

Conditions of Travel

1. Bookings are essential with at least 24 hours notice for guaranteed travel.
2. Passengers must telephone the office the business day before their trip to confirm their pick up time and ensure they are ready 15 minutes prior to this time on the day of their trip.
3. Appointments must be between 9.00am and 1.30pm. Passengers should make alternate arrangements for their travel if they aren't expecting their appointment/s to finish before 2.30pm. For Townsville passengers, the bus will depart no later than 2.30pm.
4. When making bookings, passengers must advise the office of all drop off and pick up points to ensure adequate time is allocated. Any additional drop off and pick up points requested at short notice cannot be guaranteed.
5. Passengers travelling locally will be allowed up to three (3) destinations in a trip. A destination is the stopping of the bus at a location for a client not including their home.
6. All passengers will be dropped off at their appointment destinations when the bus arrives in Townsville. The bus will stand down until all passengers are ready to depart Townsville. Food outlets are available at most destinations however passengers may wish to bring their own refreshments.
7. This service does not operate on public holidays, nights, weekends and to Townsville on Thursdays.
8. The service must be informed at time of booking if passengers are having a medical procedure as we may require your treating doctor/health professional to complete a 'Fitness for Travel – Unaccompanied form' or for you to travel accompanied by a Carer.
9. The service must be informed of all medical and physical conditions at registration as we may require you to travel accompanied by a Carer.
10. The bus is wheelchair accessible and the service must be informed if you have a wheelchair, mobility aid, equipment or wheeled shopping bag being transported on the bus.
11. Due to limited luggage space there is a limit on the amount of goods/items able to be transported. No items are to be left on the bus unaccompanied by the owner.

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12. BCA does not provide seatbelt extenders for passengers or use seatbelt extenders in BCA buses.
13. Passengers travelling under the age of 16 years must be accompanied by an adult.
14. Passengers experiencing financial hardship may contact the office to discuss payment options more suited to their needs.
15. Passengers (excluding carers) who travel on the bus must be eligible and undertake an assessment.

Townsville Transport Only

1. A cost of \$5.00 will be charged for passengers travelling return from Ayr, Home Hill, Brandon and Giru with an approved, completed and signed Patient Travel Subsidy Scheme Form given to the Driver on the day of travel.
2. If you need to cancel your booking please advise the office within two business days. A \$10.00 fee will apply to cancellations without notice.
3. Passengers wishing to claim the Patient Travel Subsidy Scheme (PTSS) are required to visit the Patient Travel Office at the Ayr Hospital for approval PRIOR to travelling. The Patient Travel staff will provide approval to the Home Care Service for your travel.
4. The Driver is required to sight the PTSS Form when passengers board the vehicle. This form must be given to the Driver after being signed by the health professional.
5. Passengers who do not have PRIOR approval from the Patient Travel Office will not be eligible for the subsidised fare and will be required to pay the full fare.
6. Passengers who are unable to provide a PTSS Form to the Driver on the day of travel or are travelling one way will not be eligible for the subsidised fare and will be required to pay the full fare rates of \$60.00 return (\$30.00 one way) from Ayr/Brandon/Giru and \$66.00 return (\$33.00 one way) from Home Hill. It will then be the responsibility of the passenger to seek a PTSS refund from the Patient Travel Office.



Home Care Service Transport Service

For bookings phone: 4783 7015

Monday to Friday
9.00 am to 4.00 pm



**Burdekin Community
Association Inc.
Home Care Service
Transport Service**

For bookings phone: 4783 7015

Monday to Friday - 9.00 am to 4.00 pm
schedules and fares effective July 2016

*The schedules and fares are
subject to change depending on
the availability of funding and
demand*

**Bookings are essential
with at least 24 hours
notice**



Local Schedule and Fares

DAY	PICK UP LOCATION	FARE
Monday Tuesday Wednesday Thursday Friday	Ayr Home Hill Brandon Carers only	\$8.00 \$5.00
Thursday (Fortnightly only)	Giru Carers only	\$8.00 \$5.00

Townsville Schedule and Fares

DAY	PICK UP LOCATION	FARES
Monday Tuesday Wednesday Friday	Ayr Home Hill Brandon Giru	\$5.00 with PTSS*
	Ayr Brandon Giru	\$60.00
	Home Hill	\$66.00
	Carers only	\$5.00

** Clients who do not provide the Driver with a completed and approved PTSS Form on the day of travel are not eligible for the subsidised fare and will be required to pay the full fare.*

Refer to the Conditions of Travel



Burdekin Community Association Inc.

For further information please contact:

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The Support Centre
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AYR QLD 4807

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The Home Care Service is funded by:-



Australian Government

