

CANCER COUNCIL TASMANIA – transport2treatment – REFERRER GUIDELINES

The t2t service aims to reduce the financial and emotional burden of cancer by providing transport to clients who are facing hardship in accessing their treatment. t2t offers a safe and supportive environment for clients.

Service provision

t2t provides no-cost transport to clients who may otherwise be unable to attend all their treatment appointments. The service operates Monday to Friday (excluding public holidays) in Circular Head, Burnie, Ulverstone/Devonport, Launceston, Hobart and surrounds.

Clients can only access this service after referral from their treatment team, whether a social worker, cancer care co-ordinator, oncologist or treatment clinic.

t2t is made possible by our dedicated and caring volunteer drivers. All of our drivers undertake appropriate training and hold a national police check and valid Tasmanian driver's licence. Additionally, all of our vehicles are five-star safety rated and are regularly serviced and maintained.

The service is funded by Cancer Council Tasmania (CCT) through public donations and events.

Eligibility

To be eligible for t2t the client must **have a cancer diagnosis and meet at least two of the following criteria**:

- undergoing active treatment (surgery, radiation, chemotherapy, immunotherapy, palliative care)
- experiencing financial hardship
- unable to drive themselves
- unable to access public or community transport
- experiencing limited family or social support

Suitability

- **mobility:** clients must be physically independent, able to walk unassisted by the driver and any mobility aids must be collapsible (no wheelchairs)
- **wellness:** if the client requires medical supervision or is considered too ill to travel independently, they are not suitable for t2t. Additionally, the client needs to be able to travel without intervening treatment measures such as intravenous therapy, oxygen or monitoring
- **compliance:** the client needs to be capable of adhering to the t2t guidelines, specifically in regards to the client responsibilities
- **referral:** referred by a member of the treatment team who can verify that the client is able to travel comfortably in a seated position in a domestic passenger vehicle, for an extended period of time and without medical personnel on board

Making a referral

Before clients can be booked on to t2t, they will need to be referred by a health professional or member of the treatment team. To refer to the service the referrer must:

- assess the client as eligible and suitable (see above) and obtain the clients consent to refer
- go online at <https://cancercounciltas.wufoo.com/forms/cct-transport2treatment-booking-referral/> and submit a referral

Operation times

The t2t service operates for appointments Monday to Friday, between 9:30am – 3:30pm (appointments commencing from 9:30 and appointments finishing by 3:30). The booking times will be managed between these hours based on the distance needed for travel. t2t works closely with the treatment centres to ensure that patient appointment times are scheduled to minimise waiting times before and after treatment. Bookings are essential – at least five working days in advance - as places are limited.

Service Limitations

- *Referral submission:* the client cannot make a booking before the referral has been submitted

- *Geography*: whilst we service the Circular Head, Burnie, Devonport/Ulverstone, Launceston and Hobart areas, there may be limitations of coverage due to resource availability
- *Advance bookings*: requests for bookings must be sent at least five working days in advance
- *Carers/family*: where there is capacity, a carer or family member may be transported, if booked in advance
- *Refusal to transport*: a driver has the right to refuse to transport a client who they reasonably believe to pose a danger to themselves, the driver or other passengers due to their behaviour or perceived influence of drugs or alcohol

All enquiries regarding this service to: Transport Officer via 03 6169 1907 or transport@cancertas.org.au

FREQUENTLY ASKED QUESTIONS

What are the responsibilities of a t2t client?

- respect the rights of other passengers, t2t/CCT staff and volunteers
- give adequate notice if a service is not required - as we set our schedules in advance, if we are not informed of any changes prior to the appointment it may mean we are unable to undertake the clients transport
- play their part in helping CCT to provide them with services – eg: be ready to depart for the trip from home on time
- utilise seatbelts and other safety devices
- inform t2t of any changes to their health or mobility which could affect how we provide them with a service
- be aware of their personal hygiene

What are the rights of a t2t client?

- to be treated fairly and respectfully
- to be assessed to receive services without discrimination
- to be informed about available CCT services
- to expect privacy and confidentiality – no information about the client will be provided to anyone outside CCT without their permission
- to access personal information held by CCT
- to have any complaints dealt with fairly and promptly
- to be represented by a carer/friend/relative (advocate)
- to provide feedback about the service
- to tell people what they think about the services they receive

Privacy and confidentiality

Client confidentiality will be respected at all times. Acceptance of referral to this service means that the driver will be provided with the clients name, address and phone number.

What about the client's safety?

Client safety, and that of our volunteers and staff, is our highest priority so clients are requested to please follow any reasonable instructions given by your driver. Drivers are unable to lift or carry people but will assist people using mobility aids to ensure safe arrival at the destination. Should a client fall, our volunteers are not allowed to lift the client. If the client are unable to get up by themselves, the driver will call for an ambulance. If you have a medical emergency the driver will call an ambulance.

Does a client have to wear a seatbelt?

Yes. Seatbelts must be worn to comply with legal requirements. If the client has a medical exemption from their doctor, please ensure t2t has a copy prior to your trip.

Can a client access long distance trips?

Long distance transport trips are assessed on a case by case basis. Factors determining t2t's ability to provide a long distance service include:

- early referral – referrals need to be received by t2t at least 10 working days in advance to increase the likelihood of successful being able to provide the transport
- availability of drivers – often two drivers are required to reduce the impact of long distance driving on individual drivers
- availability of vehicles – rescheduling of local trips are often required to accommodate a car being taken out of the local travel arrangements (this can take some time to arrange so as not to limit regular services)

What if a client's situation or needs change?

Sometimes the client's needs may change, and we will check with them to ensure that we are providing the right service for them. Sometimes a client's care needs may be beyond the capacity of t2t to meet. In this case a client may transition to another

appropriate service. If this happens the client will be contacted to discuss the case and possible options. Clients can choose to have a carer or an advocate present.

What happens when the service is unable to meet the client needs?

Whilst every attempt is made to accommodate referrals, unfortunately there are times that t2t is unable to meet client/referrer demand due to insufficient resources or the inability to meet scheduling demands. In this circumstance our aim is to be transparent with referrers so other transport options can be explored in a timely manner for clients.

How will the client know when their driver will be collecting them?

Our driver will call the client the evening before the day of their appointment to talk them through the collection and transport timings. On collection the driver will give the client a card outlining how they can be contacted once their appointment finishes and they are ready for the return trip.

Will the client have to share cars with other clients?

At times, yes - if clients are going to a similar destination at a compatible time, it may be necessary to share a vehicle. If this could cause concern due to a medical condition please advise t2t.

How do I manage cancellations or appointment changes?

Please notify t2t immediately if there is a need to cancel or change an appointment time, so we can make adjustments to transport arrangements. Please be aware that t2t may have to cancel transport if weather conditions are deemed to be potentially unsafe.

Does t2t transport clients for non-medical appointments?

No, t2t provides transport for people who have no alternative transport arrangements to attend essential cancer treatment appointments.

Does t2t accept self-referrals?

No, t2t does not accept a referral direct from a client.

Does t2t provide carers to escort clients to appointments or between different floors of the hospital for their appointment(s)?

No. Drivers are not trained as carers and cannot assume the role of a carer whilst undertaking t2t duties. The service provision is a door to door service from the client's home to the main reception of the medical facility. The driver is responsible for numerous clients at the same time and therefore does not escort clients to their individual appointment.

Does t2t transport children?

Yes - as long as an adult guardian is present at all times and, if any child seating required, it is installed by the adult guardian.

Does t2t assist clients with mental health needs?

While t2t does not provide a specialist service targeted at clients with mental health needs, we do transport a number of clients who may have mental health diagnoses, subject to those clients meeting the eligibility criteria. Mental health, as with other health conditions, do not need to be disclosed to the service. By forwarding the referral the referrer is confirming that the client meets the eligibility criteria, is able to travel in a domestic passenger vehicle with other passengers, and without medical personnel on board. t2t is impartial, and in accordance with equal opportunity law, access to the service is based on the referral alone, and without any consideration to any specific health condition (eg: disability, mental health, infectious diseases).

Does t2t transport assistance animals (guide dogs)?

Yes, with appropriate details noted on the referral form. An assistance animal can be a guide dog, hearing dog or other animal trained to alleviate the effects of a person's disability (a companion animal is not within this definition).

Does t2t transport clients with oxygen bottles?

No, oxygen bottles cannot be carried in t2t vehicles at any time, as t2t does not have secure storage systems to enable their safe carriage. Clients requiring intervening treatment, intravenous therapy, oxygen or monitoring whilst in transit, are not suitable for transport.

Can t2t refuse to transport a client?

Yes. A driver has the right to refuse to transport a client who they reasonably believe to pose a threat to themselves, the driver or other passengers due to their behaviour or the perceived influence of drugs or alcohol.

Does t2t provide hospital to hospital transfers?

No. Hospitals are responsible to provide transport when a hospital decision is made to transfer a patient to another hospital.

Does t2t provide transport to people living in aged care facilities or nursing homes, caravan parks, rooming houses or boarding houses or hostels?

Yes

Does t2t provide out of hours transport?

No