

Service Aim

Cancer Council Queensland (CCQ) provide programs and services to Queenslanders affected by a cancer diagnosis. Access to programs and services is based on a non-discriminatory inclusive basis, and with consideration to the best interests and human rights of people seeking our services. CCQ does not discriminate based on sex, gender, age, race, sexuality, religion, ability, or other identifiers.

CCQ's Home to Treatment service aims to reduce the financial and emotional burden of cancer by providing transport to service users who are facing hardship in accessing their treatment.

These hardships may include:

- Financial hardship
- Limited family and social support
- Inability to self-drive
- Inability to access public or community transport

Eligibility Criteria

The service user must:

- Have a cancer diagnosis
- Be receiving active treatment, palliative care or attending a medical appointment related to their diagnosis
- Living within a designated service area
- Agree to adhere to CCQ policies and guidelines
- Be facing hardship in accessing treatment
- Be physically independent, able to mobilise and get in and out of a vehicle safely unassisted. Where a service user utilises a mobility aid, this must be collapsible
- Be well enough to travel and do not require medical supervision
- Require travel within service hours, depending on travel distances and times

Designated Service Areas

The following are designated service areas covered by the Home to Treatment service. Other requests outside these may be considered on a case by case basis and be subject to service capacity.

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Guideline sponsor: Manager, Accommodation and Transport Services
Guideline contact: Team Leader, Transport Services

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Brisbane Metro

Service users travelling to and from their home accessing treatment at:

- Greenslopes Private Hospital
- Mater Adult Public Hospital
- Princess Alexandra Hospital
- Royal Brisbane and Women's Hospital
- St Andrew's War Memorial Hospital
- The Prince Charles Hospital

Service users must live within 15km of the designated treatment facility.

Brisbane North Lakes

Service users travelling to and from their home accessing treatment at:

- Icon North Lakes
- North Lakes Cancer Care Services
- Redcliffe Hospital

Service users live within approximately 25km of the designated treatment facility.

Cairns

Service users travelling to and from their home accessing treatment at:

- Cairns Hospital
- Cairns North Community Health Centre
- Cairns Private Hospital
- Far North Day Hospital
- Liz Plummer Cancer Centre

Service users live within approximately 30km from the designated treatment facility, including the following suburbs:

- Cairns city suburbs
- North as far as Palm Cove
- South as far as Gordonvale
- West as far as Kuranda

Rockhampton

Service users travelling to and from their home accessing treatment at:

- Mater Private Hospital
- Rockhampton Hospital

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Service users live within approximately 30km from the designated treatment facility, including the following suburbs:

- Rockhampton city suburbs
- North as far as Glendale
- North-East as far as Ironpot
- South-East as far as Nerimbera
- South-West as far as Kabra

Townsville

Service users travelling to and from their home accessing treatment at:

- Icon Townsville
- Mater Private Hospital
- Townsville University Hospital

Service users live within approximately 30km from the designated treatment facility, including the following suburbs:

- Townsville city suburbs
- North as far as Bluewater
- West as far as Hervey Range
- South as far as Toonpan
- South East as far as Mount Elliott

Making a Referral

Before a service user can access the service, they need to be referred by a health professional.

To refer to the service, the health professional must:

- Assess the service user as eligible for Home to Treatment
- Determine that the service is suitable and will meet the service user's needs
- Obtain the service user's consent before referring to the service
- Go online at www.cancerqld.org.au and submit a referral form

When considering Home to Treatment for a service user, the health professional should take into account the following:

- The service user cannot make a booking before the referral has been submitted and processed.
- A carer may accompany a service user to support them in accessing their treatment.

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- The service is not guaranteed, and service users are advised to have an alternative transport option in case the service is at capacity, there is a service disruption or an appointment is delayed.
- The service is delivered by transport volunteer drivers and relies upon their availability. CCQ will make all reasonable attempts to ensure volunteers are available.
- Service capacity is subject to demand, volunteer and vehicle availability, travel distances and times.
- The service use small 5-seater SUV wagons with CCQ branding.
- The service may transport a service user between the ages of 7 and 17 if travelling with a carer who is an adult, over the age of 18.
- The service is unable to transport children under the age of 7 due to safety requirements.

Making a Booking

Once referred to the service, service users will be contacted by Cancer Council 13 11 20 Information and Support service to conduct a support assessment and to discuss the service, and their transport needs. At the time of the call, 13 11 20 will provide service users with the telephone number of their local Home to Treatment Service and information on how to make a booking.

The service operates Monday to Friday, 9am – 4.30pm. Bookings are essential and are made on a first come first serve basis. Bookings may be made until 3pm the business day before travel is required as long as service capacity allows. The service is unable to facilitate same day bookings.

Fees

There is no cost for service users to access Home to Treatment.

Associated CCQ Documents

- Transport Services Entry & Exit Process
- Transport Services Operational Manual
- CCQ Service Users Rights and Responsibilities

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