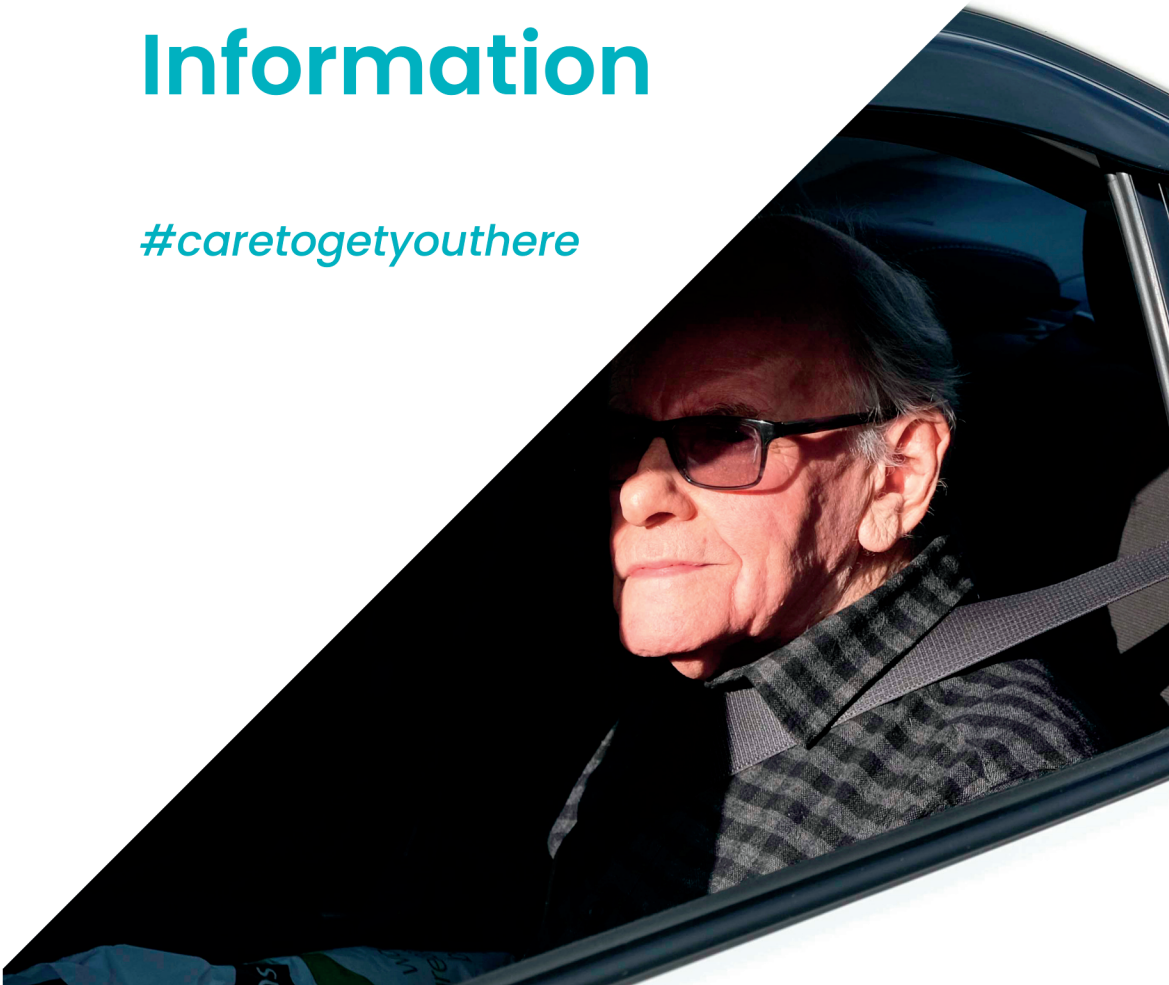




# Community Transport Client Information

*#caretogetyouthere*







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# *Enabling connected communities where everyone can participate*







*' The service is absolutely  
marvellous.*

*I can do all my shopping.  
Without EV Community  
Transport I would go hungry. '*

**-June**

# Welcome to EV Community Transport

Building connected communities is at the heart of what EV does. We have been delivering our Community Transport services since 1976 with local, dedicated, and passionate volunteers. We connect people to places and empower people in their everyday lives.

EV Community Transport services is run by the community for the community.

We provide transport across metropolitan Melbourne to support people getting to their social, recreational and health appointments, whether it be to cafés, cemeteries, golf clubs or visiting relatives. Our service helps those living in their home to remain independent and active in the community, supporting their health and wellbeing.

Our transport service provides flexible and responsive support to suit all mobilities, as well as individual and group needs - we pride ourselves in putting you first.

EV is a not-for-profit organisation which provides a pre-booked and supportive transport option for people who are:

- over 65 years of age
- over 50 if Aboriginal or Torres Strait Islander
- under 65 who experience a transport barrier in accessing the services they need
- receiving a Home Care Packages (HCP)
- receiving a National Disability Insurance Scheme (NDIS)

*We are supported by the Commonwealth Home Support Program (CHSP) and Home and Community Care (HACC), to provide subsidised transport and also support clients that transition to a HCP and NDIS.*





## Do you need a little more support?

If you find some activities difficult, we can provide additional transport assistance where our volunteer can remain with you to help you complete an activity like shopping or attend a social outing or medical appointment. They can help with loading and carrying items, pushing trolleys or carrying shopping into your home.

To use this supported service you need to be able to mobilise independently, this can include the use of mobility aids such as walkers etc.





*' I really like helping clients who can no longer drive to keep active and able to stay in their homes. I especially enjoy watching someone achieve their goals when recovering from an injury or trying a new activity.'*

*Conversation is never a problem. '*

*-Tony*

# Home Care Packages

Home care Packages (HCP) assist you to access care to live well at home. You may need assistance with a little cleaning or home maintenance or may need to access allied health services like physio, podiatry, doctors etc. Packages play an important role in helping you to remain in your home for as long as possible.

Transport is an important inclusion in planning your care needs and EV offers a supported transport option. You will have peace of mind that we will take you to your appointment no matter how short a distance from your home. We will let you know the times your driver will pick you up and take you home and who your driver is. We will not leave you stranded.

Your HCP provider may suggest other transport options which are not as supportive.

You have the right to choose your preferred providers.

Tell your provider of your decision to use EV Community Transport – they will contact us and we will broker an arrangement to complete your transport within your package allocations.



## Our drivers and fleet

We have a team of volunteer drivers from diverse backgrounds who are experienced in making sure you get to and from your destination safely and on time.

We have a modern, comfortable fleet of vehicles to transport everyone.

***'EV is superb.  
They make you feel safe and secure'  
- Claire***

## Trip costs and payments

Our services are subsidised by the Government but there is a contribution fee for each trip to cover the costs of running the program.

Payments for your trips can be made in many ways – over the phone, direct bank account transfer or cheque. Check your invoice for all payment information.



*' A1 service.*

*I appreciate everything you do.  
My family help but it's nice not  
to have to rely on them. '*

*-Maureen*





# Hours of operations

## **Our transport service operates:**

Monday to Thursday from 9am – 5pm  
and Friday 9am – 3pm

## **Our office hours:**

Monday to Thursday from 9.30am – 4.30pm  
and Friday 9.30am – 2.30pm

We do not operate on weekends and public holidays.

## **What you need to know about your trip:**

- Community transport uses available volunteers and vehicles to transport people, and this means trips are sometime shared with other people and you may need to be picked up early or get home a little later.
- Bookings are required to be made 3 business days or more ahead of your trip day.
- Bookings can be made 12 months ahead.
- We notify you the day before you travel of pick-up times and your driver's name.
- Please carry your mobile so we can get in touch with you.
- EV will make every effort to transport you, but sometimes we cannot accommodate every request.

# Booking your trip

**To book your trip phone us on 9870 7822**

To make sure we are able to get you to your destination on time and pick you up easily we need some important information at the time of booking:

- the time you need to be at your destination
- the time you would like to return home
- clear address information
- if you are going to a large building like a hospital or a shopping centre, we need to know the department you are visiting and have an agreed meeting point

We will call you the day before travelling to advise you the times that our driver will arrive and who your driver will be. We will also complete a few screening questions to allow us to transport you safely.

## Tips for the day of travel

Being prepared makes your journey run smoothly and ensures everyone gets to their destination on time.

Please be ready 15 mins before your driver is due to arrive at your home

When out in community be at your agreed meeting location on time - if you are running late please call the office to advise. This allows the service to run smoothly for everyone.

We ask that you carry your mobile phone with you and ensure it is charged and turned on. This is the quickest way to communicate with you when you are out and about.

We ask that in the warmer weather you travel with a bottle of water to keep hydrated and when waiting for a driver in the community to do so in the comfort of shelter or air-conditioning.

# Changes and cancellations

We understand that some things change. If you need to cancel your appointment, please advise us as soon as possible to ensure that we can accommodate everyone.

If you cancel after midday the day before you are due to travel you will be charged a cancellation fee.

If you call outside of our business hours please leave a message, with your name and phone number, and we will return your call to confirm we have actioned your request.

You are unable to change your travel arrangements during the trip as this may cause delays for other clients.

## Wheelchairs

Clients with transport approved electric wheelchairs are able to travel with EV. We are currently not able to provide transport for clients with manual wheelchairs.

## Service requirements

Our service supports clients who are independently mobile. This means all clients are able to get in and out of the vehicle unassisted. The use of walking aids is permitted, and the driver will place these securely in the boot for you and retrieve any mobility aids before you exit the vehicle. Please ensure you notify us of any mobility changes you experience to ensure we are able to transport you safely.

## General health

We understand things change with time. It is important if you have been diagnosed with additional medical conditions i.e. seizures, stroke, heart condition/issue, after entering the service that you make us aware. Also if your mobility changes or you have experienced falls.

If you have an end-of-life plan and have a Do Not Resuscitate order, please provide a copy and carry one on your person when travelling. This will allow us to respond appropriately in an emergency or in planning your transport arrangements.



## In an emergency

In the event of an illness or accident whilst you are under our care, we will call an ambulance.

However, EV will not accept responsibility for any costs arising from the required medical assistance.

During an emergency some personal details may need to be passed onto emergency services and your emergency contacts.

## Challenging behaviours

Just as you have expectations of us, we have some of you. Our volunteers commit their valuable time to transport you. Abuse, aggression, discrimination or behaviours that are unreasonable and make the driver uncomfortable will not be tolerated. If behaviours are extreme or persist you may be refused service.

## Property access

It is important that we can access your property safely. Please tell us of any problem that may pose a safety risk to you, other clients or volunteer drivers – for example if you have an unfriendly dog or unsafe property access. If the risk seriously affects your safety or the safety of others and it can not be resolved, our service may be withdrawn or suspended.

## Heat policy

The Australian climate can expose us to significant heat temperatures. On the days of extreme heat which we define as 40 degrees plus, EV will reduce its service to essential appointments only or may choose to close the service for the day.

## Bushfires, extreme weather

Some of the areas where EV delivers transport are in high risk bushfire areas. On days of Extreme fire ratings we will assess if we are able to transport you to your destination via different routes. If the fire rating is catastrophic we will not deliver transport into the area. We may cancel the trip – please be assured that we understand how important your transport is and will find the right balance to keep everyone safe.

# Child safe organisation

EV is a child safe organisation committed to the safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making. EV has zero tolerance for child abuse. EV is committed to providing a child safe environment where the voices of children and young people are heard about decisions that affect their lives.

## Advocacy

If you feel your needs (or the needs of the person you are caring for) are not being met, or you are having difficulty dealing with our service or another service provider, you have the right to seek the services of an advocate of your choice. The advocate can be independent, or a nominated carer who will represent your interest.

An advocate represents or works with a person who may need support and encouragement to exercise their rights in order to ensure that their rights are upheld. EV can provide information on advocacy and guardianship services that may be able to assist you.

Outer Eastern Citizen Advocacy 9879 5206  
Office of the Public Advocate 1300 309 337

# Feedback and complaints

To provide feedback or make a complaint please call the Transport Operations Manager on 9870 7822 or write to 1, 36-40 New Street, Ringwood VIC 3134.

If, after a reasonable time, this has not been satisfactorily resolved, you can contact the Chief Executive Officer on 9870 7822.

If you are still unhappy with the response you receive from EV then you may contact one of the following agencies:

- Department of Health and Human Services on 9843 6228
- Aged Care Quality and Safety Commission  
GPO Box 9819, Melbourne 3000
- <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>
- Office of the Health Complaints Commissioner Tel: 1300 582 113 <https://hcc.vic.gov.au/>
- Victorian Equal Opportunity and Human Rights Commission on 9603 9500  
<http://www.humanrightscommission.vic.gov.au/>
- Office of the Public Advocate Tel: 1300 309 337  
<http://www.publicadvocate.vic.gov.au/>



*' All of the volunteer drivers  
are extremely responsible  
and caring.*

*It is an honour to be in  
their care. '*

*-Adele*

# Advance Care Planning

## What is it?

If you were very unwell, and not able to communicate your preferences for care to others, who would you want to speak for you? And more importantly, what healthcare decisions would you want them to make?

Advanced illness or serious injury can sometimes mean that people cannot make their own decisions about health and personal care. This can happen to people of all ages, and especially towards end of life.

Writing an Advance Care Directive (values and/or instructional) lets you say what you would want, if you are ever unable to communicate for yourself.

## How does it benefit you and those who care for you?

- it helps ensure a person's preferences, beliefs and values about their healthcare are known and respected if they aren't well enough to speak for themselves.
- it helps those close to them as families of people who have advanced care planning in place experience less stress and anxiety when they need to make healthcare decisions for others.



## **When should you make an Advance Care Directive?**

When you are healthy, before there is an urgent need you should start planning your Advance Care Directive. It becomes more important towards the end of a person's life. About 85% of people die after chronic illness, not as the result of a sudden event – so it's important that your Advance Care Directive is ready in case it's required someday.

Where can I get more information?

Advance Care Planning Australia:

- [advancecareplanning.org.au](http://advancecareplanning.org.au)
- National Advisory Service: 1300 208 582
- [learning.advancecareplanning.org.au](http://learning.advancecareplanning.org.au)



*' Absolutely spectacular.*

*The volunteer driver went out  
of their way to help me.*

*Everyone at EV Community  
Transport does. '*

*-Elini*



03 9870 7822

1/36-40 New Street  
Ringwood VIC 3134

[customerservice@ev.org.au](mailto:customerservice@ev.org.au)

[www.ev.org.au](http://www.ev.org.au)