

Service Delivery Plan Templates

Sample A: Existing Wheelchair Operator

Please list out your clients who you are currently providing a service too and how you are looking to extend your business.

Client	Days of Week	Timescale
HSE Westport	Pick up Joe Brown from his house and bring him for his hospital appointments each Monday and Wednesday	Pick up @9:30am and drop home by 2pm
Local Dispatch Operator	Work days Monday to Saturday and am available for wheelchair pick up's in the area	Monday to Saturday 8am to 8pm
Barry and Nora Jones	Daily drop to school for Mary who is 5 and in a wheelchair (school transport initiative)	Pick up at 8am and drop home at 3pm
Mary Moore	Pick up Mary once a week to collect her pension and do her jobs in Westport town	Pick up at 10am and drop home at 1pm
Mater Hospital	On call to pick up patients or visitors who need wheelchair accessible vehicle services	On call Monday to Saturday 8am to 8pm

Possible Clients	Type of Job
St. Michael's Day Centre	Pick up clients in the morning and drop them off at the day centre for their social activities. Drop home in the afternoon.
St. Stephen's Primary School	Provide transportation for students needing wheelchair accessible vehicles for school outings or to and from school.
Irish Rail	Obtain contracts to transport costumers to and from the rail station who need assistance.
Bus Eireann	Obtain a route transportation contract for schools or facilities that need a wheelchair accessible service route in place

Sample B: A new Wheelchair Licence holder

Please indicate who you intend to provide a service to within your area/community by the following means:

- 1) Local Dispatch Operator
- 2) HSE Contracts
- 3) Local nursing homes or hospitals
- 4) Children with special needs transport requirements – travel to and from school or medical appointments or social occasions
- 5) Servicing the local community using your wheelchair accessible vehicle
- 6) Senior Citizen centres
- 7) Elderly in the community

Please include how you will advertise and obtain your services in your area/community. This can take the form of:

- 1) Business card and pamphlet drops
- 2) Advertisements in newspapers/flyers
- 3) Contacting facilities directly
- 4) Applying for contracts
- 5) Maintaining a website of your services and contact information
- 6) Plying for hire near businesses or facilities that may have clients in need of wheelchair accessible services