



CAPABILITY STATEMENT 2016

Cloncurry Coaches Mount Isa Coaches

Is the ground transport provider of choice for many of the area's sporting organisations, travel agents, mining resource companies, conference and event organisers, schools, governments and private individuals.

Born out of a passion for tourism and the community we understand the unique challenges that come with being remote. As owners we have lived and been a part of the business community here in the north west for over twenty years.

Our team at Cloncurry-Mount Isa Coaches has over 100 years of combined experience in the tourism and transport industry.

Vision Statement

Cloncurry-Mount Isa Coaches will be the **first** choice for tourists, locals and businesses in outback Queensland.

We will achieve this by being the **safest** coach company, by providing **value** for money, **exceptional** customer service and delivering **unique** tourism experiences.

Core Capabilities

Cloncurry-Mount Isa Coaches offers the following services in air conditioned comfort:

Employee Shuttle Services

We offer employee shuttle services to and from job sites and locations around Cloncurry, Mount Isa and the north west.

Mining Charters

One of our strengths is the ability to service the mining community with ad hoc and contracted services covering long term as well as short notice assignments.

Direct Airport Tarmac Access

We can provide direct seamless transfers from aircraft to vehicle for groups or VIP's.

Luggage Handling

Mount Isa Coaches also has access to specialist vehicles to handle your excess or group baggage.

Airport to Hotel Transfers

We offer airport to hotel transfers on booking request.

Events Shuttle Service

We provide events shuttle services for corporate and private events.

Meet and Greet Services

We provide meet and greet services for groups and special events.

Wedding Guest Transfers

We offer the ability to move your guests and wedding party between venues on that special day.

Sporting Events

We provide transfers for all sporting organisations and specialty groups to any venue within Australia.

School Excursions

School charters and excursions are a specialty of Cloncurry-Mount Isa Coaches and we offer complimentary itinerary planning and assistance.

City Tours

City tours are offered through our associate company North West Tours.

Day Trips

We offer day trips, either dedicated tours through our associate company North West Tours, or tailor-made to your requirements.

Major Project Showcase

Customer: Queensland Rail

Alternative Bus Provider Contract - 2016 - 2020
Contract covers alternative transport provider for rail services between Mount Isa and Townsville return for all rail closures – weather; derailment; maintenance and unserviceability.

Customer: Incitec Pivot

Acid Plant maintenance shut down in Mount Isa; 200 shut down workers on various shifts transferred between accommodation and site for 21 days.

Customer: Dept of Transport and Main Roads
Transfers to outlying communities.

Customer: A variety of government, educational and community organisations including Department of Education; Catholic Diocese of Townsville; St Kieran's; St Josephs; Good Shepherd Catholic College; Mount Isa Rugby League; Australian Football League; Australian Defence Force – Army; Mount Isa City Council; Mount Isa Rotary Rodeo; Department of Education; Mount Isa Fishing Classic; and smaller community fund-raising events.



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Our Customer Service Charter

Cloncurry-Mount Isa Coaches is a customer service orientated company that strives for consistent best practice in customer service and nothing less. We recognize the meaning of customer service and deliver it. We achieve this by listening to our customers and responding to their needs and concerns. We NEVER lose sight of the fact that without the customer, we would not exist.

Our drivers are experienced professionals, whose first concern is always the safety and well-being of our passengers.

The success of each trip or tour is their number one priority. Our drivers always treat our customers with respect and live by our vision statement.

Cloncurry-Mount Isa Coaches is dedicated to contributing to a positive presence in the tourism industry in Cloncurry, Mount Isa, the North West and Queensland as a whole.

The staff of Cloncurry-Mount Isa Coaches are experienced professionals who are committed to our vision.

Our Fleet

Cloncurry Mount Isa Coaches has one of the most modern fleets in the Outback with an average age of only four years. Diversity, reliability and peace of mind is all important and we have a fleet of coaches that will suit your needs.

2016 Iveco/Irizar i6 Long Distance Coach

52 reclining aircraft style lap sash seat belted seats with USB ports. Aircraft style rest room, luggage racks, individual reading lights and air conditioner vents, PA system, 3 LCD flat screen TV's with DVD & USB connectivity, climate control, double tint windows, water chiller dispenser.

2013 Mine Spec Mercedes-Benz/Volgren Coach (x2)

53 fixed reclining seats with lap sash seat belts, luggage racks, PA system, 2 LCD flat screen TV's with DVD & USB connectivity, air conditioned, double tint windows.

Fuso Rosa Mini Coach

24 seats with lap sash seat belts, air conditioned, PA system, equipped with a provision for a luggage trailer.

Toyota Coaster Mini Coach

20 seats with lap seat belts, air conditioned, PA system, equipped with a provision for a luggage trailer.

Hyundai Maxi Combo Van

5 passenger seats, seat belts, air conditioned with extra large luggage space.

Accreditations

Operator Accreditation with Queensland Department of Transport and Main Roads. All drivers fully licensed and qualified.

Dedication to Safety

Cloncurry-Mount Isa Coaches maintains a safe and healthy working environment for our employees, customers, sub-contractors and the public through the engagement of a 'fit for purpose' AS/NZS 4801 compliant safety management system. This system involves internal and external audits, the use of Safe Work Method Statements (SWMS), Risk Assessment, Job Safety Analysis (JSA) and Job Safety and Environmental Analysis (JSEA) documentation as required. All our staff hold appropriate accreditations and certifications for their roles.

Company Details

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