



COMMUNITY TRANSPORT

Mercy Services – Community Transport assists those that are frail aged, people with a disability and their carer or others that find themselves transport disadvantaged.

If you live in the Newcastle or Lake Macquarie area, and need transport assistance, please give us a call on **02 4961 3113**

MISSION STATEMENT OF MERCY SERVICES IS:

To provide holistic, proactive and inclusive service, in the spirit of our foundress, Catherine McAuley, to all those we support and work with, both in the community and in a residential setting. In all our work, we strive to provide compassionate, respectful, high quality and environmentally sustainable practices.

HOW WE CAN HELP

We can assist you with transport that aims to get you out and about to locations such as:

- Doctor's appointments
- Specialists Appointments
- Hospital Visits
- Shopping

- Group Social Outings
- Visits to family and friends
- Other destinations as required

IS THERE A CHARGE FOR THE SERVICE?

Although we are funded by government, we are required to charge a fee for service to cover additional costs. Our fees cover return journeys to ensure that we get you home every time.

If you have difficulty in paying the fee, please let us know when speaking to one of our customer service staff.

AGED CARE PACKAGE / NDIS

We can assist you with a quote for your transport under these packages.

HOW TO BOOK

After you have decided on where you wish to go and the time you wish to get there, please give us a call to discuss your transport needs. When you call us, we will need to ask you some questions so we can collect some information from you. The more notice you can give us, the more likely we will be able to assist you.

Please advise us immediately if, after you have booked your transport, you find you don't need the transport anymore. This may enable us to offer someone else your place.

HOURS OF OPERATION

Our service is conducted Monday to Friday (excluding public holidays). Our office is open 8:00am to 4:00pm.

You can call us on **02 4961 3113**

If you would like transport under the Aged Care Program and have not yet been referred to us, please contact:

My Aged Care on 1800 200 422

OTHER SERVICES

Mercy Services also provides community and in-home support across various parts of Newcastle, Lake Macquarie and the Lower Hunter region of NSW to:

- Older people;
- People with disabilities;
- People affected by drug and alcohol abuse;
- The socially disadvantaged; and
- Families

CLIENT SAFEGUARDING

Mercy Services recognises that protecting the rights of people through safeguarding, is of the highest importance.

If you or someone you know has been harmed or at risk of harm, by an employee or volunteer of Mercy Services, please report it.

INTERNAL REPORTING

Every member of staff and volunteer at Mercy Services has been trained in client safeguarding. To start, please approach a staff member or volunteer and raise your concerns. We welcome information and feedback from you as it assists us to improve the quality of our services.

The Speak Up Integrity hotline has been set up to handle complaints at Mercy Services. Please call **1800 324 775** to access this service.

OUR SERVICES

- Community Transport
- In Home Care
- Residential Aged Care
- Community Care
- Substance and Family Support