

Age Concern Rodney – WDHB Community Hospital Shuttle – benefits all ages of the wider Rodney community

Age Concern has been operating the Community to Hospital Shuttle Service since 2007.

Both shuttle drivers, Mark and Warren, hold P Licence and St John first aid certificates.

Two shuttles are eight seater vans and one wheelchair hoist van is available on request.

Comparisons – Shuttle vs taxi:

\$208.00 is the average saving of every return trip. This equals more than **90% savings** per hospital visit!

Shuttle – Warkworth to North Shore Hospital	\$12 – Return
Taxi – Warkworth to North Shore Hospital	\$220 – Return
Shuttle – Warkworth to Auckland Hospital	\$25 – Return
Taxi – Warkworth to Auckland Hospital	\$270 – Return
Shuttle – Warkworth to Greenlane Clinical Centre	\$25 – Return
Taxi – Warkworth to Greenlane Clinical Centre	\$290 – Return

The shuttle service provides a valued service to the community as there is no direct transport to all the hospitals.

Bookings essential - at least 3 working days notice
Children under 5 years old free - This service operates Monday - Friday

For bookings for the Community Hospital Shuttle and information on how to apply for National Travel Assistance (conditions apply), please contact Jillene Henderson.

Statistics per month:

An average of **180 clients** use this service per month
The Shuttle drives **17,640 kilometres** per month
1,600 phone calls per month to organise trips



Jillene Henderson
SHUTTLE COORDINATOR
AGE CONCERN RODNEY
Ph 0800 809 342 or (09) 426 0918
Email: shuttle.acr@extra.co.nz



Client Comments

- Excellent, a wonderful service, and feel blessed to have it in our area. Please keep it up and I sincerely thank you.
- I think Mark is wonderful; I really enjoy my ride thanks heaps to him. Always found Age Concern Excellent Service.
- We are so grateful to have this service. The stress of hospital visits is eliminated and the drivers are most caring, competent and helpful. Thanks you all.
- Your driver Mark was excellent!! First time I had used this service and it was great. Thank you very much.
- Keep up the good work, without it I would be history.
- For solo persons who no longer drive, hospital visits are very hard to cope with. Thank you Mark for a great service.
- We have enjoyed every aspect of the above service.
- An excellent service. Have used it 3 times this year and will have more appointments. I do not drive to North Shore any more so it gives me peace of mind to know I can attend clinic appointments. My brother has also used the shuttle and says "great" for appointments at clinic.

Hi Jillene,
I would like to commend the shuttle service. I think this service is brilliant!!!!
It contributes to the quality of the service of the ward and the organisation.
It expedites discharge, freeing beds and enabling ECC targets to be met. It prevents additional services from the MDT eg. Social worker, physio, occupational services, district nurse service, NASC. It is just gives peace of mind to family members to know that their mum or dad or any close friend is safely dropped off at the most convenient area. It must also be cost effective.

I appreciate your excellent customer service of Jillene and immediate feedback as to where the location of the driver is at the time.

This service is much appreciated from every team on ward 7.

Regards,

Junita Jansen | Ward Clerk
Ward 7 | Waitemata DHB