

January 2018 CLIENT NEWSLETTER

Wishing all our clients a very happy and healthy new year and we hope that we can continue to assist you with your transport needs throughout 2018.



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 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 assuring clients are finished in time to catch the bus if it is 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.

Late Cancellations

We are very aware that last minute health problems and Doctor's cancelling appointments can happen and can't be helped but please appreciate that it takes staff considerable amount of time to organise trips and volunteer drivers. We also often turn other requests for transport away due to shortage of vehicles or seats so when you cancel a trip at short notice it causes a lot of extra work on the staff and sometimes causes others to miss out. Please do not book a trip unless you are intending to go unless unforeseen circumstances prevent you.

As this is becoming a very time consuming problem the Management are considering charging a cancellation fee of 25% of the fare if the trip is cancelled less than 24 hours before it is to occur if the current trend continues.

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.

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 assure a service is available and 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.

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 63821518.

MYAGEDCARE

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 MYAGEDCARE and register with them requesting that they be referred to Young or Boorowa Community Transport. The contact number is 1800200422

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 be then directed to register with MYAGEDCARE 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.,

Taxi Vouchers

Please note if you receive Taxi vouchers they are for **your** use only and cannot be given to anyone else to use. The taxi drivers now complete a form when they are used and request you to sign it. We have had a few strange names come in which do not belong to recipients of vouchers so some are being used by other people. Please look after your vouchers as they are the equivalent to cash and each one comes at a cost to the service when used.

Thank You!

A colorful brushstroke graphic consisting of horizontal strokes in shades of blue, purple, pink, and yellow.