

Rockingham Connect Community Transport Service

Conditions of Use - Clients

Eligibility

- All clients must meet the eligibility criteria to access the Rockingham Connect Community Transport Service (RCCTS). This criteria is:
 - o No access to private transport
 - o Unable to access public transport
 - o Pensioner Concession or Health Care Card
 - o Physically able to enter and exit vehicle unassisted (excludes clients using a wheelchair).
- If circumstances regarding eligibility change, clients must notify the City of Rockingham as soon as practicable.
- If circumstances change and a client no longer meets the eligibility criteria they may no longer be able to access RCCTS.
- All clients must sign their acknowledgment and acceptance of the Conditions of Use prior to accessing the RCCTS.

Companions

- The RCCTS is an affiliate of the Companion Card program. Clients with a Companion Card should provide a copy of their card at the time of registering. Companion cardholders are able to travel with a companion, free of charge.
- Assistance dogs trained by a certified organisation can travel on RCCTS with clients.
- At the time of making a booking, clients should advise whether they will be traveling with a companion or an assistance dog.

Bookings and Cancellations

- At the time of registering you must nominate whether you wish to be make a Regular or a Casual client booking.
- Casual clients are required to make a booking on a service at least one week prior to the date of travel.
- Regular clients will automatically be picked up for confirmed services unless a cancellation is received.
- Cancellations should be made by phoning the Rockingham Connect Office on 9528 8562 as soon as practicable.



- Casual clients may request to become regular clients by phoning the Rockingham Connect Office on 9528 8562. All requests will be considered and accommodated where possible.
- If a regular client fails to cancel a service on two or more occasions, they may be removed from that service or required to book all services in advance.
- Regular clients wishing to travel on a service that they are not already booked on, as a once off can do so by phoning the Rockingham Connect Office on 9528 8562, at least one week prior to the date of travel.
- All booking and cancellation calls should be made to the Rockingham Connect office and not through the Volunteers or the Autumn Centre.
- **All bookings should be made prior to 12pm the day prior to the service.** Bookings received after this time will not be accepted.

Identification

- All clients will be provided with an identification lanyard (lanyard) upon registering with the service, which must be worn when accessing the RCCTS service. Clients are required to wear their lanyard to access all destinations, excluding the Autumn Centre.
- Clients unable to present their lanyard when being collected from home, will be provided with a temporary replacement for the day. This replacement must be returned to the volunteers prior to returning home.
- Clients must request a replacement by phoning the Rockingham Connect office on 9528 8562.

Scheduled Times

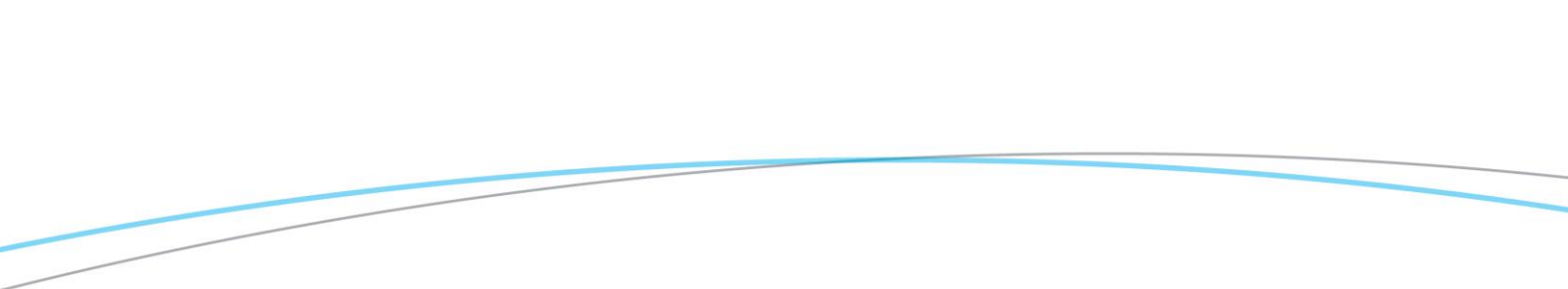
- Clients are given a collection window for pick up from their home and must be ready to be picked up anytime during this window. E.g. between 8.15am – 10am.
- Exact pick-up times may vary from week to week, but will be within the collection window. On occasion the collection window may change. If this occurs, clients will be notified.
- When being picked up from home, if clients are not ready to board within 10 minutes of the vehicle arriving, their services may be cancelled for the day.
- Clients should be at the departure location at least ten (10) minutes prior to the scheduled departure time.

Cost

- As of 1 July 2024 the cost of using the RCCTS is \$2 per trip (\$4 return).
- All previously purchased RCCTS Frequent Client Cards will have the previous trip cost (\$1) honoured.
- There is to be no exchange of money on the vehicle and a \$20 Rockingham Connect Frequent Client Card or \$4 Return Trip Token must be purchased prior to use of the service. Cards can be purchased from the following locations:
 - o Autumn Centre
 - o City of Rockingham Administration Building
 - o Mary Davies Library and Community Centre
 - o Rockingham Central Library
 - o Safety Bay Library
 - o Warnbro Community Library
- Clients may request volunteers take them to a sale location to purchase a Frequent Client Card when being collected for a service. Clients are to exit the vehicle and purchase their own cards from the sale location.
- It is the responsibility of clients to ensure they are in possession of a Frequent Client Card prior to travel, unless requesting transport to a sale location.
- Failure to present a Frequent Client Card on multiple occasions, without requesting transport to a sale location, may result in you no longer being able to access services until a purchase is made.

During Travel

- Clients must present their lanyard prior to boarding, unless travelling to the Autumn Centre.
- Clients must not enter the vehicle unless the step and handrails have been deployed.
- Seatbelts must be worn at all times during travel, unless a medical certificate authorising and exemption is provided to the Rockingham Connect office.
- If required, seatbelt extensions are available, please notify volunteers.
- Clients may only enter or exit the vehicle from the sliding side door, equipped with handrails and step.
- There is no reserved seating on any RCCTS vehicle, unless required for medical reasons. A medical certificate must be provided. Allocated seating may be directed by volunteers or the City as required.
- There is to be no smoking, eating or drinking hot drinks on the vehicle. Water and other cold drinks are permitted.

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- Clients must treat others with respect, fairness and dignity at all times.
 - Clients must not take more items onto the vehicle than they can carry themselves. This includes shopping as there is limited storage available.

Grievances and Complaints

- Clients who are unhappy with any aspect of the RCCTS or would like to provide any form of feedback are encouraged to make contact. Feedback can be given over the phone, in person or in writing.

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| Phone | 9528 0333 |
| In person | Administration Building, Civic Boulevard, Rockingham 8.30am – 4.30pm |
| In writing | PO Box 2142, ROCKINGHAM DC WA 6967 customer@rockingham.wa.gov.au |