



CARPAL COMMUNITY RIDESHARE – WHAT IS IT?

CarPal Community Rideshare is a transportation service best described as “Uber with a heart”, which Seniors can access with a simple phone call. It is provided by **police-checked volunteers** who are part of the large CarPal Team of locals giving back to their community. Drivers make a detour to pick up a Senior and take them where they want to go. Seniors who become CarPal members **simply phone their nominated volunteer** (Facilitator) to arrange Rides.



Established as a pilot program by Hills Community Aid (HCA) over 10 years ago, CarPal volunteers have since provided over 2500 Rides for otherwise *Shut-in Seniors*.

CarPal members, who require a Centrelink concession card, pay an Annual Fee of \$40 and a flat-rate of \$8.50 per Ride towards the running cost of the service. NDIS or My Aged Care Seniors may arrange for their provider to pay their Ride fees on their behalf.

For more information about CarPal visit us at the **carpal.org.au** website or call HCA on 02 9639 8620

WHY CARPAL COMMUNITY RIDESHARE?

Seniors who no longer drive can find themselves shut-in away from their community, particularly as they age and struggle to use public transport. As a result, they may be forced to withdraw from society and consequently suffer long term loneliness and depression. And that's not something any community wants for its elderly!



Even with current subsidies, Seniors who are on a pension income cannot afford taxi fares to visit old friends or family unless they live close by. And existing Community Transport services are in such demand that they are sometimes forced to close off their books to new customers and operate on weekdays only and in limited areas.

Local Pensioners who need to travel elsewhere in Sydney or on weekends, public holidays or at night can, however, call on CarPal.



CONNECTING SENIORS WITH THEIR COMMUNITY

CarPal Community Rideshare connects socially isolated Seniors – we call them *Shut-in Seniors* – with caring volunteers – and the Senior's personal mobility is restored!

We keep things simple so that **the only technology a Senior needs to arrange a Ride with us is a phone that makes phone calls.**

Our volunteers are fully trained to use the App we have developed to schedule Rides. Seniors just get a phone call to tell them when their Ride has been arranged and who will drive them.

In strengthening our clients' community connections, CarPal Community Rideshare assists Seniors to remain independent (at home or in their Retirement Village) without having to always burden family and friends to get around. It's just a structured way that Charlotte's story (below), can happen more often in a way that the whole community benefits from.

Charlotte's Story

"I was shopping at a local shopping mall and, as I entered, I noticed an elderly woman waiting out the front with a shopping trolley filled with groceries. An hour later when my shopping was complete and I put my groceries in my car I was concerned to notice the same woman still waiting outside the store. I asked if she was OK and she informed me that she was waiting for taxi. She said it is common that taxis don't arrive because the trip is short resulting in only a small fare. I drove her home."

If you'd like to become a CarPal Community Rideshare volunteer, email us (enq@carpal.org.au) for details on our volunteering opportunities. **NOTE: Not all CarPal volunteers need to drive.**

All our Best,
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