

Our transport service is not for personal use, e.g. banking, shopping, school attendance, moving, visiting family and friends and other social occasions

### Are there fees?

No, our transport services are free. However, it can only be used to go to and from medical appointments.

If you require transport you will only be taken to and from your home address to attend your clinic appointment.

### Using our service – your responsibilities

If you use our transport service you:

- 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 allowed to be physically or verbally abusive
- are responsible for your and/or your children's behaviour
- must be contactable to confirm transport arrangements or in case we need to make changes.

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

### Misuse

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

Misuse includes but is not limited to:

- using the service for personal use
- being aggressive or abusive
- being drunk or under the influence of an unprescribed or illegal substance
- not being available when the driver calls to collect you
- failing to contact or provide us with sufficient notice of any changes in your transport requirements.

If you misuse the service on a second occasion you will receive advice that you are no longer eligible for transport services.

Transport will not be provided if a person is:

- violent
- drunk or under the influence of unprescribed or illegal substances
- under the age of 16 not accompanied by an adult.

**Browns Plains**

20-24 Commerce Drive

Browns Plains

☎ 3240 8900

**Logan**

41 Station Road

Logan Central

☎ 3240 8900

**Loganlea**

Unit 4 | 653 Kingston Road

Loganlea

☎ 3240 8900

**Northgate**

313 Melton Road

Northgate

☎ 3240 8900

**Woolloongabba**

55 Annerley Road

Woolloongabba

☎ 3240 8900

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Check out our website  
[atsichsbrisbane.org.au](http://atsichsbrisbane.org.au)

   [atsichsbris](https://www.facebook.com/atsichsbris)



# USE OUR TRANSPORT?

INFORMATION FOR CLIENTS



# NEED HELP TO GET TO MEDICAL APPOINTMENTS?

Our transport service helps clients to attend medical appointments, treatment or tests when they have no other means of transport and family or close friends are not able to assist





### Who is eligible?

The service is only available if you have no alternative transport arrangements. We encourage you to seek the assistance of your family and friends for transport wherever possible.

To be eligible you must be:

- unable to drive or be driven to an appointment by family or friends
- unable to access suitable public transport.

The service is available if you have a disability or are elderly, frail or very unwell, or pregnant and have other children.

The service is for non-urgent medical appointments. It is not an emergency service.

Each ATSICHS Brisbane clinic and service has a defined 'catchment area' in which it will provide transport services. Clients may access an ATSICHS Brisbane clinic or service outside the catchment area in which they live, but they will not be eligible for transport to and from that location.

### Families with kids

If you have children, we encourage you to leave them at home either 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 car.

Our drivers will not be able to provide transport if there are not enough child safety restraints available.

If you require urgent medical attention and are suffering from chest pain, shortness of breath or severe pain, you should **call an ambulance immediately on 000**

### **When and where is it available?**

Our clinics have different hours, please check with your local clinic for when their transport service is available.

Every effort will be made to provide transport for the time and day asked. However, it may not always be possible to provide transport as requested, as the service is subject to the availability of our drivers. Clinic Practice Managers may approve a one off transport pick up or drop off for a patient with extenuating circumstances.

### **How do I book?**

To book transport, contact the receptionists at your clinic.

You should phone us as soon as you know your appointment details and we will advise if transport is available for that time. Advance notice of 24 hours is required when you make an appointment to see a doctor and need transport.

A reminder call will be made the day before the appointment date. The driver will also ring you prior to picking you up. You must respond to these calls and messages.

We will try to be flexible and arrange same day transport if there is an appointment open for a doctor and a vehicle is available.

Once an appointment with a doctor is confirmed, only you and one other adult family member will be transported. Other family members will not be transported to our clinic unless they also have an appointment with a doctor.

