

Rockingham Connect Community Transport Service

Conditions of Use - Clients

Eligibility

- All clients must meet the eligibility criteria to access Rockingham Connect.
- If circumstances regarding eligibility change, clients must notify the City of Rockingham.
- All clients must sign their acknowledgment and acceptance of the Conditions of Use prior to accessing the RCCTS.

Bookings and Cancellations

- Casual clients are required to make a booking on a service at least one week prior to the date of travel.
- 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.
- Cancellations should be made by phoning the Rockingham Connect Office on 9528 8562 as soon as practicable.
- Regular clients wishing to travel on a service they are not already booked on as a once off can do so by phoning the Rockingham Connect office on 9528 8562.

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 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.
- Temporary replacements will be issued to clients a maximum of three times. On the fourth occasion clients will not be able to access their service until their lanyard is located or a replacement is requested.
- The City of Rockingham will provide one lanyard free of charge for new clients. Should a client misplace their lanyard they will be issued with a replacement, at a cost of \$33.
- Clients are required to wear their lanyard at all destinations, excluding the Autumn Centre.

Scheduled Times

- RCCTS does not provide specific times for pick-up from home. Clients are given a collection window and must be ready to be picked up anytime during this window.
- 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 15 minutes of the vehicle arriving their services may be cancelled for the day.



During Travel

- Clients must not enter the vehicle unless step and handrails have been deployed.
- Clients must present their lanyard prior to boarding.
- There is no reserved seating on any RCCTS vehicle, unless a medical certificate can be provided. Allocated seating may be directed by volunteers or the City as required.
- There is to be no smoking, eating or drinking hot drink on the vehicle. Water and other cold drinks are permitted.
- Seatbelts must be worn at all times during travel. If a seatbelt is removed during travel, the vehicle will be stopped until seatbelt is refastened.
- If required, seatbelt extensions are available, please notify volunteers.
- 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.

COVID-19

- Clients must not use the RCCTS if they are unwell and should contact the Rockingham Connect office on 9528 8562 to advise of illness and cancellation of service(s). Clients experiencing cold or flu-like symptoms will be refused service and encouraged to speak to their doctor.
- Clients must inform the City if they:
 - o Have had direct or indirect contact with someone who has or is suspected of having COVID-19.
 - o Are going to be tested for COVID-19 due to experiencing symptoms or at the recommendation of a medical practitioner.
 - o Have returned from interstate or overseas travel in the past 14 days.
- Prior to entering the vehicle all clients will be offered a temperature test. Temperature testing is done using a hand held thermometer which takes a reading from a client's forehead, requiring no physical contact between the volunteer and the client.
- Clients must be seated in the assigned seating. Swapping of positions with the vehicle should be avoided as far as reasonably practicable.
- Clients are responsible for handling their own items, including handbags, shopping and seatbelts. Volunteers are not permitted to provide assistance.