

Policy

It is the policy of GCT to ensure that where there are frequent client cancellations, or where a client is not at home when a driver arrives to collect them for a scheduled trip, that a GCT staff member makes contact with the client to discuss this. We do this to make the best use of our resources, and also to ensure that access to our service is fair and equitable for all clients. Great Community Transport has developed this policy on responding to frequent or unreasonable short notice cancellations by clients to allow best use of our resources and balance the needs of all clients. The policy will not be applied in a punitive way. No actions will be taken without first making contact with a client or their advocate to understand the circumstances. As with all decisions regarding access to services, clients have a right to a review of a decision made by Great Community Transport.

Definitions

Advocate: A person who represents and works with a client who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

Carer: A person who, through family relationship or friendship, looks after a frail older person or someone with a disability or chronic illness. Carers look after these people in the community or in their own homes (DoHA, 2006)

Consumer: An individual, also known as a client, service user or care recipient, who is in receipt of GCT community transport services.

GCT: Great Community Transport Inc.

Related Procedures

[PRO 3.17-1](#) Client Cancellations & Non Attendance

Relevant Standard

Community Care Common Standards

2. Appropriate Access and Service Delivery
- 2.1 Service Access
- 2.2 Assessment
- 2.4 Service User Reassessment

National Disability Service Standards

5. Service Access