



# NORTHERN PASSENGER TRANSPORT NETWORK VOLUNTEER NEWSLETTER

Manager: Lyn Forster Phone : 8666 2255  
3 Stuart Street PO Box 169  
MELROSE SA 5483

August 2017

## Management Update

### Fee for Service

The increase in Fee for Service was approved by Council at the June Council meeting.

All clients and volunteers have been sent notification as to the new fee structure and guidelines.

A copy has been installed in each vehicle.

We have received, only positive comments from clients regarding the increase fares.

## Looking for Volunteers

NPTN has started advertising in local papers for new volunteers.

If you know of anyone with time on their hands, community minded and willing to drive.

Please encourage them to call the office, so they too, can join our great band of volunteers.

## Finding Your Way Around The New RAH.

The new RAH is made up of coloured zones with themed art work so you can easily work out where you are in the hospital.

All clients will receive a letter with time and location of their appointment and a barcode to use at the check-in kiosks. Touch screens wayfinding kiosks are spread throughout the hospital to help people find their way. These kiosks when used, can print out directions and a suggest route to their appointment.

If a client has lost their appointment card they can still check in by swiping their Medicare card at the kiosks.

Hospital volunteers will be stationed at the main entrance and other receptions areas to help clients find their way.

Each patient will be given a appointment number that can be added to the clients mobile phone or their appointment details will be visible from large TV screens located in the food court, and outpatients waiting areas.

### Car Parking at the new RAH

There is fee car parking 24 hours a day, seven days a week and this is located underground on levels 1 and 2. With 600 visitors car parks and 50 spaces for Disability Parking Permits.

On level 2 in front of Emergency Department and level 3 in front of Main entrance there will be patient 15 minute drop off and pickup zones for vehicles and taxis.

Still waiting on confirmation as to where volunteer drivers can park.



## **Volunteer Meeting**

**ORROROO**  
9am / Friday 18th August

**PETERBOROUGH**  
10.40am / Friday 18th August

**JAMESTOWN**  
1.00pm / Friday 18th August

**GLADSTONE**  
2.40pm / Friday 18th August

**QUORN**  
10.30am / Monday 28th August

**MELROSE**  
1.00pm / Monday 28th August

## Supporting Bodies



## Road Works



There are road works everywhere in the city at the moment and it's important to recognise this sign. Usually you will see this sign on the footpath demonstrating that a lane is blocked and road works are in progress. Take particular notice of the picture so you can see which lane is blocked.

This warning sign gives you a chance to move over early and position your vehicle as to not impede other road users.

Get into the habit of scanning ahead for any warning signs of road works.



Road works

## Client Non Response Policy

Just a friendly reminder, of our Client Non Response Policy, following an incident a few weeks ago where a client was not found. The volunteer followed correct procedure.

If a client does not answer when you knock on the door, never enter the clients residence. Use the clients phone number and ring the client, if no response then notify the office, that the client can't be found.

The Office will then contact their emergency contact person, and then to proceed to contact the nearest medical centre and hospital.

At a last resort the Police will be called.

Remember never go into a client house when there is no answer.

## Vehicle Inspection

For all volunteer drivers to best practice is to inspect the vehicle before and after use.

There is a vehicle checklist for all vehicles and all volunteer drivers must get into the practice of completing the checklist ensuring roadworthiness and continuity of service.

Please report any issues found to the office.



## Tyre Blowout or Puncture

A tyre blowout or puncture can happen at anytime.

If a front tyre blows out, the vehicle will pull towards the side with the blown tyre. If it's the rear tyre, the rear of the vehicle will tend to sway from side to side.



Do NOT brake suddenly. Try not to over-correct with the steering. Ease off the accelerator, keep a firm grip on the steering wheel and brake gently to you stop, keeping the car steering straight ahead.

Notify the office asap of the incident and the office will organise roadside support.

## Figures for June

### Car Bookings

Trips: 242 + Carers 74

Total outputs: 376

by car

Kilometres: 17, 544

Volunteer Hours: 367.16

### Record numbers for June

### Bus Bookings taken

Medical Bus:

66clients + 30carers

Social Bus: 155clients