



What Can Shoalhaven Community Transport Offer to the Community under the CTP Program?

- Individual transport for CTP clients
- Group transport for CTP clients
- Individual transport for Aboriginal HACC clients
- Group transport for HACC clients
- Individual transport for HACC clients
- Individual transport for clients that suffer from low level Dementia (on trips to medical appointments the clients carer must accompany the client)
- After hours local transport for HACC clients using brokerage vehicles with Taxi vouchers

What Can Shoalhaven Community Transport Offer to the Community under the HACC Program?

- Group transport can be provided for shopping with access to a range of retail, banking, postal, library and other services.
- Group transport to Centre-Based Day Care or social support activity groups.
- Individual door to door transport to specialist or other medical appointments, visits to hospital and nursing home.
- Safe carriage of trip-related parcels and/or equipment can be arranged e.g. walking frame wheelchairs and other general shopping items.
- Transport can be provided to all areas within the Shoalhaven Local Government Area.
- Individual transport to and from Sydney and Wollongong and Canberra is only for Hospital and Medical appointments.

Destinations where Community Transport can take you

- We are unable to transport to and from employment, education, training options or early intervention / children's programmes, nursing homes and hostels.
- Ineligible destinations

What type of vehicles do we have?

- Toyota Coaster buses 18 to 21 seats most with wheelchair accessibility
- Toyota Camry sedans 4 seats
- Toyota Camry 14 seater

The difference between eligibility and access is important to recognise that even though a person may fall within the categories of eligibility, HACC is not an entitlement program. There is no guarantee of receipt of HACC services, access to services is based on relative need. Service providers determine priority of access policies



Contact Details

Where are we?

We have two offices in the Shoalhaven.

Nowra Office

3/80 Park Road East Nowra NSW 2541
 PO Box 672 Nowra 2541
 Phone: **02 4423 6044**
 Email: stephen@scts.org.au
 Website: www.scts.org.au
 8:30am to 4:15pm Monday to Friday

Ulladulla Office

Unit 1, 1-3 Kings Point NSW 2541
 P.O. Box 108 Milton 2538
 Phone: **02 4454 0840**
 Email: ull@scts.org.au
 Website: www.scts.org.au
 8:30am to 3:30pm Monday to Friday

How can you book for transport?

Call the office closest to your home within their operating hours and our friendly office staff will do an assessment for eligibility first, then book your transport needs.

We ensure that

- **Clients** access to the service is decided only on the basis of relevant need using agreed targeting strategies.
- **Clients** are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- **Clients** receive the benefit of efficient accountable management.
- **Clients** receive co-ordinated services that are planned, reliable and meet their specific ongoing needs.
- **Clients** rights to privacy and confidentiality are respected, and they have access to personal information held by our organisation.
- **Clients** have access to fair and equitable procedures for dealing with complaints and disputes.
- **Clients** have access to an advocate of their choice.
- **Clients** receive support for effective transition to high level services when required.
- **Clients** should not receive a combination of HACC services that is more costly than residential care.



Shoalhaven Community Transport Service Inc.



Proudly Serving the Shoalhaven Community

Shoalhaven Community Transport Service Inc.



What is The Home and Community Care Program (HACC)?

The HACC program provides community care services to frail aged and younger people with disabilities and their carers. The aim of the HACC program is to enhance the independence of people in these groups and avoid their premature or inappropriate admission to long term residential care. HACC is a national program jointly funded by the Commonwealth Government and State Government.

Target Group

People eligible to receive a HACC service are frail aged people, people with disabilities, including children, and their carers. Within this overall population a number of special needs groups are identified:

- Aboriginal and Torres Strait Islanders
- People from non-English speaking backgrounds
- People with dementia
- Financially disadvantaged persons
- Those in rural and remote areas

An assessment is completed when people ask or are referred for HACC services. The people who are most in need are given priority of access to services.

HACC and CTP transport funded transport does not include transport to and from employment, education or training options or early intervention / children's programs, nursing homes and hostels.

Transport can be provided to non-HACC clients at a fee to be determined, providing no HACC or CTP client is being disadvantaged of their transport needs.

Client Fees

Agencies that are funded to provide HACC services are required to implement the HACC fees policy. This requires agencies that have the capacity to provide services for a fee. However, clients will receive services regardless of their capacity to pay. Agencies are required to provide additional service with client fees collected.

What is the Community Transport Program (CTP)?

The program is funded by the NSW Government and aims to address transport disadvantage at the local level by primarily facilitating efficient use of transport resources that exist within the community. As a state funded program, CTP offers a wider range of transport assistance to the NSW community than HACC and not to education or vocational destinations.

All HACC clients would be eligible for funding under the CTP program. However, the CTP program is not restricted to the HACC population groups. It is aimed at people who are "transport disadvantaged". Transport disadvantage is defined as "a circumstance or set of circumstances that leaves those who are affected by it in a situation where they have limited or no access to private transport and they have difficulty in gaining access to conventional transport services and systems."

Target group

People whose access to mainstream transport services is limited by physical, social or geographical factors. Transport disadvantage is a circumstance or set of circumstances, that leaves those who are affected by it in a situation where they have limited or no access to private transport and they have difficulty in gaining access to conventional transport systems. The following criteria are used to define people as being transport disadvantaged:

1. Mobility Criteria

- People whose physical health status renders them with a permanent mobility disability that leaves them unable to use conventional transport systems. This includes the frail elderly, younger people with disabilities and their carers .
- People whose physical health status renders them with a temporary mobility disability that leaves them unable to use conventional transport systems.
- People who are socially isolated due to diagnosed mental illness, behaviour difficulties and delayed development.

2. Isolation Criteria

- People who live in villages of less than 500 people that do not have access to conventional transport systems.
- People who need to access community facilities and resources, which are not available within the hours when conventional public transport operates.

3. Age Based Criteria

- Pre-school aged children travelling with an adult who experience problems in accessing conventional transport systems.
- Young people up to the age of 17 years who need to travel more than 1.6km to community facilities and resources, which are not available within the hours when conventional public transport operates.



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