

Community Bus Service



**PO Box 21
OAKLANDS PARK SA 5046**

245 Sturt Road

STURT SA 5047

Phone (08) 8375 6821

Fax (08) 8375 6699

communitybus@marion.sa.gov.au

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**Please read enclosed booklet regarding
your Rights and Responsibilities.**

GUIDELINES

Welcome to the Community Bus Service which is funded by the City of Marion to provide door to door services to the following client groups:



- Frail older people over 65 living independently in their homes
- Adults living with a disability
- Carers of either of the above

Priority:

- Priority is given to people residing in the City of Marion council area.
- If you reside outside the City of Marion boundaries please be aware that sometimes we may have to cancel your booking as residents of the City of Marion have priority.

**Community Bus Coordinator: Telephone 8375 6821
Monday to Friday 8.00am-4.30pm**

If unattended please leave a message on the answering machine, available 24 hours/day

Services Destination:

The Community Bus Service provides transport to specific destinations as follows:



Shopping Centres: Westfield Marion, Parkholme, Castle Plaza and Hallett Cove.

Neighbourhood Centres: Coinda, Mitchell Park, Glandore and Trott Park.

Senior Citizen Clubs: Oaklands Park, Active Elders and Mitchell Park Senior Citizens.

Libraries: Marion Cultural Centre, Parkholme and Hallett Cove.

How to make a booking:

Contact the Community Bus Coordinator on 8375 6821 to make a booking advising of your destination and preferred day.

- A seat can be booked as; one off trips; weekly; fortnightly; and or monthly. Bookings need to be made before 12.00 midday the day before you want to travel.
- Please advise the Community Bus Coordinator as soon as possible if you will not be using the service so other clients have an opportunity to use the bus.
- The Bus Coordinator can be contacted at any time by leaving a message on the answering machine if no one is in attendance. Please leave a clear brief message with your name and telephone number.



Cost of Service:

\$2.00 One Way \$4.00 Round Trip



Payment will be collected by the volunteers on the day.

If possible please ensure that you have the correct change for the volunteers.

Seat Belts:

While using the Community Bus, all users are required to wear the seat belts provided. If there is a medical reason why you cannot wear a seat belt, a letter from your doctor stating that you are exempt is required.



Pick-Up Times:

The pick-up time you are given is a guide only. However, you will be contacted by phone if the Driver is going to pick you up over half hour after this agreed time. Please remain in your home until the Bus arrives. The Bus Driver will knock on your door.

Carry-on Shopping:

- For storage and safety reasons we request that you take no more than two recyclable shopping bags on the bus. Please mark your bags with your name to assist with identifying owners.
- Please ensure all bags are not overloaded and are not too heavy for volunteers to lift.
- As there is limited storage we would prefer clients to use shopping bags rather than trolley's to ensure all shopping can be stored safely on the bus.
- The Volunteer Driver and Assistant will always assist with the carrying of shopping bags.
- If your shopping will require more than two recyclable shopping bags then please arrange for home delivery from the supermarket you shop at.



Health:

- If you find that on the day of your service you are not feeling well then please contact the Community Bus Coordinator to inform them that you will not be going.
- If the Volunteer Driver believes you are not well enough to travel, the Volunteer and/or Assistant will contact the Bus Coordinator. For your safety and the safety of other Bus Users, you may be requested not to use the bus by the Bus Coordinator. Other alternatives will be discussed.
- If you disagree with the decision, please contact the Bus Coordinator, who will be able to further discuss the situation with you.
- Our priority is to continue to support you to live independently within the community. As your needs change we can explore other options if the Community Bus is no longer suitable.



Re-Assessment:

- If you find that you are struggling to use the Community Bus service then don't hesitate to contact the Community Bus Coordinator to discuss your needs. You may need to be reassessed so we can continue to provide the best transport options available.
- If the Volunteer's have noticed your needs have changed, they will inform the Community Bus Coordinator.

Emergency Situation:

- You will need to provide us with an up-to-date Emergency contact number. This can be a relative or a person living near you who we can contact quickly.
- If the Volunteer Driver or Assistant believes you are extremely unwell, they will call an ambulance. The Emergency contact person will then be notified as soon as possible.





Your feedback is important to us

The City of Marion is committed to service excellence and maintaining quality standards in line with the Community Care Common Standards.

If you have a concern or feedback about any aspect of the service you receive from the City of Marion Community Care Unit, we encourage you to raise your concern with the Community Care Team Leader or Unit Manager on 8375 6649 or write to:

The Manager of Community
Development Department
PO Box 21
Oaklands Park SA 5046



COUNCIL'S VISION

The City of Marion's Strategic Plan 2010-2020 guides the city's development and council's contribution to the Community Vision.

By 2020, Marion Council will be:

A leader in the delivery of the Community Vision 'Broad Horizons, Bright Future'.

- > Community Wellbeing
- > Cultural Vitality
- > Dynamic Economy
- > Healthy Environment

An Organisation of Excellence

- > Recognised for Excellence in Governance
- > Recognised for Service Quality
- > Employer of Choice

