

# SERVICE BOUNDARIES FOR SERVICES PROVIDED BY TRAVELLERS AID AUSTRALIA

## BACKGROUND & PURPOSE:

The purpose of this document is to inform clients / service users of the scope of service delivery designed to support them. The level and scope of services reflect current practices in the sector and ensure the safety of our service users/clients and our staff – Client Support Officers (CSO's). As our services are provided by staff at differing times and sites, we need to develop and implement a consistent model of service delivery which clearly sets out what the user can expect each time they visit.

The document relates to existing TAA policies and procedures (\*) and is aligned with our Active Service Model of service delivery. Our services are guided by the philosophy of a holistic approach to client care, promoting client independence, autonomy and social inclusion.

Our services are provided to a wide range of service users with diverse needs, mobility and requirements of support.

TAA aims to provide a safe and equitable service for all visitors, users, clients, and staff. Our policies and work procedures guide and inform this. As an employer we have an obligation to provide a safe work place and implement work practices in order to reduce the risk of injuries and impact on well being to both staff, volunteers and our service users/clients.

TAA is a not for profit organisation, governed by and believes in displaying values of compassion, integrity and fairness at all times to clients, staff and volunteers. TAA exists to provide support, advice and assistance to the travelling public with special requirements and to those in emergency situations. We are unique in our offer and have extensive experience in the delivery of travel related emergency relief and assistance to the travelling public.

Travellers Aid Australia gratefully acknowledges funding received from the Australian and Victorian Governments under the HACC program, Southern Cross Station Pty Ltd, the Victorian Department of Transport. trusts and foundations and individual donors.

*\*Policies & Procedures: If you wish to know more about our Policies and Procedures and Clients Rights and Responsibilities please speak to the Site Coordinators.*

## **OUR SERVICE LOCATIONS:**

### **SOUTHERN CROSS STATION** (under the Bourke Street Bridge)

#### **Hours of operation of Travellers Aid at Southern Cross Station (SCS):**

7 days a week, 7am to 10pm

#### **Travellers Aid Access Service (TAAS) at SCS:**

Monday to Friday 10am to 5pm

Saturday and Sunday 10am to 4pm

### **FLINDERS STREET STATION** (main concourse above platforms 9 & 10)

#### **Hours of operation of Travellers Aid at Flinders Street Station (FSS):**

Sunday to Thursday 8am to 8pm

Friday and Saturday 8am to 10pm

#### **Travellers Aid Access Service (TAAS) at FSS**

Sunday to Thursday 8am to 8pm

Friday and Saturday 8am to 10pm

## **SERVICES TRAVELLERS AID OFFERS:**

- Travellers Aid Access Service (TAAS) – HACC funded
- Travellers Assistance & Personal Guidance Service (Buggy Service) – Partially HACC funded
- Emergency Relief
- Medical Companion Program (MCP)

## **WHAT THE TRAVELLERS AID LOCATIONS OFFER:**

- Comfortable lounge
- Travel and tourist information
- Accessible public internet access (in accordance with Internet policy)
- Baby change facilities
- Microwave for (re-)heating meals and baby bottles
- Breast feeding friendly sites
- Fully accessible bathroom ceiling hoist/ adult change table
- Mobility equipment hire
- Mobility equipment recharge point
- Trained Client Support staff
- Meal assistance and setting up a meal
- Assisting clients to eat their meals
- Personal Care Assistance (including the use of change table and ceiling hoist if required)
- Carer support
- Mobile phone charging
- Accessible information
- Translator service (On Call) available for HACC funded service users. The On Call service is open to all staff to access for all interpreter and translation needs whilst assisting HACC funded service users (TAAS & Buggy) that do not speak sufficient English to assist in their needs.

## EXTRA SERVICES TRAVELLERS AID OFFERS AT SOUTHERN

### CROSS STATION ONLY:

- Showers
- Showers/soap/towels etc
- Sleeping rooms for rest and recovery
- Buggy Transport Service to assist in safe travel through Southern Cross Station
- **Emergency Relief** - travel related assistance only (and referral to other agencies for non-travel related emergency relief)

## EXTRA SERVICES THAT TRAVELLERS AID AT FLINDERS STREET

### STATION OFFERS:

- Luggage storage (short term/daily only, conditions apply)

## **TRAVELLERS AID ACCESS SERVICE (TAAS):**

Personal care encompasses a range of activities of daily living that a person would normally undertake independently but because of illness, disability or frailty now requires assistance to perform. The service aims to assist in and promote independence and autonomy for clients accessing the service.

For people who have a disability or experience mobility challenges and need some extra assistance to travel independently:

- Free of charge to the user
- No booking or referral required
- Personal care assistance and meal & drinks assistance for people travelling independently or with family, friend or carer.
- Bottles, gloves, slings, adult change table, overhead hoist and commode available.
- Microwave for heating of meals.
- Assistance with communication devices (not repair)
- Assistance with filling out documents and phone calls
- Writing communication notes like shopping orders.
- Assistance with writing and checking emails

### **❖ WHAT WE CANNOT ASSIST WITH:**

- PEG/Tube feeding (percutaneous endoscopic gastrostomy tube)
- Change table assistance if there is only one support worker on site at FSS before 11am and after 6pm. At SCS before 10am and after 5pm
- Administration of any medication or monitor self medication or change dressings
- Showering or bathing
- Shaving, hair care, nail care or grooming
- Any exercise or therapy program
- Offsite care at work, home or universities unless fee for service arrangements have been entered into

## TAAS WHAT WE CANNOT ASSIST WITH CONTINUED...:

- Wheelchair repairs and maintenance except pumping up of tyres
- Assisting minors (people under the age of 16) not accompanied by a parent or guardian
- Counselling
- Push electric scooters
- Assist clients in making booking's or requests for adult sex industry services or assisting client to browse offensive or inappropriate websites on the internet (in accordance with Internet policy)
- Do not provide pads and 'wet-ones'
- People using derogatory, inflammatory or offensive language or behaviour
- Clients with complex care needs please note:

*Clients' personal Carers (non TAA) cannot make the decision to leave clients they are employed to assist unattended at Travellers Aid Services as TAA only has limited staff on at a time. Clients on most occasions will not be assisted independently by our staff if the client arrives with their own support worker who is employed to offer this support. However our staff is always there to assist the support worker if needed. TAA is not funded to be a 'Day Centre' or a 'Planned Activity Group' as our services are focussed around independence and offering support in a holistic manner. TAA is not a respite service.*

## **BUGGY / PERSONAL GUIDANCE SERVICE:**

- Assisting people who are frail aged, people with disabilities, and people with mobility needs to safely travel through Southern Cross train station by using our buggy or personal guidance. Only offered at Southern Cross Station
- Free of charge service
- Bookings essential at least 24hrs in advance (exceptions are noted)
- The buggy carries three passengers maximum at a time (seat belts must be worn)
- Space for luggage on the back of the buggy (weight limit applies)
- Guidance for people with a vision impairment
- Assist service users to and from their train, tram or bus

### **❖ WHAT WE CANNOT ASSIST WITH:**

- Excessive, bulky or awkward luggage that cannot be safely handled by one person
- Drive buggies outside the station canopy (on the footpath)
- Provide the service outside of the proximity of the train station
- Accompany service users on the train
- Provide guided assistance at Flinders Street Station
- Move broken electric scooters from the platforms to the taxi rank
- People that are intoxicated (alcohol or other drugs)

**Note:** *Although there is no buggy service at Flinders Street station service users or Travellers Aid staff can request assistance from Metro staff to assist service users to and from trains.*

## **EMERGENCY RELIEF:**

When presenting at TAA Emergency Relief (ER), each client undergoes an assessment process. The best assistance is then determined in order to get the client to a place of support.

Assistance Travellers Aid Australia can provide, but is not limited to, are:

- Subsidised V/line, Metro train and interstate travel
- No referral required assistance
- Appointments recommended for long distance travel (interstate)
- For interstate travel generally up to 30% of a one-way fare for eligible clients covered by Travellers Aid
- Student tickets
- Showers and hygiene products
- Fuel vouchers
- Non perishable food items for travelling clients
- Telstra phone cards
- Information and referrals onto accommodation and other supports

## **❖ WHAT WE CANNOT ASSIST WITH:**

- Ongoing daily or frequent travel assistance
- Travel for a holiday
- Food/meals
- Taxi or private travel
- Assistance with removalist costs
- International travel (except New Zealand and Pacific Islands) – unless by arrangement and agreement with the full costs to be paid by a third party (i.e. TA can book and issue tickets if a third party pays the full costs)
- Telstra Bill Assistance Program
- Accommodation costs
- Unaccompanied minors (under 16 years of age) without written consent/permission of their legal guardians (Note: please contact Coordinator to discuss)

## **MEDICAL COMPANION PROJECT (MCP):**

TAA's Medical Companion Project provides trained volunteers to assist clients to and from their medical appointment in central Melbourne. Volunteers can meet clients at Southern Cross Station or Flinders Street Station and assist them on and off public transport. Bookings must be placed at least 24 hours in advance (ph: 1300 700 399).

### **❖ WHAT MCP CANNOT DO:**

- Accompany people that cannot travel independently / walk unassisted
- Accompany people under the age of 16 unless accompanied by a parent or guardian
- Accompany people that require medical treatment, intravenous therapy, oxygen or monitoring whilst using the service
- Accompany people with mental health needs if they are not able to travel without medical personnel on board tram, train, taxi or bus
- Go with you into your medical appointment
- Translate for you in appointment
- Give medical advice or assist in decision making
- Push wheelchairs of service users
- Carry bags over the size of a day bag
- Personal care
- Provide transport fares for tram, train, bus or taxi