



Community Bus Service New Passenger Application Form

Town of Walkerville



The Town of Walkerville offers a **free** Community Bus Service for residents of the Council area.

This service is open to residents as needed and offers home pick-up and drop-off to the **Prospect Central Shopping Centre**, formerly known as Northpark/Sefton Park Shopping Centre, every **Friday commencing from 10am**.

To register as a Community Bus service user, please complete the attached application form and return it to the Town of Walkerville Council.

After your registration is processed, Council will contact you to notify your first bus trip date.

If you need to change your booking, adjust your service preferences, or travel on a week you are not scheduled, please contact our **Customer Service Team on 8342 7100 by Thursday morning** prior to your original scheduled trip.

Council reiterates that pick-up begins from 10am, with delays possible depending on where your location is and the number of stops required to collect all participating residents.

General Conditions of Use for the Town of Walkerville Community Bus service

- **Independent mobility** – Participants **MUST** be able to board and disembark the bus independently, navigate their surroundings and have full cognitive awareness.
- **Respectful behaviour** – Discriminatory or offensive behaviour will not be tolerated. Persons not complying may be refused access to this service.
- **Emergency response** – In an emergency, if deemed necessary an ambulance **WILL** be called and your emergency contact notified.
- **Service eligibility** – Council may review and/or withdraw access to this bus service for individuals in response to an incident, near miss or observed, and/or reported personal inability to safely board the bus. E.g. if an obvious significant decline in health or mobility is noted and/or demonstrated by the participant.
- **Phone availability** – Please carry your mobile phone so we can contact you if needed.
- **Mobility aids** – If you use a mobility aid, please walk to the bottom step when boarding and only exit once your aid is ready.

Version Number	1.0	Adoption Date	09.09.26	<i>Electronic version registered in Synergysoft is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.</i>		
Last Reviewed	Current	Review Frequency	3 Years			
Next Review	09.09.29	Adoption Source	Customer Service			
Departments Responsible for this Document	Cust Service	Synergy File No: 40.91.2.7		Synergy Doc No:	STrust: TOW-CS-FOR-010	Page 1 of 3

Feedback

Council welcomes feedback on the Community Bus service and is committed to providing a service that supports social connection and community engagement amongst its participants. For feedback and enquiries, contact the Customer Service Team:

Phone: 8342 7100 **Email:** walkerville@walkerville.sa.gov.au **Visit:** 66 Walkerville Terrace, Gilberton

Your details

Mr / Mrs / Ms / Miss / Other Name

Date of birth Age

Mobile number: Email:

Address:

Suburb:

Emergency contact details

Emergency Contact 1:

Name: Relationship:

Mobile number: State:

Emergency Contact 2:

Name: Relationship:

Mobile number: State:

Health, Cognition and Mobility Declaration – tick all that apply

- ☐ I confirm that I am fit and able to get on and off a bus independently (**Mandatory requirement**)
- ☐ I can walk up and down three steps independently or with the use of handrails
- ☐ I have good mobility and balance with no concerns
- ☐ I use a walking stick
- ☐ I use a walking frame / walker
- ☐ I declare the following emergency medical aids (circle those that apply): EpiPen | Ventolin
- ☐ Other (describe)
- ☐ I can navigate my surroundings and make decisions independently
- ☐ I have no concerns with my memory or cognitive abilities

Version Number	1.0	Adoption Date	09.09.26	<i>Electronic version registered in Synergysoft is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.</i>		
Last Reviewed	Current	Review Frequency	3 Years			
Next Review	09.09.29	Adoption Source	Customer Service			
Departments Responsible for this Document		Cust Service	Synergy File No: 40.91.2.7	Synergy Doc No:	STrust: TOW-CS-FOR-010	Page 2 of 3

Photography consent

I consent to my photograph being used for publicity purposes

YES

☐

NO

☐

My Community Bus preference

☐

Weekly

☐

Fortnightly

☐

Flexible

Carer assistance

Is your own carer required to attend all bus trips with you?

☐

YES

☐

NO

If yes, please provide their name:

Mobile number:.....

Consent Declaration

I confirm that the information provided on this form is correct at the date signed below.

I acknowledge that in the event of an emergency, an ambulance if deemed necessary WILL be called and costs associated will be my responsibility.

I am aware that if I have a medical condition that requires an emergency medical aid (i.e. puffer, EpiPen, insulin or glucose, etc.), I have declared these and ensure I will always have these with me when using the service.

I have read and understood the Town of Walkerville Community Bus General Conditions of Use and agree to abide by them when using the service.

I understand that I will contact the Town of Walkerville Customer Service Team should my contact, medical or health information change, or including if I feel I can no longer board or disembark the bus independently.

Your full name:

Your signature: Date:

Once complete, please lodge this form via:

In person: 66 Walkerville Terrace, Gilberton SA 5081

Email: walkerville@walkerville.sa.gov.au

Version Number	1.0	Adoption Date	09.09.26	<i>Electronic version registered in Synergysoft is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.</i>		
Last Reviewed	Current	Review Frequency	3 Years			
Next Review	09.09.29	Adoption Source	Customer Service			
Departments Responsible for this Document	Cust Service	Synergy File No: 40.91.2.7	Synergy Doc No:	STrust: TOW-CS-FOR-010	Page 3 of 3	