

Community Bus

The Community Bus is available to eligible people and provides residents with a door-to-door transport service within the City of Marion. It visits places such as shopping centres, libraries and various senior's clubs and groups. Essential shopping is the highest priority. Some weekend outings are also available.

Shopping

Regularly visiting major shopping centres within the City of Marion, the Community Bus can be used by eligible residents up to once a week for shopping.

Westfield Marion – Castle Plaza – Hallett Cove & Park Holme (specific area only)

Cooinda

Transport to Cooinda Recreation Centre is available every weekday where a range of low cost activities and lunchtime hot meals are available.

For a Cooinda brochure- Telephone 8375 **6703**.

Libraries: Park Holme and Marion Cultural Centre

Senior's clubs and groups includes: Active Elders Association, Mitchell Park Day Club

Senior Citizens Clubs: Edwardstown, Mitchell Park, Oaklands Park and Park Holme.

Volunteer Support

Volunteer Support is available to places within the City of Marion and its close surrounds. Assistance includes:

- Support to occasional or once off appointments, which may include transport.
- Transport to and light assistance with shopping, banking and bill paying.

There may be a waiting list for people requiring regular shopping assistance. Alternative options can be discussed with Community Care staff.

Contributions for Community Bus

- \$1.60 per one way bus trip
- \$3.20 per return bus trip

Contributions for Volunteer Support

- \$3 per round trip from July 2005
- Customers will be expected to pay for parking or other expenses.

Who to contact

If you have never used the Community Bus or Volunteer Support before, or have not used it in the last six months, contact Community Care on **8375 6649** to discuss your needs and arrange access to these services.

Consumer Rights and Responsibilities & Privacy

As a person using, or applying to use Community Care services, you can expect:

- An explanation of your rights and an outline of your responsibilities.
- All personal information provided to Community Care staff to be kept confidential and stored securely. It will not be released or discussed with any other person or agency without prior permission. You have a right to request access to your information and to ask for it to be corrected if necessary.
- That the information we collect is used to help us to keep up to date details of your needs and to manage and plan the service.

You have the right to decide not to share your information or to restrict access to your record. Please talk to Community Care staff if you wish to change or cancel your consent at any time. This will not affect the delivery of your service.

Feedback

- Everyone using or applying to use a Community Care service is encouraged to provide feedback
- Your feedback assists the Community Care team to provide a high quality and relevant services. There is a questionnaire and reply-paid envelope available with this sheet.

Lodging a Complaint

- Anyone wishing to lodge a complaint about a Community Care service will receive a prompt, fair and non-discriminatory response. There is also an appeal process. Please contact Community Care for information about how to lodge a complaint.

Volunteering Opportunities

- Volunteers work with older residents who are often vulnerable and isolated, providing transport and/or shopping support. To become a volunteer you are invited to contact the Community Care team.

If you need information regarding services provided by other agencies, contact **Commonwealth Carelink Services – Telephone: 1800 052 222**

City of Marion

PO Box 21
Oaklands Park SA 5046
245 Sturt Road
Sturt SA 5047

Community Care

Telephone: 8375 6649
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