

# Community Assisted Transport Service Policy (CATS)

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<b>Policy Owner:</b>	Community Development
<b>Person Responsible:</b>	Community Development Co-ordinator
<b>Date of Approval:</b>	20 April 2022
<b>Amended:</b>	16 August 2023

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## Policy Statement

A Community Assisted Transport Service (CATS) for Shire of Chittering (Shire) residents is available if local residents are unable to find travel alternatives to their medical, specialist or allied health appointments outside of the shire

## Objectives

To provide a Community Assisted Transport Service with a community volunteer driver and vehicle to transport residents who have medical, specialist or allied appointments outside of the Shire who have no other travel alternatives.

## Guidelines

### Clients Eligibility

- The Community Assisted Transport Service is available to Shire residents who have no other viable travel alternatives to get to their scheduled appointment
- The Service is available to all local residents who need to travel to and from the Shire or Perth Metropolitan area for ;
  - Medical and specialist appointments outside the Shire
  - Allied health appointments or services not available locally in the Shire

### Drivers Eligibility

- All Shire volunteer CATS drivers must:
  - Register as a volunteer
  - Hold a current C class Driver's License
  - Undertake an induction for OHS, and vehicle procedures

### Clients Responsibilities

- Must be able to get in and out of a sedan vehicle
- Be medically stable or have a carer with them if they are unstable
- Be accompanied by a guardian if client is under the age of 18
- Organise pick up and drop off location with the Shire representative
- Be able to manage themselves at their scheduled appointment
- Pay for any costs incurred on their journey, for example vehicle parking or their own food and drink
- If additional seating like wheelchair or baby seat are required the client must supply and in the case of a baby seat, install this themselves.

### Drivers Responsibilities

- Must take responsibility for any illegal actions as a result of their own actions e.g. speeding, parking fines
- Pay for own food and drink
- Whilst the client is in appointment, the driver is permitted to use the Shire vehicle up to a total of 50km of travel for personal time. e.g. Shopping

### Shire responsibilities

- Liaising between client and driver to set up journey
- Driver induction
- Receiving and processing money from client for the service
- Refueling, cleaning and ensuring the vehicle is roadworthy after use
- Reporting any damage of the vehicle
- Paying for any costs associated with the vehicle and service
- Providing a roadworthy vehicle with a:
  - First Aid Kit
  - GPS / Satellite Navigation
  - Log sheet
  - Receipt sleeve
  - Client & Volunteer forms
  - Mobile phone

### Pre-journey (SHIRE PROCESS)

- Client books medical appointment for middle of the day / as close as possible
- Client visits Shire Administration to fill in sign up sheet informing of pick up and drop off location and times.
- Shire Admin finds available volunteer driver for the journey
- Shire Admin confirms pick up and drop off times and informs the client of confirmation
- Client is then charged the required service fee

### During journey (SHIRE PROCESS)

- On the day of journey the driver goes to the Shire of Chittering Admin to receive vehicle keys
- Shire Admin staff walks driver down to the vehicle located in the Shire depot
- Driver departs the Shire and meets client at organised location and time
- Driver takes the client to the building where appointment is booked, it is not required they walk them into their appointment, but they are more than welcome too
- The client will pay for any parking fees associated
- The client will call the driver to pick up the client
- The driver will take the client to their organised drop off location and return the vehicle to the Shire of Chittering by 4:30pm along with the vehicle keys. Should appointment time run over expected return time past 4:30pm, refer to after hour's processes.

### Post journey

- A Shire representative will fuel up the vehicle and ensure the vehicle is cleaned after use as well as ensuring it is still roadworthy

**Requirement for Accommodation**

The client is responsible for making and paying for their own accommodation if an overnight stay is required. A subsidy may be acquired from the WA Country Health Service to cover some costs from the client if they are eligible.

However if an overnight stay is required by the driver the Shire will subsidise this cost by a maximum value of \$100.00 for one night only upon presentation of a valid receipt.

Alternative accommodation arrangements at friends or family, or own accommodation for the client / driver can be made. However no subsidy will be provided for this option.

**After hours vehicle & key drop off**

If a vehicle is expected to return back to the Shire after the 4:30pm it must be organised with the Shire representative prior to undertaking the trip to park vehicle securely at the Shire and to drop the vehicle key off after their journey.

**Fees**

Clients will be required to pay a fee to the Shire for using the CATS Service. The fee payable is aligned to the adopted 'Fees and Charges' schedule.

**Operational Hours**

Are subject to volunteer availability.