



Care Car

1. Intent of Policy

The purpose of this policy is to state Council's position regarding the provision of its Care Car service. A further purpose of the policy is to provide guidance to Council staff and volunteers regarding the usage of the Care Car.

2. Scope of Policy

The operation and management of the Care Car is achieved by extensive community cooperation and this policy will apply to all stakeholders. The stakeholders include:

- The Oberon Council (Owner/Managers)
- Volunteer Drivers
- Oberon Medical Centre (Volunteer Coordinators)
- Oberon Multi-Purpose Health Service (Garaging of car)
- Ministry of Transport (Funding Body for Care Car Taxi Vouchers).
- Oberon Taxi Service (Alternative Car for use with Taxi Vouchers).

*Oberon Council policies relevant to this policy:
Care Car Information & Procedures Manual*

3. Guidelines

- 1) The Care Car is available to residents of the Oberon district to provide transport service to the following groups of people:
 - frail, aged and elderly persons
 - disabled persons
 - other persons who are not able to arrange for their own transport

on the condition that such services will only be provided if the person's circumstances are such that they have no alternative form of transport readily and conveniently available to them.

NOTE:

- The Care Car cannot be booked on a regular basis.

- Veteran Affairs clients are to utilise the Tax Service via the Veteran Affairs Taxi Voucher System (available at the Oberon Medical Centre).
 - The Care Car is not to be used for any transport of hospital patients.
- 2) Use of the Care Car is limited to providing access to services not available in Oberon.

This includes:

- Transport to and from medical and other health-related appointments.
- Other uses considered reasonable by the Care Car Coordinator or delegate, to be assessed on a case by case basis.
- The client must go to closest available relevant service. The Central West/Regional centres will be given preference although all circumstances will be assessed on their own merits.

Double bookings of the Care Car on the same day will be avoided as appointments rarely run to time and there is no indication in most cases of the duration of some appointments.

There are no restrictions on the distance over which the Care Car may travel, subject to driver availability. However, trips outside the Oberon district will generally be restricted to an area bounded by Orange to the west, and Sydney to the east. Trips beyond these boundaries will be subject to the approval of the Care Car Coordinator.

An Information and Procedures Manual will be regularly updated in consultation with the volunteer drivers, council staff and Oberon Medical Centre Staff. Any amendments to this manual will be presented to Council for consideration and adoption.

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