

Inner Southern Metro Community Passenger Network

We provide transport options for people who are frail or elderly, people with disabilities and the transport disadvantaged, living in the inner southern metro region (council areas of Marion, Holdfast Bay and Mitcham).

Our commitment to you. We are committed to ensuring that you receive a quality service relative to your needs. Our aim is to support your independence by assisting you to reach your destination.

We work closely with our partnering council (City of Marion) and neighbouring councils to assist residents to reach their destination in the most efficient and cost effective manner.



Fees

A client contribution fee is incurred for all services provided, as recommended by the program funding body.

Fees have been costed according to the number of kilometres travelled. They are small compared to commercial transport and will be discussed with you at the time of your booking.

No eligible person will be denied access to service due to their inability to pay.

Feedback

We appreciate your feedback about our service as it assists us to continuously improve the quality of the community passenger network.

We encourage you to voice any concerns and feedback regarding the service to the CPN in the first instance. Should you still have concerns, contact the appropriate complaints organisation enclosed.



Rights and Responsibilities

Your rights	THE CPN WILL	YOU WILL
Treated with respect	Treat you, your family or carer with courtesy, dignity and respect.	Treat us, our volunteers and other clients with courtesy, dignity and respect.
Safe from abuse	Provide services in a safe environment without abuse, exploitation, discrimination, harassment or neglect.	Act in way that helps you both and others to be safe.
Access to services	Give you access to services that meet your needs where possible. Explain any service refusals and offer alternate transport options if available.	Inform us of any special needs or requirements & when your needs change. Pay any agreed fees and charges for services provided.
Quality services	Provide you with high quality services in a timely manner. Ensure you receive comfortable and reliable transport. Explain your transport options clearly.	Tell us when you cannot keep appointments. Keep transport vehicles clean & tidy, removing any rubbish upon leaving. Give information, which will help us meet your needs.
Actively participate	Include you in decisions about services planned for you. Inform you of your right to an advocate to act on your behalf. Assist you to change appointments or arrange other services if need be.	Provide information that is appropriate and necessary to help meet your needs. Get information from others to help you with your choices.
Privacy and confidentiality	Respect your privacy and keep your personal information safe. Respect your choice to revoke any consent given.	Consider allowing us to share your information for statistical purposes.
Feedback	Inform you of the feedback process and respond to your feedback in a fair and timely way.	Be fair when raising any concerns and help us to resolve issues. Not offer gifts, money or other favours to staff and volunteers.

You have the right to refuse a service and appeal any decision without fear of retribution

Using the Service

Telephone the CPN on 8375 6769 during office hours (Monday – Friday 8.30am – 5pm) to arrange your booking.

At least *two* full business day's notice of your transport request is required.

After hours and weekend transport requests can be supported. *Conditions apply.*

When services you require are not available, we will attempt to provide you with an alternative solution and may refer you to other agencies.



**For further information contact
Community Passenger Network Coordinator**

Call 8375 6769

E CPN@marion.sa.gov.au

W innersouthernmetrocpn.com.au

Office Hours

8.30am – 5pm Monday to Friday

Address

245 Sturt Road, Sturt SA 5047
PO Box 21, Oaklands Park SA 5046



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Call 8375 6769
A link to your destination
Community Transport Service

COMMUNITY
PASSENGER
NETWORK
Inner Southern Metro



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destination