
HOW TO CONTACT MY AGED CARE

My Aged Care: 1800 200 422

<https://www.myagedcare.gov.au>

HOW TO CONTACT BCTG

The BCTG office is open **Monday to Friday 8.30am to 4.00pm**,
excluding public holidays.

The office is located at **16 Vale Rd, Bathurst, NSW 2795**

Our Postal address is **PO BOX 9011, West Bathurst NSW 2795**

Phone: 6331 3322

Emergency After Hours Only: 0421 080 379

Email: coordinator@bctg.com.au

Website: www.bctg.com.au

There is an answering machine if you wish to leave a message on weekends, early mornings or in the evenings. This can be helpful if you have poor health, or for some other reason need to change or cancel bookings with short notice.



BATHURST COMMUNITY TRANSPORT GROUP INC. WELCOME HANDBOOK

Bathurst Community Transport Group Inc.



ABN: 87 639 582 566

INDEX

	Page
Welcome	3
Acknowledgement of Country	3
About Us	4
Vision	4
Purpose	4
Values	4
Funding	5
Our Wonderful Volunteers	5
Eligibility	6
What we Offer	7
Making a Booking	10
Cost of Travel	11
Cancellation Fees	11
The Day of Travel	12
Illness and Social Distancing	12
When May Trips Be Cancelled By BCTG	13
Safety	13
Wheelchairs	13
Lost and Found Property	14
Emergency	15
Infectious Diseases and Personal Hygiene	15
Suspension of Services	16
Newsletter	16
Privacy	17
Charter of Aged Care Rights	18
Frequently Asked Questions	20
How To Contact My Aged Care	24
How To Contact BCTG	24

What about the other services My Aged Care have offered me – can you help with those? When you are assessed by MAC, they may offer you other services eg gardening. You have been referred to BCTG by MAC for transport only and likewise you have been referred to the other service providers for their specialist services. Any questions relating to your other services can only be answered by those services.

What if I need to take my medication? If you have a regular time for taking medication, please advise when booking your travel and time will be allowed for you to stop and take your medication. The driver will not be able to assist you in the administration of medication

What if something goes wrong or if I have a complaint about my travel? All complaints will be dealt with in a fair and confidential manner. Often problems can be resolved through explanation or discussion. Any service you receive will not be affected in any way by your complaint.

Contact our office and explain your complaint to the Coordinator. This can be done by telephone, in writing or in person. You may also request the BCTG Feedback Form be provided to you, if you do not already have a copy. If you are not satisfied, you should write to the Chief Executive Officer of Bathurst Community Transport, P O Box 9011, Bathurst West, NSW 2795.

If the matter is still not satisfactorily resolved, you may refer the complaint to:

NSW Ombudsman Level 24, 580 George Street, Sydney 2000 Phone: 1800 451 524

Or write to: Aged Care Complaints Scheme, Department of Health and Ageing, GPO Box 9848, Sydney NSW 2001, Phone: 1800 550 552

What will you ask me before I commence services with you? Before we begin providing services there are a few steps that we must follow. We will:

- Ask for your consent to record your private information and share it with the Government.
- Ask for your personal details that the Government requires to process your registration and establish your access to subsidised services and confirm details already held by MAC
- Ask some questions about the type of transport that you will need
- Ask some questions about your mobility, such as can you get out into and out of a car with minimal assistance, do you use a walking frame or walking stick and some questions about your home and access for our car. Your answers will help us to ensure that we can provide the right transport and vehicle for you.
- We will also ask what we should do if you are not at home when we call. It is important that we have an emergency contact.
- We will request your doctor's name.

Please note: If any of your answers to any of the above questions change at any time after you have accepted our services, please telephone our office and advise your updated details. This includes if your phone number changes or you obtain an email address, or even if you now use a walker or other mobility or assistance device.

What if my partner/spouse/friends want to use community transport themselves? If they meet the eligibility requirements previously outlined, they need to contact My Aged Care on 1800 200 422 and request a referral to Bathurst Community Transport Group Inc for transport.

WELCOME

Welcome to Bathurst Community Transport Group Inc. (BCTG). We are pleased to be able to provide you with transport services.

This Handbook is designed to help you understand how to use our services and answer some frequently asked questions. If you have further questions, please call our friendly staff who will be happy to assist you.

BCTG will help you to maintain your independence by helping you retain your freedom to travel. We provide a door to door service which transports eligible clients residing in the Bathurst Local Government Area (LGA) to various pre-determined locations.

ACKNOWLEDGEMENT OF COUNTRY

BCTG acknowledges the Wiradjuri nation, the people of the three rivers - the Wambool, the Kalari and the Murrumbidjeri - as the traditional custodians of the land on which our organisation operates. We pay our respect to elders past, present and emerging.

We acknowledge the spiritual, physical, emotional, mental and economic connections of Aboriginal and Torres Strait Islander people to the land and seas. We acknowledge that the dispossession of country and the disruption to family relationships have resulted in a breakdown of social networks.

BCTG is committed to working in ways that support and empower Aboriginal people and their families and communities. We are responsible for ensuring that our services are culturally competent, safe and sensitive.

ABOUT US

BCTG is a not-for-profit organisation providing community transport solutions for people in the Bathurst LGA. We first began operation in 1978 and have provided transport services to the residents of Bathurst Regional Council LGA ever since. In fact, Bathurst is the birthplace of Community Transport in New South Wales.

BCTG is an incorporated body which is overseen by an independent Management Committee drawn from various sections of the community. Our team comprises full time, part time and casual employees and volunteers.

Vision

Freedom to Travel

Purpose

We believe our clients have the right to independence. We provide transport to support people to get to where they would like to go, need to go or dream to go.

Values

We are Professional, Trustworthy, Passionate and Client focused.

BCTG will maintain a service culture which is inclusive and welcoming; that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference or gender identity).

that carer must stay with the client for the whole of the journey and appointment. Clients who stipulate that they need the assistance of a carer will be deemed to be unable to manage on their own.

Please note: “carer” is not the same as “companion”. For our scheduling purposes a “companion” is a spouse/relative/ friend who wishes to travel with a client for company, where the client does NOT need support and assistance to manage during the trip, or at the destination. A companion may only accompany a client, where there is room in the vehicle, without disadvantaging other eligible clients. A companion will be asked to make a contribution to the cost of the trip. The companion must be picked up from the same address as the client. A companion, who does not meet our eligibility criteria, may be declined transport where it would disadvantage service to another eligible client.

What if my carer or companion has an appointment too? Carers or companions who travel with a client and are also attending their own appointment then become a client in their own right and they need to pay the applicable contribution(s) for the trip. They need to be registered with My Aged Care in order to use BCTG for travel to their appointment.

May I bring any animals with me? No, animals are not permitted to travel in BCTG vehicles, except for registered assistance animals. An authorised certificate must be supplied prior to travel if an assistance animal is accompanying a client.

What if I need travel on the weekend or public holidays? Our BCTG vehicles are only available for transport from Monday to Friday excluding public holidays. There is also a shutdown over the Christmas/New Year period. You may need to call a taxi from Bathurst Taxis on 6325 0022.

Can I buy my driver or the BCTG a present by way of a thank you? BCTG does not encourage clients to give gifts or money to any individual member of BCTG. However, should a client wish to give a gift of money, then all funds are recorded as a donation to BCTG and a receipt will be provided to the client for their donation.

FREQUENTLY ASKED QUESTIONS

What if I need to cancel? We understand that plans can change. If you no longer need to travel please advise BCTG as soon as possible. Failure to advise us may result in a cancellation fee being levied.

Do I get a vehicle to myself? No, all bookings made with BCTG are for a seat in a vehicle, not for a vehicle on your own. It may be that you may have to be picked up earlier or dropped home later to tie in with other occupants in your vehicle. Your flexibility is appreciated in allowing us to assist the maximum number of clients at any one time.

Is Community Transport only available for medical appointments? No, transport is for anywhere you want to go, need to go or dream to go! This includes:

- Medical appointments
- Personal appointments
- Shopping
- Social outings and community access

May I bring minors with me? No, passengers must be over 18 years of age, unless officially registered as a “young carer”.

May I bring a carer with me? Yes, a carer may travel with you free of charge. However they must be registered with BCTG, be over the age of 18 years of age unless officially registered as a “young carer” and be capable of caring for you and looking after your needs. The carer must be picked up from the same address as the client. Each client is only allowed one carer per trip.

For the purpose of travelling with BCTG the term “carer” is the person who provides support and assistance to the eligible client travelling in our vehicle. If a client needs the support of a carer (who travels at no charge

FUNDING

BCTG receives funding from the Federal Government Department of Health under the Commonwealth Home Support Program (CHSP), the State Government Transport for NSW CHSP Program and the Transport for NSW Community Transport Program (CTP). These funding sources provide subsidised transport for eligible customers.

The CHSP clients have been referred to BCTG by My Aged Care (MAC). MAC can be contacted by telephone on 1800 200 422.

OUR WONDERFUL VOLUNTEERS

Most of our drivers are volunteers who give up their time freely to transport our clients around the region. We are very grateful to our volunteers and hope that you will join with us in thanking them each day for their contribution. We ask that you treat our volunteers with courtesy and respect at all times.

Our drivers are caring but BCTG is not a care service.

Our volunteers and staff are not permitted to:

- Enter a client’s house
- Assist with personal care or attendant care duties
- Carry out nursing duties or administer medication
- Carry out any task they have not been authorised or trained to do
- Relay messages between the client and the BCTG Office



ELIGIBILITY

Subsidised Transport

BCTG receives funding to provide subsidised transport for:

- People over 65 years of age who have been referred by My Aged Care (MAC) for transport
- Aboriginal and Torres Strait Islander people aged over 50 years of age who have been referred by MAC for transport
- People under 65 years of age who are transport disadvantaged owing to physical, social, cultural and / or geographic factors. Individuals who do not qualify for other support programs may be eligible for transport through the Community Transport Program (CTP). They will need to contact BCTG to ascertain the eligibility requirements

Please note: If you transfer to a Home Care Package (HCP), we are no longer able to offer you **subsidised** transport. However, we may be able to transport you through your HCP. This needs to be negotiated with your HCP Provider. When you choose your HCP Provider please advise them you would like to continue using transport with BCTG prior to signing your contract. Your HCP Provider can sub-contract BCTG to provide your transport and you can then utilise your HCP funds.

Alternatively, you may continue to use BCTG and pay for your transport yourself. However, as the costs of your transport will no longer be subsidised under the Community Home Support Program (as you are the recipient of a HCP) your transport costs will be calculated at a non-subsidised rate.

Non-Subsidised Transport

- Home Care Package Recipients
- NDIS Clients
- Community Groups

Under the aged care law, BCTG has the responsibility to assist clients to understand their rights. Clients have the right to:

- safe and high quality care and services;
- be treated with dignity and respect;
- have my identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about my care and services in a way I understand;
- access all information about myself, including information about my rights, care and services;
- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- my independence;
- be listened to and understood;
- have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- personal privacy and to have my personal information protected;
- exercise my rights without it adversely affecting the way I am treated

Every client has the opportunity to sign a copy of the Charter of Aged Care Rights. The Charter (in duplicate) is forwarded with this booklet. Please sign one copy and return it in the enclosed reply paid envelope. You may retain the second copy for your records.

CHARTER OF AGED CARE RIGHTS

The Charter describes your rights as a person receiving aged care services. These aged care rights are in addition to any other right that you have as a member of the community (eg. anti-discrimination law).

Bathurst Community Transport will continue as always to work with you in a way that gives you choice and control, and upholds your rights. We have an obligation to give you the new Charter, to inform you of your rights, and to help you to understand your rights and the Charter.

We are providing the Charter to you now as part of the process of informing you about your rights. We are also letting you know about the options for getting more information about the Charter and the next steps.

Understanding the Charter

If you would like more information about the Charter you can:

- Read the Charter booklet which is available on the Department of Health's website at <https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>
- Watch a short video which explains the Charter available at <https://opan.com.au/charter/>
- Telephone us on 02 6331 3322 to get further help to understand the Charter
- Seek independent, free and confidential information on your rights by calling the Older Persons Advocacy Network (OPAN) on 1800 237 981, Monday to Friday, 8am-8pm.

WHAT WE OFFER

Town Car

Our Town Car is a wheelchair converted Kia Carnival which services the area around Bathurst City bounded by Eglinton, Robin Hill, Gorman's Hill, Kelso and Raglan from 8:30am to 3:30pm Monday to Friday. Our driver collects clients from their homes or appointed pick up address and delivers them where they need to go. Please be ready 10 minutes prior to your pickup time and wait outside the nominated pick up address, if possible. Please note that our driver's arrival time depends upon traffic, the readiness of other clients and may be slightly earlier or later than your scheduled pickup time.

Please wait for instructions from your driver before entering or exiting the vehicle. Your driver will open the door for you.

Our town car is very busy and can be booked out in advance. We appreciate as much notice as possible for your bookings. You may also book a regular scheduled trip in the town car, however, if you cancel your regular trip more than 3 times we reserve the right to cancel your regular booking.

The Town Car is one car and one driver. We have a long list of clients wanting to use the car so you will need to book ahead. We try and accommodate as many people as possible each day. Your flexibility is appreciated.

A contribution is charged each time you enter the vehicle and is payable to the driver. Contributions are cash/cheque only.

Transport to Orange, Lithgow and Katoomba

Transport is available in cars driven by our volunteers. We request you schedule appointments between the following times:

- Orange/Lithgow – between 9.00 am to 3.00 pm
- Katoomba – 9.30 am to 2.30 pm

Contributions are payable to the driver when travelling, unless prior arrangements have been made.

Transport to Sydney

Our volunteer drivers can provide travel to Sydney. Medical appointment transport contributions are subsidised by the Bathurst Lions Club. We are very grateful for their support.

For the safety of our drivers and clients, the earliest our cars can leave Bathurst is 7.00 am and they must be back in Bathurst by 6.00 pm. Therefore, we request that you schedule appointments between the following times for Sydney appointments:

- Penrith/Nepean – 10.00 am to 2.30 pm
- Parramatta/Westmead – 10.30 am to 2.00 pm
- Hornsby/North Shore/Sydney – 11.00 am to 1.00 pm

Contributions are payable to the driver when travelling, unless prior arrangements have been made.

Transport for clients living outside the Town Car Limits

Clients residing within the Bathurst LGA but outside the Bathurst town limits are eligible for transport to all locations covered by BCTG. The contribution for travel to Bathurst is determined by the distance from your home to Bathurst Post Office. Depending upon where you reside, an additional contribution may be added to the cost of travel to Orange, Lithgow, Katoomba or Sydney.

Social Trips for CHSP & CTP Clients

BCTG offers day social trips on a regular basis. The trips are published in our newsletter and bookings are on a “first in, first served” basis. Contributions vary from an all-inclusive day, to a smaller contribution where you buy your own lunch. Clients are collected from and returned to their homes.

Social trips are only for CHSP clients referred by MAC or CTP clients. Therefore, if only one partner is registered, then they are the only person able to attend the social trip. The partner must be separately registered with us.

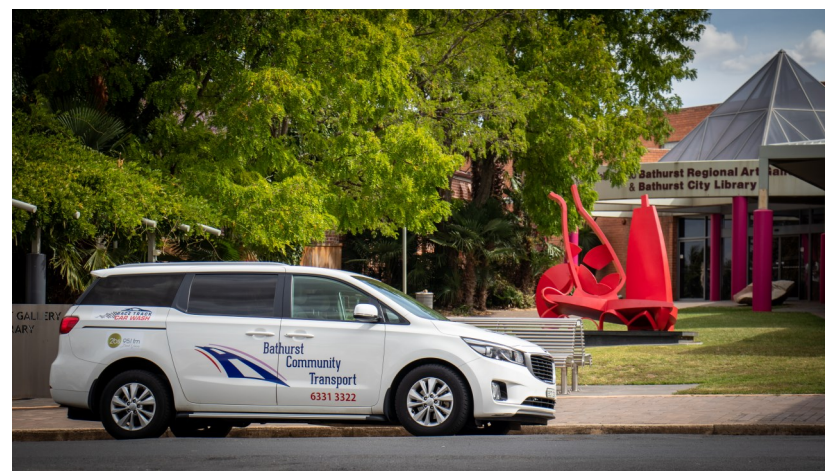
In order to attend social trips, clients need to be able to get on and off the buses without assistance. They also require the mobility to be able to walk short distances. This is to ensure the safety of clients and volunteers.

PRIVACY

Your personal information is protected by law, including the *Privacy Act 1988* and the *Australian Privacy Principles*. BCTG collects your personal information, including sensitive information for the purpose of registering you with us.

The information will be shared with the Department of Health for funding reporting requirements. You can get more information about the way in which your personal information will be managed in the privacy policies on the Department of Health’s website and on the My Aged Care website.

Should you wish to read a copy of our whole privacy statement, please contact our office.



SUSPENSION OF SERVICES

Unfortunately, there may be times when we will suspend services or refuse to provide services to you. This will only happen if:

- You verbally or physically harass any BCTG worker including volunteers, or any other client or passenger. This includes using bad language and swearing
- You are physically violent toward any BCTG worker including volunteers, or any other client or passenger;
- You repeatedly cancel appointments, don't show up, or are not at home
- You tell other people private and confidential information about other passengers without their permission
- Have an infectious virus or disease which poses a risk to other clients and volunteers
- Personal Hygiene standards have not improved after requests to remedy this
- You steal property or money from any BCTG worker including volunteers or passengers
- You wilfully damage BCTG's property
- Do not make the compulsory contributions for the service

NEWSLETTER

BCTG circulates a quarterly newsletter which is emailed to our clients. This details upcoming social trips, any changes or relevant information about BCTG. If you wish to receive a newsletter, please contact our office to provide your email address. If you do not have an email address our drivers will carry a small supply of newsletters in their vehicles.

Bus from Hill End & Sofala to Bathurst:

Each Pension Week Thursday a bus travels from Hill End to Bathurst via Sofala leaving Hill End at 9.00 am. The return bus to Hill End departs Bathurst by no later than 2.30 pm from October—April and 1:30pm from May-September. Bookings are essential for travel and must be received by BCTG by 4.00 pm on the Tuesday of each Pension Week. The applicable contribution is payable to the driver for each leg of the trip.

Bus from Meadow Flat via Yetholme, Napoleon Reef to Bathurst:

Each Pension Week Monday a bus travels from Meadow Flat to Bathurst via Yetholme and Napoleon Reef leaving Meadow Flat at 9.00 am. The return bus departs Bathurst by no later than 2.30 pm from October—April and 1:30pm from May-September. Bookings are essential for travel and must be received by BCTG by 4.00 pm on the Friday of the week prior to travel. The applicable contribution is payable to the driver for each leg of the trip.

Bus from Rock Forest to Bathurst:

Each Off Pension Week Monday a bus travels from Rock Forest to Bathurst via Dunkeld at 9.00 am. The return bus departs Bathurst by no later than 2.30 pm from October—April and 1:30pm from May-September. Bookings are essential for travel and must be received by BCTG by 4.00 pm on the Friday of the week prior to travel. The applicable contribution is payable to the driver for each leg of the trip.

Other destinations:

Please contact BCTG to discuss any other travel requirements within a 200km radius of Bathurst.



MAKING A BOOKING

Call us on 02 6331 3322 as soon as you know you have an appointment.

We will ask you the

- Date
- Time
- Exact Location eg Dr Howard, Level 3, 161 Pacific Highway St Leonards
- Approximately how long the appointment will take
- Your mobility requirements – do you use a wheelie walker or require access to a wheelchair ramp
- Will you have a carer with you?

This information assists us with planning. We must know in advance whether a carer will be travelling with you, or there will not be a seat available for your carer.

We will verify if we have a car, or seat available and then book you in. We will confirm the day, date, time and location of your appointment and your pickup time. We encourage you to write these details in your diary or somewhere where it is easily seen. ***Please understand that it is not possible to book transport on the day of travel, the only exception is the Town Car and that is subject to availability***

We have a limited number of cars and drivers so there are times when we cannot provide transport. You can help avoid this by booking as early as possible.

For your peace of mind, you may also ring a few business days before your trip to ensure that your booking has been scheduled. However, you will receive an automated voice call during business hours the day before your travel, confirming your pickup time. Please be aware that as this is an automated service, the voice will be unfamiliar and have a “robotic” sound. The automated message will ask you to confirm at the conclusion of the message, so please wait for this prompt and respond as directed before hanging up.

EMERGENCY

If you are not at home when our driver comes to pick you up, there are procedures we must follow to ensure you are safe.

Our drivers will do everything possible to determine if you are home. If you do not respond, we will endeavour to contact you via your provided telephone number(s). If there is still no response we will contact your emergency contact(s) or in cases where we are concerned for your immediate well-being, emergency services.

In the event of accident or illness whilst you are in our vehicles an ambulance will be called.

It is imperative that you keep us informed of the latest contact details for your emergency contacts.

INFECTIOUS DISEASES AND PERSONAL HYGIENE

Clients must be free of any infectious viruses or diseases to utilize our services. It is the responsibility of the client to advise us if they have any medical condition which may affect the health and safety of others.

Clients must have reasonable standards of personal cleanliness which ensures the comfort of other clients and Team Members.

Future service may be revoked if a client fails to notify us in advance that they have an infectious virus or disease or fails to make attempts to improve hygiene standards.

wheelchair, the chair will be secured with the restraints provided. Although the chair will be secured, the client ***will also be required to wear the provided seat belt***. For clients who are not being transported in their wheelchair, volunteer drivers can only assist with transport if the client can bear their own weight and transfer independently. Volunteer drivers are not permitted to manually lift a client in or out of their wheelchair or BCTG vehicles. Clients who do require assistance with transfer need to ensure they have a carer travelling with them.



LOST AND FOUND PROPERTY

BCTG does not accept responsibility for any articles lost on our transport services.

Property left in any vehicle will be returned to the office. Should the driver of the vehicle be able to identify the client who owns the property, the client will be notified and arrangements made for the return of the property.

All non-perishable items will be donated to a charity or otherwise disposed of after three months. All perishable items may be disposed of after one day.

Bookings must be made directly with Bathurst Community Transport - messages must not be sent via drivers or volunteers.

Note: on very rare occasions we will have to cancel a trip for example if the road is closed. These occurrences are rare and beyond our control.

Please note: ALL BCTG vehicles are “smoke free” and no food or drink is to be consumed in the vehicle. For long distance trips a bottle of water, in a bottle with a secure lid, may be carried inside the vehicle.

COST OF TRAVEL

The Government requires our clients to make a compulsory contribution towards each journey. Our client contribution rates are reassessed on 1 January each year. The latest CHSP & CTP Subsidised Travel – Client Contribution schedule is available upon request and the current schedule is enclosed with this booklet.

CANCELLATIONS FEES

It is the policy of BCTG to ensure that where there are frequent short notice client cancellations or where a client is not at home when a driver arrives to collect them for a scheduled trip a cancellation fee may be levied.

We do this to make the best use of our resources, to ensure safety of our clients and also to ensure that access to our service is fair and equitable for 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 and any personal or health issues involved. As with all decisions regarding access to services, clients have a right to a review of a decision made by Bathurst Community Transport.

The required notice for cancellation of any booked service is:

- Town car – more than one business day
- All other vehicles – more than two business day

THE DAY OF TRAVEL

BCTG will have provided you with a pickup time, so please ensure you are ready at that time. If the driver is running excessively late (in excess of 15 minutes), we will attempt to contact you to advise.

Whilst we make every effort to be on time for your pickup, weather, traffic and other clients may cause delays which are beyond our control.

What to do if the weather is extreme or if you feel unsafe

Bathurst Community Transport provides a door to door service. If it is cold or raining, very hot, or you do not feel safe, then please stay inside your home and keep an eye out for the vehicle.

If you are not sure where to wait please ring the office and we will advise the driver of your location.

ILLNESS AND SOCIAL DISTANCING

If you are unwell we ask that you **do not travel** in our vehicle. Please be aware, we transport both elderly and vulnerable clients. If you wake up unwell on the morning of your travel, we request you telephone our office on 02 6331 3322 to cancel your travel. If your pickup time is before 8.15 am, please telephone 0421 080 379 to cancel your booking. This is for your protection as well as our drivers and any other passengers travelling in the vehicle with you.

It is likely that social distancing measures will remain in place for some considerable time. Each car has hand sanitiser and wipes for the use of both the clients and the driver. Please do not hesitate to ask the driver for sanitiser once seated in the vehicle.

WHEN MAY TRIPS BE CANCELLED BY BCTG

There are rare occasions when your transport may be cancelled for the protection of clients and volunteer drivers. These include but are not limited to the following:

- Snow and Ice. There is the potential for clients and volunteer drivers to become stranded due to unpredictable road closures
- Bush fires
- The effect of smoke on persons with asthma
- Directed by Emergency Services
- Directed by Government

SAFETY

The safety of drivers and clients is our number one priority. It is the responsibility of all individuals to bring to the attention of BCTG staff and volunteers any issues that may pose a risk.

By law all motor vehicle passengers must wear a seatbelt. If a client refuses to wear a seatbelt, transport will be suspended. If a client cannot wear a seatbelt due to a medical condition they must provide a medical certificate giving authorisation. This medical certificate must be carried on all journeys.

WHEELCHAIRS

The size of any wheelchair must comply with *Australian Standards for Wheelchair Occupant Restraint Assemblies for Motor Vehicles, 1994*. We are unable to transport clients in wheelchairs that do not comply with the dimensions specified in these standards.

All wheelchairs must be clean and in sound condition. This includes functioning brakes, correctly inflated tyres, footplates in good order and joystick and headrest not loose. For clients being transported in the