

Council Cab service

Registration application

Council of the City of Gold Coast
ABN 84 858 548 460
PO Box 5042 GCMC QLD 9726
P 07 5667 5990

E councilcabs@goldcoast.qld.gov.au
W cityofgoldcoast.com.au/councilcab

Applicant details			
Applicant name			
Residential address			
Suburb		Postcode	
Postal address			
Suburb		Postcode	
Phone		Mobile	
Email			

Supporting information	
The supporting documents listed below MUST be submitted with this application. Failure to provide both types of the required documentation will delay the approval of your application.	
<input type="checkbox"/>	Proof of Gold Coast residency (eg: copy of your rates notice, utilities bill)
<input type="checkbox"/>	If over 60 years of age - proof of age (e.g. driver's licence, birth certificate, passport)
<input type="checkbox"/>	or
<input type="checkbox"/>	If under 60 years of age - proof of disability (e.g. disability pension card)

Fees
No fees are required for this application.

Declaration	
I declare that the information provided in this application is complete and correct.	
Signature	Date

Privacy statement

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the Information Privacy Act (Qld) 2009 and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to cityofgoldcoast.com.au/privacy

Office use only					
Proof of age or disability attached	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Proof of Gold Coast residency attached	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date received			Officer		

About the service

The City of Gold Coast Council Cab service provides a door to door transport option for eligible Gold Coast residents.

Regain independence

Getting out and about is important for your wellbeing. Whether shopping or socialising, the trip out of the house is a welcome break for many people. If you are over 60 years or you have a disability and you live in one of the catchment areas, then you are eligible to travel in a Council Cab. You can also have a carer or dependents travel with you. if you like.

Convenient and affordable

Services run on Tuesday, Wednesday or Thursday morning each week. Each Council Cab trip costs \$2, that's only \$4 for a return journey. Now that's great value.

It's door to door

The Council Cab will pick you up in the morning from your home (the operator will give you an approximate time when you book) and take you to the shopping centre. If you have booked a return trip, ~~then~~ they will take you home around lunchtime. You can confirm the times when you book.

It's easy to book

Booking is easy. Once you have received your letter confirming that you are now registered to use the service, call 13CABS on 07 3556 5788 and ask to be directed to the Council Cab customer service area. The operator will take your details and schedule your trip. You can book your trip any time up to midday on the day before travel. Remember to book your return trip at the same time.

Please let the operator know when making your booking if you have a walker, trolley or other special needs that they should be aware of. Also let them know if you will be travelling with a carer or dependant, both of which will also need to pay the \$2 fee per trip.

Hearing impairment

If you have a hearing impairment, you can book through the ACE TTY service on 13 36 77.

Wheelchair access

You can request a wheelchair accessible vehicle if required when you book. Mobility aids such as scooters and walkers may also be accommodated, depending on the size and type.

Parcels and packages

We try to keep everyone happy and make sure that they go home with the right shopping. Zippered bags are great and green bags are easier to manage than plastic. If you need to bring a shopping cart or trolley, just let the operator know.

Service interruptions

The Gold Coast is very busy at certain times of the year, especially during occasional events (e.g. Melbourne Cup) and around Christmas. Services can be disrupted at these times, so remember to check ahead for service details.

Cancelling your booking

If you book and later decide not to travel, then please remember to cancel your booking so that someone else can have a seat and to avoid inconvenience to fellow passengers.

Further information

For further information, visit cityofgoldcoast.com.au/councilcab, email councilcabs@goldcoast.qld.gov.au or call 07 5667 5990.