



VOLUNTEER TRANSPORT

Passenger Information Booklet



**Available to residents of:
Bassendean • Ashfield • Eden Hill**

Phone: (08) 9377 2190

**Service hours: Tuesday – Friday
(Excluding public holidays) 9am – 3pm**

50 Old Perth Road, Bassendean

Email: volunteers@bassendean.wa.gov.au

About the Service

The Volunteer Transport Service is a free service available to eligible senior residents of Bassendean, Ashfield and Eden Hill, to increase participation in our community.

The Town has provided one 7seater passenger vehicle driven by registered volunteer drivers. Donations received are used towards the cost of providing the service.

For the safety of passengers and volunteer drivers, the service will be available for those who are ambulant and living independently. Passengers are required to get in and out of the vehicle without assistance and attend their appointments unaided.

Volunteer Transport should not replace My Age Care providers, it is an additional service that will assist seniors in their transportation within the Town of Bassendean and up to a 8km radius. Availability of the Volunteer Transport Service is dependent on capacity with approved seniors' community activities given priority.

Please note that the frequency of operation of the service is dependent on the availability of volunteer drivers.

Operating Hours

Depending on the availability of volunteers, the service runs Tuesday, Wednesday, and Friday 9am to 3pm with Thursday reserved for the shopping shuttle 9am – 1pm.

Eligible passengers must satisfy the following:

- Be a resident of the Town of Bassendean and have limited access to transport.
- Hold a WA Seniors Card and/or Health Care Card.
- Must provide a completed Passenger Medical Clearance, certified by a medical practitioner (form provided by Town of Bassendean Volunteer Transport Office).
- Must provide an updated Passenger Medical Clearance form should the Town consider the passengers mobility status has changed.
- Live independently and be able to make decisions about own needs and services.
- Be ambulant and able to enter and exit the vehicle without assistance.
- Be able to attend appointments unaided. (Walkers cannot be taken on the vehicles)
- Be physically able to enter and exit vehicles unassisted and to use the seat belt correctly.
- Comply with this Policy and Procedure and directions or guidelines set down by the Town of Bassendean.
- Must commit to moving to a My Aged Care Provider for supported or alternate transport should mobility change.

The Town of Bassendean reserves the right not to provide transport for those who are seen as not ambulant or do not meet the eligibility criteria.

Registration Process

Step 1 - Make an appointment to attend the Volunteer Centre:

Phone: 9377 2190 or email: volunteers@bassendean.wa.gov.au

Step 2 – Complete Registration Form and receive information.

2.1 Complete Registration Form

2.2 Receive information about the service and the ***Volunteer Transport Passenger Booklet***

2.3 Receive information about My Age Care Registration and providers.

2.4 Collect the 'Fitness to use Volunteer Transport Form' for your Medical Practitioner to complete or form can be emailed to nominated Medical Practitioner.

2.5 Provide WA Seniors Card or Health Care Card and proof of residence for review.

Step 3 – Return 'Fitness to use Volunteer Transport Form' completed by Medical Practitioner to Town of Bassendean:

- **In Person:** 35 Old Perth Road Bassendean
Office Hours, 8.30am - 5.00pm, Monday to Friday
(excluding public holidays)
- **Post:** PO Box 87, Bassendean WA 6934
- **Email:** mail@bassendean.wa.gov.au (Completed form can be emailed directly by the Medical Practitioner)

Step 4 – Registration Confirmation

Eligible passengers will receive a letter/email confirming their registration.

Volunteer Transport Operation – Priority of Access

- ▶ Priority is given for approved community group activities held within the Town of Bassendean such as the Melody Club, the Bassendean 55 Plus Association's events and activities & Wider Vision.
- ▶ Shuttle to Bassendean Shopping Centre: A weekly shopping shuttle operates on Thursdays, picking up passengers from their front door and returning them home.
- ▶ Depending on availability, transport to medical appointments can be booked within an 8km radius of Bassendean.

Eligible Passengers

Volunteer Transportation is not available to NDIS clients. Those who require more complex care through My Aged Care Home Care Packages or anyone who does not meet the eligibility requirements.

Passenger Safety

Passengers are responsible for their own safety and are required to get in and out of the vehicle without assistance and attend their appointments unaided.

Complying with Policy and Procedure

The Town of Bassendean reserves the right to withdraw the use of the service for any passengers who do not comply with policy and procedure.

Cost of Service

The service is free to registered passengers.

Bookings

Bookings are dependent on availability. Additionally, passengers may be required to travel together. As a result, there is a requirement to be ready for pick-up well in advance of appointments or activity. In some cases, bookings may need to be adjusted to accommodate more passengers.

- Bookings are essential.
- Eligible passengers must book a trip a minimum 2 business days prior to the day of intended use. For example, book on Monday for a trip on Wednesday, book on Friday for a trip on Tuesday.
- Bookings must be made at the Volunteer Transport Office during business hours of operation 9 am to 2 pm by phoning 9377 2190 or in person.
- Priority is given to bookings for appointments within the Town of Bassendean as this allows a larger number of local passengers to be assisted.
- Bookings may be cancelled in the event of adverse weather or other unavoidable circumstances with passengers notified as soon as practicable. Alternative arrangements are the responsibility of the passenger.

Entering and Exiting vehicles

- For the safety of volunteers, drivers cannot assist passengers to enter and exit the vehicle.
- There is an automatic step that is available when the vehicle door is open.
- Passengers are required to exit vehicles slowly and safely, using handrails and steps.
- Passengers must wait for the vehicle to come to a complete stop and for driver's instruction to exit and enter.
- Passengers need to make their own way to and from the vehicle to appointments.

Pick Up and Drop Off Times

The Volunteer Transport Service schedule is designed to accommodate the maximum number of passengers daily. The Service doesn't offer specific pick-up or drop-off times. Instead, we provide approximate times to ensure efficiency. If a passenger requires precise timing for their journey, they will need to arrange alternative transportation.

Passengers have the option to request return trips and will be given a specific pickup location to meet the driver. If passengers are not present at the agreed time and location, and the driver is unable to make contact, passengers will need to make alternative arrangements for their return journey.

Adverse Weather

For the safety of volunteers and passengers, the service may not operate during periods of adverse weather. Passengers will be notified as soon as possible and are required to make alternative arrangements.

Medical Assistance

Volunteers receive training in basic first aid. If a passenger requires emergency assistance, the team will contact an ambulance, and the passenger will be responsible for covering the ambulance expenses and any other medical treatment.

Transitioning passengers

When passengers can no longer meet the eligibility requirements, including changes to level of physical mobility, the Town of Bassendean will provide a referral letter to for passengers to transition to My Aged Care or an alternative form of transport.

It is the passenger's responsibility to secure alternative transportation.

Find the help you need with My Aged Care

Freecall: 1800 200 422

Website: myagedcare.gov.au

Frequently asked questions

How is Volunteer Transport different to My Aged Care Providers?

My Aged Care is Australian Government-funded aged care through approved providers specialising in age care provision. Volunteer Transport should not replace My Age Care providers as the service is local service provided by registered Town of Bassendean volunteers with one vehicle provided with a focus on transport within the Town of Bassendean to help seniors stay connected with activities.

What are approved seniors' activities?

Approved community group activities that are held within the Town of Bassendean such as the Melody Club, the 55 Plus Association's events and activities and Wider Vision.

How is Volunteer Transport different to a taxi?

Volunteer Transport is a non-profit service provided by the Town of Bassendean. The Town provides one vehicle and supports volunteers to operate the service for eligible residents. Schedules are organised to accommodate the maximum number of people daily. Passengers need to be flexible in the time they are collected and dropped off.

How do I register for the service?

To register, make an appointment by phoning 9377 2191 and visit our office at 50 Old Perth Road during office hours. One of our volunteers will assist you in the registration process.

Where can Volunteer Transport take me?

Priority is given to:

- Community Group Activities - Depending on availability we can take you to community group activities held in the Town of Bassendean such as The Melody Club, Wider Vision, and the 55 Plus Association's events and activities.
- Bassendean Shopping Centre - A shopping shuttle operates every Thursday picking up residents from their home and returning them home again.

How do I make a booking?

You can book up to 14 days in advance with a minimum notice of two business days. Booking hours are weekdays from 9 am to 2 pm. If you call outside these times, leave a message with your name and number on the answering machine. However, please note that leaving a message does not mean you have made a booking. You will be called back within one business day to confirm your request.

Am I guaranteed a place on the vehicle?

No. Bookings are dependent on availability. Additionally, we may be transporting several passengers at once so you may be required to be ready for pick-up well in advance of your activity. This allows us to transport others who have arrangements around the same time or destination.

How do I cancel my booking?

Please call our office as soon as possible to cancel your booking so other clients can use your seat. Those who cancel appointments continuously will risk losing their eligibility to use the service.

Community Contacts

Town of Bassendean Customer Service

For general enquiries

35 Old Perth Road, Bassendean, WA
PO Box 87, Bassendean, WA 6934

Phone: (08) 9377 8000

Fax: (08) 9279 4257

Email: mail@bassendean.wa.gov.au

Ranger Services

Ranger Services operate from 7am to 7pm, 7 days a week.

Phone: 9377 7480

Email: mail@bassendean.wa.gov.au

Bassendean Library

Bassendean Memorial Library has a wide range of modern library services and resources.

46 Old Perth Rd, Bassendean WA 6054

Phone: [\(08\) 9279 2966](tel:(08)92792966)

State Emergency Services

Bassendean (SES)

When a natural disaster strikes or an emergency arises, DFES's State Emergency Service (SES) volunteers can be found providing a wide range of volunteer services to help the community cope from the impact a disaster.

Phone: (08) 9279 4811

Email: sesbassendean@gmail.com

Social groups for Seniors in

Bassendean

Bassendean 55 Plus Association Inc.

Activities include chair yoga, carpet bowls, karaoke, craft group, bus outings and dinners.

Phone: 9279 9823

Email: bassendeanplus@optusnet.com.au

Wider Vision

Meeting in the Main Hall under the Council office every Wednesday morning at 10.00 am. The goal is to inform, entertain and provide social opportunities for the community.

Phone: 9296 8994

Melody Club

A group that enjoys singing and listening to soloists.

Email: moira70943@gmail.com

Bassendean Mens Shed

The Bassendean Men's Shed provides a friendly and welcoming environment for men who wish to undertake a variety of projects or enjoy the camaraderie that comes about through sharing experiences.

Phone: 0428 791 540

Email: bcmenshed@gmail.com



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