

# Using Our Services



## Make a Booking

In order to make a booking please call us on 8241 8000. Our friendly Customer Service Team will be able to assist you.

We can only guarantee bookings made a minimum of two business days prior to your trip.



## Fees

Access Sydney Community Transport provides affordable subsidised services for eligible clients. Majority of the transport fee is covered by our funding, however clients are required to make a small contribution.

Cost varies depending on the service. For a full list of our fees visit: [www.accesssydney.org.au/fees](http://www.accesssydney.org.au/fees)



## Cancellations

Transport bookings cancelled with less than 24 hours notice may incur a cancellation fee.

# Contact Us

## Office Hours:

Monday to Friday: 9:00am - 5:00pm  
(excluding public holidays)

Phone: (02) 8241 8000

Email: [admin@accesssydney.org.au](mailto:admin@accesssydney.org.au)

## Address:

Unit 48 378 Parramatta Road  
Homebush West NSW 2140

## Feedback & Complaints:

Please fill out our online form via  
[www.accesssydney.org.au/contact-us](http://www.accesssydney.org.au/contact-us)

## Let's stay connected!



[/accesssydney](https://www.facebook.com/accesssydney)



[@accesssydney](https://www.instagram.com/accesssydney)



[accesssydney.org.au](http://accesssydney.org.au)

Updated March 2022

# ACCESS

# SYDNEY

COMMUNITY TRANSPORT



 **8241 8000**

**Tailored & budget-friendly  
transport options.**



# About Us

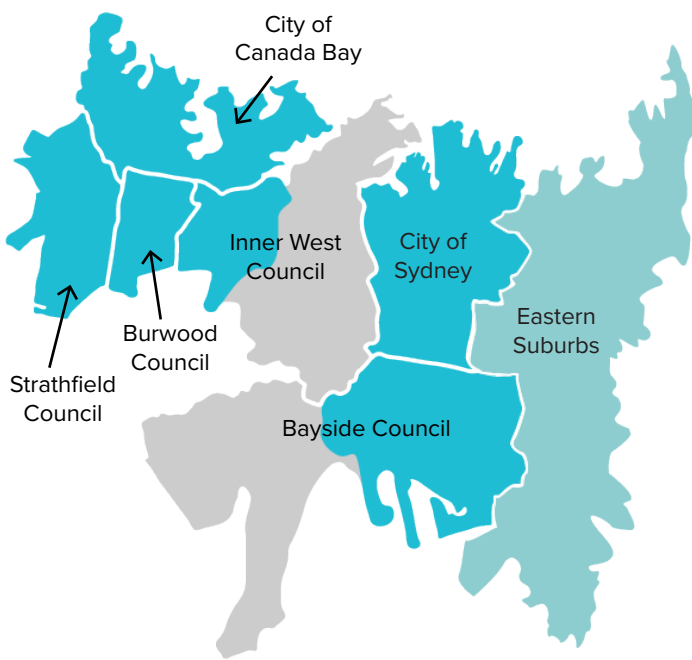
Access Sydney Community Transport is a not-for-profit organisation which enables people to maintain an active and healthy lifestyle through a variety of low-cost transport options.

## Why choose Access Sydney?

- ✓ 100% of our clients trust our drivers & services
- ✓ 95% of our clients say we have helped them to stay independent
- ✓ 94% of our clients say we help them to maintain their health & wellbeing

# Our Service Area

- Access Sydney Community Transport service areas
- Social Support Program service area



# Our Services



## Medical Transport

We provide transport to medical appointments such as hospitals, GP's, specialists, dentists & more!



## Recreational Trips

We provide transport services for other personal appointments and activities, such as going to the hairdresser, library, exercise facilities, nursing home visits & more.



## Shopping Bus

We have weekly and fortnightly group shopping buses which can take you to a local shopping centre. Bus assistants are available on all services and one-on-one support can be provided on select services.



## Social Outings

We create group social outing programs which give you the chance to discover new places and meet new people! An exciting range of activities and destinations are on offer each month. Our current calendar can be found at: [accesssydney.org.au/socialcalendar](http://accesssydney.org.au/socialcalendar)



## Partnerships

We collaborate with councils, organisations and community groups to provide tailored transport programs.

# Getting Started

## Over 65 years old?

### Contact My Aged Care: 1800 200 422

In order to use Access Sydney services, you must apply for an assessment with My Aged Care if you are 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people). During your assessment request Access Sydney Community Transport services. Then we'll be in touch to onboard you!

### Already Registered with My Aged Care?

Call My Aged Care and request a Transport Referral Code. Then call Access Sydney and provide the Transport Referral Code to begin using our services.

## Under 65 years old?

Our full range of transport services are also available to those under the age of 65 who require additional support. Please contact our office directly to register.

