

Are you eligible?

Eligibility for service is not automatic but is based on need.

When you contact the Community Transport Office you will be assessed for your needs and suitability for using the service.

This assessment can usually be conducted over the phone and is confidential.

If a person has complex needs, a home visit may be necessary.

Other Services

A doctor, relative, friend, neighbour or another agency can also refer you to us.

As well as providing direct

Services we are also involved in

Transport Development by:

- ◆ Identifying transport needs of the local community;
- ◆ Linking people to available services;
- ◆ Advocating and lobbying for improved transport options for the local community.

If you have any:

- ◆ Concerns
- ◆ Suggestions
- ◆ Complaints
- ◆ Compliments

Feedback from our passengers is very important to us. This includes your concerns and complaints. They are often a good opportunity for us to improve our service

We treat all matters in confidence;

- ◆ we will record your concern,
- ◆ we will respond promptly,
- ◆ we will inform you of the outcome as soon as possible.

Remember we also like compliments when we do a good job.

If you need more information or need our service please call us.

Newcastle Community Transport Group Inc

10 Cowper Street, Carrington

Phone: 49 613 113

Fax: 49 613 464

Emails to: mail@newcastlect.com

Office Hours: Monday to Friday

9.00 am – 5.00 pm

NEWCASTLE COMMUNITY TRANSPORT GROUP INC

ABN 40 906 303 141

Ministry of Transport Accredited Provider

Medical Appointments
Shopping
Social Outings
Day Centres
Specialists / Doctors



Bookings

49 613 113

Home & Community Care Funded Program
(HACC State & Commonwealth Program)