

March 2017 CLIENT NEWSLETTER



BUS SERVICES

The fares for bus services to Canberra each Monday/ Wednesday and Friday and to Wagga each Tuesday and Thursday remain at \$20 one way and \$30 same day return.

These bus services are a much cheaper option for transport to these centres and clients are encouraged to utilise these services.

The Canberra bus works to a timetable and due to the size of Canberra, destinations are limited to the hospitals along with Westfield Belconnen, Jolimont Centre in Civic and the airport.

The Wagga bus service is much more personalised and will take you to your appointment wherever it is in Wagga and pick you up when finished to take you to the CBD or an alternate destinations.

Clients are asked to make appointments within the timetable hours as the bus service is on a timetable and cannot wait if appointments are running late. Doctors and Hospitals have been most helpful in ensuring clients are finished in time to catch the bus if it has been explained to them.

On Tuesdays and Thursdays the service does not send cars to Wagga unless we have very early appointments and admissions or day surgeries.

CARERS TRAVELLING WITH CLIENTS

We understand that clients often need a carer to travel with them. If a carer is physically necessary they will always be allowed to travel, but we do not always have room for a person to accompany you if it is not absolutely necessary. We cannot turn away clients in need of transport to an appointment because a seat is being taken by someone just wishing to accompany another client.

Front Seats:

As there is only one front seat in each vehicle and we have numerous requests for front seats, this is not always possible. We allocate front seats based on physical need.

TIME OF APPOINTMENTS

Please be mindful of the need for travel time when making appointments. We have been experiencing a lot of requests for late appointments. During Winter months in particular we request appointments be made between 9.30 am and 2.30pm. Under our duty of care, appointments from 3pm onwards cannot, in most circumstances, be accommodated due to the late hour that vehicles will be travelling home, the increased risk associated with travelling after dark and the high incidence of kangaroos.

For trips to Sydney, appointments must be between the hours of 10am and 2.30pm.

EARLY BOOKINGS

As the service is extremely busy and has limited vehicles and drivers, we need clients to book in appointments with as much notice as possible.

Bookings can be made months in advance to ensure a service is available; staff are not always able to assist at short notice. While we make every effort to assist as many people as we can it is not always possible due to limited resources.

Parcels on Town Bus Service

Passengers are reminded that they can only take the number of parcels and groceries which they can hold onto themselves on the town bus. Anything which sits on the floor or the seat can become a missile if the vehicle needs to stop in a hurry.

Social Bus Trips

The service is in the process of organising monthly social bus trips which we intend to keep to short distances and for a time span of a few hours. This will be an opportunity for those who are wanting to get out of the house and socialise with others, while enjoying seeing some of surrounding countryside and interesting sights. There will be a small cost involved but these will be kept to a minimum.

If you are interested in being informed when these trips are taking place please let us know at the office on 6382 1518.

MY AGED CARE

Since Commonwealth Government funding changes were introduced on 1st July 2016 anyone over the age of 65 who has not used the service previously and wishes to register now needs to contact MY AGED CARE and register with them requesting that they be referred to Young or Boorowa Community Transport. The contact number is 1800 200 422.

Or visit www.myagedcare.gov.au

If a new client has an immediate need for transport they can contact our office directly and book the transport, but they will then be directed to register with MY AGED CARE for future services.



SEATBELTS

Clients need to wear a seatbelt at all times unless they have a letter from their doctor with them which states that they have a medical exemption. If clients refuse to put on a seat belt, drivers are instructed to refuse to drive the vehicle anywhere.



We have been receiving some great feedback from clients and many of you have rang to compliment drivers.

Clients are also encouraged to let us know if they are unhappy with a service they have received. Please ring the office and discuss it with us as we are unable to fix a problem if we do not know about it.