

## 10.6a Armajun Client Transport Eligibility Criteria

Transport Services are available to Armajun AHS clients who meet the Services eligibility criteria. Armajun has strict policies for transportation to ensure the safety of its staff and clients. Requests for transport can be arranged by phoning reception and providing the required information well in advance of the requested date. All clients are encouraged to arrange their own transport.

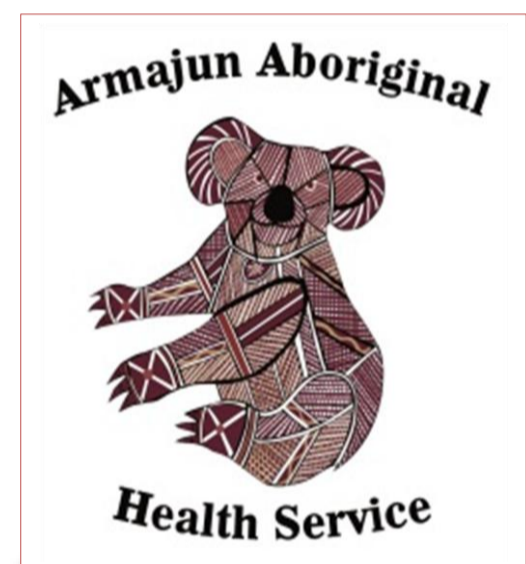
Armajun has a limited number of vehicles and staff available for transport so priority will be given, at all times, to previously made transport commitments. Clients may also have to share vehicles to attend some appointments.

### Transport Eligibility Criteria:

- Minimum of **2-days' notice for in town** transport (no transport available for 8.30am appointments)
- Minimum of **2-weeks' notice for out of town** transport
- If travelling to Armidale or Moree, your appointment can be no earlier than 10:00am and no later than 2:30pm
- If travelling to Tamworth, your appointment can be no earlier than 11.00am and no later than 2.00pm
- Travel to any other locations or outside of our travel hours may not be possible, and will require review and approval from the Practice Administrator. Talk with our staff about IPTAAS
- Clients who do not have access to their own, family or friends' vehicles.
- Clients who are not able to drive or operate a vehicle due to medical reasons.
- Clients who are attending an appointment at Armajun or have been referred by Armajun, for Allied Health & Specialist Services.
- Must reside in the Armajun service region.

### Persons NOT Entitled to Transport Services include:

- Seriously ill or at risk clients.
- A client who owns a vehicle or has access to one through family and/or friends.
- Persons who are not a client of Armajun.
- Clients who refuse to share a vehicle with other clients.
- Children under the age of 16 unaccompanied by an adult
- Armajun staff member's direct family, unless extenuating circumstances exist



### Conditions of Transport:

- Drivers will only transport clients when they meet the Eligibility Criteria.
- All clients/passengers must wear seatbelts. Children required to wear restraints (suitable to their age and height) as per NSW Transport Regulations.
- Clients are to treat Armajun staff and vehicles with respect.
- No Smoking, eating or drinking is permitted in any Armajun vehicle.
- A Risk Assessment may be required for clients with complex medical conditions to ensure safe transportation

## Zero Tolerance of anti-social, abusive, aggressive, offensive or violent behaviour

This includes, but is not limited to: -

- Language that may cause someone to feel afraid
- Derogatory remarks and rudeness
- Inflammatory statements
- Threats or acts of violence
- Spitting

**Any person exhibiting the above behaviours towards our staff or others in this service will be asked to leave the premises and may be denied future transport support.**