

Using Our Services



Make a Booking

In order to make a booking please call us on 8241 8000. Our friendly Client Services Team will be able to assist you. It's important that you give us a minimum of two business days prior to your service.



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 or discuss with our client services team.



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: customerservice@accesssydney.org.au

Address:

Unit 48 / 378 Parramatta Road
Homebush West NSW 2140

Feedback & Complaints:

Call 8241 8000 or please fill out our online form via www.accesssydney.org.au/contact-us

Volunteering With Us:

Become a Volunteer with Access Sydney. We welcome volunteers from all backgrounds. Call or email us today!

Let's stay connected!



/accesssydney



@accesssydney



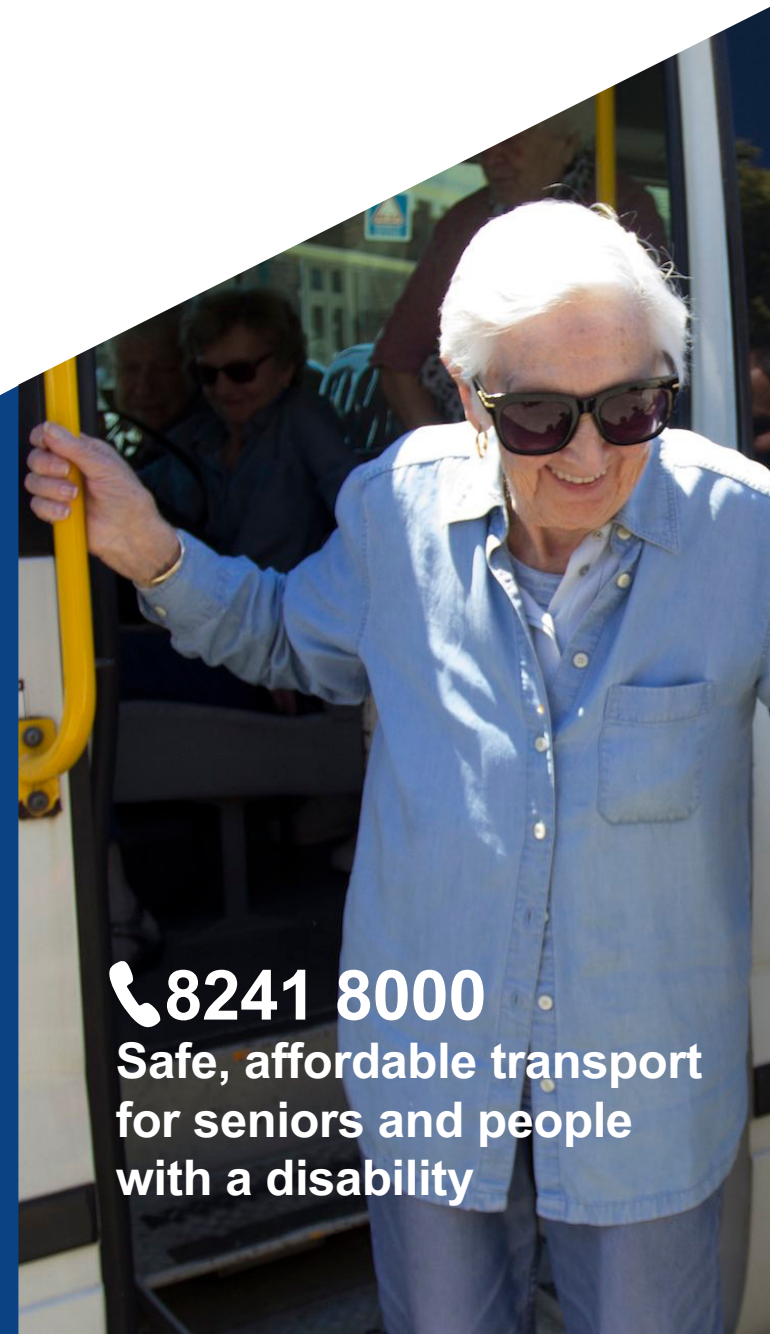
accesssydney.org.au

Updated Oct 2023

ACCESS

SYDNEY

COMMUNITY TRANSPORT



8241 8000

Safe, affordable transport
for seniors and people
with a disability

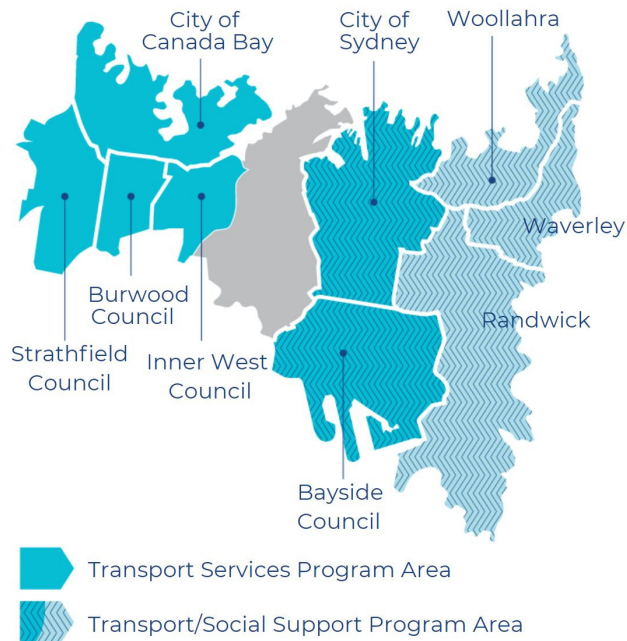
About Us

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 Areas



Our Services



Medical Transport

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



Social Support Programs / Outings

Our social support services aim to keep you connected to community. We can visit you at home, take you to your favourite places, activities and outings. For more information you can visit our website to download our social outings quarterly calendar.



Shopping Bus

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



Partnerships

We collaborate with councils, organisations and community groups to provide tailored transport programs. Or you can bring your own group.



NDIS

We can take you to places that are important to you.

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 with 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.

Can't Access Transport?

Our transport services are also available to those who are disadvantaged in accessing transport. Please contact our office directly to register.

