

Conditions of Travel

1. Bookings are essential with at least 24 hours notice for guaranteed travel.
2. Passengers must telephone the office the business day before their trip to confirm their pick up time. Passengers must ensure they are ready 15 minutes prior to this time.
3. Appointments must be between 9.00am and 2.00pm. Passengers should make alternate arrangements for their travel if they are not expecting their appointment/s to finish before 2.30pm.
4. Passengers will be allowed up to three (3) destinations in a trip. A destination is the stopping of the bus at a location for a client not including their home.
5. Passengers travelling 'one way' will be charged for the return trip.
6. This service does not operate on public holidays, nights or weekends.
7. The service must be informed at time of booking if passengers are having a medical procedure as we may require your treating doctor/health professional to complete a 'Fitness for Travel – Unaccompanied form' or for you to travel accompanied by a Carer. Passengers will be advised if they require a carer at the time of making their booking.
8. Carers may travel free of charge but limited seats are available.
9. The service must be informed of all medical and physical conditions at registration as we may require you to travel accompanied by a Carer (e.g. epilepsy, diabetes, vertigo).
10. The bus is wheelchair accessible and the service must be informed if you have a wheelchair, mobility aid, equipment and wheeled shopping bag being transported on the bus as the bus has limited space and seating capacity (e.g. wheelie walker, walking frame/stick, medical care aids).
11. When making bookings, passengers must advise the office of all drop off and pick up points to ensure adequate time is allocated. Any additional drop off and pick up points requested at short notice cannot be guaranteed.
12. Due to limited luggage space, passengers may be notified that there is a limit on the amount of goods/ items able to be transported at one time. No items are to be left on the bus unaccompanied by the owner.
13. Children travelling under the age of 16 years must be accompanied by an adult. The availability of transport and fares for children will be negotiated as required.
14. Clients experiencing financial hardship may contact the office to discuss payment options more suited to their needs.



Home Care Services Transport Schedule

For bookings phone: 4783 7015
Monday to Friday - 9.00 am to 4.00 pm

Home Care Services is subsidised by the Home and Community Care (HACC) Program. The HACC program is a joint Commonwealth and State / Territory initiative. It funds basic maintenance and support services to help frail older people and younger people with moderate to severe disabilities to continue living in their community. Transport is provided so that HACC eligible people may get out of their house and do chores, attend activities or community centres, and participate in the community.