the driver may be diverted to another job and then you will be without your belongings.

Complaints Procedure

An informal complaint may be defined as any verbal complaint from a client to any team member that does not reach step 3 of the complaints process. This type of complaint must be passed directly to the Coordinator or Manager.

A formal complaint may be defined as any complaint received in writing, or any complaint that reaches step 3 of the complaints procedure.

Step 1

Clients are encouraged to raise their complaint with the team member or client concerned in the first instance if they feel comfortable about doing this.

Step 2

If the client is not satisfied with the outcome of step one, or is not happy to discuss the issue with the team member concerned, they should contact the Coordinator, or use an advocate to negotiate on their behalf. If the issue is still not satisfactorily resolved follow step three.

Step 3

If the issue is still not satisfactorily resolved, the client should raise the issue with the BVCTS Manager who can be contacted on 6492 4174.

Step 4

If the issue is still not satisfactorily resolved, the client should raise the issue with the President of the Committee in writing and post it to :

The President
BVCTS
PO 930
Bega NSW 2550

Step 5

If after approaching the above people, the issue is still not resolved, the client should refer the complaint to the:

NSW Ombudsman
Level 24
580 George Street
Sydney 2000
Toll Free number: 1800 451 524

You will be informed both verbally and in writing of the progress of your complaint within 5 working days of the completion of each step, regardless of whether the complaint is formal or informal.

Please remember that it is your right to make a complaint. Service will not be withdrawn or made uncomfortable because you have made a complaint.

Client Advocacy

At any time while accessing services from BVCTS you may appoint an advocate to act on your behalf. Your advocate may be a family member, friend or other service provider. You may stipulate that an advocate can access information on your service delivery, negotiate service on your behalf, represent your opinions or point of view on service delivery and assist in any complaints process, depending on your wishes.

You can appoint an advocate at any time by filling in one of our advocate nomination forms which are available from the Coordinators at the BVCTS office.

You can change your advocate at any time by filling in a new advocacy form.

If you require a formal advocate, there is a list of Advocacy Services at the end of this booklet.

Client Responsibilities

1. Clients or, if appropriate, the carer, should provide reasonable notice if service is not required. A fee may be charged for “no-show” or late cancellations.
2. Clients must utilise seatbelts and other vehicle safety devices as directed by authorised team members.
3. Clients should act in a way which respects the rights of other clients and team members.
4. Clients should respect the confidentiality of information about other clients or team members which they may obtain whilst using services.
5. Clients need to take responsibility for the results of any decisions they make.
6. Clients need to be aware that vehicles are for the use of all clients and there is no guarantee of exclusive use of a vehicle.
7. Clients are NOT expected to pay for any volunteer expenses ie coffee breaks, lunches etc
8. Clients have a responsibility to provide accurate information to Coordinators at the time of registration and subsequently, at the time of each new booking. This helps us to plan the best service for you each trip.

Client Code of Conduct

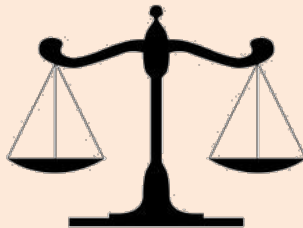
Clients who accept transport from BVCTS are agreeing to abide by the following:

1. Clients are asked to treat BVCTS staff, volunteers and other clients politely at all times.
2. Clients are requested not to swear at staff, volunteers or other passengers.
3. **Clients should NOT** ask drivers to undertake tasks which are not part of their position description (lifting, transporting goods, detouring from the runsheet instructions etc)
4. Clients are asked to ensure they are clean and showered, so as not to offend others with their body odour. BVCTS reserves the right to refuse transport if a client's body odour is offensive.
5. Clients are to be ready at the negotiated place and time, understanding that if they are not, the vehicle may leave without them, and that it is then their responsibility to make their own way to or from their appointment.

Volunteer Rights

ALL volunteers have the right to:

- be treated as a co-worker
- a suitable assignment
- know about the operation of the organisation
- be heard
- be accepted and valued as a person of worth
- be offered appropriate training
- support from all staff and the organisation
- protection, in the form of appropriate insurances, policies and procedures
- a safe workplace
- make a complaint. Your complaint should be directed to the Co-ordinator and prompt attention will be paid to your concerns.



Volunteer Team Member Responsibilities

- Treat everyone with respect and dignity
- Be a good listener
- Be understanding of the client's situation
- Be non-judgemental
- Do not impose one's own values on others
- Refer any situation, incident or complaint that needs follow up to the Co-ordinator as soon as possible
- Keep information confidential
- Don't make promises that cannot be kept
- Respect client's right to be independent
- Make sure client is safely inside at the end of the trip, without entering their home.
- Remember that we provide transport, not personal care.
- DO NOT take future bookings from clients, encourage them to ring the office.



Co-ordinator's Rights

Coordinators have the right to:

- be treated politely at all times by clients, other staff and volunteers
- accurate booking information to enable appropriate bookings to be made
- be informed of any variation of volunteer time commitment
- be accepted as a person of worth
- have access to training relevant to their position in the organisation
- refuse or redirect inappropriate transport requests from clients, community facilities or other agencies
- direct volunteers in appropriate methods of service delivery
- make a complaint via proper process, about a client's behaviour if it is deemed inappropriate

Organisation Responsibilities

Responsibilities of the organisation include, but are not limited to, the following:

- To plan the effective use of all resources - this includes recruiting, selecting, monitoring and supporting volunteers, managing efficient use of vehicles and using paid staff skills appropriately.
- To ensure protection and safety of all participants in BVCTS - this includes insurance to cover accidents, public liability, and providing safe working conditions, training in use of equipment and working with clients with special needs.
- Ensure all team members feel supported and rewarded in their work
- Ensure no team member is exploited or devalued in their work
- Confer regularly with funding bodies and external stakeholders
- Keep accurate and confidential records supporting the transparent conduct of the service.
- Work according to the philosophies, policies and procedures of the organisation
- Positively promote BVCTS in the community and to other organisations
- Encourage individuals and organisations to participate as volunteers
- Ensure that the service evolves with current demands and is proactive in planning for the future
- To always work to the Mission Statement and the Strategic Plan.

Sometimes, in order to protect volunteers and clients, **we may cancel transport according to weather conditions**, (fire, snow, rain, flood, fog), road closures or any occasion which may present a threat to driver, client or vehicle. Our advice on road conditions is always taken from the RMS and/or local Police.

Other Services Which May Be of Assistance to You

Alzheimer's Association	6492 6158
Provides information and support to people who have dementia and their families.	
Carers NSW	1800 242 636
Information & support for people who are caring for family or friends.	
Commonwealth Carer Respite Centre	1800 059 059
Community Options	6499 2464
Support for eligible people post hospital discharge.	
District Nursing Service	6492 9620
Bega Community Health Service Provide nursing services to clients in their own homes.	
Australian Unity Home Services	1300 160 170
Meals on Wheels	6492 4146
MY AGED CARE	1800 200 422
Respite Care Bega Valley	6495 3797
Multicultural Disability Advocacy Association NSW Inc	6492 0200
Advocacy for people with disabilities.	
The Aged Care Rights Service (TARS)	Freecall 1800 424 079
TARS is a NSW community legal centre that advocates for residents of hostels, nursing homes & retirement villages, & for older people with in-home care.	
Veterans' Affairs – Home Care	6492 0972
Veterans' Home Care is a program similar to the Home and Community Care Program, and will provide a wide range of home care services to eligible members of the veteran community, (holders of gold card or white card).	
Veterans Community Support Service	6492 1966
Workability	6492 3222
Supports people living with disabilities, mental health problems and those who are marginalised within the community.	

Websites:

<http://www.carersnsw.asn.au/>

<http://www.myagedcare.gov.au>

<http://seniors.gov.au/>

<http://volunteering.com.au/>

<http://www.transport.nsw.gov.au/>

<http://www.bvcts.com.au>

Where do we travel to?

- throughout the Bega Valley Shire
- to Canberra
- Batemans Bay
- Narooma
- Moruya

Due to the strain on our resources (drivers and available vehicles)

We **DO NOT** travel to:

- **Sydney**
If you need to travel to Sydney, we can take you to and from Merimbula airport and also inform you about how you can be picked up at Sydney Airport and taken to and from your destination
- **Melbourne**
If you need to travel to Melbourne we can take you to and from Merimbula airport or to the local bus stop.
- **Goulburn**
We can take you to Canberra Station and you can catch the train from Canberra to Goulburn.

If you have a transport request which is outside the areas we serve, please call us and we may be able to provide you with information about alternative options.



NOTES:

BVCTS Mission Statement

To provide an effective and efficient transport service to assist our target group within the Bega Valley Shire by:

- Operating as a team consisting of paid staff and volunteers.
- Providing transport solutions that assist people to remain part of the community.
- Providing all stakeholders with factual and transparent information.
- Finding solutions to meet changing needs, trends and the environment.

Bega Valley Community Transport

Telephone: 02 6492 4188

After Hours (Cancellations only): 0428 425 761

Email: info@bvcts.com.au

Office Hours: Mon - Fri, 9am to 4pm

Address: 19 Peden Street, Bega

Postal: PO Box 930, Bega 2550

bvcts.com.au

BEGA VALLEY
COMMUNITY TRANSPORT