

TRANSPORT INFORMATION DAYLINKS





South Port Day Links aims to improve the lives of older people and people with a disability by providing community transport and a range of support programs that enable independent living.

Who are we?

South Port Day Links (SPDL)

is a local not for profit, volunteer based organisation that has been delivering services to older people, people with a disability and those who care for them who are residents of the City of Port Phillip for over 30 years.

The services provided by SPDL aim to enable residents to remain socially connected, independent and able to continue to live in their homes. One of the ways we do this is by providing a door to door community transport service – DayLinks.



Responsibilities

SPDL

- To demonstrate respect and courtesy to the client at all times.
- To provide a safe environment for the client.
- To arrive on time or advise the client if we have been delayed in picking them up.
- Provide skilled drivers with current police check and driver assessment.
- Driver to wear a seat belt at all times.



A few points to ensure the service runs smoothly and on time.

Please to not ask your driver to:

- wait if you are running late carry your shopping bags into your home.
- take you anywhere that has not been booked.
 - make transport bookings for you.
- carry additional passengers. All passengers need to be registered to use the service.

CLIENT

- To demonstrate respect and courtesy to the SPDL staff and volunteers at all times.
- Act in a safe manner at all times, including following and directions from SPDL and the driver.
- Make your bookings as early as you can, at the latest by 2pm for the next day.
- Be ready for pick up 10 minutes before your designated pick up time.
- Inform us as soon as possible if you need to cancel a booking.
- Wear your seat belt at all times.
- Have your cash contribution ready for the driver.
- Check that you have taken all of your belongings as you leave the vehicle.

SPDL Policies

SPDL Policies are available on request.

What happens when my needs change?

Sometimes your needs may change. This may be if your health or disability improves or deteriorates or just a change in contact details.

You are encouraged to notify us anytime there is a change in your circumstances so that we can make updates to your information and support plan.

Feedback, Suggestions or Complaints

Please contact SPDL if you have any feedback, suggestions or complaints and a team member will assist you. You can also contact,

SPDL General Manager

☎ 9646 6362

✉ info@spdl.org.au

✍ PO Box 199,
Port Melbourne, 3207

For further information

Please contact SPDL if you have any questions and a team member will assist you.

You can also contact,

My Aged Care

(for Clients aged over 65)

☎ 1800 200 422

Department of Health and Human Services

Home and Community Care for Younger People (for Clients aged under 65)

☎ 1300 650 172



Who can use our Service?

People and their carers who live in the City of Port Phillip and meet the eligibility criteria of either MyAgedCare or HACC Programs and be registered to use SPDL services.

MyAged Care

- Clients aged 65 and over
- My Aged Care (MAC).

1800 200 488

You need to contact MAC for an assessment and request a referral for Daylinks Transport Service.

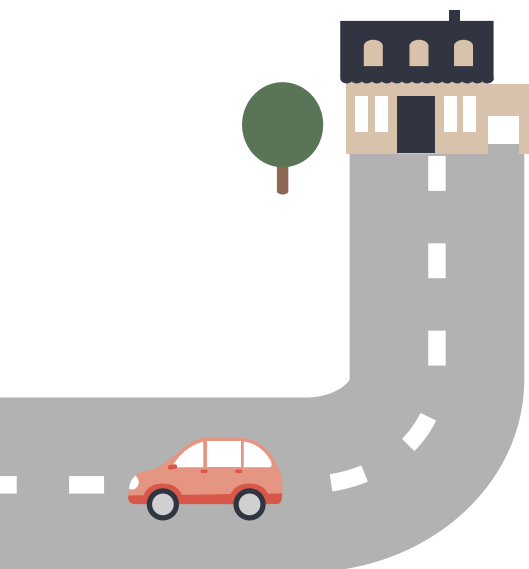
Home and Community Care Program (HACC) for Younger People

You need to contact SPDL for assessment and a phone interview.

- Clients aged under 65.
- 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.
- Are living at home, in rental accommodation, living with family, in a boarding house or special accommodation house.
- Have a temporary medical condition and who may require service for a short period of time.

Carer (MAC & HACC)

Your carer can also use the service to support you. If you have a carer you need to let us know. We need to register your carer so they can accompany you.



How to make a booking?

Make your transport request

For next day transport, bookings must be made by 2pm the day before.

Call us 2 to 3 days in advance, from 9am to 4pm at **9646 6362** or send an email to **bookings@spdl.org.au** and tell us,

- your full name and telephone number,
- destination,
- day and date of your appointment time,
- whether you need a return trip home and the expected time.

At busy times, we will call you to adjust your pickup time or rearrange flexible trips eg. shopping.

On the day of transport

- Be ready for your pickup 10 minutes before the requested time.
- Have your cash contribution ready which is used to support Daylinks.

Cancellations and changes to your service need

- **To cancel your transport on the day, please call 9646 6362 at 8.30am.**
- Please tell us if you change phone number, move house or no longer need our service.

Additional services

Regular bookings

Weekly or fortnightly bookings, can be made up to 6 months in advance (remember to cancel when not required).

Translation service

For clients who speak a language other than English:

- Call the Translating and Interpreter Service (TIS) at 131 450.
- Ask TIS to call SPDL at 9646 3212.
- TIS will translate the conversation and make the booking for the client.

Pickup arrangements

Our door to door service means clients can wait inside their home, or a doctor's waiting room.

Our driver will come to the door and assist you to the vehicle, if required.

If you are not ready at the requested time, we will try to contact you, but drivers cannot wait due to our commitment to other clients.

In summer, SPDL may not operate on days of extreme heat and Daylinks will advise you when this occurs.

Cash contribution

All clients are expected to make a cash contribution towards the cost of the service.

Currently the contribution is,

- \$7 for one way and returns trips.
- \$10 per day for multiple trips.

For people on Home Care Packages, the contribution is different which can be discussed on an individual basis.

The cash contribution should be given to the driver on the first trip of the day.

Destinations

SPDL transport is provided in the City of Port Philip, plus the Alfred and Caulfield Hospitals.

- **Medical appointments**
General Practitioners or Specialists.
- **Allied Health Services**
Podiatry, Pathology, Physiotherapy.
- Community Groups, Health Centres and classes.
- Shopping, banking, hairdresser.
- Social or recreational activities.
- **Betty's Bus Trips**
Monthly social trips in a mini-bus with other SPDL clients. Bookings are required.

At busy times, priority is given to medical appointments.

PLEASE NOTE

Daylinks does not have vehicles suitable to support people in wheelchairs, but wheelie walkers are accepted.

SPDL acknowledges its funding providers



Australian Government
Department of Health



Health
and Human
Services



Liardet Community Centre
Level 1, 154 Liardet St, cnr Nott St,
PO Box 199, Port Melbourne 3207

☎ (03) 9646 6362

✉ info@spdl.org.au

💻 spdl.org.au

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