



SERVICE DESCRIPTION

CarPal is a Nonprofit, volunteer-provided, 24/7 Community Rideshare service for Sydney Hills Seniors made available by Hills Community Aid (HCA) for Rides anywhere in the Sydney metropolitan area.

Seniors may join CarPal Community Rideshare if:

- 60 years or older;
- Live in or around The Hills region;
- Centrelink or DVA customer;
- Able to walk to/from car - carers ride for free;
- Have a phone, preferably with Messagebank; and
- Consent to:
 - o Head/shoulders ID photo and personal information being made available to CarPal volunteers;
 - o NO INSURANCE cover is provided by HCA; and
- Pay Ride invoices online or by Visa or Mastercard over the phone.



Fees are \$40 for membership (invoiced on the first Ride in each calendar year that a client uses CarPal) and \$8.50/Ride. Invoices are posted or emailed in the month following a Ride with us.

ALL CarPal Volunteers are subject to:

- Undergoing a Police Check;

DRIVER Volunteers also:

- Have a "C" (or higher) driver's licence;
- Consent to:
 - o Wearing an ID photo/badge on Rides;
 - o Contact and car information being made available to CarPal Clients;
 - o Fly the CarPal flag on arrival for a Ride; and
 - o Provide feedback on each Ride they provide, including MPS Usage.



Hills Community Aid
Empowering Communities to Thrive





CarPal Community Rideshare- A Mobility Club for Seniors

Q. What makes CarPal Community Rideshare different? **A.** Lots of things, but let's focus on two in particular:

Our level of service — Community Rideshare, in particular CarPal is designed with Seniors in mind. There are **no limits on the nature of a proposed Ride eg social, medical, shopping etc** and Seniors can travel anywhere our drivers frequent **including on weekends, nights and Public Holidays**. They always ensure the safety and comfort of their passengers, including providing assistance with walkers.

We offer your companions a Ride too at no additional cost.

Our volunteers are courteous, punctual and caring, and it's not uncommon for members and drivers to develop close friendships.

Except during COVID, CarPal members may wish to sit in the front seat rather than the back. Rides feel more like a trip with a friend than a taxi service. Our drivers are motivated to serve their local communities, to make a difference and to give back. Their passion and dedication show in everything they do. And **real people answer the phone** to schedule your Ride!!!!

Our payment innovations — CarPal accept payment for Rides only after we provide a detailed invoice at the end of each month with plenty of time to pay. We do not want you to have the hassle of having to have the right money on Ride-day. And payment can be done over the phone or online, if you wish. We know budgeting can be difficult, so we came up with a flat fee for each Ride regardless of the distance travelled. So, there's no having to estimate the distance involved to assess if the Ride will be affordable. You know, up front, what you are up for. And, if you'd like, we'd be happy to help you to **transform the vehicle sitting in your driveway into "miles" in the passenger seat** so that future Ride costs are covered.



Riding with CarPal Community Rideshare is less like using a transportation service and more like being **part of a mobility club**.

It's the least a community can do for the *Shut-in Seniors* in our community.