

Client Information For Users Of Daylink Community Transport

WHO CAN USE THE SERVICE?

South Port Day Links Inc utilizes the skills of volunteers to provide transport to frail/aged people and people with disabilities and those that care for them who live in the part of the City of Port Phillip between Fitzroy Street, St.Kilda and Garden City.

These people

- Are living at home, in a boarding house or special accommodation house.
- Because of frailty, chronic ill health, injury or the ageing process have limited opportunities for social connections.
- Have a physical, intellectual or psychiatric disability
- Are unable to access mainstream public transport because of geographical isolation.
- Are on a low income
- Have a temporary medical condition and who may require service for a short period of time.

WHERE WILL THE SERVICE TAKE ME?

Day links community transport service

- * Takes people mainly within the northern part of the City of Port Phillip.
- * Takes people to hairdressers, to shopping, to attend classes and activities, for socialising with friends, and to appointments.

WILL IT BRING ME HOME AGAIN?

The Day links community transport service will bring you home from all activities **EXCEPT** from hospitals and doctors out of the local area.

- * At the time of booking you will be asked for a return time or how long you wish to be out.
- * For local doctors' appointments, you can ask them to ring when you have finished.

DOES IT COST ANY MONEY?

It is the policy of the Committee of Management to ask Day links users to make a donation of \$2.00 for a trip, be it one-way or two-way. The donation should be given to the driver on the first trip of the day. These donations help us to keep vehicles on the road and enable us to keep providing this service to you.

HOW DO I BOOK?

- * Ring the Day Links office between 9 am and 5.00 pm Monday to Friday (bookings must be made directly through office)
- * If it is a regular activity (weekly or fortnightly), tell us so we can schedule you for a regular pick-up.... no need to ring each week
- * Please do not rely on drivers to pass on messages, bookings or cancellations
- * Book at least 3 days in advance when possible as bookings will be processed in order of receiving

WHAT INFORMATION WILL YOU NEED?

After the initial interview, when you book transport we will need

- * Full name & telephone number
- * Where you wish to go.
- * Day, date and time you have to be there (not the time you'd like to be picked up)
- * How long you'll be there so we can plan your return trip

HOW DO I KNOW WHAT TIME I WILL BE PICKED UP?

- * For bookings in the local area, be ready at least 20 minutes before appointment time.
- * For hospitals or doctors outside the local area, please ring the office after 3.30 pm the day before your appointment to get pick-up time

HAVE I ANY RESPONSIBILITIES?

Yes.

- * Please notify us of any cancellations or changes as soon as possible to avoid wasting petrol and driver time.
- * Please be ready at the appointed time. If you are not ready, the driver will be late for his next pick-up.
- * Please do not ask drivers to do extra trips for you or wait for you. These extras should be booked through the office so we can allocate the necessary extra time needed.
- * Please be aware it is not a taxi service—you may be sharing the car with other passengers & on occasions we may need to take you earlier or later than you would prefer.
- * Please be aware the sooner we know of changes to bookings the easier it is for us to adjust schedules and drivers.

ONCE I BOOK, IS THE TRANSPORT GUARANTEED?

Services are made available based on several criteria:

- Person fits the target group
- The resources are available (volunteer drivers, appropriate/sufficient vehicles)
- bookings to hospitals or doctors outside the local area are the last bookings processed and are not always possible

CODE OF ETHICS

South Port Day Links Inc is committed to treating its clients, volunteers and staff with honesty, dignity, equity and respect. This entails a commitment to confidentiality; understanding the scheme's responsibility to its consumers, and management's responsibility to volunteers and staff.

Should you have any questions or concerns please ring:

Carolyn Fuller (Coordinator) on 9646 6362