



## **Client Information**

# **How to use the Daylinks Transport Service**

Telephone 9646 6362  
[www.spdl.org.au](http://www.spdl.org.au)

## Welcome to South Port Day Links

### Who are we?

South Port Day Links (DayLinks) is a local not for profit, volunteer based organisation that has been delivering services to older people, people with a disability and their carers who reside in the City of Port Phillip (CoPP) since 1986.

The services provided by SPDL embraces the Active Service Model by enabling local residents to remain socially connected, independent and to continue living in their homes.

We do this by providing a door to door community transport service within the City of Port Phillip to access health appointments, recreational, shopping and other activities essential to everyday living and personal wellbeing.

*For more information regarding our services please visit our website  
[www.spdl.org.au](http://www.spdl.org.au)*



## Who can use this service?

The service is available to people who qualify for one of the following reasons.

- Because of frailty or chronic ill-health,
- The ageing process has resulted in limited opportunities for social connections.
- Have a physical intellectual or psychiatric disability.
- Are unable to access mainstream public transport.
- Have a temporary medical condition and who may require service for a short period of time.

The service does not support people who are in wheelchairs, however, access to people who use wheelie walkers is available.

## Where will the service take me?

The DayLinks service is a door to door transport program that provides flexible community transport Monday to Friday from 8.30 to 4.30.

## DayLinks Transport aims to assist you to get out and about and your destinations can include:

- Doctors Appointments
- Specialist Appointments
- Medical Treatment
- Podiatry
- Pathology
- Physiotherapy
- Shopping
- Group Social Outings
- Community Groups
- Classes
- Exercise Programs and other Activities
- Visiting Family and Friends
- Individual Social Outings

**Important:** When scheduling permits we MAY be able to transport clients to some Hospitals e.g. The Alfred or Caulfield Hospitals. Please call us to check if we can transport you.

## Will Daylinks bring me home again?

The DayLinks community transport service will bring you home from:

- Local outings, activities and visits. At the time of the request for transport you will be asked for a return time or how long you wish to be out.
- Local doctors', health care and other appointments where you are unable to determine a finish time, you can ask the surgery to ring DayLinks when you have finished your appointment and we will endeavour to pick you up as soon as we can arrange it.

**Important:** SPDL Community Transport can NOT bring you home from hospitals and doctors out of the local area. This includes The Alfred and Caulfield Hospitals.

## How to make a request for transport

The more notice you can give the service the more chance we have of being able to provide transport on the day and at the time you require. Some clients will ring and make a request for transport for an appointment in three months time. Sometimes clients will only know they need transport 3 to 4 days before. Once you know the date and time you need transport ring the office and we will take the request for transport from you.

Please be aware that unfortunately sometimes demand can exceed our capacity, no matter when you make your request for transport.

You can make a request for transport by ringing our office on **9646 6362** between **8.30am and 4.30 Monday to Friday.**

## Requests for transport for the day directly before transport must be made by 2.00pm

**Please note:** Requests for transport must be made direct to our office. Our volunteer drivers cannot take requests for transport.

If it is a regular activity (weekly or fortnightly), let us know so we can schedule you for a regular pick-up...no need to ring each week.

Please note though, **we cannot take requests for transport any later than 2.00pm** on the afternoon before your transport or appointment is needed. Occasionally you may wake up feeling ill or need to go somewhere in a hurry and will ring on the day you need the transport. Our chances of being able to provide transport at such short notice is limited but please still ring and ask and, if we can assist, we will. If we have a spare seat and are in your area we will assist if possible.

## Once I make a request for transport, is the transport guaranteed?

SPDL is a volunteer service and therefore transport cannot be guaranteed. Services are made available based on several criteria:

- The resources that we have available (volunteer drivers, appropriate and sufficient vehicles). Unfortunately sometimes demand can exceed our capacity.
- Requests for transport to hospitals or doctors outside the local areas are the last requests for transport processed and are not always possible. **Important:** For this type of transport you are required to contact our office after 4.00pm on the day before your appointment to check if we can transport you.

## What information will I need to make a request for transport?

- Your full name and telephone number.
- Where you wish to go.
- Day, Date and Time of your appointment or when you have to be there (NOT the time you would like to be picked up).
- How long you will be there so we can plan your return trip.

## Does it cost any money?

We ask DayLinks users to make a donation of \$6.00. This is a daily rate whether you have a one-way, two-way journey or multiple journeys in one day. The contribution should be given to the driver on the first trip of the day. These contributions help us keep our vehicles on the road and enable us to keep providing this service to you. South Port Day Links Inc. is always grateful for any donations. All donations of \$2 or more are tax deductible. Please ask the driver for a receipt if you wish to claim. SPDL will not refuse services to people who are unable to afford to make a donation.

## Donations and Bequests

South Port Day Links Inc. is always grateful for any donations. You can make a real difference to those in need. SPDL improve the lives of vulnerable, frail/aged people and people with disabilities and those that care for them. All donations of \$2.00 or more are tax deductible. You can donate or bequest funds to SPDL to allow us to continue the work that we do. You can do donate at any time or you can leave a legacy in your Will to SPDL through a bequest. [Visit www.spdl.org.au](http://www.spdl.org.au)

## How often can I use the service?

You may use the service as often as you need on a daily, weekly or monthly basis. If you use the service to go to the doctors you can still use the service for shopping or social trips on the same or other days. **Just ring our office staff to make your request for transport on 9646 6362.**



## **The Service**

**The Transport Service is offered from 8.30 to 4.30 Monday to Friday.**

What do you do if the weather is poor or if you feel unsafe? SPDL offer a door to door service. This means that you do not have to wait outside for the driver unless you want to. If it is cold, raining, very hot or you do not feel safe then please stay inside your home, shopping centre or doctor's waiting rooms. The driver will come to the door to advise you that the vehicle has arrived for your journey and provide assistance in accessing the vehicle, if you require. If you are not sure where to wait please ring the office and we will advise the driver of your location.

The office can only offer an approximate pick up time. Weather and traffic conditions can sometimes make a driver either early or late. This may mean a difference of up to 15 to 20 minutes either way so please be sure to be ready at least 20 minutes before your scheduled pickup time.

Unfortunately, in order to provide quality service for all our clients and due to our commitment to others, volunteer drivers are unable to wait:

- for clients if you are not ready by the agreed pickup times, or
- stay with you for your shopping or activities.

## **Cancellations**

It is very important that you advise us immediately if you no longer require transport. Due to the great demand on our services your cancellation may mean that we can assist someone else. Please notify us of any cancellations or changes to your booking as soon as you become aware of this to avoid SPDL wasting petrol and Volunteer Drivers' time and to allow availability to other clients.

***Your help with this would be greatly appreciated***

## **What happens when my needs change?**

Sometimes your needs may change. This may be if your health or disability improves or deteriorates or just a change in contact details. You are encouraged to notify us anytime there is a change in your circumstances so that we can make updates to your information and support plan.

If we become aware of your changing needs, we will contact you to arrange for a reassessment. This process is only to ensure that we are aware of your needs and that the most appropriate service is provided by SPDL and staff.

## **Interpreter Service**

If you speak a language other than English you can access the Telephone Interpreter Service on 131 450 tell them our telephone number 9646 6362 and they will ring us and translate the conversation for you.

## **Extreme Heat**

SPDL has a duty of care to its clients and volunteers during times of extreme heat. When invoking our extreme heat procedures we take into account the temperature for the day and overnight temperatures as well. In some circumstances we may deem it necessary to suspend or cancel transport in the best interests of staff, volunteers and clients. If our service is to be cancelled or reduced, clients and volunteers will be notified the day before scheduled transport.

## **Carers**

Carers of people who are frail aged or have a disability are treated as clients. We undertake the same assessment process for carers as we do for other clients. When travelling with a client to a medical appointment the carer travels for free. For shopping and social outings the carer pays the same fee as does the person they are caring for. If, as a carer, you are not sure of the services offered please ring and have a talk with our staff.

## **Client Rights**

**SPDL embraces the Active Service Model. As a client you have the following rights:**

- Respect for your individual human worth and dignity
- Services will be provided in a safe manner which respects your dignity and independence with awareness to your social, cultural and physical needs
- To be treated with courtesy
- To be assessed for access to services without discrimination
- To be informed and consulted about available services and other relevant matters
- To be part of decisions made about your support
- To choose from available alternative
- To pursue any complaint about service provision without retribution or affecting future bookings / services
- To involve an advocate of your choice
- To receive good quality services
- To privacy and confidentiality and access to all personal information kept about you
- You have the right to become a member of the South Port Day Links Inc.

## Client Responsibilities

As a client you have the responsibility to:

- Notify us of any cancellations or changes to your booking as soon as possible to avoid SPDL wasting petrol and Volunteer Drivers' time and to allow availability to other clients.
- Please be ready at the appointed time
- Please do not ask drivers to do extra trips for you or wait for you. This may mean that other clients will be late for their appointments. Please ring the office on at least the day before to book the change in transport and we will do our best to allocate the extra time.
- Respect the human worth and dignity of SPDL staff, volunteers and other clients
- Treat the organisation's staff volunteers and other clients with courtesy
- Accept the results of any decisions you make
- Play your part in helping the organisation to provide you with services
- Assist SPDL provide a safe work environment for staff and volunteers and help them to provide you with services safely
- Understand what service is to be provided and the limitations of that service
- Respect the confidentiality of information about SPDL staff, volunteers and clients which you may obtain whilst using services;
- Utilise seatbelts and other vehicle safety devices as directed by SPDL volunteers and staff
- Not be intoxicated or under the influence of illicit drugs when accessing the service
- Not to smoke in or around any vehicles
- Ensure your personal hygiene is maintained and does not cause offence to other SPDL clients, volunteers or staff



## **Advocacy (Someone to talk on your behalf)**

If you would like to have a friend, relative, neighbour or another service talk on your behalf, this is called choosing an advocate. It is important to choose someone you trust to talk to the service about what you want. Don't forget your advocate is there to represent you and your wishes, not to go against your wishes. You must advise the service if you choose to use an advocate and who they are, also if you wish to change your advocate or not to have one at all. If you want information about local advocacy services please contact us for a list.

## **Privacy statement and frequently asked questions**

SPDL values and protects the personal information it collects in the course of undertaking its responsibilities and continues to demonstrate a strong culture of protecting the confidentiality of staff, clients and volunteers.

### **Why do we collect information about you?**

The information we collect helps us provide the best service possible to our clients. We use this information to help us plan and manage our services. We rely on the information you give us to help provide our service to you. We only ask for information that is necessary to provide our services.

### **What information do we collect?**

We keep your name and contact details, as well as your date of birth and other information that is needed to provide a quality service. This is the information given to us when you first register with SPDL.

### **Who else sees this information?**

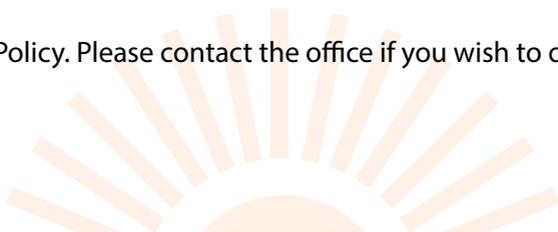
Your information is only seen by the people who work or volunteer for this organisation, who are directly involved in organising or delivering services. We only release information about you to a third party if we have your agreement or if we are required by law to do so, such as in a medical emergency.

### **How is your information protected?**

The privacy of your information is protected by law and we are required to store your information securely and treat it with the strictest confidence. You are able to access your own information by making an appointment with SPDL.

## **Privacy Policy**

SPDL has a Privacy Policy. Please contact the office if you wish to obtain a copy.



## **Complaints or suggestions**

South Port Day Links encourages clients to provide us with both positive and negative feedback. This may mean ringing just to tell us what you think we could do better or differently. When you contact us and tell us what you think we do well or what we could do better or differently it helps us grow and improve the services we offer you.

***HELP US to improve and make sure you tell us ways we can make the service better.***

Remember we cannot take your service away from you just because you make a complaint or a suggestion.

We will advise you promptly regarding resolutions or suggested actions to all concerns raised by you.

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If you are not satisfied with the way the Service has handled your complaint you can contact either the: Committee of Management or the General Manager

### **South Port Day Links**

**P. O. Box 199,**

**Port Melbourne 3207**

**Or visit our website [www.spdl.org.au](http://www.spdl.org.au)**

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## **Alcohol, drugs and smoke free environment**

SPDL recognises that all staff, volunteers and clients are entitled to safety and an alcohol, drug and smoke free environment. Therefore:

- SPDL staff and volunteers may not work while under the influence of alcohol or drugs.
- Volunteers and staff driving for SPDL must have a blood alcohol content of 0.00.
- Clients who appear to be under the affects from alcohol or drugs when using SPDL services will be denied access at that time.
- SPDL staff, volunteers and clients are not permitted to smoke in SPDL cars or workplace



## Other Information

SPDL has guidelines and policies about:

- Advocacy
- Duty of Care
- Equal Opportunity
- Cultural Diversity

If you require any further information regarding these please do not hesitate to contact us on **9646 6362** or visit our website **[www.spdl.org.au](http://www.spdl.org.au)**

## Mission

To promote and enable equality of access and opportunity for frail aged people, people with a disability, and those who care for them, so that they can maintain their independence and links to the local community.

## Organisational Values

**Integrity:** conduct business in such a way that it is above reproach

**Excellence:** always striving to do our best

**Empowerment:** enabling our people and those we serve to be successful in what they do

**Teamwork:** communication, unity and valuing others for the betterment of the whole





**South Port Day Links is located at:**

Liardet Community Centre

Level 1, 154 Liardet St, cnr of Nott St

(PO Box 199) Port Melbourne 3207

T: 9646 6362 F: 9646 6606 E: info@spdl.org.au

**spdl.org.au**

Registered number A0023984F ABN: 82 957 361 749



**South Port Day Links acknowledges its funding providers and sponsors**

**Supporters**

