

## Transport Information Sheet

### WAMINDAS TRANSPORT SERVICE

Waminda understands that at times it is hard for clients to get to our programs and services. To minimise this barrier to client health and well-being, Waminda can offer transport to eligible clients.

#### **What kind of transport can Waminda offer?**

A Waminda Transport worker can pick you up from your home and drop you off at a Waminda site to attend a scheduled appointment with a program or service. After the appointment you will be dropped back at your home.

Waminda can also transport you to and from an appointment with an external health and well-being service, **if you have been referred to that service by a Waminda worker.**

On the way home from attending a Waminda related appointment, the Transport worker can go via a pharmacy if you need a script to be filled.

In some programs, your Support Worker, Case Worker etc will assist you to attend various external services or organisations as part of your care and/or support plan. This may include transporting you and accompanying you to the different places.

#### **Who can use the Waminda transport service?**

Waminda can only offer transport to clients, their support persons and/or children, where they have no other means of transport. No child will be transported without a parent or guardian being present (unless this has been previously arranged and approved).

If you have other means of getting to appointments e.g., a licence and access to a car, or a family member/ friend who can drive you, then please arrange your own transport. Waminda transport vehicles and Transport workers are limited, only clients who could not attend their appointment without it should be using this service.

*Please note:* if you require a baby seat or a child restraint such as a booster seat, then you **MUST** let your Waminda worker know when you are booking the transport. It is always the Transport Workers responsibility to **CHECK** that a child restraint has been done up properly, this is our policy.

#### **How can I arrange Waminda transport?**

When making an appointment your Waminda worker will check to see if you need our transport service. If so, they will arrange this for you. You will need to provide the following information: your name (and the name/s of any other person/s accompanying you), your home address (pick up and drop off location), best contact number, time of appointment, and if car restraints (child seats) are needed (the age/ weight of the child so the appropriate restraint are used).

#### **What if my lift falls through at the last minute?**

Waminda may be able to arrange transport for you if you can give us 24 hours' notice, otherwise you will need to ring our reception (4421 7400) and talk to a Waminda worker about rescheduling your appointment and transport.

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### **What if I can't attend my appointment on the day e.g. I'm too sick?**

A Waminda worker will call you the day before and the day of the appointment, to check you still need the Transport service. If something has come up and you can't make the appointment please call our reception as soon as you can (on 4421 7400) to reschedule your appointment and cancel your transport. Giving us plenty of notice means that we may be able to offer transport to someone else in need.

### **Can Waminda transport me to hospital?**

**No** -If you need to be transported to hospital in the event of a medical emergency, please call an ambulance immediately.

### **Are there rules when using the Waminda transport service?**

**Yes**, for your safety and the safety of our drivers:

- We will not transport anyone who isn't on our pickup list, e.g., your friends or family, unless it has been previously approved and they are attending your appointment with you.
- There is no eating, drinking or smoking in the car at any time.
- For clinical appointments: We will not transport you to any other place either on the way to, or coming back from, your appointment (except the pharmacy). So please don't ask your transport worker to drop you at the shops or a friend's house etc.
- For non-clinical appointments: the routes to be taken and the stops must be preapproved.
- We will not transport anyone before 8.30am or after 4.00pm, unless previously arranged and approved by Waminda.
- A Transport worker will knock on your door on two separate occasions, if you do not answer the door they will try to call or text you, if you do not answer the phone or respond, the worker will assume you are no longer coming to your appointment and will leave.

**Note:** The safety of workers and clients is our highest priority at all times.

- **Aggressive, or intimidating behaviour will not be tolerated, Waminda reserves the right to cease a transport at any time the worker feels unsafe- regardless of where this is.**
- **If at any time you do not feel safe whilst being transported (e.g., the Transport worker is driving in an unsafe manner or you feel physically, emotionally or culturally unsafe), then please ask the Transport Worker to pull over at the next opportunity and let them know that you are feeling unsafe and how you want them to respond, (e.g., drive slower or stop talking to you etc). Please report any incidents to reception or a Waminda worker immediately upon arrival.**