

## REFERRER GUIDELINES

Cancer Council Tasmania's transport2treatment (t2t) service provides no-cost transport to Tasmanians having difficulty getting to and from their cancer treatment appointments. The service operates Monday to Friday (excluding public holidays) in Circular Head, Burnie, Ulverstone/Devonport, Launceston, Hobart and surrounds and is made possible by our dedicated volunteer drivers. 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.

Clients can only access this service after a referral form is completed on their behalf, by a health professional or a member of the Cancer Council Tasmania supportive care team.

### Client eligibility

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

- Experiencing financial hardship
- Unable to drive themselves
- Unable to access public or community transport
- Experiencing limited family and social support.

### Clients utilising t2t must be able to:

- Mobilise and transfer unassisted by the driver (see below point regarding carer transport) - any mobility aids must be collapsible and small enough to fit in a small SUV boot.
- Travel without intervening treatment measures such as intravenous therapy, oxygen tanks or monitoring.

### To make a referral

- Assess the client as eligible and obtain consent.
- Complete and submit the referral form on the Cancer Council Tasmania website (Health Professional tile) [Cancer Council Tasmania Referral Form](#).

### Our t2t service is unable to accommodate clients that:

- Require physical assistance getting in or out of the car
- Require an escort to and from the clinic
- Require wheelchair access (our cars are not equipped with wheelchair lifts and/or storage).

**HOBART**  
15 Princes St  
Sandy Bay 7005

**LAUNCESTON**  
69 Howick St  
Launceston 7250

**DEVONPORT**  
Suite 2, 45 Best St  
Devonport 7310

**T:** 1300 656 585  
**E:** [infotas@cancertas.org.au](mailto:infotas@cancertas.org.au)  
**W:** [cancer.org.au/tas](http://cancer.org.au/tas)

## Operation times

The t2t service operates for appointments Monday to Friday for appointments from 9:30am and finishing by 3:30pm. 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 patient appointment times are scheduled to minimise waiting times before and after treatment.

Bookings are essential – at least three business days in advance - as places are limited.

## Service limitations

*Referral submission: the client cannot make a booking before the referral has been submitted, this is because they need to be registered on our booking system TRIPS.*

*Geography:* whilst we regularly service the Circular Head, Burnie, Devonport/Ulverstone, Launceston and Hobart areas, there may be limitations of coverage due to car and/or driver availability. We will always endeavour to work with other transport providers and the client to meet their needs.

*Booking notice* - we require 2 weeks before a new client can access transport for the first time. Once established, existing clients need to give at least 3 business days' notice for new bookings.

*Carers/family:* where there is capacity, a carer or family member may be transported with the client, 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.

*Transporting a minor* – children (under 18 years) requiring transport to their treatment are welcome but must be always supervised by a parent or guardian. If they require booster seats, these must be provided and installed by their parent/guardian.

Please direct all enquiries regarding this service to the Transport Team on 03 6169 1907 or [transport@cancertas.org.au](mailto:transport@cancertas.org.au)