

# Access Volunteer transport service

Getting you out and about.



Building healthier lives together with our communities and delivering excellent health services for all.

## Our volunteer transport service



We will get you where you need to be!

If you have mobility issues, do not have access to transport and are unable to take public transport, our volunteers are here for you.

Our volunteer transport service is made up of a team of kind and friendly volunteers who lend their time to drive people with mobility issues to various Access Health and Community (AccessHC) medical appointments, services and activities.

- Transport is provided for appointments within the city of Manningham.
- Our volunteer drivers provide you with transport to various medical appointments, such as doctor, podiatry, physiotherapy, pathology or dental.
- The volunteer driver will pick you up from your home and drop you back directly home only. We do not provide transport to:
  - Areas outside of the city of Manningham
  - Hospitals
  - Shopping centres
  - Supermarkets
  - Chemists, and
  - Post offices.
- The volunteer driver will wait with you (for up to one hour) while you attend your appointment.
- There can be no travel to other locations without prior approval from the Manager Social Support or Volunteer Coordinators.
- We offer clients one trip per week only.
- Please inform us at least three days before your required trip.
- The Volunteer Coordinator will make every effort to provide transport for you. However, as our transport service is staffed only by volunteers, transport can only be provided if a volunteer driver is available.
- The Volunteer Coordinator will call a day or two before your appointment to confirm details or to let you know if we are unable to provide transport for you.



### Who can use the volunteer transport service?

- Residents of the city of Manningham living in their own homes (including a unit in a Retirement Village) or in a supported residential facility.
- Frail older people or people with a disability, who do not have access to other forms of transport (such as family members or friends) and are unable to use public transport or taxis.
- A carer who will travel with the frail older person or person with a disability.
- Clients who use a walker, but we do not transport wheelchairs.
- All clients using the volunteer transport service must be registered with Access Health and Community.

### Our fees

The fee for a return or one way trip is \$10.

All contributions received from our clients go towards maintaining or improving our service.

Please make your payment to the driver at the start or end of the trip.

### Available hours

The volunteer transport service is available 9am to 4:30pm from Monday to Friday.

### About us

We are a quality, not-for-profit, accredited health and community service providing doctors, dentists, allied health, counselling, alcohol and drug, child and family services and social support programs. We offer services for all ages and work as a team to support you.

### Where to find volunteer transport service

For more information on our Volunteer Transport Service, please contact the Manager Social Support on (03) 8841 3041 or ask to speak to a Volunteer Coordinator on (03) 8841 3057.

You can also email [info@accesshc.org.au](mailto:info@accesshc.org.au) or find us at [accesshc.org.au](http://accesshc.org.au)

**Doncaster East**  
1/1020 Doncaster Road  
Doncaster East VIC 3109

**Lower Templestowe**  
44 Balmoral Avenue  
Lower Templestowe VIC 3107

We are a child safe organisation.

AccessHC is committed to providing services for our diverse community.