

Your situation

A travel trainer will discuss your public transport needs and plan a trip with you. The service is personalised and flexible, enabling you to deal with any challenges, and matched with the best transport options available.

The trip

The travel trainer will travel with you on your practice trip. More practice sessions can be arranged, if needed.

Back home

After the trip, the travel trainer will review it with you. There is the opportunity for changes to your travel plans. You will be given the information needed to travel on your own and plan trips for yourself in the future.



Our mission is to improve people's lives by encouraging and facilitating their mobility, independence and sense of community. Providing transport is our core function, however we offer more than just transport in striving to effectively, efficiently and equitably meet the needs of our clients.

Compliments, Complaints and Suggestions

We want to provide the best service we can and will always be pleased to hear feedback from you. You can call us on **9585 3000** or email us on AskUs@stgct.org.au.

For complaints relating to:
Aged Care - contact the Aged Care Complaints Commissioner on **1800 550 552**, or fill in an online complaint form at www.agecarecomplaints.gov.au

Disability & Community services - contact the Community Services Division, NSW Ombudsman's Office on **1800 451 524** or email nswombo@ombo.nsw.gov.au

NDIS Services - contact the National Disability Insurance Agency on **1800 800 110**, visit one of their offices in person, or go to ndis.gov.au for further information

These are free and confidential services that can assist you in working through any complaints or concerns about the service you are receiving.

If you require a language translator, call the Translating and Interpreting Service (TIS) on **131 450**. They cover over 100 languages and provide this service 24 hours a day, 7 days a week for the cost of a local call.



More Than Just Transport



Public Transport Made Easy



Travel Training

FREE

What is Travel Training?

Travel Training is a service that enables people to use public transport independently, whether they are a new user or would like to use it more often. If you want to catch public transport to travel to work, study or school, go shopping, visit the doctor or see friends, Travel Training can help you develop the confidence and skills to make it happen.

You can learn about:

- catching trains, buses and ferries
- buying tickets and using Opal cards
- how to plan trips
- which services to catch
- where to get on and off
- accessible services
- travelling safely
- strategies to deal with difficulties
- where to find more information.



St George Community Transport
Travel Training
is available to groups
and individuals



Don't forget to follow us on



St George Community Transport



STGCT1



@STGCT1

Who is it for?

The service is for adults. It is available for anyone who does not have the confidence, information or experience to use public transport.

You may be:

- an older person
- someone who is driving less or has stopped driving
- a migrant or refugee
- a person with disability
- someone with limited mobility
- a carer of someone who needs to use public transport
- financially disadvantaged



For more information
Phone (02) 9585 3000

contact us on (02) 9585 3000 or visit our website www.stgct.org.au