



What happens if I become ill on my journey?

Our drivers will take you straight to the nearest accident and emergency centre.

Are drivers insured while transporting me?

Yes, all our drivers are insured for voluntary work and, where necessary, have valid MOTs for their cars.

Additionally, our own insurance covers you if you have an accident while in the care of our volunteers on an authorised journey.

What happens if I have to cancel a journey?

Please advise us as soon as possible if you need to cancel a journey as this will free a driver to help someone else.

We reserve the right to make a charge if a volunteer arrives for a cancelled journey, to cover expenses.

HANDS & GILLINGHAM VOLUNTEER CENTRE

Cranford House
24A Longley Road
Rainham
Kent
ME8 7RU

E-mail: enquiries@gillinghamvolunteercentre.com

Website: www.gillinghamvolunteercentre.com

HANDS TRANSPORT

Telephone: (01634) 264464
(24 hour answerphone)
Office Hours: 9.30am - 12.30pm
(Mon - Fri)

GILLINGHAM VOLUNTEER CENTRE (and all other services)

Telephone: (01634) 362119
Fax: (01634) 264464
Office Hours:
Monday - Thursday: 9.00am - 4.30pm
Friday: 9.00am - 4.00pm

(Please be aware that from 1.00pm onwards staff may be undertaking duties out of the office.)

Hands and Gillingham Volunteer Centre is a Registered Charity No 290169 and is Quality Accredited by Volunteering England

HANDS COMMUNITY TRANSPORT SCHEME

HANDS & GILLINGHAM VOLUNTEER CENTRE

Cranford House
24a Longley Road
Rainham
Kent
ME8 7RU

HANDS & Gillingham Volunteer Centre gratefully acknowledges financial support from Medway Council, SEEDA and Awards For All.





What is Community Transport?

Hands runs a community transport scheme to take elderly or disabled clients to medical appointments, day centres, shopping or to visit friends.

It is entirely operated by volunteers using their own cars and organised by volunteer office staff.

How much does it cost?

There is a mileage charge which is paid direct to the drivers to cover their expenses, plus an administration charge to cover the cost of arranging the service.

No charge is made for any additional passengers but we need to know in advance of anybody able to accompany you.

How do I pay?

You pay the driver at the end of the journey and will be given a receipt. If you are receiving certain benefits it may be possible to reclaim the money if the visit is to hospital.

Our office staff will be pleased to advise you about this.

How do I arrange transport?

This service is in great demand and priority will be given to medical appointments, but we can usually accommodate all requests from the elderly and the disabled.

Simply call us as soon as you know when you need to travel, answer a few questions and we will see what we can do.

The volunteer will try to arrange for a driver, but this is not always easy so please give at least a few days notice if possible. Future trips must be booked via the office - **not** the driver, or insurance cover will be invalidated.

What questions will be asked?

- * We will need to know your name, address, telephone number and age.
- * Whether you have any disabilities or specific needs, e.g. a wheelchair or walking frame.
- * If you are in a wheelchair we need to know if you are able to get into a car unaided.
- * The date and the time of when and where you need to go and if anyone else is coming with you.

This information is requested to ensure the volunteer who transports you is able to do so safely.

Because circumstances may change, you will be asked for this information each time you book a driver, to avoid possible mistakes.