

SOUTH WEST  
COMMUNITY TRANSPORT INC.

MISSION STATEMENT

“To provide a comprehensive transport service through:

- a) ensuring safe and secure transport which is responsive to client needs.
- b) assisting clients to maintain independence and quality of life with an aim to preventing premature and inappropriate institutionalisation.

Reviewed August, 2008




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**CLIENT BOOKINGS  
PHONE  
1300 138 794**

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**CLIENT  
INFORMATION  
BOOKLET**

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Reviewed August, 2005

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## **Other HACC Services**

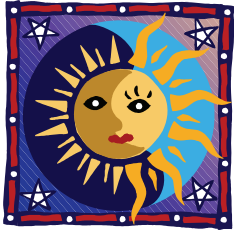
Community Transport is one of many organisations funded to provide services to the Frail Aged, People with Disabilities and their Carers

There are services such as

- Meals on Wheels
- Home Modifications
- Day Care Centres
- Home Care
- Community Nursing
- Dementia Services
- Respite Services
- Advocacy and Lobbying Services
- Health Services such as podiatry
- Community Options

If you would like to know more about a service in your area please ring Community Transport on 1300 138 794. We will be able to provide you with a list of the services available, a phone number for a particular service, refer you to another service or send you brochures on services

**Remember**  
**If you are not sure about**  
**something then please ring**  
**and ask. If we don't know the answer**  
**we will find out for you**  
**1300 138 794**



## Complaints or Suggestions

Community Transport encourages clients to provide us with both positive and negative feedback.

This may mean ringing and making a formal complaint or just telling us what you think we could do better or differently.

When you ring and tell us what you think we do well or what we could do better or differently it helps us grow and improve the services we offer you.

Remember we cannot take your service away from you just because you make a complaint or a suggestion. HELP US to improve and make sure you tell us ways we can make the service better.

If you are not satisfied with the way the Service has handled your complaint you can contact  
Board of Management  
South West Community Transport  
P. O. Box 617, Narellan, 2567

Or

The Executive Officer  
Local and Community Transport Division  
Ministry of Transport  
Locked Bag 5310  
Parramatta 2124

Telephone 1800 049971

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## WHY AN INFORMATION BOOKLET?

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The aim of the booklet is to assist you in using our services.

The booklet provides information on the organisation, the services provided, your rights and responsibilities, and the advocacy and complaints processes available to you.

If there is any information you need that is not in this booklet please let us know so we can include in the next booklet.



## WHAT IS COMMUNITY TRANSPORT

Community Transport is funded under the Home and Community Care Program to provide transport to

- Older and frail persons with moderate, severe or profound disability
- Younger persons with a moderate, severe or profound disability
- Carers of these people

Each client is assessed on their ability to use other means of transport and the level of assistance they require to complete their daily living tasks.

The Home and Community Care Program (HACC) is funded jointly by the state and federal governments



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## Your Rights as a Client (continued)

- Complaints you make will be dealt with fairly and promptly.
- Your views will be taken into account in the planning and growth of the service
- Your right to privacy and confidentiality will be respected
- You have the right to choose from available alternative services.
- You have the right to participate in the management of the services by nominating yourself to become part of the Services working parties or Board of Management or by giving helpful suggestions about the running of the service.
- You have the right to nominate a person of your choice to act on your behalf and to be present and take part in any discussions relating to service
- You have the right to become a member of the South West Community Transport Inc



## Your Rights as a Client

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- You have, or with your permission, your carer can look at all information about you held by the service.
- In cases where you have a legal guardian or advocate appointed to act on your behalf, their rights are to be acknowledged and respected as detailed in the guardianship or advocacy arrangements.
- You, and with your permission, your carer will be involved in decisions about the services you receive. You will be made aware of all the options available, and any fees to be changed.
- You will be made aware of the standard of service which you can expect. Services will be provided in a safe manner which respects your dignity and independence with awareness to your social, cultural and physical needs.
- Getting our services will depend on your need and our ability to provide the service. You have the right to refuse a service without affecting future bookings.
- You have a right to complain about the service. Services can not be stopped because you make a complaint.



## OFFICE HOURS

The office is opened  
Monday to Friday

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There is an answering machine if you wish to leave a message on weekends or in the evenings.

This can be helpful if you have poor health and need to change or cancel bookings with short notice.

If you speak a language other than English you can access the Telephone Interpreter Service on **131 450** tell them our telephone number **1300 138794** and they will ring us and interpret the conversation for you.

### How often can I use the Service?

**You may use the service as often as you need.**

If you use the service to go to the doctors you can still use the service for shopping or social trips.

If we can transport you on the day you require, than you may use the service as often as you need.

Just ring our office staff to make your bookings on telephone number **1300 138 794**

## Services Provided by Community Transport

Community Transport aims to assist you to get out and about.

Destinations include:-

- Doctors Appointments
- Specialist Appointments
- Hospital Visits
- Medical Treatment
- Podiatry
- Pathology
- Physiotherapy
- Shopping
- Group Social Outings
- Individual Social Outings



Community Transport provides both group and individual transport to the above.

Please ring and ask the office staff for more information on the types of transport available.

If you need to go to a destination and you are not sure if we do that kind of transport please ring and ask. If we are unable to assist you we may know of another service who may be able to assist you

**NEED MORE INFORMATION  
CALL 1300 138 794**



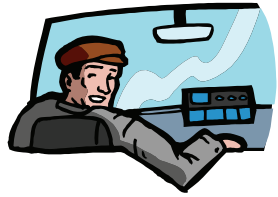
## Clients Responsibilities

- You need to let us know if you are not going to be at home when a staff member is due to visit.
- You need to act in a way which respects the rights of other clients and the service volunteers and staff
- You need to take responsibility for the results of any decisions you make
- You need to accept to pay any fees or charges agreed upon
- You need to understand what service is to be provided and the limitations of that service.



## Advocacy (Someone to talk on your behalf)

If you would like to have a friend, relative, neighbour or another service talk on your behalf, this is called choosing an advocate. It is important to choose someone you trust to talk to the service about what you want. Don't forget your advocate is there to represent you and your wishes, not to go against your wishes. You must advise the service if you choose to use an advocate and who they are, also if you wish to change your advocate or not to have one at all. If you want information about local advocacy services please contact us for a list.



## Return Journey

On arrival at your destination the driver will advise you of the time and place they will meet you for the return journey.

If you are ready for the return earlier than expected or if your appointment is going to take longer than you thought please contact the office and let us know so that the driver knows when to return for you.

As with the forward journey this is a door to door service and the driver will, if you require, assist you from the venue to the vehicle and to your door on the return home.



## Carers

Carers of people who are frail aged or have a disability are treated as clients. We undertake the same assessment process for carers as we do for other clients.

When travelling with a client to a medical appointment the carer travels for free. For shopping and social outings the carer pays the same fee as does the person they are caring for. If, as a carer, you are not sure of the services offered please ring and have a talk with our staff.



## Shopping

Community Transport provides a fortnightly shopping service in each area for the purpose of shopping. You will be transported to a shopping centre in your area.

After your arrival at the shopping centre, you have three hours before returning home.

Due to safety concerns you are restricted to transporting 4 shopping bags per household on the vehicles. You are encouraged to use the home delivery service provided by most supermarkets.

A list of shopping centres and the days of service are available from the office.

To book for a shopping service contact the office to have your name added to the shopping list. We will pick you up every 2 weeks, unless you contact us to cancel the service. The fare for a shopping service is between \$7 and \$8 depending on where you live. This is for the return door to door service.

If you only want to go shopping every now and again please ring and we may be able to book you onto the next shopping service in your area for that fortnight only.



## Social Outings

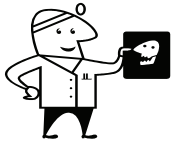


Do you have difficulty getting out and about. Visiting friends or just going to the hairdressers?

We provide both individual and group social outings. Monthly Social outings are advertised in our quarterly newsletter.

Please ring our office and talk to us about your social needs.

## Medical appointments



Community Transport provides individual transport to medical appointments at Medical Centres, Doctor and Specialist rooms, Hospitals etc.

We normally ask you how long you think the appointment may take and when you will be ready for the return.

If you are unsure then we allocate an hour and ask you to contact us from the appointment if you are ready earlier or later than the hour.

## Transport for Election Day

Community Transport will provide transport to the voting polls on election days for Local, State and Federal elections.

Once the government advises the date of an election you can ring the office and make your booking.

## Where to wait for a driver

On the trip to your destination the driver will talk to you about where would best suit you to wait for the return journey.

If you are not sure where to wait then please ring the office and we will let the driver know where you are waiting.

***South West  
Community Transport***

***Has business cards which  
will***

***fit neatly into your purse or  
wallet and can be used to  
contact our office when you  
are away from home.***

***Please ask the office or  
drivers for a card***



## Cancellations

It is very important that you advise us immediately, if you no longer require the booking.

Due to the great demand on our services your cancellation may mean that we can assist some one else. It also means that we do not have other people on the bus for longer than is absolutely necessary.

**YOUR HELP WITH THIS WOULD BE  
GREATEFULLY APPRECIATED**



## What to do if the Weather is poor or if you feel unsafe

Community Transport provides a door to door service. This means that you do not have to wait outside for the vehicle, unless you want to. If it is cold, raining, very hot or you do not feel safe than please stay inside your home, shopping centre or doctor's waiting rooms.

The driver will come to the door to advise you that the vehicle has arrived for your journey. If you are not sure where to wait please ring the office and we will advise the driver of your location.



## Out of Area Transport

Transport out of your local area is available.

Destinations include Sydney, Westmead, Penrith, Bankstown, Concord, Bowral etc.

Out of Area Transport is provided for all services such as medical appointments, visiting family and friends.

If you need to travel outside of your local area please ring the office for further information.



## Cost of Service

Whilst we are funded to provide service this funding does not cover all expenses such as fuel, repairs to buses and replacement of buses when they get old. Thus we request that you pay a fee for services. This fee is heavily subsidized.

- An example of a fee would be \$7 for a return trip in your area
- The fee is based on the distance traveled. Please ask our staff when making the booking for the cost of services.
- If you are having difficulty paying the fee it is important to let us know, as we may be able to make arrangements to assist.

## Vehicles

Community Transport operates with a variety of vehicles, from larger buses to station wagons. The majority of our buses are fitted with a wheelchair hoist (which can lift a person and wheelchair into the bus) and have the capacity to safely restrain and transport people in wheelchairs.

Our drivers are trained in meeting your needs in a safe and friendly manner



### Taxi

From time to time Community Transport sub contracts our Client local Bookings to taxi providers. We will ring you the day before if you are to be transported in a taxi.

The cost is the same whether you receive transport via community transport vehicle or a taxi.

The taxi is required to provide a door to door service for you.

If you have any difficulties during transport it is important that you ring and tell us so that we can fix the problem for the next client to be transported via a taxi.

## Forward Journey

We offer a door to door service. This means that you do not have to wait outside for the driver but that the driver will come and knock on your door and provide assistance in accessing the vehicle, if you require.

The office can only offer an approximate pick up time. Weather and traffic conditions can sometimes make a driver either early or late. This may mean a difference of up to 15 minutes either way.

We also try to make sure you are on the bus for no longer than absolutely necessary.



### Arrival at Destination

Once you reach your destination the driver will, if you require, assist you into the venue and talk to you about the time and place where they will meet you for your return journey.



## How to make a Booking

The more notice you can give the service the more chance we have of being able to provide transport on the day and at the time you require.

Some clients will ring and make a booking for an appointment in three months time. Sometimes clients will only know they need transport 3 to 4 days before.

Occasionally you may wake up feeling ill or need to go somewhere in a hurry and will ring on the day you need the transport. Our chances of being able to provide transport at such short notice is limited but we still tell clients to ring and ask and, if we can assist, we will. If we have a spare seat and are in your area we will assist if possible.

Once you know the date and time you need transport ring the office and we will make a booking for you.



## WHEELCHAIR AND HOIST ACCESS

The majority of Community Transport vehicles are fitted with hoists and wheelchair restraints. The hoists may be used for people needing wheelchair access or for people who have difficulty getting up and down steps. The driver will ride on the hoist with you to ensure your safety.

If you need access to the vehicle via a hoist then please let the office staff know when making your bookings.



### Need a Wheelchair Or Assistance getting on and off the bus?

If you feel that you need a wheelchair during transport please let the office staff know when making a booking. We have several wheelchairs which we can provide to assist you during transport, at no extra cost.

## Assessments

When you first ring the Service we will take your details and make arrangements for an assessment, usually within 2 weeks. If your need is URGENT please tell us and an assessment may be able to be provided immediately. The assessment usually takes about 15 to 20 minutes on the phone. The reason for the assessment is to determine whether or not you are eligible to use Community Transport services.

You will be asked for information such as:-

- Name, address, phone number;
- Next of kin, local doctor;
- Medical condition, if any;
- Disabilities, if any;
- Your transport needs;
- Level of assistance required during transport



You will also be asked for permission to provide some of your information to government departments. **This does not include your name and address**. By providing such information, you will be assisting in the planning of future services and funding for Community groups in your area.

**You have the right to refuse your information being given to a government department.**

Should your assessment be approved you will be notified via the post, an information booklet will be forwarded within a month of the assessment.

If you are assessed as not being eligible to use our services we will suggest other services which may be more appropriate and you will be advised under what circumstances you could reapply.

## What happens when my needs change?

Sometimes your needs may change. This may be as a result of changing an address, or it may be if your health or disability improves or deteriorates. When we become aware of your changing needs, we will contact you to arrange for a reassessment.

This process is only to ensure that we are aware of your needs and that the most appropriate service is provided by the organisation and staff.

You are encouraged to notify us anytime there is a change in your circumstances.

## HOW TO BECOME A CLIENT

People wishing to become a client of our Service can

- ☺ ☺ Ring our office 1300 138 794
- ☺ ☺ Be referred to Our Service by another group or organisation
- ☺ ☺ Be referred by an existing client, friend or relative