

CarPal Seniors Transportation

Service Description

What is CarPal?

CarPal is a transportation service for Sydney Hills Seniors who are eligible for Centrelink or DVA benefits and who enroll as a CarPal client.

CarPal volunteer drivers offer to detour to pick up a Senior, who is enrolled as a CarPal client, and drop them off along the route of a trip the driver was taking anyway. CarPal clients can take a ride with a CarPal driver anywhere in the Sydney metropolitan area.

With CarPal, many Seniors will be able to put their driving days behind them without having to become a recluse, cut off from their community.

How does CarPal work?

You call a volunteer we nominate who will take the details of the Ride(s) you want and enter them on your behalf into Facebook "Events". Clients are asked to give as much notice as possible when requesting a ride.

For the most common trips of leaving and returning to your home address on the same day, two (2) CarPal rides will be needed i.e. the outbound ride and the return ride. Each ride will most probably involve different CarPal volunteer drivers. Each CarPal volunteer driver's car carries a CarPal Flag for ease of identification.

If volunteer drivers accept both ride requests, they will pick you up (in their own cars) and drop you at your destination on each of the two rides. If however, you receive an offer of only the outbound ride from a CarPal volunteer driver, CarPal will not transport you on that day **unless you advise us that you are able to make the return journey by alternative means.**

You will receive a monthly invoice from CarPal to pay \$8.50 for each ride (that's \$17.00 for a return trip) you have taken with CarPal that month. And the first time you take a Ride with CarPal in each calendar year an Annual Membership fee of \$40 will be included. Payment of invoices can be made by credit card, PayPal or EFT. Cash is NOT accepted.



A yellow tag with a string, hanging from a blue and purple swoosh. The tag contains the text "SENIORS TRANSPORTATION" in black capital letters.

SENIORS TRANSPORTATION

CarPal Seniors Transportation Service Description (Cont'd)

[How do I know it is safe?](#)

CarPal ensures that all its volunteer drivers:

- have been **Police Checked** before they drive you or gain access to your ride request details;
- have a full driver's licence (not a provisional one) when they join us;
- have a photo ID, which you should ask to see before entering their vehicle.

Also we use "Secret Groups" only on Facebook for ride requests to ensure that your planned movements are known only to our police-checked volunteers and the volunteer who is making ride requests on your behalf.

[What else is there to understand?](#)

CarPal clients will need:

- to enter into an agreement with us and adhere to our Client Guidelines;
- to be capable of walking short distances with or without a walking aid; and
- to have a phone where messages can be left at times you cannot answer.

NOTE: Only enrolled CarPal clients are eligible to use the CarPal Seniors Transportation service.

[How do I obtain more information about CarPal?](#)

If you have any questions, view the FAQ section of our website at www.hillscarpal.org.au/faq or [email us](#). Alternatively, you can ring Hills Community Aid's office on 02 9639 8620 between 9.30am and 3.00pm Mon – Fri.

The CarPal Team