

Transportation

For information regarding Chorus Transportation services excerpt.

Transportation Services

If transportation has been included in your Home Care Package or CHSP package, Chorus has options available to help you get to and from appointments, social occasions and shopping expeditions.

Chorus offer transport services to support you to access your community, the way in which we offer these services varies in different geographical areas.

Where you can go with Chorus transport service

Chorus services for transport are provided in partnership with;

- Local taxi companies
- St John community transport

These are available to all Chorus HCP and CHSP customers.

Services for **community transport** are provided by Chorus Volunteers. These services are available to customers in Chorus Locals at Peel South, Peel Central, Peel North, Port Kennedy, Waikiki, Safety Bay, Rockingham or Kwinana.

Customers may use our service to attend:

- Your local GP
- A medical specialist appointment or hospital
- An alternative medical appointment within your locality, for example, naturopath, podiatrist, optician, or healthcare professional
- Your nearest major shopping centre for food shopping, banking or hairdressers
- Local social visits

When is Chorus transport assistance NOT accessible?

- If people are medically unfit to travel
- For transporting people to paid employment
- For transporting children to school
- For inter-hospital transfers or hospital to nursing home transfers
- In residential care facilities

Can I have a carer accompany me in the vehicle?

Yes, if you require the help of your carer, they are able to travel with you.

Can I be refused travel?

The following actions are unacceptable and may result in withdrawal or refusal of transport services:

- Abusive behaviour, language, or action towards the driver or other passengers
- Posing a risk to oneself, the driver or other passengers
- Smoking or drinking alcohol in the taxi or other vehicle
- Incapacity through alcohol, drugs or other substances

How to book – Taxi and St Johns

When possible, bookings should be made in advance. Transport is subject to availability, and it is advised that you give as much notice as possible.

To make a transport booking please call 08 9318 5777

- Please select 1 for taxi transport to connect to our booking partner 24 hours a day, 7 days a week. On demand requests can be made but are not guaranteed.
- Please press 2 for St John transport bookings Monday – Friday 8am-4pm, bookings for St John transport require at least 48 hours.

How to book – Community Transport

When possible, bookings should be made in advance. We require at least 2 business days notice for bookings.

To book Community Transport, call 1800 264 268 during regular business hours.

Cancellation or Changes

If you need to cancel or modify your trip, please call 1800 264 268 within 24hrs of your transport service to avoid fees.

Alternatives

If you require transport to medical appointments that is deemed clinically necessary for diagnosis or treatment you may be eligible for **free patient transport**.

This transport would be in addition to funded transport you receive from Chorus and is not organised by Chorus.

More information is available at https://www.healthywa.wa.gov.au/Articles/A_E/Community-patient-transport-services

Free Taxi Vouchers are available in some instances, please speak to your GP or visit this website <https://www.transport.wa.gov.au/On-demandTransport/apply-for-TUSS.asp>