

East Wimmera Health Service Community Car Program

The Community Car Program provides a volunteer assisted community car service to transport eligible community members to approved medical appointments.

Who is eligible?

To be eligible for the Community Car Program you must satisfy the following requirements:

- Client is frail, aged or disabled
- Attending an x-ray or specialist medical appointment
- Client is medically stable and fit to travel
- Can mobilise independently or arrange a carer to assist with mobility
- Has no other appropriate form of transport available
- A general anaesthetic and/or procedure will not be carried out at the appointment
- Client lives in St Arnaud or surrounding district
- Client is not part of another organisation (ie. DVA).

Is there a cost involved?

The cost of the community car is 30 cents per kilometre (partial reimbursement available to eligible clients). Car parking costs are at the client's expense. Client is not required to pay for their driver's meals and expenses on the day.

How far can I go?

Our Community Car Program can provide access to appointments in nearby towns such as Stawell, Ararat, Horsham and Bendigo, or larger centres such as Ballarat, Geelong and Melbourne.



Availability of this service is dependent on the availability of suitable volunteers.

How can I access the Community Car Program?

All enquiries and referrals for the community car are through our Central Intake service.

You will have a brief telephone conversation with a Community Health Nurse at a time that suits you and, if you agree, a referral will be made.

Once your referral has been processed you will be contacted to advise your pick up time on the day of your appointment.

Please note this is not an emergency service. At least two weeks' notice is required to book the community car.

Contact us

If you would like more information or wish to access the community car please call into any campus reception or contact us on:

Phone: 5477 2222

Fax: 5477 2131

Email: intake@ewhs.org.au



Our Mission: To provide health services that support healthy communities.

Our Vision: To be one of the healthiest communities in rural Victoria.

Our **Compliments, Concerns or Complaints (CCC)** system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person
- Obtain a Feedback Form from any Campus Reception
- Download a Feedback Form from our website www.ewhs.org.au

Culture, Communication and Language:

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

Privacy and Confidentiality: We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected
- Share it with only those that you give consent to.

These services are jointly funded by the State and Federal Governments.

Campuses are located at:

Birchip Campus
28 Duncan Street
Birchip 3483
Ph: 5477 7100

Charlton Campus
4 Learmonth Street
Charlton 3525
Ph: 5477 6800

Donald Campus
1A Aitken Avenue
Donald 3480
Ph: 5478 6200

St. Arnaud Campus
52 North-Western Road
St. Arnaud 3478
Ph: 5477 2100

Wycheproof Campus
19 Grandview Street
Wycheproof 3527
Ph: 5478 0700



East
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Health
Service

Cultivating Healthy Communities

Community Car Program

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