

# TRAVEL TRAINING SERVICES SCHEDULE

## 1. DEFINITIONS

**First Stop Transport** means the online resources available either at:

- (a) firststop.transportnsw.info; or
- (b) at [www.transportnsw.info](http://www.transportnsw.info), under “Travelling with us”, “Using public transport” and “Guide to making your trip easier”.

**Travel Training LGAs** means the LGAs identified in the attached Travel Training Funding Table.

## 2. DETAILS OF YOUR TRAVEL TRAINING FUNDING AND THE SERVICES YOU ARE REQUIRED TO PROVIDE

- (a) We will pay you the Funding, at the times and in the amounts specified in the attached Travel Training Funding Table to provide training to people to enable them to develop the skills to use Public Transport (Travel Training).
- (b) You must use the Travel Training Funding:
  - (i) to provide Travel Training to groups of 5 or more people (**Group Travel Training**) in the specified Travel Training LGAs as set out in the Travel Training Funding Table;
  - (ii) to provide Travel Training to individuals (**Individual Travel Training**) in the specified Travel Training LGAs as set out in the Travel Training Funding Table.
- (c) You must aim to provide Travel Training:
  - (i) to the number of groups specified in the Travel Training Funding Table;
  - (ii) to the numbers of individuals specified in the Travel Training Funding Table.
- (d) It is expected that:
  - (i) Individual Travel Training will involve an average of 12 hours’ work, including time for planning and delivery of face-to-face sessions, and the evaluation of client outcomes six and 12 months after training has been completed;
  - (ii) Group Travel Training will involve an average of six hours’ work, including planning and delivery time.

## 3. YOUR TRAVEL TRAINING OBLIGATIONS

In providing the Travel Training you must:

- (a) use the eLearning module at First Stop Transport to develop a travel training program;

- (b) use the resources at First Stop Transport to educate customers;
- (c) engage with transport operators in the Travel Training LGAs to develop and conduct the Travel Training;
- (d) engage with key stakeholders in the Travel Training LGAs to identify individuals and groups that would benefit from the Travel Training, including:
  - (i) your existing customers;
  - (ii) other community transport service providers;
  - (iii) Local Councils;
  - (iv) people with disabilities and organisations representing or providing services to people with disabilities;
  - (v) community service based organisations;
  - (vi) people aged 65 and over and organisations representing or providing services to those people;
  - (vii) Aboriginal and / or Torres Strait Islander people and organisations representing or providing services to Aboriginal and / or Torres Strait Islander people; and
  - (viii) people from culturally and linguistically diverse backgrounds;
- (e) complete a customer record in the format we specify; and
- (f) contact each person provided with Individual Travel Training 6 months and then 12 months after they have completed the Travel Training and, if they are willing to take part, complete an evaluation of the Travel Training they received in the format we specify.