

## Waka Ora Health Shuttles Passenger Guide

### Key information

- ✓ Anyone who meets our eligibility criteria can use our services
- ✓ Our services are for people needing transport to medical or wellbeing-related appointments
- ✓ Passengers must be able to board with minimal assistance.
- ✓ Wheelchair-accessible shuttles are available in some areas (please book in advance).
- ✗ HHStJ is not responsible for missed appointments due to delays beyond our control.

Thank you for using Waka Ora Health Shuttles.

Your cooperation helps keep our service safe and efficient for all passengers.

### Your koha keep us on the road

Our Health Shuttle runs on community generosity. If you can, please consider donating. Every contribution helps keep this essential.

### Need More Info?

Call **0800 STJOHN** (0800 785 646)

Email [wakaora@stjohn.org.nz](mailto:wakaora@stjohn.org.nz)



Waka Ora Health Shuttles is operated by Hato Hone St John (HHStJ) and is a donation based ride-share service delivered by Volunteers.

Our Shuttles help people get to essential appointments when they have no other transport options.

### Contact us to make a booking

Monday to Friday, 8:30am to 3pm (Excl. public holidays).

Call **0800 STJOHN** (0800 785 646)

### About Our Service

Waka Ora Health Shuttles are provided by dedicated volunteer drivers and assistants throughout Aotearoa.

HHStJ ensures the safety of our community by ensuring volunteers have a Police and Medical clearance, as well as completing regular first aid and driver courses.

### What to expect on your journey

**Pick-up:** We may pick you up earlier than expected to accommodate other passengers booked in.

**On the Road:** You may travel with others, so timing may vary.

**Appointment finishes:** Contact our Volunteers when you are ready, they will give you their number before you get off.

**A little wait:** You may need to wait, but our Volunteers will let you know how long it will be before they return.

## Mobility & Accessibility

To keep you, our volunteers, and other passengers safe onboard, we need to ensure you can get in and out of our Health Shuttles with limited support.

Our volunteers can provide a hand to support or guide you on the steps but we cannot assist with transferring or lifting you on or off the shuttle. We also cannot help you getting from the shuttle to your destination.

## Wheelchair-accessibility

Not all shuttles are wheelchair accessible; booking ahead ensures availability.

- Shuttles equipped to transport wheelchairs have appropriate safety features, including tie-downs and specialised seatbelts.
- Volunteers will secure the wheelchair safely and talk to you during this process.
- Volunteers may need to check the total weight of you and your wheelchair to ensure hoist and ramp limits are not exceeded.

## Accepting bookings

Bookings are accepted once we have checked suitability and eligibility for our service and there is space onboard the day you need transport.



## Age of Passengers

Passengers must be 18+ to travel independently. Children aged 7-17 must travel with a suitable adult (18+) We cannot transport children under 7 years old due to NZTA child restraint requirements.

## Service Animals

Disability Assist Dogs are welcome. All dogs must be certified by an approved organisation - visit [tikatangata.org.nz](http://tikatangata.org.nz) for more information.

## Support person

You may want to be accompanied by someone to provide you support. To ensure we have enough seats onboard let us know when you make a booking.

## Passenger Responsibilities

- ✓ Be ready on time at the set pick-up location.
- ✓ Follow all safety rules, including wearing a seatbelt
- ✓ Respect volunteers and fellow passengers.
- ✓ Use headphones for any audio devices.
- ✓ Notify us as soon as possible if you need to cancel or change plans.
- ✓ Maintain good personal hygiene.
- ✗ No Smoking or vaping onboard.
- ✗ No food, hot drinks, smoking, vaping, or alcohol onboard.

## Why would we refuse a booking?

There are some occasions where we will refuse service, including:

- Our service is full on the date you request.
- If another transport service (e.g., Patient Transfer) is more suitable.
- If another transport service (e.g., Patient Transfer) is more suitable.
- You require lifting or support beyond what our volunteers can provide.
- If you have or appear to have infectious symptoms or are too unwell to travel.
- If you have previously been disruptive or disrespectful.