

# CONTENTS

## **About Bathurst Community Transport and Contact Details.**

- Page 2.** How is Community Transport Funded?  
**Page 3.** Target Group and Standards  
**Page 4.** Services Provided.  
**Page 5.** Shopping, Social Outings and Medical Appointments.  
**Page 6.** How to become a Client? Assessments.  
**Page 7.** Reviews and Re-Assessments. What can I expect from the service?  
**Page 8.** Advocacy. Carers.  
**Page 9.** What happens when our needs change?  
How to make a Booking?  
**Page 10.** Forward Journey, Arrival, Return Journey and Cancellations.  
**Page 11.** Hospital Transport Services  
Subsidised Taxi Vouchers  
**Page 12.** Vehicles.  
What to do if the Weather is Poor or you feel Unsafe.  
What happens if I'm not at Home/Destination when Transport arrives?  
**Page 13.** Client Fees. Client Fees  
When will my service stop?  
Carer and Service User disagree  
**Page 14.** Privacy and Personal Information.  
**Page 15.** You're Rights as a Client.  
**Page 16.** Your Rights continued  
**Page 17.** Your responsibilities  
**Page 18.** Aged Care Complaints Scheme and Legal Advice and Advocacy.  
**Page 19.** Other HACC Programs and Community Care Support Programs  
**Page 20.** Other HACC programs Continued.  
**Page 21.** Complaints, feedback and suggestions

## **OUR VISION**

Everyone in the Bathurst Community can get where they want to be, when they want to be there

## **OUR PURPOSE**

We believe our service users have the right to independence. We provide specialised transport to support people to get to where they would like to go, need to go or dream to go.

## **OBJECTIVES**

- it promotes the right of people in our target group to live independently and with dignity within their community;
- it operates in an effective, efficient and accountable manner;
- it represents the needs of the target group to all spheres of government and community agencies to ensure the needs of the target group are acknowledged, understood and addressed;
- it actively participates in regional planning and funding processes to ensure the organisation has ongoing financial viability and the ability to cater to increasing need;
- it actively works to increase co-ordination and co-operation between local services;
- it provides information, support and referral services and assist in the building of social and support networks for people in our target group;
- it offers support to other agencies to contribute to the alleviation of transport disadvantage and its causes;

it works to improve access to Public, Private and Community Transport for transport disadvantaged people including those from special needs groups such as people from

## **Bathurst Community Transport**

Bathurst Community Transport commenced operation in 1978 and has provided transport services to the residents of Bathurst Region Council local government area.

The organisation is overseen by an independent community based Management Committee and is an incorporated body. A full time Manager, 2 Part-time Coordinators, 1 full-time Driver, 2 casual drivers and a number of Volunteer Drivers make up the team for Bathurst Community Transport.

### **How to contact our service**

The office is open **Monday to Friday 8.30am to 3.30pm** excluding public holidays.

The office is located at **369 Stewart Street, Bathurst** (Just past Browning Street in with Accessible Living Options).

**Phone: 6331 3322 Fax: 6332 5844**

**Email: [coordinator@bctg.com.au](mailto:coordinator@bctg.com.au)**

**Website: [bctg.com.au](http://bctg.com.au)**

There is an answering machine if you wish to leave a message on weekends, early mornings or in the evenings. This can be helpful if you have poor health, and need to change or cancel bookings with short notice.

## **How is Community Transport funded?**

Bathurst Community Transport has 3 main streams of funding:-

- Commonwealth Home Support Program (CHSP) - Department of Health and Aging
- Community Care Supports program – Department of Family and Community Services
- Community Program Funding – Transport for NSW

## **Target Group**

- Frail older people with functional limitations as a result of moderate, severe and profound disabilities
- Younger person with a moderate, severe or profound disability
- Carers of these people
- Persons who are transport disadvantaged
- Such other classes of persons, as are agreed upon by the Commonwealth Minister and the State Minister

## **National Disability Standards:-**

Standard One - Rights

Standard Two - Participation

Standard Three - Individual Outcomes

Standard Four - Feedback and Complaints

Standard Five - Service Access

Standard Six - Service Management

## ***Bathurst Community Transport is compliant with the Disability Standards***

## **The Community Care Common Standards**

Standard One – Effective Management

Standard Two – Service Delivery

Standard Three – Service User Rights and Responsibilities

**All persons using our service have the right to receive services in an environment free from discrimination, abuse, neglect and exploitation.**

## **Services Provided**

Community Transport aims to assist you to get out and about.

Destinations include:

- Doctor's Appointments
- Specialist Appointments
- Hospital visits
- Medical treatment
- Podiatry
- Pathology
- Physiotherapy
- Shopping
- Group social outings
- Individual social outings

Community Transport provides both group and individual transport to the above.

If you need to go to a destination and you are not sure if we do that kind of transport please ring and ask. If we are unable to assist you we may know of another service that may be able to assist you.

### **Out of Area Transport**

Bathurst Community Transport has vehicles, which transport Clients to Sydney Metro area and to other destinations such as Orange for various needs including but not limited to medical appointments.

If you require out of town transport for a medical appointment you need to contact our office as soon as you have made your appointment.

### **Weekend Transport**

Special social trips will be offered during the year on either a Saturday or Sunday. For example fates, fairs and community events such as expos, all will be advertised in our by-monthly newsletter.

## **Shopping**

Community Transport provides door to door service for your shopping needs.

If you require a regular day weekly or fortnightly for shopping we are able to make a permanent booking for you. If a permanent booking does not suit your needs you simply need to ring and book a collection time for you to go to town and a return time for your trip home.

When you have finished your shopping you are able to ring our office and arrange transport for your return trip if you have not booked.

There is however a limit of 6 shopping bags per household.

## **Social Outings**

Do you have difficulty getting out and about, visiting friends or just going to the hairdressers?

We provide both individual and group social outings. The group social outings are listed in the Newsletter sent out by post to Clients bi-monthly.

Please ring our office and talk to us about your social needs.

## **Medical Appointments**

When booking transport for an appointment please specify the appointment time and the time you request to be collected. If we are unable to organize a return booking for a medical appointment simply ask the receptionist to call our office and we will organise a vehicle to collect you as soon as we are able to. If our vehicles are fully booked we will order a Taxi for your return and subsidise the fare. We will let the receptionist know the expected waiting time and whether it will be one of our vehicles or a taxi.

## How to become a Client

People wishing to become a client of our service can:

- Refer themselves
- Be referred to our service by another group or organization
- Be referred by an existing client, friend or relative.

### Assessments

**Aged 65 yrs. and older or Aboriginal 50 and older** need to call My Aged Care on 1800 200 422. My Aged Care will conduct the assessment and send through the information to our service. Once the referral has been received from My Aged Care we will contact you within 48 hours.

#### **Aged 64 yrs. And under Aboriginal 49 yrs. and under**

The assessment usually takes about 20 to 25 minutes on the phone. The reason for the assessment is to determine whether you are eligible to use community transport services.

You will be asked for information such as

- Name, address, phone number,
- Emergency contact, doctor
- Medical condition, if any
- Disabilities/Mobility issues
- Your transport needs
- Level of assistance required during transport

You will also be asked for permission to provide some of your information to government departments. **This does not include your name and address,** however all other information will be sent.

By providing such information, you will be assisting in the planning of future services and funding for Community groups in your area. **You have the right to refuse your information being given to a government department.**

Should your assessment be approved you will be notified via phone and post, an information booklet and other information will be posted within a week of the assessment.

If you are assessed as not being eligible to use our services we will suggest other services and information which may suit your needs and assist you with transport.

## Reviews and Re-assessments

We will work with you to achieve your goals and undertake regular reassessments with you. Reassessments are a way of making sure we have up to date information regarding your circumstances and to see if your needs have changed. The result of a reassessment may be:

- Referring you to other services that may assist you;
- Our service working better with other agencies providing you with care;
- Increase in service provided;
- Decrease in service provided;
- Cessation of service provided;
- Identification of WH & S/Duty or Care issues;
- Change in your details (e.g. change of address etc.); and
- Identification of new goals you have and development of a plan to help you achieve them.

## What can I expect from the Service?

You can expect our service to:

- Treat you as an individual;
- To support and encourage you to maintain/increase your independence;
- Provide you with information about your transport options;
- To work with you to provide the most appropriate service for you within our resources and capability;
- To support your rights as a Service User; and

To listen to you and respond to any feedback you provide.

## **Advocacy**

If you would like to have a friend, relative, neighbour or another service talk on your behalf, this is called choosing an advocate. It is important to choose someone you trust to talk to the service about what you want. Do not forget your advocate is there to represent you and your wishes, not to go against your wishes.

You must advise the service if you choose to use an advocate and who they are, also if you wish to change your advocate or not have one at all. If you want information about local advocacy services please contact us for contact numbers.

### **We are all different and have different needs**

We live in a diverse community and our service supports and recognises individuality and diversity. You may have specific needs that are important to you such as:

- Your mobility;
- A health condition or a disability;
- Your culture;
- Your language;
- Your religion;
- Your preference for male/female staff;
- Your preference for the times you are provided service; or
- Your sexual identify/preference;

and we will listen to you and respond to your needs as much as possible.

## **Carers**

Carers of people who are frail aged or have a disability are treated as clients. We undertake the same assessment process for carers as we do for other clients.

When traveling with a client the carer travels for free. If, as a carer, you are not sure of the services offered please ring and have a talk with our staff.

## **What happens when my needs change?**

Sometimes your needs may change. This may be as a result of changing an address, phone numbers, emergency contacts phone numbers, or it may be if your health or disability improves or deteriorates. When you become aware of your changing needs, please contact our office and discuss your needs we will arrange a reassessment.

This process is only to ensure that we are aware of your needs and that the most appropriate service is provided by the organisation and staff.

You are encouraged to notify us anytime there is a change in your circumstances.

## **How to make a booking**

The more notice you can give our service the more chance we have of being able to provide transport on the day and at the time you require. So as soon as you know your appointment time and date call our office and speak with our staff, they will book your collection and return times.

Occasionally you may wake up feeling ill or need to go somewhere in a hurry and will ring on the day you need the transport. Always ring as we will try to provide transport at short notice, however if we are unable we may be able to book a taxi for you and subsidise the fare.

Due to the large number of requests we receive we may not be able to answer your request immediately. We will contact you and confirm the booking or advise you if we are unable to assist. We may suggest different times when we could assist, if your appointment is able to be changed.

## **Forward Journey**

We offer a door to door service. If possible we would appreciate if you would be ready to leave your home when our vehicle arrives to collect you. If you need assistance from your home to the vehicle please let the office know when you make your bookings.

The office can only offer an approximate pick up times. Weather, traffic conditions and clients can sometimes make the driver either early or late. This may mean a difference of up to 15 minutes either way.

## **Arrival at Destination**

Once you reach your destination the driver will assist you to your desired area if required. You will need to let the driver know if you need this assistance. Our drivers must follow the RTA road rules. There are certain places the drivers are not able stop for you to exit the vehicles. The drivers will give you a choice of alternate safe places for exiting the vehicle as close to your destination as possible.

## **Return Journey**

For medical appointments when a return journey is not booked ask the receptionist to call our office when your appointment is finished. We will let the receptionist know our approximate collection time.

If you are not sure where to wait then please ring the office and we will let the driver know where you are waiting.

If you need assistance, please let the driver or office know.

## **Cancellations**

It is very important that you advise us immediately, if you no longer require the booking

## **Hospital Transport Services**

Bathurst Community Transport services are provided by team members who, whilst committed to providing safe and comfortable transport, are not medically trained but do hold a 1<sup>st</sup> Aid Certificate.

If your medical condition or mobility requires specialised treatment and support you will be required to supply a support person when travelling with our service. For this reason, the following shall apply:

1. Bathurst Community Transport may require certification of fitness to travel from an authorised medical professional before any passenger can be provided with hospital-to-home transportation (This includes day surgery). A carer or escort may be required to accompany the passenger in such instances.
2. If a Driver is uncomfortable about the condition of a passenger, and doubts their ability to travel safely, then he or she has the right to delay the service until further advised by the office.
3. No Bathurst Community Transport team member will administer medication to a passenger
4. Bathurst Community Transport will not provide inter-hospital transfers. This includes same day discharge and re-admission.

## **TAXI VOUCHERS**

Bathurst Community Transport offers subsidised taxi vouchers to our clients. Providing these vouchers assists and provides flexibility to our clients who require transport when we are not available or at capacity or, weekends, early morning and evenings.

Each client is eligible for two books of 10 vouchers per month. Each voucher will have a value which will be calculated when vouchers are requested. For example a taxi fare of \$17 may normally cost a client to go from their home to town; our service could offer you vouchers valued at \$12, meaning the client would only pay \$5 for a taxi trip.

These vouchers are only available to clients of Bathurst Community Transport who are accessed as eligible.

All vouchers have an allocated number and cannot be used with any other subsidy. All vouchers are only to be used by the client who receives the vouchers.

## **Vehicles**

Community Transport operates with a variety of vehicles, from buses to sedans. Five of our vehicles are wheelchair accessible.

Our drivers are trained in meeting your needs in a safe and friendly manner.

Hoists and ramps may be used for people needing wheelchair access or for people who have difficulty getting up and down steps or in and out of vehicles.

If you need access to the vehicle via a hoist or ramp please let the office staff know when making your bookings.

### **What to do if the weather is poor or if you feel unsafe**

Community Transport provides a door to door service. This means that you do not have to wait outside for the vehicle, unless you want to. If it is cold or raining, very hot or you do not feel safe then please stay inside your home, and keep an eye out for the vehicle.

If necessary the driver will come to the door to advise you that the vehicle has arrived for your journey. If you are not sure where to wait please ring the office and we will advise the driver of your location.

### **What happens if I'm not at home/at my destination when the transport arrives?**

- It is important that you let the Service know if you are not going to be home.
- When you are assessed for the Service you will be asked what we should do if you are not at home when we call.
- If we are concerned for your safety and you have not given us instructions what you would like done we may ring your emergency contact or emergency services

## **Client Fees**

Services are required to implement the Commonwealth Home and Community Care Program fees policy. This requires agencies to seek a contribution from clients. However, clients will receive services regardless of their capacity to pay. Agencies are required to provide additional service with client fees collected.

Whilst we are funded to provide service the funding does not cover all expenses this is why a contribution is requested.

- Transport in the Bathurst area (Including Kelso and Windradyne) is \$5.00 each way.
- Eglinton and Raglan \$5.50, Perthville \$7.00 all each way
- If you are having difficulty paying the fee it is important to let us know, as we may be able to make arrangements to assist you.
- Subsidised taxi vouchers are also available

### **When will my service stop?**

Some examples of when services cannot continue to be given are:

- When you no longer need the Service;
- When another service could better meet your needs;
- If you move out of the area covered by this service;
- If you enter fulltime care in a residential setting;
- When care type/level does not meet Government guidelines
- When there is a risk to you or Team Members

### **What happens if a Carer and Service User disagree about Service being provided?**

As our Service provides support the Client and their Carer we will take every opportunity to see that both your needs are being met. All effort will be given to support and maintain family and friendship relationships through providing information and referral to appropriate agencies. If you and your Carer are unsure or disagree with the services being provided them please talk with the Manager as soon as an issue arises.

## Privacy & Personal Information

The *Privacy Act 1988* (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information

Australians have a right to know why such information about them is being acquired, and who will see the information. Those in charge of storing the information have obligations to ensure such information is neither lost nor exploited. An Australian will also have the right to access the information unless this is specifically prohibited by law.

As a Service User it is your right to have confidentiality about your care and needs maintained. When seeking information and feedback about your service your privacy will be considered at all times. You have the right to access your file, decide what information you give us and to have your information protected and only released with your permission. Please note that the Funding Body (State & Federal Government) have the right to access your file however their Employees are bound by confidentiality agreements and will not release any information. The only reason the Funding Body would look at your file would be to check that we are providing a quality service.

If you require any further information about the privacy act or your rights contact the office or Contact Privacy:

Web site: [www.privacy.gov.au](http://www.privacy.gov.au)

Enquiries: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Hotline: 1300 363 992

Mail: GPO Box 5218  
SYDNEY NSW 2001

If you need assistance with other languages call the Translating and Interpreting Service on 131450 and ask for the Office of the Federal Privacy Commissioner on 1300363992.

## CHARTER OF RIGHT AND RESPONSIBILITIES FOR HOME CARE

As a care recipient I have the following rights:

### GENERAL

- To be treated and accepted as an individual, and to have my individual preferences respected
- To be treated with dignity, with my privacy respected
- To receive care that is respectful of me, my family and home
- To receive care without being obliged to feel grateful to those providing my care
- To full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- To be treated without exploitation, abuse, discrimination, harassment, exploitation or neglect

### PARTICIPATION

- To be involved in identifying the home care most appropriate for my needs
- To choose the care and services that best meet my assessed needs, from the home care able to be provided and within the limits of the resources available
- To participate in making decision that affect me
- To have my representative participate in decisions relating to my care if I do not have capacity
- To receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- To be given before, or within 14 days after I commence receiving care, a written plan of the care and service that I expect to receive

### CARE AND SERVICES

- To receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- To ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required



## PERSONAL INFORMATION

- To privacy and confidentiality of my personal information
- To access my personal information

## COMMUNICATION

- To be helped to understand any information I am given
- To be given a copy of the Charter of Rights and Responsibilities for Home Care
- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on my behalf for any purpose

## COMMENTS AND COMPLAINTS

- To be given information on how to make comments and complaints about the carer and services I receive
- To complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issue of concern

## FEES

- To have my fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have my fees reviewed periodically and on request when there are changes to my financial circumstances
- Not to be denied care and services because of my inability to pay a fee for reasons beyond my control

## SERVICE

- You may involve an advocate (a friend, family member etc.) of your choice to represent your interests. The rights of the Advocate or Guardian are to be acknowledge and respected
- Service will be responsive to your social, cultural and physical needs

**RESPONSIBILITIES** As a care recipient you have the following responsibilities:

## GENERAL

- To respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- To treat care workers without exploitation, abuse, discrimination or harassment

## CARE AND SERVICES

- To abide by the terms of the written or verbal agreement
- To acknowledge that my needs may change and to negotiate modifications of care and service when my care needs do change
- To accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

## COMMUNICATION

- To give enough information to assist Bathurst Community Transport to develop, deliver and review a care plan
- To tell Bathurst Community Transport about any problems with the care and services

## ACCESS

- To allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- To provide reasonable notice if I do not require a service

## FEE

- To pay and fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- To provide enough information for the approved provider to determine an appropriate level of fee

## SERVICES

- To inform Bathurst Community Transport if you are not going to be home when a team member has been arranged to collect you
- Passengers in our vehicles my utilise seatbelts and other vehicle safety devices as directed by team members
- You must respect the confidentiality of information about other clients and team members which you may obtain whilst using the service

## Aged Care Complaints Scheme

The Scheme provides a free service for people to raise their concerns about the quality of care or services being delivered to people receiving residential or community aged care services that are subsidised by the Australian Government.

Anyone can complain to the Scheme and complaints can be made anonymously or confidentially. We encourage people to lodge complaints openly as this gives us the most flexibility in resolving their concerns.

If you are unable to resolve your concern with the service provider you can contact the Scheme. We can examine concerns about safety or about the care and services being provided. We can use a range of different approaches to resolve a concern. Our focus is on reaching the best outcome as quickly as possible.

Find out more about raising a concern online at [agedcarecomplaints.govspace.gov.au/concern](http://agedcarecomplaints.govspace.gov.au/concern) or contact the Scheme on **1800 550 552**.

## Legal Advice and Advocacy

The Older Person's Legal Service provides legal advice and referral to older people in NSW.

The Older Persons' Legal Advice may also provide limited legal assistance for financially and socially disadvantaged older people in NSW

Phone: 1800 424 076 Website: [www.tars.com.au](http://www.tars.com.au)

**Australian Centre for Disability Law** - Tel 02 8014 7000

General e mail [info@disabilitylaw.org.au](mailto:info@disabilitylaw.org.au)

Legal advice: [adviceline@disabilitylaw.org.au](mailto:adviceline@disabilitylaw.org.au)

**Information and Advocacy for 64 years and under**

**Intellectual Disability Rights Service** - TollFree 1800 66 66 11

**National Abuse and Neglect** – TollFree 1800 880 052

## Other Commonwealth Home and Community Care Programs and Community Care Supports programs

### Food Services

Bathurst Meals on Wheels	6331 8231
Integrated living Staying Healthy – Eating Well	
Meal Service	1300 782 896

### Social Support/Neighbour Aid

Accessible Living Options	6338 2345
Bathurst Seymour Centre	6332 1449

### Domestic Assistance and Personal Care

CareWest	1300 227 393
Home Care Services	6338 1400
KinCare	1300 733 510
Ngangana Aboriginal Home Care	6361 5445

### Home Modifications and Maintenance

Bathurst Home Modifications & Maintenance	6332 2106
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### Centre-Based Day Care and Respite

Bathurst Seymour Centre	6332 1449
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### Case Management

Accessible Living Options	6338 2345
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### Dementia Support

Dementia Advisory Service	6332 8963
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### Disability Services

Interchange Bathurst	6332 3086
Accessible Living Options	6338 2345

## **Other Commonwealth Home and Community Care Programs and Community Care Supports programs - continued**

### **Centre-based Day Care**

#### **Bathurst Seymour Centre 6332 1449**

We are a centre-based day care centre for older people who are frail aged, people with a disability and their carers who live in the Bathurst Regional Area.

### **Disability Respite**

Interchange Bathurst 6332 3086 Bathurst Seymour Centre 6332 1449

Anyone caring for a person with a disability that lives at home is eligible to use this service. Interchange exists to meet the respite care and recreation needs of people with disabilities and their families

### **Case Management**

#### **Accessible Living Options 6338 2300**

Case Management assists people to obtain the full range of help and support services that they may need, where their needs are varied or changeable.

### **Dementia Support**

Dementia Advisory Service 6332 8963

- promote local awareness of dementia
- provide information, education and support
- link people to assessment and support services

### **Home Modification and Maintenance**

Bathurst Home Modification and Maintenance Scheme 6332 2106

This service provides home modifications, adjustments and advice on building related matters.

Services available include internal/external ramps and rails, hand held showers, tap turners, adjusting hot water services, widening doorways, securing rugs and cords, repairs to gutters, windows, doors, floors, steps and paths, minor plumbing and electrical work.

## **COMPLAINTS, FEEDBACK AND SUGGESTIONS**

- You can provide us with feedback by phoning, writing, visiting our office or emailing. All feedback whether it is positive or negative assists us to improve the services we provide.
- You have the right to make an anonymous complaint, this can be made using the form provided with this booklet, downloading a form from our website, through another service or agency or a friend, relative or advocate
- You have the right to complain about the service you receive without fear of the service being stopped or you being mistreated because you made a complaint
- All complaints will be dealt with within a 48 hour period and you as a client will be provided with feedback as soon as possible.
- You have the right to refuse a service and refusal will not prejudice your future access to services
- Any complaints will be dealt with fairly, promptly and without retribution
- If you are not satisfied with the way the Service has handled your complaint you can contact

**All persons using our service have the right to receive services in an environment free from discrimination, abuse, neglect and exploitation.**

### **The Ombudsman**

Level 24, 580 George Street  
SYDNEY NSW 2000

**National Abuse and Neglect** – 1800 880 052 (free call on fixed line)

PHONE: Toll free 1800 451 524

**Telephone Interpreter Service (TIS):** 131 450

My Aged Care Complaints Scheme: 1800 550 552 (free call on fixed line)

**My Aged Care Advocacy Service** - 1800 424 079 (free call on fixed line)

**Disability Information Advocacy Service Bathurst** – 6332 2100

