

Booking of Car

Phone 8558 4086 (if it's an emergency call 000)
Book via the Transport Officer a.s.a.p.
ie as soon as you receive your medical appointment & try to **arrange your medical appointments between 9am and 3pm, where possible**. Advise CHSP Officer of special circumstances e.g. companion travelling with you, long appointments, more than one appointment on the same day, passenger with dementia, mobility aid. Please note some outpatients may be required to have a companion sign a 'hospital release form'. Drivers and our assigned companions **cannot sign these forms**. Please arrange for someone to accompany you who is willing to sign.

Notify CHSP Officer of any changes to your appointment ASAP.

Give clear instructions of where you are going and approximate duration of appointment. Please make your appointment calls between 8.00 am and 4.00 pm

The Service requires we gather personal details such as;

- Full name: Residential and postal address
- Telephone number: Date of birth
- Country of birth:
- Emergency Contact Number:

Passenger Rights

- Confidentiality
- Safety when travelling in a Community Care Car
- Passenger is entitled to an explanation if a service is refused
- To re-apply for a service at a later date (follow instructions for booking a car)

Commendations & Complaints

- Commendations can be forwarded to either the Coordinator or the CHSP Officer and will be forwarded to the relevant person.
- Complaints in writing to the CHSP Officer (see address below) or via the telephone on 8558 4086.
- CHSP Officer will follow up the complaint and will respond to the passenger within 2 weeks.



This project is jointly funded by the Australian Government Department of Health and the District Council of Yankalilla.

Visit the Department of Health website (www.health.gov.au) for more information

Although funding for YCTS has been provided by the Australian Government Department of Health, the material contained herein does not necessarily represent the views or policies of the Australian Government

Yankalilla Council Transport Service

Passenger Information



District Council of Yankalilla and funded by the Australian Government Department of Health.

**CHSP Officer: Monday – Friday
8am – 4 pm Telephone: 8558 4086**

1 Charles Street, Yankalilla
Po Box 9 Yankalilla SA 5203
Email: council@yankalilla.sa.gov.au
Web: www.yankalilla.sa.gov.au
Phone 8558 0200

Background

This service was established in 1987 by a small group from the local churches.

It now operates in conjunction with the District Council of Yankalilla and funded by the Australian Government Department of Health under the Commonwealth Home Support Program (CHSP).

Transport is provided where possible for those in the community who are over 65yrs of age or 50 years and over for Aboriginal and Torres Strait Islander people and their carers for medical or allied health appointments (as per CHSP guidelines) who are unable to obtain transport by any other means such as their own car, relatives or friends.

Rights

- ◆ Be treated with respect and courtesy
- ◆ Be informed and consulted
- ◆ Be part of decisions made about your care.
- ◆ Receive quality services
- ◆ Privacy and confidentiality, and to access all personal information kept about you by the CHSP service (with prior negotiations Ph 85584086)
- ◆ Have another person of your choice support you and advocate (speak) on your behalf
- ◆ Have your comments valued and to make a confidential complaint if you are not happy with the services you receive
- ◆ Option to release personal information to third parties e.g., drivers & other agencies

Eligibility

- ◆ Restricted to permanent residents in the District Council of Yankalilla via a referral from My Aged Care.
- ◆ Those 65yrs of age or older and carers thereof or 50 years and over for Aboriginal and Torres Strait Islander people
- ◆ Medical and/or allied health appointments will be given a priority.
- ◆ My Aged Care registration and referral is essential to continue to provide the service.

Appointments

- ◆ Please have Medicare card, Pension card, referral, X-rays and any other associated documentation with you.
- ◆ Every endeavour will be made to get passengers to appointments on time.
- ◆ Other passengers may be travelling in the car with you and as such passengers may need to be picked up in advance of anticipated time and may need to wait to be returned home after their appointment
- ◆ Volunteer Drivers will arrange with passengers where they will be picked up following the appointment. Please remain at the agreed location.
- ◆ Drivers will not be able to stay with a passenger due to scheduling commitments.
- ◆ CHSP Officer reserve the right of refusal in the following circumstances:
 - Unable to supply a car or volunteer driver at the time required by the passenger.
 - Passenger has insufficient mobility to get in or out of the car by themselves (The service has a no lift policy. A companion or ambulance may need to be considered).
 - CHSP Officer unable to supply a companion when needed for passenger with dementia.
 - CHSP Officer reserves the right of refusal if the request is not in accordance with CHSP guidelines

Regular Bookings

Management of resources necessitates that the allocations of transport services to any one client be a maximum of 3 trips per working week for any specific appointment. The duration of such will be at the discretion of management and in consultation with the client.

Cars

- ◆ No food, drink, smoking or pets in the car
- ◆ Children must be supervised by an adult at all times and an age appropriate car restraint must be provided and fitted by the accompanying adult
- ◆ Seat belts must be worn by all persons in the car at all times
- ◆ The Community Care Cars are equipped with mobile phone for emergencies



Donations

Donations from passengers are encouraged and enable the service to be maintained. As a **guide**; suggested donations for local trips \$10 and to Adelaide and environs \$50.

- There is no set amount and donations should be made freely
- Envelopes are provided in the cars. All donations are anonymous
- Passengers with regular appointments e.g. radiotherapy, can make weekly or monthly donations