



## CANCER SOCIETY AUCKLAND VOLUNTEER DRIVING SERVICE

### Information for Patients

You have been assessed to need a volunteer driver to help you get to your cancer treatment appointments. We hope this free service can make things a little easier for you. We will need to be in close contact with you as we try to meet your transport needs.

**IMPORTANT NOTE:** By agreeing to a referral to the Volunteer Driving Service you have given consent for this service. All information is treated confidentially. However, if the Driving Service has any concerns about your welfare, they will pass this information on to the hospital team or Cancer Society Nurse.

**Please read this information so you understand how the Driving Service works.**

## KEY INFORMATION

- **It can take up to 5-7 working days for us to organise a volunteer driver** after you have been in contact with us to confirm your treatment start date.
- Your appointment times need to be between **9.00am and 2.00pm**.
- You will have a different driver each day. They will phone you the night before your appointment to introduce themselves and make sure they have your correct address and arrange a pickup time. They may also call from a blocked number. Please tell us in advance if you do not want the drivers to leave a message saying who they are.
- A volunteer driver will pick you up from home and bring you home again after your appointment. When your appointment finishes contact the Volunteer Driving Service on **09 379 6352** or inform the hospital reception staff that you are ready to go home.
- Your volunteer driver will take you directly to and from your appointments only. **Please do not ask them to stop at the shops or anywhere else as this is not part of the service.**
- Volunteer drivers use their own cars which are **smokefree/vapefree**.
- We ask for normal courtesy and respect for people and property, especially for our volunteer drivers.
- For Chemotherapy appointments a driver will bring you **in only** to your appointment. **You will need to arrange alternative transport to get home.**
- On occasions, you may need to share the car with other patients – in the event you are sharing the car, you may also need to wait for others who are being driven with you while they have their treatment.
- If you have any questions or concerns at any time, please tell hospital staff, or contact the Volunteer Driving Service on 09 379 6352.
- **It is not possible for us to transport babies or children.**
- **We can only drive you if you are mobile and well enough to walk to and from the car.**

- We ask those who are eligible for the Ministry of Health Travel and Accommodation (NTA) subsidy to complete the documents so that the Cancer Society can claim on your behalf for the drives we provide.
- If there is any reason why others may be at risk if you travel in a volunteer's car (for example, you are unwell with an infectious illness) we will not be able to provide the service for you.
- If your drives are cancelled, on a continual basis with or without notice from you, it may result in no further drives being arranged for you.
- Please note that although we do our best to help you get to your appointments, we are a volunteer service. **At no stage does the Cancer Society Auckland guarantee to provide transport or take on the responsibility of ensuring people can get to and from treatment.**

## WHAT DOES THE VOLUNTEER DRIVING SERVICE ASK OF YOU?

### **Always have a back-up plan for getting to and from your appointments:**

In case your appointments are not within our driving service hours or you are delayed at the hospital. Our drivers are not always able to wait for you if your appointment is delayed.

If there are delays you may need to arrange alternative transport so have some money for public transport, a friend or family member on standby that you can call if required.

Occasionally your appointment may be outside our driving service hours so you will need to find other ways of getting to treatment on those days.

### **If your appointment time has changed:**

Let the hospital know you are using the Volunteer Driving Service and request an appointment between 9am and 2pm.

Contact the Volunteer Driving Service immediately to advise of any appointment changes. **Please make sure your appointments are between 9am and 2pm otherwise we will not be able to provide a volunteer driver.**

### **If you are delayed during your appointment:**

Let the staff know at the hospital that you have a volunteer driver waiting and let the Volunteer driving service know about your delay. **Please keep your phone with you so that we can contact you if you are delayed.**

Once your appointment is finished call the Volunteer Driving Service on **09 379 6352** to let us know you are ready to go home.

### **Advise us of any other changes:**

**If you need to cancel your drive or wish to bring a support person with you**, please contact the Volunteer Driving Service. Please be aware that it may not always be possible to bring a support person. Advise us if there is anything the Volunteer Driver needs to know about to find your street or house. This will help ensure we get you to treatment.

## THE CANCER SOCIETY AUCKLAND VOLUNTEER DRIVING SERVICE

**Hours:** Monday-Friday 9am-2pm (closed public holidays and between Christmas and New Year).

**Phone:** (09) 379 6352

**Email:** [Drivers@akcansoc.org.nz](mailto:Drivers@akcansoc.org.nz)