

Accessible Transport in the Northern Rivers



A guide for people with a mobility
impairment and their carers

This guide aims to help people with reduced mobility and their carers get around the Northern Rivers. Being able to travel for work, training, health care and going out is vital to your health and wellbeing. This guide will provide you with information about transport services that may support you; it will also give you some tips about how to access them.

You will find information about using different kinds of transport, such as taxis, community transport, buses, trains and coaches. You can find out what transport choices there are in your area and where to go to get more information about them. You might be able to get a concession card to lower the cost of travel and there is information about that here too.

This project was initiated by the Lismore based, Disability Transport Taskforce (DTT), following research that suggested many people with a disability wanted to know more about their transport options, but were unsure where to find the information they needed.

This guide and accompanying fact sheets were produced by Northern Rivers Social Development Council. However, like most good things, it was a collaborative effort and NRSDC would like to thank members of the DTT and Lismore Access Committee as well as staff from Transport for NSW, Daisi and Ageing, Disability and Home Care (ADHC). Transport providers across the Northern Rivers also took the time to provide information to help put the pieces of the puzzle together and we would like to thank them also. In particular, Northern Rivers Buslines, Byron Bay Taxis and Limousines and Casino Cabs, also Northern Rivers Community Transport, Tweed Byron and Ballina Community Transport and Clarence Valley Community Transport were especially helpful in explaining issues related to their form of transport. The project was funded by Transport for NSW.

If you would like more copies of this guide, a large print edition or the accompanying fact sheets please contact the transport development officer at Northern Rivers Social Development Council on 6620 1800.



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Disability Standards for Accessible Public Transport

“Access to public transport is crucial to the ability of people with a disability and their families and carers to participate fully in community life. The Standards also benefit many older Australians and parents with infants in prams who use public transport services.”

*From Disability Standards for Accessible Public Transport –
Attorney Generals Department*

Public transport in the Northern Rivers and the rest of Australia is becoming more accessible. The Disability Standards for Accessible Public Transport 2002 has set out a plan to make public transport better able to meet the needs of people with a disability. Over time you will see more buses that kneel to the kerb, have low floors and ramps. More long distance coaches will have hoists to lift you safely into the vehicle and many do so already.

Infrastructure will be improved so more bus stops, taxi ramps, train stations and footpaths will be easy for you to use. Your bus company will be able to tell you which services are accessible and give you large print timetables if you ask. By 2022 all timetabled bus services will be accessible and you should wait no longer for a wheelchair accessible taxi than a regular one.

For more information on Disability Standards for Accessible Public Transport



[www.ag.gov.au/www/agd/agd.nsf/Page/
Humanrightsandanti-discrimination_Disability
StandardsforAccessiblePublicTransport](http://www.ag.gov.au/www/agd/agd.nsf/Page/Humanrightsandanti-discrimination_DisabilityStandardsforAccessiblePublicTransport)

WILL MY MOBILITY AID BE ABLE TO TRAVEL ON PUBLIC TRANSPORT?

Most wheelchairs and some motorised scooters will fit easily on public transport. However, very large ones may be too big or heavy.



The main things you need to know are:

- The passenger and mobility aid together must weigh less than 300kg
- The passengers head height, when seated should be less than 140cm
- The mobility aid must fit in a space of 80cm wide by 130cm long
- The mobility aid must be able to turn 180 degrees in an area of 207cm by 154cm
- The mobility aid must have good brakes to keep the passenger stable when the vehicle is moving
- For taxis the mobility aid must have anchorage points and the passenger be able to wear a seatbelt

For more information about mobility aid specifications



www.sydneybuses.info/travelling-with-us/bus-accessibility/wheelchairs-mobility-aids.htm#specifications-for-public-transport

WHAT IF I HAVE A PROBLEM WITH TRANSPORT?

If you are unhappy with a service you should call the manager of the company you travelled on and tell them about it. They may be able to make changes to help you and other people in the future.

If this step does not resolve your complaint, contact Transport for NSW customer feedback numbers as listed below:

- Taxi Customer Feedback Management System
phone 1800 648 478
- Bus services phone 131 500 or online
www.131500.com.au/customer-service/feedback/
- For Community Transport funded services call (02) 8836 3189

If your problem is about infrastructure, such as bus stops and surrounds you could contact the Access Committee of your local council and they may be able to help you.

Lastly if you cannot sort out the problem and you genuinely feel you have been discriminated against because of your disability, you have the right to lodge a complaint against a transport provider. Contact the Australian Human Rights Commission (AHRC).

For more information about lodging a complaint

phone 1300 656 419, SMS 0488 744 487

email: complaintsinfo@humanrights.gov.au



www.humanrights.gov.au/complaints_information/lodging.html



Transport Types

TAXIS

People with mobility problems often like to catch taxis because they give a more personalised door to door service. However, they are more expensive than catching a bus.

Wheelchair accessible taxis are sometimes called WATs. A WAT can be a car or a minibus that has been altered to secure one or more mobility aids in the back.

WAT drivers receive more training than regular taxi drivers. They learn how to help a passenger in a wheelchair get in and out of the taxi. They also learn about different types of disability as well as the Taxi Transport Subsidy Scheme (TTSS). Approved WAT drivers have a wheelchair logo on their driver authority.

Each city and town in this region has its own taxi company or co-op. All but the smallest have at least one WAT, some have numerous. As a small number of drivers in each company drive WATs and they choose to do so, they are usually very helpful and friendly, especially since they get to know their passengers. In both 2009 and 2010, NSW Country Taxi Driver of the Year awards were granted to WAT drivers belonging to this region. Wheelchair passengers, who don't have a nearby company with a WAT will need to transfer to a regular seat and store their wheelchair folded in the boot or back seat.



What about fares?

Taxi fares depend on how far you travel. The taxi meter measures how far you go and how much it will cost. The driver will turn the meter on when the taxi arrives and you have been told that it is waiting. They will turn the meter off when you reach your destination, before helping you out.

What if I need assistance?

Ask the driver if you would like help getting in and out of the taxi or handling any luggage. You may also ask to be pushed to your door and this will not cost you extra.

Tips for catching taxis

- It is **always** better to call for a WAT than to try and hail one!
- Try and make your booking at least a few hours before you need to travel
- When you make your booking, make another one for the journey home if you know what time you will need it
- WATs are often busy during school drop off and pick up times. Try to avoid making bookings from 7.30 – 9.15am and 2.30-4pm
- If you have Taxi Transport Subsidy Scheme (TTSS) vouchers make sure they are handy. You can use one voucher for each trip. For more information about TTSS see **Concessions** page 30
- Most taxi companies have vehicles that can carry 2 wheelchairs at a time. If you are travelling with a companion in a mobility aid ask the taxi company if you can travel together
- Your wheelchair must be secured in the taxi and you must wear a seat belt
- For your safety taxis have tactile registration numbers on their door

For more information about wheelchair accessible taxis



www.transport.nsw.gov.au/content/wheelchair-accessible-taxis

COMMUNITY TRANSPORT

Community transport organisations are not-for-profit organisations that provide transport for the elderly and people with a disability that affects their mobility. They also help carers who have difficulty using regular public transport. To find out if you are eligible call your local community transport organisation and they will be able to tell you. See [Service Providers](#) section for how to contact them.



Community transport organisations use a range of vehicles including private cars, wheelchair accessible vans, mini buses and taxis depending on your needs. Your driver may be a paid staff member or a volunteer. All drivers are trained in providing transport for people with a disability.

Community transport organisations provide a range of flexible and personal transport services for their clients. Services are door to door and include transport to medical services, regular shopping trips and social outings.

Before you travel you will need to register with your local community transport provider. Make sure you contact them well before you need to travel. Once you have registered you will need to give enough notice to allow for the trip to be coordinated – most community transport organisations ask for 3 working days notice.





Aboriginal Transport

Community transport organisation services in the Northern Rivers all have Aboriginal Transport Programs which can assist with culturally appropriate services.

Transport for Young People

Affordable and flexible transport for groups of young people is available through some community transport organisations. They have access to a variety of buses and minibuses and can organise an accessible vehicle for you. Tell the coordinator of any particular needs when you make a booking.

You decide where and when you want to go, gather a group of friends and let the service organise transport for you. This could include local trips or further afield such as the Gold Coast or Brisbane. All buses are drug and alcohol free.



BUS

Accessible buses have no steps, a low floor, a ramp and they can 'kneel' to the same level as the kerb. This makes it easy for you to get on board. If you have a mobility problem but it is not obvious because you don't use an aid, please tell the driver if you need the ramp or for the bus to kneel.






Most Northern Rivers about town (i.e. suburban) routes have buses, some or most of the time, with no steps, a low floor and a ramp. Some town to town routes have accessible buses and some still do not. School buses are usually the old fashioned kind with steps. Accessible buses are marked with the blue access symbol, both at the front and by the door of the bus. See [Service Providers](#) section for more information about the bus companies where you live.



When you board the bus tell the driver where you want to go and pay the fare. You will see a space close to the door marked with the access symbol. This is the priority seating area for people with mobility issues. The space usually faces the side or the back of the bus. If someone is already sitting there you can ask them to move. Fold the seat down to sit. If you are in a wheelchair you may need to flip the seats up, then park with your back against the flat board and put your brakes on straight away. If there is a seatbelt strap it on. Use the grab rail to steady yourself. There will be a button beside you, press it when you are coming up to your stop.

Important!

Most buses in the Northern Rivers won't be able to anchor your mobility aid to the floor, or have seatbelts. You will need to be able to hold on to the rail and balance yourself during the journey as the bus moves, brakes and turns corners. This may take some getting used to.

West Ballina					ROUTE 668	
	Monday to Friday				Saturday	
	am 	am 	pm	pm 	am 	pm 
Ballina Fair	9.30	11.00	2.00	5.15	8.30	1.00
K-Mart (Fox St)	9.31	11.01	2.01	5.16	8.31	1.01
Ballina Hospital	9.33	11.03	2.03	5.18	8.33	1.03
Tamar St	9.35	11.05	2.05	5.20	8.35	1.05
Ballina RSL	9.38	11.08	2.08	5.23	8.38	1.08

In this example you could get a bus from Ballina Fair on the West Ballina route at 9.30am, 11am and 5.15pm Monday to Friday and 8.30am and 1pm on Saturday.

Which buses can I catch?

Call your bus company and ask them to send you a timetable. Of course you can also ask them which buses you can catch that day too. You can download a timetable from www.goingplaces.org.au or from your bus company's website. See **Service Providers** section for phone numbers and websites. Timetables are often posted at busy bus stops too. You can ask the bus company to send you a large print timetable if that is easier for you to read.

When you look at a timetable, accessible services are usually marked with the access symbol above the time of the service. See example above. Some companies still don't have this information on their timetables. If yours doesn't, call the company and ask which buses you can catch. You could also ask them to write it on a timetable for you and post it out.

How do I plan my trip?

When traveling on a new bus route for the first time you should plan your trip. Before you travel, check a timetable to see which services are accessible. See example above. Very occasionally a bus marked as accessible on your timetable will be in for repair. If this happens it may be temporarily replaced with a bus that isn't accessible. **All bus companies say you should call before you leave to check that the service you want to use will be an accessible one.**

As the Northern Rivers is a regional/ rural area, infrastructure like bus stops and pathways are not always accessible, even if the bus is. This can make it difficult for you to get where



you want to go. It is easier to get onboard at a stop where there is kerb and guttering. Where there is no kerb and gutter the ramp onto the floor of the bus is steeper. If you are not sure which bus stops are suitable, the bus company can help you with this information.

Most bus companies in the Northern Rivers are quite small. This can be good because the drivers get to know their passengers. Drivers take particular care with any passengers who have a disability. Although they do not have to, many drivers are happy to help you onto the bus. Please let them know if you would like assistance.

How do I pay the fare?

To make your journey easier have the correct fare available. Again you can find this information by calling the bus company. If you have difficulty handing the fare to the driver, you could put it in a marked envelope on your lap. Bus drivers are not allowed to go through your wallet or bags. Many bus companies sell weekly tickets which make it easier if you travel regularly.

Gaining Confidence

Being able to use public transport will open many opportunities for you, however you may feel nervous about trying it at first. In addition to journey planning you might like to take a travel companion with you for a few trips while you gain confidence. Keep a copy of the timetable and bus company phone number in your bag.

For more information on bus travel

Spinal Cord Injuries Australia (SCIA) have made a DVD called Access it! Using Wheelchairs on Buses. It takes you through how to board a bus and position yourself as well as what it's like to ride. You can watch it on



this website www.scia.org.au/publications/access-it or order a copy by emailing information@scia.org.au.

If you have any questions or concerns about your trip contact the bus company in your area.

COACH & RAIL

Coaches and rail provide transport for longer distance travel. You have to make a booking to use them. When you book you should tell the operator of your mobility needs. They can make sure the right vehicle and support is there for you.



CountryLink

Coaches

CountryLink coaches have a lift system to help you into the coach. If you cannot transfer to a regular seat your mobility aid will be strapped to the floor. Previously you had to book a week in advance if you needed an accessible coach, but now you can book on the day if you need to.

Trains

If you have mobility difficulties, or require other assistance, you should book by calling 13 22 32 or through a CountryLink travel agency. That way your needs can be passed on to the platform manager and on board attendants. They will be able to assist you. If you are storing your wheelchair, you can transfer to a special narrow wheelchair that will fit down the aisles. Platform attendants will assist you to your seat.

Car C on all XPT trains is for use by people with reduced mobility. You can book on this section of the train, if you use a mobility aid, or just need a little more assistance. There is a ramp to help you from the platform into the train. The car has attendants who will help you during the journey. For example they can get you food from the buffet. There is also an accessible toilet available. If you have any questions about accessible travel (not bookings) call 02 9379 1345 and ask to speak with a platform manager.



Will my mobility aid go on CountryLink services?

- You will need to be able to turn around in a space of 70cm (width) × 130cm (length) on trains or 80cm × 130cm on coaches
- Your mobility aid must be no wider than 70cm to fit on the train, otherwise it will need to be stored
- You will need to be able to turn 180 degrees within a space of 207cm × 154cm

Premier Motor Service

Premier have 2 routes though the Northern Rivers. One bus route is from Lismore to Brisbane (via Ballina and Byron Bay). The other is Sydney to Brisbane along the Pacific Highway. In the Northern Rivers there are stops in Grafton, Maclean, Woodburn, Ballina, Byron Bay and Tweed Heads.

Accessible coaches are becoming more available. It is still best to book 2 or 3 days ahead of your journey. This is especially important during holiday periods.

The coaches have an hydraulic lift and when in the coach your mobility aid will be securely anchored to the floor. You can use the Companion Card, which allows an attendant to travel with you at no cost. Premier also accept the \$2.50 RED ticket if you are travelling from Lismore to Tweed Heads or Tweed Heads to Lismore. See **Concessions** for more information.

Bookings can be made online www.premierms.com.au, by calling 13 34 10 or through your travel agent. RED tickets for Premier can be booked by calling 13 34 10 or by calling into a CountryLink office. Other agents can book this ticket for you but you may have to pay an extra booking fee.



Greyhound

Greyhound runs a Brisbane to Sydney route. Stops in the Northern Rivers include Chinderah, Murwillumbah, Byron Bay, Ballina, Woodburn, Yamba, Maclean and South Grafton.

When booking tell the operator of your mobility needs, or other special needs so that staff can help you plan your journey or provide assistance at the terminal. You can do this on the phone or online. If you

have a question you can email an enquiry to easyaccess@greyhound.com.au. If you have a mobility aid try to call at least a few days ahead so an Easy Access coach can be scheduled for your route.

When travelling on Greyhound, wheelchair/scooter passengers must transfer to a regular seat. Easy Access coaches are fitted with a lift and a trained attendant can help you onto the platform and raise the lift into the coach. If you need help to transfer to a seat you must travel with an attendant. Your attendant can travel for half the full fare. Your mobility aid will be stored underneath with the luggage.



For more information about travelling on Greyhound if you have special needs www.greyhound.com.au/Help/special-needs-assistance.aspx

OTHER MODES

Charter

Your local bus company will probably have a low floor accessible bus for charter. Give them a call and ask what is available.

Waller's Bus Company have a bus available for charter with an hydraulic lift and lock in restraints. For inquiries phone 6622 6266.

Xcede based in Byron Bay are able to offer charter services with their maxi taxis. For inquiries phone 6620 9200.

Hire Cars

Flashcab Rentals on the Gold Coast have a wheelchair accessible rental fleet. There are purpose built wagons and minivans available. You can rent them for a single day or longer. Their office is in Arundel, but you can organise collection at the airport for an additional fee. For inquiries phone 1300 352 742, email sales@flashcabrentals.com.au or web www.flashcabrentals.com.au.



Service Providers

TWEED BYRON AND BALLINA

Alstonville, Ballina, Bangalow, Brunswick Heads, Byron Bay, Lennox Head, Mullumbimby, Murwillumbah, Ocean Shores, Suffolk Park, Tweed Coast, Tweed Heads and surrounding rural areas.

Important Note!

This information is particularly susceptible to change. It is correct at time of publication in 2012. For the most up to date information contact your service provider.

Taxi Services

Tweed Heads-Coolangatta Taxi Service

Phone 1300 656 818

Notes Tweed Heads-Coolangatta Taxi Service has 6 maxi taxis, both can carry 2 wheelchairs. There is also a flash cab which can carry 1.

Area Coolangatta, Tweed Heads and south to Cudgen Creek

Tweed Taxi Service

Phone 6672 6666

Area Tweed Taxi Service covers the Murwillumbah area and Tweed Coast south of Cudgen Creek

Notes Their fleet includes 2 maxi taxis, based in Murwillumbah both of which can accommodate 2 wheelchairs. There is a third maxi taxi based on the Tweed Coast which can carry 1. When booking if possible avoid the hours of 7-9am and 2.30-4pm.

Kingscliff Taxis

Phone 6674 1530

Area Kingscliff area from Mooball to Chinderah

Notes They have 1 flash cab and 2 maxi taxis, each of which will accommodate one wheelchair

Byron Bay Taxis

Phone 6685 5008

Web www.byronbaytaxis.com.au

Notes Byron Bay Taxis have 6 maxi taxis, each of which can carry 2 wheelchairs. There are also 3 flashcabs which can take 1 wheelchair each. With this many vehicles available, you should not have difficulty hiring a taxi at any time of day.

Ballina Taxis

Phone 6686 9999

Web www.ballinataxis.com

Notes Ballina Taxis have 5 flashcabs and 2 maxi taxis each of which will carry 1 passenger in a wheelchair. They prefer you to book well in advance, especially if you need a vehicle after 4.30pm, to make sure they have one available for you.

Community Transport**Tweed Byron and Ballina Community Transport (TBBCT)**

Phone 1300 875 895

Web www.community-transport.org.au
Email: admin@community-transport.org.au

Area TBBCT services the local government areas of Tweed, Byron and Ballina. This includes, Wardell, Cabbage Tree Island, Alstonville, Bangalow, Mullumbimby, Brunswick Heads, Murwillumbah, and the Tweed Coast

Notes TBBCT provides transport for elderly, for people with disabilities and for Carers. TBBCT provides door to door shopping/access and social outings using wheelchair accessible minibuses. In Ballina, Byron Bay, Tweed Heads and surrounds a WAV (Wheelchair Accessible Vehicle) is available for individual medical trips covering local and longer distance trips. TBBCT can provide taxi vouchers (additional to TTSS) to assist with certain trips.

Costs TBBCT is funded through Dept Aging and Disability (and other government bodies) only a small contribution is requested, if affordable to the passenger.



Aboriginal Transport Development Officer (ATDO)

Phone 1300 875 895

Notes TBBCT's Aboriginal Transport Development Officer is available to support access to services by Aboriginal and Torres Strait Islander people. They also work with the community to try to help solve problems about getting around.

TBBCT provides transport for elderly, for people with disabilities and for Carers. Affordable and reliable transport services to community groups and individuals from Cabbage Tree Island, Wardell, Ballina, Byron Bay and Tweed areas.

Cabbo Trippers Bus - Scheduled bus run between Ballina, Wardell and Cabbage Tree Island.

YAXI – Youth Access Xpress Inc – Ballina area

Phone 6628 7400 or mobile 0404 465 109

Web www.yaxi.com.au Email: info@yaxi.com.au

Notes Affordable transport for groups of young people age 12-25 who live in the Ballina shire. YAXI will arrange and subsidise travel for eligible young people to attend drug and alcohol free social, sporting or recreational events. Wheelchair accessible vehicles can be arranged.

BAT Bus – Byron area

Phone 6685 8771

Web www.batbus.net email: info@batbus.net

Notes Affordable transport for groups of young people age 12-25 who live in the Byron shire. BAT Bus will arrange and subsidise travel for eligible young people to attend drug and alcohol free social, sporting or recreational events. Wheelchair accessible vehicles can be arranged.

Bus Services

Surfside Buslines

Phone (07) 5536-7666 or 13 12 30

Web www.surfside.com.au

Area Surfside Buslines have about town services in the Tweed Heads – Gold Coast area. They also have routes from Tweed Coast to Tweed Heads and Murwillumbah to Tweed Heads.

Notes Almost all Surfside buses are low floor so you should not have a problem getting one. Sometimes though a bus must be taken off the road for repair. If another low floor is not available an old fashioned bus with stairs may be on the route. You may wish to call the customer service line on (07) 5536 7666 to check before you travel.

Blanch's Bus Company

Phone 6686 2144

Area About town services in Ballina and Byron Bay. Between town services from Ballina-Lennox Head-Byron Bay-Mullumbimby and Ballina-Bangalow-Byron Bay

Web www.blanchs.com.au Email: info@blanchs.com.au

Notes 80% of Blanch's buses are accessible, so your chances of getting an accessible vehicle are good. All weekend buses are accessible. At time of print accessible services were not marked on timetables so you will need to call and check. The operator should be able to tell you which routes and times are scheduled with an accessible vehicle.

Ballina Buslines

Phone 6686 3666

Web www.ballinabuslines.com.au
 Email: info@ballinabuslines.com.au

Area Ballina about town services. Also services between Lennox Head-Ballina-Lismore and Evans Head-Ballina.

Notes There are low floor buses on most about town services in Ballina and there are 3 accessible services from Ballina to Lismore in each direction on week days. Evans Head to Ballina is not currently wheelchair accessible.

Brunswick Valley Coaches (BVC)

Phone 6680 1566

Web www.brunswickvalleycoaches.com.au

Area Mullumbimby-Brunswick Heads-Ocean Shores

Notes Call BVC to check what times the accessible bus is on.

Murwillumbah Bus Company (MBC)

Phone 6672 6222

Area Murwillumbah about town services and a town to town service from Uki-Murwillumbah

Notes Murwillumbah Bus Company has 2 accessible buses, which do all the about town routes. There are 2 accessible spaces on each bus and they face backwards. MBC drivers have a reputation for driving carefully and being friendly.

Parson's Bus Company

Phone 6672 2353

Area Murwillumbah to Tweed Coast

Notes This route is serviced by a minibus with an hydraulic lift and tie down straps. All non school services are accessible.

Coach and Rail

CountryLink

Phone 13 22 32

Web www.countrylink.info/home

Notes See page 14

Premier Motor Service

Phone 133 410

Web www.premierms.com.au

Notes See page 15

Greyhound

Phone 1300 473 946

Web www.greyhound.com.au

Email: easyaccess@greyhound.com.au

Notes See page 16

Other Services

Charter - Xcede

Phone 6620 9200

Web www.xcede.com.au Email: info@xcede.com.au

Notes Xcede is connected to Byron Taxis and Limousines and can use their range of accessible vehicles and drivers for charter services. Give them a call to discuss your needs.

Hire Cars - Flashcab Rentals

Phone 1300 352 742

Web www.flashcabrentals.com.au

Email: sales@flashcabrentals.com.au

Notes Flashcab Rentals on the Gold Coast have a wheelchair accessible rental fleet, with a variety of modified vehicles in a range of configurations including some that can accommodate 2 wheelchairs and a number of passengers. They can be hired by the day or for longer periods. Vehicles can be picked up at the airport for an extra fee.

LISMORE, CASINO & KYOGLE

Bonalbo, Casino, Coraki, Evans Head, Goonellabah, Kyogle, Lismore, Nimbin, Tabulum, Woodburn and surrounding rural areas

Important Note!

This information is particularly susceptible to change. It is correct at time of publication in 2012. For the most up to date information contact your service provider.

Taxi Services

Lismore Taxi Co-op

Phone 6621 2618

Web www.lismoretaxis.com.au

Notes Lismore Taxis have 2 maxi taxis which can each accommodate 2 wheelchairs, and 1 Flashcab which can take 1. It has an additional maxi taxi which is a dedicated school service only. You can purchase \$10 taxi vouchers from their office in Little Keen Street Lismore.

Casino Cabs

Phone 6662 1100

Notes Casino Cabs has a range of 4 wheelchair accessible vehicles, 1 of which will accommodate 2 wheelchairs and the others 1 each. Many of their vehicles also have special entry steps that can be raised or lowered to suit those less able to get into a conventional taxi. They also have a taxi fitted out to take oxygen tanks. Drivers of Casino Cabs WATs have taken out NSW Country Taxi Driver of the Year awards in both 2009 and 2010.

Kyogle Taxi Service

Phone 6632 1555

Notes Kyogle Taxi Service is a small company with only 2 taxi cabs. Passengers must be able to transfer to a regular seat. The wheelchair must fold up to travel in the boot or back seat.

Evans Head Taxi Service

Phone 0428 660 511

Notes Evans Head Taxi Service is a small company. At present passengers must be able to transfer to a regular seat. Wheelchairs must fold up to travel in the boot or back seat.

Community Transport**Northern Rivers Community Transport**

Phone 6628 6000

Web www.nrct.org Email: admin@nrct.org

Area NRCT services the local government areas of Lismore, Kyogle and Richmond Valley. This includes, Tabulam, Bonalbo, Casino, Coraki, Woodenbong and Nimbin.

Notes NRCT provides door to door shopping/access and social outings using wheelchair accessible minibuses. In Lismore and surrounds a WAV (Wheelchair Accessible Vehicle) is available for individual medical trips covering local and longer distance trips. NRCT provides transport for elderly, for people with disabilities and for Carers. NRCT can provide taxi vouchers (additional to TTSS) to assist with certain trips.

Cost As NRCT is funded through Dept. Aging and Disability (and other government bodies) only a small contribution is requested, if affordable to the passenger.

Aboriginal Transport Development Officer

Phone 6628 0260

Web www.nrct.org

Notes Affordable and reliable transport services to community groups and individuals from the Lismore, Kyogle, Woodenbong/ Muli Muli, Casino, Coraki/ Box Ridge, Bonalbo, Tabulam/Jubullum and Nimbin.

YOWI – Youth on Wheels Ink

Phone 6628 0024 or mobile 0402 627 347

Web www.yowi.nrct.org Email: yowi@nrct.org

Notes Affordable transport for groups of young people age 12-20 who live in the Lismore, Kyogle or Richmond Valley shires. YOWI will arrange and subsidise travel for eligible young people to attend drug and alcohol free social, sporting or recreational events. Wheelchair accessible vehicles can be arranged.

Bus Services

Northern Rivers Buslines

Phone 6626 1499

Web www.nrbuslines.com.au Email: info@nrbuslines.com.au

Area About town services for Lismore as well as routes to Evans-Head-Woodburn- Coraki-Lismore, Lismore-Coraki-Woodburn-Evans Head-Maclean and Grafton as well as Lismore-Casino- Kyogle-Tabulam-Tenterfield and Lismore-Federal-Byron Bay.

Notes All Lismore about town services are at least low floor and kneeling. Most city circle routes have a ramp as well, as does route 684 to Goonellabah. Other about town routes have some scheduled accessible services. Accessible services are all indicated on Buslines' timetables. On the Casino – Lismore route there is one accessible service in the morning, returning in the afternoon. Other town to town services are not currently wheelchair accessible.

Wallers Bus and Coach

Phone 6622 6266

Area Nimbin to Lismore

Notes Wallers have a low floor bus, which can take 2 wheelchairs and room beside them for a companion. 24 hours notice is needed to schedule an accessible bus. The driver is always happy to assist people with their mobility needs. Wallers also have a bus with an hydraulic lift and lock in restraints which is used for school services. This vehicle is available for charter outside of school hours.

Casino Bus Company

Phone 6662 2561

Area About town services in Casino

Notes Casino Bus Company has 2 accessible buses which kneel and have a ramp. All about town services are accessible except Gay's Hill 8am and 3pm services when the bus is being used for school services.

Coach and Rail**CountryLink**

Phone 13 22 32

Web www.countrylink.info/home

Notes See page 14

Premier Motor Service

Phone 133 410

Web www.premierms.com.au

Notes See page 15

Greyhound

Phone 1300 473 946

Web www.greyhound.com.au

Email: easyaccess@greyhound.com.au

Notes See page 16

CLARENCE VALLEY

Grafton, Maclean, Yamba and surrounding rural areas.

Important Note!

This information is particularly susceptible to change. It is correct at time of publication in 2012. For the most up to date information contact your service provider.

Taxi Services

Grafton Radio Cabs Co-op

Phone 6642 3622

Notes Grafton Radio Cabs have 1 wheelchair accessible vehicle which is a maxi taxi. This vehicle is able to accommodate 2 mobility aids.

Maclean Taxi Service

Phone 6645 2122

Notes Does not currently have a wheelchair accessible vehicle. Passengers must transfer to a regular seat. Their mobility aid must be folded up for the journey and stored in the boot or back seat.

Yamba Taxis

Phone 6645 5888

Notes Yamba Taxis have 1 wheelchair accessible vehicle, a maxi taxi. It will carry 1 person in a mobility aid.

Community Transport

Clarence Community Transport

Phone 6645 3200

Web Email: bookings@clarencecommunitytransport.net

Notes A number of wheelchair accessible vehicles are available. Please tell reception if you require one when you make your booking.

If you need transport for a medical appointment please contact the office at least 3 days before the booking to make sure a vehicle and driver will be available for you. If travelling outside the Clarence Valley please consider journey time when making your appointment.

Aboriginal Transport Development Officer

Phone 6645 3200

Bus Services

Busways Grafton

Phone 6642 2954

Web www.busways.com.au/region/grafton
Email: infoline@busways.com.au

Area About town services in Grafton and to town to town services including Maclean-Iluka, Grafton-Maclean-Yamba and services to surrounding villages.

Notes Busways Grafton has 2 low floor accessible buses which are scheduled for town routes only. These services are marked on the timetable with an access symbol. Town to town routes are not currently serviced by accessible buses.

Busways Yamba

Phone 6645 8941

Web www.busways.com.au/region/grafton
Email: infoline@busways.com.au

Area Yamba

Notes The Yamba-Maclean-Grafton route does not currently have an accessible service.

Ryan's Bus Service

Phone 6652 3201

Web www.ryansbusservice.com.au
Email: nigel@ryansbusservice.com.au

Area Town to town service from Grafton to Coffs Harbour

Notes This route involves a change of vehicles at Red Rock. The service from Red Rock to Coffs Harbour has several accessible services a day. The trip north of Red Rock is not accessible. Call the Coffs Harbour depot on the number above to check on times.

Coach and Rail**CountryLink**

Phone 13 22 32

Web www.countrylink.info/home

Notes See page 14

Premier Motor Service

Phone 133 410

Web www.premierms.com.au

Notes See page 15

Greyhound

Phone 1300 473 946

Web www.greyhound.com.au
Email: easyaccess@greyhound.com.au

Notes See page 16

RED Ticket

Details: a \$2.50 fare allows you to travel all day on all regular route bus services (this does not include school services, CountryLink or most coach services). You can get on and off as many times as you like. You can also travel on buses owned by different companies using the same ticket. The RED ticket can be used on regional services in NSW only. RED tickets can also be used on the Premier's Lismore to Tweed Heads journey.

Eligibility: You must have a current Pension Concession Card (NSW, Vic or ACT), or Veterans's Card, NSW Seniors Card or War Widows Card.

To apply: Show your eligible card to the driver when you pay your fare, and they will give you a ticket which you can then use all day.

Mobility Assistance

Details: A Centrelink payment to assist people with a disability who are involved in qualifying activities i.e. looking for work, doing paid or voluntary work or training. It is not means tested nor do you need to qualify for other Centrelink payments to be eligible. In 2011, the standard rate was \$83 per fortnight.

Eligibility: you must be over 16 and unable to use public transport without substantial assistance. You must need to travel to and from your home whilst looking for work, doing paid or voluntary work or training, for at least 32 hours every 4 weeks.

Applications: www.centrelink.gov.au then search Mobility Allowance or call 132 717.



Companion Card

Details: Entitles an attendant accompanying the card holder to free travel on public transport in NSW. This card also provides free entry to the attendant to many venues throughout the state. The person with the disability holds the card, and different attendants can use it.

Eligibility: You must have a lifelong profound disability and be unable to participate in most community-based activities without significant assistance with: mobility, communication, self care planning and where the use of aids and other technologies does not meet those needs.

To apply: www.nswcompanioncard.org.au or phone 1800 893 044

Vision Impaired Persons (VIP) Pass

Details: Free travel on all regular route bus services (this does not include school, coach, tourist or charter services) and CityRail services, one free travel entitlement a year on CountryLink services and ½ fare travel on long distance rail. Where pass is marked 'plus attendant', an attendant may also travel for free.

Eligibility: You must be blind or severely vision impaired, as assessed by an ophthalmologist or optometrist under the Snellen Scale and live permanently in NSW/ACT.

To apply: www.transport.nsw.gov.au/content/application-forms-nsw-travel-concession-cards or call RailCorp 9379 4441.

Ex-members of the Defence Forces with service-related disabilities

Details: Free travel on most services where fares are regulated by Transport for NSW.

Eligibility: Ex-members of the Defence Forces with disabilities who live permanently in NSW and who:

- Are war veterans with disabilities from Australia, New Zealand or from Allied Nations (World War II Allied Nation Defence Forces with reciprocal pension rights with Australia); and
- Have been rated by the Department of Veterans Affairs (DVA) as having a service related disability of 10% or greater, for which they receive a disability pension.
- Passes marked "Plus Attendant" entitle an attendant to travel with the cardholder for free.

To apply: RailCorp Passes and Concessions Office phone 9379 4441, the Department of Veteran Affairs or a regional RSL Sub Branch office. Or download a copy from

www.transport.nsw.gov.au/content/application-forms-nsw-travel-concession-cards

My Travel Guide

My bus company _____

My bus route number _____

My bus stops _____

A landmark I can see before my stop _____

Important Phone numbers

My home _____

Other important people _____

My work _____

My taxi company _____

My bus company _____

My community transport _____

My long distance coach or train _____

For emergency 000 _____

Other information



22 Cathcart Street, Lismore NSW 2480
Phone: (02) 6620 1800 Fax: (02) 6620 1899
www.nrsdc.org.au