

**How often can I use the service?** You may use the service as often as you need. If you are assessed as eligible to use the service for medical appointments, you can still use the service for shopping and or social trips. The only limitation is that ongoing medical treatment which extends beyond 8 weeks may not be able to be provided for an indefinite period.

**What happens when my needs change?** If your needs change eg; you move house, your health or disability improves or deteriorates, if you need to use a wheelchair or change the type of wheelchair you are using or need to take a walking frame with you on the journey, please phone and let the office know . Notifying of your changing circumstances will enable the office to provide the most appropriate service to you.

**Cancellations**—It is very important that you advise us IMMEDIATELY if you no longer require a booking. Due to the demand for our services, your cancellation may enable us to assist someone else with a transport request.

**Your assistance with this is very much appreciated.**

If you have any other questions please ring us during office hours on **49 613 113**.

An answering machine is available out of office hours and during lunch breaks. Just leave your name and number and we will return your call.

# NEW CLIENT BROCHURE

**Newcastle Community Transport  
Group Inc**

**Office:** 10 Cowper Street  
CARRINGTON NSW 2294

**Phone:** 02 49 613 113

**Fax:** 02 49 613 464

**Email:** [mail@newcastlect.com](mailto:mail@newcastlect.com)

This booklet is to assist you in using our services.

It provides additional information on the organisation, the services provided and the answers to some frequently asked questions.

**Services We Provide**—We provide both individual and group transport using our modified vehicles, our car and on occasions taxis for:

**Individual Medical Transport**—To appointments such as doctor, dentist, hospital, physiotherapy, hydrotherapy, X-rays etc. We pick you up from your door and return you after your appointment, providing you with assistance where required.

**Shopping Services**—A door to door service with help to carry shopping is provided using the minibuses. Runs are on set days for specific areas so please contact our office for more information.

Passengers are limited to 4 green bags for shopping to enable us to store shopping bags safely on the minibus.

The passengers have two hours at the centre to shop, do banking etc.

**Social Outings**—We organise regular social outings to different destinations in the area. These trips are very popular and fill up fast. Please let the office know if you would like a social newsletter to be sent to you. We often can provide a volunteer assistant on shopping and social trips to assist and generally look after our passengers.

## **Your Journey—Medical Appointments**

When you make a booking the office will give you an approximate pick up time. This is normally one hour before your appointment as weather, traffic conditions and other passenger appointments can affect the pick up time. This can make a difference of up to 15–30 minutes either way. So do not panic if the time given by the office is not strictly adhered to. We offer a door to door service (dependant on access). This means that you do not have to wait outside for the driver but that the driver will come to your door and provide assistance in accessing the vehicle if you need this. Once you reach your destination, the driver will assist you into the venue if you require. When your appointment is finished, ask the receptionist to call our office and we will let the driver know you are ready.

We normally allow an hour for medical appointments, so if the appointment is less there maybe a small delay in returning for you. Please talk to the driver about the best place to wait for your return journey.

**Carers**—If you wish you can take your caregiver with you on a trip. We need to know you will be taking your Carer before the trip and the office will need certain information about your carer—name, date of birth etc. When traveling with a client to a medical appointment or shopping, the carer travels free. For social outings the carer pays the same fee as the person they are caring for.

