

Booking of Cars

Phone 8558 4086 (if it's an emergency call 000) Book via the CHSP Officer as soon as you receive your medical appointment and try to arrange your appointments between 9am and 3pm, where possible.

If you have any special circumstances, like you would prefer a companion to travel with you, long appointments, more than one appointment on the same day, passenger with dementia, mobility aid etc. please advise at the time of booking.

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 and be with you for 24 hours.

Notify the CHSP Officer of any changes to your appointment ASAP.

Passenger Rights

Yankalilla Council Transport Service is a registered Age Care Provider and the signed Charter of rights given to you when you registered, details your rights.

These are monitored by the Age Care Quality and Safety Commission and should you have any concerns please contact the CHSP Officer and submit the Comments, Compliments and Complaints form also given to you on registration.



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
the Commonwealth Home Support Program (CHSP)*

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



1 Charles Street, Yankalilla
PO Box 9 Yankalilla SA 5203
Email council@yankalilla.sa.gov.au

Phone 8558 0200

Background

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

It is now operated by the District Council of Yankalilla, who employ a CHSP Officer to coordinate the program. The Yankalilla Council Transport Service is a registered Age Care Provider and is partly funded by the Australian Government, under the Commonwealth Home Support Program (CHSP).

Transport is provided as detailed below for those in the community who are eligible to register with **My Age Care** (over **65 years** of age or **50 years** and over for Aboriginal and Torres Strait Islander people) and their carers.

Service details are:

- ◆ Restricted to permanent residents in the District Council of Yankalilla.
- ◆ For medical appointments, allied health, fitness, shopping, visiting and general social outings. It has a very wide area of use to assist resident's general wellbeing and independence while living at home.
- ◆ My Aged Care registration and a **referral** from them is required to continue to provide the service.

(We can assist in registering with My Age Care and obtaining a referral if required.)

Appointments

- ◆ Please have Medicare card, Pension card, referral, X-rays and any other associated documentation with you.
- ◆ 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. Please take a green TRANSPORT SERVICE card with you with your car number highlighted. If you do not have a phone with you, please ask the receptionist to call us when you are ready.

| District Council of Yankalilla TRANSPORT SERVICE | |
|---|----------------------|
| Passenger: _____ | Date: ____/____/____ |
| <input type="checkbox"/> Car 1 | 0418 948 942 |
| <input type="checkbox"/> Car 2 | 0408 884 731 |
| <input type="checkbox"/> Car 3 | 0437 422 988 |
| Transport Coordinator: 8558 4686 | |
| 8:00am - 5:00pm Mon - Fri Only PTD | |

- ◆ Drivers may not be able to stay with a passenger due to scheduling commitments, however you can request a **companion** when you book.
- ◆ In some circumstances, we may not be able to provide service, such as very short notice, or where the passenger has insufficient mobility to get in or out of the car by themselves (the service has a no lift policy) and you're carer will need to go with you.

Regular Bookings

Management encourages the early booking of appointments to maximize the use of our vehicles and provide the service as close we can to your personal time requests. Occasionally, resources may restrict the allocation of transport for any one client to 3 trips per week. However, we will do our best to provide all your transport while you are receiving treatment.



Cars

- ◆ No food, drink, smoking or pets are allowed in the cars.
- ◆ Children must be supervised by an accompanying adult at all times and an age appropriate car restraint must be provided and fitted by the accompanying adult.

Donations

Donations from passengers are encouraged and enable the service to be maintained. As a **guide from Yankalilla**; suggested donations for local trips \$10 to \$15, Victor \$25, Flinders Medical Centre, Morphett Vale area \$35 to \$40 and to Adelaide and environs \$60.

- ◆ Envelopes are provided in the cars, all donations are anonymous
- ◆ Passengers with regular appointments e.g. radiotherapy, can make weekly or monthly donations.