

11 December 2023

Dear Valued Patient,

Re: Aboriginal Medical Service (AMS) Transport Requests

This letter is to provide you an update to the North Coast Aboriginal Corporation for Community Health's (NCACCH) current policy on providing transport for our AMS and Chronic Disease Management Program patients.

Due to the high demand and high increase in transport requests, unfortunately our service is unable to continue maintaining the level of transport services we have been providing over the previous 12 months.

Following a review on the available staffing, resources and costs associated with providing transport to on-going specialist, hospital and allied health appointments, it has been decided that the AMS will need to implement an eligibility criteria for our patients.

We understand this may cause some concern, however please rest assured our staff will do all we can to assist you to access other services you may have access to. This includes Aged Care, NDIS and Transport Subsidy through the local hospital.

Please find attached the new Client Eligibility Criteria for Transport. The new eligibility criteria will become effective from 08 January 2024.

Thank you for your understanding and we look forward to continuing to provide you with the other quality health services we have to offer.

If you have any questions, please do not hesitate to contact us direct at; Head Office on 07 5346 9800 or Aboriginal Medical Service on 07 5329 5872.

Kind regards,



Sharelle Eggmolsesse
Chief Executive Officer
North Coast Aboriginal Corporation for Community Health

Client Criteria for Transport

- A transport request can be made from client or staff member
- Request must be made 48 hours prior to appointment.
- Emergency transport requests are subject to approval from management.
- Client is unable to drive or be driven to an appointment by family or friends.
- Client is unable to get transport through existing services or supports.
- Client has the following:
 - o A disability
 - o Is elderly
 - o Frail
 - o Pregnant and has other children with no support
 - o CDMP Client
 - o No other means of transport support
- This service is for non-urgent medical appointments. It is not an emergency service.
- If you have children, we encourage you to leave them at home with a responsible parent or another family member if possible. If this is not possible, then you must tell reception how many children will be accompanying you and their ages. We need this information so that car seats can be fitted into the transport vehicle.
- Our driver will not be able to provide transport if there are not enough child safety restraints available.
- Our driver is to only pick you up from your place of residence and drop you home of your place of residence, unless organised prior by management for alternative arrangement
- Our clinic hours 8 30am to 4 30pm. Every effort will be made to provide transport for the time and day needed. However, it may not always be possible to provide transport subject to availability.
- To book transport contact 07 5329 5872
- You should phone us as soon as you know your appointment details. We will advise if transport is available for that time.
- A reminder call or text message will be made the day before the appointment date. The transport officer will also ring you prior to picking you up. You must respond to these calls and messages, or transport could be cancelled.
- We will try to be flexible and arrange same day transport if there is an appointment open for a doctor and a vehicle subject to management's approval.

Client responsibilities

- Must be contactable to confirm transport arrangements or in case we need to make changes.
- Are not permitted to eat drink or smoke in the vehicle.
- Must wear a seat belt.
- Must ensure children use child safety restraints.
- Are not physically or verbally abusive.
- Are responsible for your and/or your children's behaviour.

We will not take responsibility for any transport if we have made several attempts to contact you and you did not answer or respond to your text messages or phone calls.

Misuse

It is important that this service is not misused. If you misuse the transport service, you will receive a warning notice.

Misuse includes but not limited to:

- Using the service for personal use.
- Being aggressive or abusive.

- Being under the influence of alcohol, unprescribed or illegal substances.
- Not being available when the driver arrives to collect you on more than one occasion
- Failing to contact or provide us with sufficient notice of any changes in your transport requirements on more than one occasion

Misuse of the service will result in a notice to advise that you are no longer eligible for transport services.

Transport will not be provided if a person is:

- Violent.
- Under the influence of drugs or alcohol.
- Under the age of 16 and not accompanied by an adult.