

## 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 everything with you. You will also be given more 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](mailto: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](http://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](mailto: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](http://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



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

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.



Don't forget to follow us on



St George Community Transport



## Who is it for?

The service is available to anyone who wants to build their confidence using public transport, or who wants to get more practice catching trains, buses or ferries.

### You may be:

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



to enquire or make a booking  
contact us on **(02) 9585 3000**

or visit our website

[www.stgct.org.au](http://www.stgct.org.au)

For more information phone **(02) 9585 3000**