

## Who are we?

- ◆ We are a non-profit community group, accredited by the Ministry of Transport to provide transport services to people who are unable to access conventional transport due to their age, disability or health status.
- ◆ We operate in the Newcastle local government area.
- ◆ We can also assist communities who have little or no access to public transport.
- ◆ We are funded by both State & Commonwealth Governments under the Home & Community Care Program. The Home & Community Care (HACC) program provides a range of services to help frail older people and people with a disability of all ages to remain as independent as possible in their homes.
- ◆ We can also assist eligible Veteran Affairs clients who have Gold Card entitlements.

The service is managed by a Management Committee and has a mix of both paid and volunteer staff.

We welcome clients of our service to participate in the Management of the service.



This vehicle supplied by a grant from Newcastle Permanent Charitable Foundation



## Who is eligible?

- ◆ People who are elderly and frail.
- ◆ Younger people with a moderate / severe disability.
- ◆ The carers of eligible clients.
- ◆ People with a temporary health condition.

## What services do we provide?

- ◆ Door to Door transport to community facilities;
- ◆ Drivers trained to provide additional assistance if required;
- ◆ Minibuses are wheelchair accessible with extra rails and steps on vehicles to enable access;
- ◆ Individual car service;
- ◆ Subsidised taxi service
- ◆ Bus hiring scheme.

We can also provide an information and referral service to other Home and Community Care services in the area.

You can take a friend or carer with you on our service at no extra charge. Please let the office know if you plan to do so.

## How much does it cost?

The people who use HACC services are charged a proportion of the cost of services they receive, but no one is denied services if they cannot afford to pay.