



Did you know?

At Transport for New South Wales (TfNSW) we work hard to ensure our services are as convenient as possible for you. That's why we provide funding and operational support to your community transport provider. As part of this support, we've invested in new technology designed to improve services.



We're here to help.

If you have any questions about the new booking system or you'd like to share some feedback, please feel free to contact your community transport provider.

For more details on how we protect your privacy, visit, transport.nsw.gov.au/about/privacy

For information about community transport services, contact:

TfNSW Rural and Regional Service Delivery and Performance Branch

Call (02) 8836 3100 or email community.transport@transport.nsw.gov.au

Community Transport

News for our valued customers.



M1063 September 2016



Continue to benefit from our services.

The advanced new system will manage trip bookings but it will also increase the number – and types – of services available to you. However, in order to confirm your eligibility, you will need to disclose some personal information to your transport provider. We will only use this information for this or a directly related purpose.

These details will be stored into the new system which is supplied by a third party provider. Plus, in order to validate your information, we may need to disclose your details to the government agencies* who fund these services. We may, with your prior consent, disclose information about whether you identify as Aboriginal and / or Torres Strait Islander to the funding bodies. We want to ensure that customers who are truly entitled to our services continue to benefit from this support.

You can rest assured that we will not disclose your information to any third party unless you consent, or where we are permitted or required to do by law.

* Community Transport Services in NSW are currently funded by the Australian Government Department of Health; NSW Ministry of Health; NSW Family and Community Services and Transport for NSW



You can expect a few changes.

As the new booking system is introduced, you may notice –

- » **Increased booking time.**
It may take a little longer to book your trip while staff become familiar with the new system.
- » **Different pick up times.**
You could experience minor changes to your pick up times.
- » **Introduction of GPS.** For your safety, the vehicle may be tracked using GPS.



Your privacy matters to us.

Remember, providing key information to your community transport provider or TfNSW is voluntary. However, if you do not disclose certain details that are essential for confirming your eligibility for community transport, you may not be able to receive these services.

TfNSW are committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Health Records and Information Privacy Act 2002 (NSW)*.

Your information will be managed by TfNSW and governed by TfNSW system security standards, legislative and contract obligations. You can ask to access or amend your personal information by contacting your community transport provider.