



## CANCER SOCIETY AUCKLAND VOLUNTEER DRIVING SERVICE

### Information for Referrers

*The Cancer Society Driving Service coordinates a team of trained volunteer drivers. We aim to support cancer patients who have limited transport options and need a helping hand to get to treatment.*

**Please note:** *We are not a taxi service. We cannot organise patients to be transported with insufficient notice, or accommodate unexpected appointment changes, or transport patients who do not meet our service criteria. We arrange drives for patients who are on our books at least one week in advance.*

## KEY INFORMATION

- We are a Volunteer Service that provides transport to cancer treatment appointments.
- We operate **Monday to Friday, 9am-2pm** (closed public holidays and between Christmas and New Year). All appointment times must be within these hours to be able to receive volunteer driving support.
- All our drivers are Volunteers.
- We prioritise patients whose transport or treatment needs are greatest. *See Service prioritisation criteria.*
- A referral to the service does not guarantee a patient will receive volunteer driving support.
- All patients referred are assessed by a Cancer Society community nurse to determine if they are suitable for the volunteer driving service based on the service prioritisation criteria.
- It can take 5-7 working days for the service to organise a volunteer driver after being assessed by a Cancer Society community nurse.
- When capacity does not exist, we may not be able to provide transport from the beginning of treatment or to all treatment appointments.
- We operate from Orewa/Whangaparaoa in the North to Papakura in the South and suburbs to the East and West. Please note that we do not drive to all suburbs in the outer areas of Auckland.
- **At no stage does the Cancer Society Auckland guarantee to provide transport or take on the responsibility of ensuring people can get to and from treatment.** Requests may be declined when they are outside our service criteria or when capacity does not exist.

# OUR CRITERIA

## We drive cancer patients who in combination are:

- Socially isolated.
- Financially constrained.
- Need support because of age, economic, or social vulnerability.
- Focus is on Maori and Pacific cancer patients.  
*(Equity is a strategic priority for Cancer Society Auckland)*

## We do not drive cancer patients who:

- Have their own transport, have family / friend support, or have ability/access to use public transport.
- Pose a **risk** to drivers, (e.g., infectious, high risk for seizures or aggressive).
- Cannot use a **seatbelt** and do not have a Ministry of Transport exemption.
- Are on continuous **oxygen**.
- Live in a **residential care facility** (as the facility should provide transport).
- Are unable to fold own mobility aids to put into a car.
- Are unable to walk into/out of hospital unaided.
- Are travelling with babies or children.

# OUR REFERRAL PROCESS

1. Please carefully check our service criteria before making a referral.
2. Complete our online referral form found [HERE](#)
3. The referral will go to a Cancer Society Community nurse who will then complete an assessment to determine if they are suitable and meet the service criteria.
4. The person referred will be offered additional support through the Community Cancer Nursing service.

**Please Note:** *You will be notified if a referral does not meet our criteria.*

## THE CANCER SOCIETY AUCKLAND VOLUNTEER DRIVING SERVICE

**Hours:** Monday-Friday 9am-2pm (closed public holidays and between Christmas and New Year).

**Phone:** (09) 379 6352

**Email:** [Drivers@akcansoc.org.nz](mailto:Drivers@akcansoc.org.nz)