

Mudgee Community Transport

Mudgee Community Transport is a non-profit organisation providing friendly, personal and caring transport for the elderly, disabled and their carers, and individuals disadvantaged by limited public transport services.

SERVICES PROVIDED

Mudgee Community Transport is part of Mid-Western Regional Council's Community Services Department auspiced by Council and funded by Transport for New South Wales.

The service is provided by volunteer drivers covering local, regional and city routes from Monday to Friday. Each year 3500 return trips are made delivering more than 2000 people to medical appointments, shopping trips, meetings and other outings. Mudgee Community Transport also organises group outings.

Where possible, Mudgee Community Transport can also organise carers to travel with clients to and from medical appointments where assistance is required.

BOOKING PROCEDURES

Bookings are to be made directly with the office (not with the drivers), either in person or by telephone. When making a booking, please have ready the date, time, address and approximate length of your appointment.

Resources are limited; the greater notice provided, the greater chance of a vehicle and driver being available. Where possible, cancellations require as much notice as possible.

CLIENT RIGHTS

The client, or with their permission their carer or advocate, has access to information about themselves held by Mudgee Community Transport.

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.

Clients should be made aware of the standard of service which they can expect. Services are provided in a safe manner which respects the dignity and independence of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer.

Clients' access to services should be decided only on the basis of need and the capacity of the service to meet that need.

Clients have the right to refuse a service and refusal should not prejudice their future access to services.

Mudgee Community Transport will conduct an annual survey and open and honest input is requested from its clients.

Clients have the right to complain about the service they are receiving without fear of retribution.

Complaints by clients will be dealt with fairly and promptly. The client may involve an advocate of their choice to represent his/her interests.

Clients' views will be taken into account in the planning and evaluation of the service.

Clients' right to privacy and confidentiality will be respected.

CLIENT RESPONSIBILITIES

Clients, or if appropriate, their carer, should provide reasonable notice if the service is not required. Where possible a minimum of 2 working days' notice is required for cancellations thus allowing reassignment of vehicles to clients awaiting transport.

Clients must utilise seatbelts and other vehicle safety devices as required by law.

Clients should act in a way which respects the rights of other passengers and the volunteer driver.

Clients should respect the confidentiality of information about other passengers or the volunteer driver that they may obtain whilst using the service.

Clients need to take responsibility of the results of any decision they make.

Clients are at all times to treat Mudgee Community Transport property in a respectful and appropriate manner.

Food and drink (with the exception of bottled water) are not to be consumed in the service vehicles.



CHARGES FOR LONG DISTANCE SERVICES

All fees listed apply from 1 July 2023 to 30 June 2024.

Location	Regular fee	Discount/shared fee
Dubbo, Lithgow, Bathurst	\$76	\$54
Orange, Katoomba	\$107	\$69
Penrith	\$129	\$91
Parramatta, Westmead	\$140	\$97
Sydney	\$150	\$107

Prices quoted are to and from Mudgee only. If you live outside of Mudgee, please contact the office to obtain a quote. No GST applies to this pricing. Different charges apply to NDIS participants. Although funding for Mudgee Community Transport has been provided by the Australian Government through Transport for NSW, the material contained does not necessarily represent the views or policies of the Australian or NSW Governments.

CHARGES FOR LOCAL SERVICES FROM MUDGEE

Approx radius	Return	Single
Zone 1 (5kms)	\$11	\$5.50
Zone 2 (15kms)	\$19	\$11
Zone 3 (25kms)	\$28	\$15
Zone 4 (30kms)	\$34	\$18
Zone 5 (40kms)	\$40	\$22
Zone 6 (45kms)	\$47	\$25
Zone 7 (50kms)	\$52	\$26

METHODS OF PAYMENT

- Payments by cash, EFTPOS or cheque. Payable at Mid-Western Regional Council
- Prior to the appointment at the Mudgee Community Transport office
- Payment directly to driver on the day (cash or cheque only). Receipt issued on the day
- Department of Veterans Affairs clients may be covered for medical appointments
- Alternate methods of payment may be negotiated prior to travel

FOR MORE INFORMATION

MONDAY TO FRIDAY

8.30am to 4.30pm
Closed daily 1-2pm

IN PERSON

Carmel Croan OAM Community Support Centre
88 Market Street, Mudgee

CONTACT

P 6378 2710
W midwestern.nsw.gov.au

VOLUNTEERING

All vehicles in the Mudgee Community Transport fleet are driven by volunteers who give their time and kindness freely to the community. If you're interested in becoming a volunteer please contact Mudgee Community Transport on 6378 2710.

ACCESSIBILITY

As part of its fleet, Mudgee Community Transport operates a wheelchair accessible vehicle and sedans with wide-opening doors. If you have any specific requirements regarding your transport, please advise at the time of booking.

ELIGIBILITY

Please contact Mudgee Community Transport to discuss eligibility for this service. Clients must be eligible and registered with Mudgee Community Transport prior to booking.

New elderly clients will need to be referred through the Federal Government's My Aged Care program. To arrange please call 1800 200 422. National Disability Insurance Scheme participants and Department of Veterans Affairs cardholders may be eligible for specific transport services.

The general public may also be eligible to access the service on a full cost recovery basis.

TRAVELLING TIMES

Pursuant to workplace health and safety guidelines, Mudgee Community Transport vehicles will only be rostered to travel during daylight hours. Clients should ensure that they are mindful of daylight hours when scheduling appointments.

PROUDLY FUNDED BY



DISCLAIMER | The information contained in this fact sheet is general in nature and should not be relied upon as the complete source of information to be considered. This document is not intended as a substitute for consulting relevant legislation or for obtaining appropriate professional advice relevant to your particular circumstances.