

SHOALHAVEN

COMMUNITY TRANSPORT

A Division of Coast and Country Community Services Ltd.

SERVICE

SERVICE USER INFORMATION HANDBOOK



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Values

Shoalhaven Community Transport Service believes in:

- The right of people to:
 - (a) make choices in their own lives;
 - (b) maintain dignity, respect, privacy and confidentiality;
 - (c) be valued as individuals;
 - (d) have mobility;
 - (e) access services on a non-discriminatory basis;
 - (f) receive safe, comfortable and reliable services;
- The right of the community to accountable and responsive services.
- Pursuing continuous quality improvement to best ensure the highest standard of service delivery.

Introduction

Shoalhaven Community Transport Service is funded under the Home and Community Care (HACC) program to provide transport to the frail aged, people with disabilities and their Carers, and aims to assist those people to maintain their independence and help them to remain in their own homes for as long as possible.

The service is also funded by Transport for NSW Community Transport Program (CTP), to support communities and groups who are transport disadvantaged due to social or geographic isolation, or those in financial difficulties.

Shoalhaven Community Transport Service reserves the right to refuse services to persons whom it believes may pose a risk to the safety or well-being of other passengers, team members or themselves.

Target Group

Persons living in the community in the Shoalhaven Local Government Area (LGA) who, in the absence of basic maintenance and support services provided within the scope of the program, are at risk of premature or inappropriate long term residential care, including:

1. Frail or at risk aged persons, being elderly persons with moderate or severe disabilities;
2. Younger persons with a disability, either moderate or severe;
3. The Carers of these persons; and
4. Such other classes of persons as are agreed upon by the Commonwealth Minister and the State Minister, and living in the Shoalhaven LGA.

Please be aware that if a Service User moves permanently into a Nursing Home or other supported accommodation, they are no longer entitled to HACC services, and therefore, no longer entitled to use Shoalhaven Community Transport Service.

How is Shoalhaven Community Transport Service governed?

The service is run by a Volunteer Governance Body and consists mainly of volunteer team members (drivers and assistants), with some paid team members in both Nowra and Ulladulla depots (drivers and office staff).

Adherence to Standards

Coast and Country Community Services Ltd., operates in accordance with the Community Care Common Standards and the National Standards for Disability Services.

Community Care Common Standards

Standard 1: Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Standard 2: Appropriate Access and Service Delivery

Each service user (and prospective service user) has access to services, and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Standard 3: Service User Rights and Responsibilities

Each service user (and/ or their representative) is provided with information to assist them to make service choices, and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes, and their privacy and confidentiality and right to independence is respected.

National Standards for Disability Services

Standard 1: Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 2: Participation and Inclusion

The service works with individuals and families, friends and Carers to promote opportunities for meaningful participation and active inclusion in society.

Standard 3: Individual Outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Standard 4: Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

Standard 5: Service Access

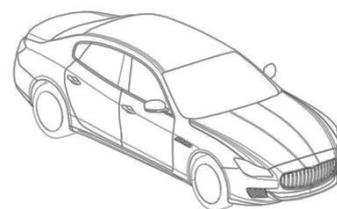
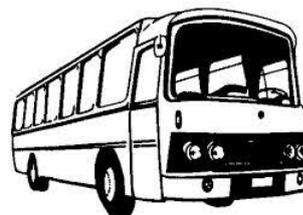
The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Standard 6: Service Management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

What services are available?

- Car transport is available for Service Users unable to use a bus for medical reasons. Cars or a Commuter (accessible for people using wheelchairs) are used to transport Service Users to Wollongong, Sydney, Batemans Bay and Canberra for medical/hospital appointments.
- Buses (most equipped with hoists for easy access, e.g. for people using wheelchairs) provide door to door transport for groups to respite centres, shopping, medical/hospital appointments and weekend outings for individual Service Users. All buses have volunteer assistants on board.
- Local individual after hours transport can also be provided in certain circumstances.
- Individual and Group Aboriginal transport
- Individual transport for people living with Dementia.



Please note that we **do not transport pets**, however, we do transport Service Users with guide dogs.

Booking Procedure

- All transport is booked in advance. We suggest booking as early as possible to allow us to schedule drivers and vehicles, and avoid disappointment.
- Drivers are instructed to do **only** what is detailed on their roster. If you wish to travel to more than one destination please discuss this when you make your booking. Often the vehicle is booked for other Service Users, so a requested detour **may be refused** if it hasn't been booked in advance.
- If you use a mobility aid (walking stick, walking frame, etc.), or if you have any special transport needs, please advise office staff when you make your booking.
- If you wish to take a Carer with you, please notify the office when you make your booking; the Carer will need to be registered with us and seating allocated. Carers accompanying Service Users may travel free of charge.
- In order to provide an efficient and cost effective service, passengers may be required to share the vehicle with other Service Users. There is no guarantee that Service Users will have exclusive use of the vehicle for their trip.

Please note: Our service is different from an on-call taxi service, so please remember to give us enough notice of bookings, cancellations or changes. Please do not hesitate to phone your local office after hours. A message may be left on our answering machine, and will be attended to as soon as a staff member is available.

Nowra Office (02) 4423 6044

Ulladulla Office (02) 4454 0840

What about smoking?

All our vehicles and premises are non-smoking areas.



NO SMOKING

How much will the Service cost?

At the time of your assessment you will be given information regarding fees that apply to our services.

Please note that if you are experiencing financial hardship or feel you cannot afford the Service, please advise the Assessor so we can work with you to ensure you still get the services you need. Fees may be reduced or waived in certain circumstances.

Assessment

At the time of requesting transport an assessment is completed to assist us to provide you with the most appropriate transport for your individual needs. A series of questions are asked from a "Client Information and Referral Record" to ascertain eligibility. The outcome of your assessment may be:

- Provision of a regular service;
- Provision of a temporary service with duration specified;
- Refusal of service; or
- Referral to another agency.



What can I expect from the Service?

You can expect our service to:

- Treat you as an individual;
- Support and encourage you to maintain/increase your independence;
- Provide you with information about your transport options;
- Work with you to provide the most appropriate service for you within our resources and capability;
- Support your rights as a Service User; and
- Listen to you, and respond to any feedback you provide.

What happens when the Transport is unable to meet my need?

There may be reasons why we cannot provide transport if:

- You are not eligible (do not fit the target group);
- If you do not live in the geographic area covered by the Service; or
- If you are eligible for service but we don't have the resources to provide the Service to you.

You will always be given information and options regarding other services that may be able to assist you. If you are eligible for service but we do not have the resources to provide service at the time of your request, you may be placed on a waiting list for service. If you are on a waiting list and your situation changes, please contact the office to discuss your new need for further consideration.

What happens if I'm not at home/at my destination when the transport arrives?

- It is important that you let the Service know if you are not going to be at your designated pick-up point.
- If we are concerned for your safety and you have not given us instructions about what you would like done, we may ring your emergency contact or emergency services.

Taxi Vouchers

The aim of the Taxi Voucher System is to provide an additional and flexible form of subsidised transport for eligible Service Users. Taxi vouchers are available to people who are frail aged or have a disability, and their Carers, who:

- Live independently within the Shoalhaven area; and
- Are able to get into and out of a taxi with limited assistance.

Cost

The value of each taxi voucher is \$5.00. To receive taxi vouchers, service users must pay \$1.00 towards every \$5.00 voucher, i.e., the fee for receiving \$50.00 worth of vouchers is \$10.00. Service users may purchase taxi vouchers to a *maximum* value of \$50.00 per month. Each voucher is specifically bar coded to each service user.

How do I use the vouchers?

Taxi bookings must be made directly to the local Taxi operator. Please tell the operator you will be using Shoalhaven Community Transport Taxi Vouchers.

Taxi vouchers are not transferrable or redeemable for cash, and change will not be given. Any difference between the taxi fare and the vouchers used must be paid by the service user.

For example:

- If your taxi trip costs \$12.00 and you use 2 x \$5 vouchers (\$10 value), you must pay the driver \$2 cash.
- If your taxi trip costs \$12.00 and you use 3 x \$5 vouchers (\$15 value), you will not receive any change.

Vouchers remain the property of Shoalhaven Community Transport Service. Vouchers are not to be used with any other type of taxi voucher (e.g. TTSS).

How often can I get vouchers?

Service Users can apply to top up vouchers at the end of the month if they have used some or all of their vouchers. Call our office to order them and send in the appropriate amount.

Who accepts the vouchers?

Most Taxi operators in the Shoalhaven area will accept the vouchers.

Taxi vouchers do not have an expiry date, but we encourage the use of them within a reasonable timeframe.

Please note: Lost or stolen vouchers will NOT be replaced.

If you do lose any vouchers, please notify us so we can take the appropriate steps to cancel the vouchers.

Travel Training

The Travel Training service aims to help residents become more independent by utilising public transport. The travel trainer will help you find bus or train services, understand travel routes and timetables, and help you plan your trip.

If required, the travel trainer will travel with you initially. You will be assisted and assessed during this period to ensure you have the skills and confidence to do it alone.

This service is free to HACC and CTP eligible Service Users. For more information please phone your local office.

Weekend Outings

Outings are organised every month to various destinations of interest, from our offices in Nowra and Ulladulla. Bookings are essential. You will be picked up and dropped off from your home. The weekend outings are an enjoyable social activity where you can catch up with friends and meet new people.

Veteran Affairs

Our Service has negotiated a state wide agreement enabling clients of Veteran Affairs to use our services to travel to and from medical appointments.

If you are eligible, a form will be given to you by the driver/assistant to be completed as follows:

1. You will need to sign the front of the form;
2. The reverse side of the form will need to be signed by an authorised person, e.g. your doctor, physiotherapist or hospital;
3. Give the completed form to our driver/assistant, who will return it to our office for processing.

Reviews and Reassessment

We will work with you to achieve your goals and undertake regular reassessments with you. Reassessments are a way of making sure we have up to date information regarding your circumstances and to see if your needs have changed. The result of a reassessment may be:

- Referring you to other services that may assist you;
- Our service working better with other agencies providing you with care;
- Increase in service provided;
- Decrease in service provided;
- Cessation of service provided;
- Identification of Work Health and Safety (WHS)/Duty of Care issues;
- An update of your details (e.g. change of address, etc.); and
- Identification of new goals you have, and development of a plan to help you achieve them.

When will my service stop?

Some examples of when services will discontinue are:

- When you no longer need the Service;
- When another Service could better meet your needs;
- If you move out of the area covered by the Service;
- If you enter fulltime care in a residential setting;
- When care type/level does not meet Funding Body guidelines; and
- When there is a risk to you or Team Members.

Compliments, Complaints and Suggestions

We want to provide the best service we can and will always be pleased to hear feedback from you. Any suggestions or complaints provide us with an opportunity to improve service, so please feel free to talk to our Team.

Why not let us know what you think by making a note on a Quick Compliments and Suggestion Form. These forms are available in each vehicle; just ask our driver for one. If you have a more serious concern, you can fill in a Complaints Record Form (also kept in the vehicles).

If you feel your rights are not being respected or, if you have any other complaint or concern about the services you are receiving, you can try any of the following:

- Make an informal complaint by discussing the situation with the Team Member concerned – this may lead to a quick resolution of the difficulties; or
- Contact the Office Coordinator if the above is not appropriate or fails to sort out the problem;
- Ask a friend to speak on your behalf if you feel uncomfortable about making a complaint.

We will endeavour to ensure you receive a satisfactory result would be desired within two weeks of complaint being made.

If you aren't happy with how we work with you and the result of your complaint, you can speak to:

Community Services Division, NSW Ombudsman's Office, Level 24/580 George Street, Sydney NSW 2000. Phone (Free call): 1800 451 524, or visit the website <https://www.ombo.nsw.gov.au/>.

This is a free and confidential service that can assist you in working through any complaints or concerns about the service you are receiving.

Please Note: Services will not be stopped or reduced if you make a complaint.

What happens if the Carer and Service User disagree about the Service being provided?

As our Service provides support to the Service User and their Carer, we will take every opportunity to see that both your needs are being met. All effort will be given to support and maintain family and friendship relationships through providing information and referral to appropriate agencies. If you and your Carer are unsure of, or disagree with the services being provided, please speak with the Office Coordinator to discuss your concerns.

What are my Rights?

- You have the right to receive a service that encourages and fosters your independence;
- You and/or (with your permission) your Carer, have the right to access all information about you held by the Service;
- In cases where a you have a legal guardian or advocate appointed to act on your behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements;
- You and/or (with your permission) your Carer, will be involved in decisions about your assessment and care plan. You will be made aware of all the options available, and any fees to be charged;
- You will be made aware of the standard of service you can expect. Services will be provided in a safe manner which respects your dignity and independence;
- Services will be responsive to your social, cultural and physical needs;
- Your access to services will be decided only on the basis of need and the capacity of the Service to meet that need;
- You have the right to refuse a service, and refusal will not prejudice your future access to services;
- You have a right to complain about the Service you receive, without fear of the Service being stopped or fear of being mistreated because you made a complaint;
- Any complaints you have will be dealt with fairly, promptly and without retribution;
- Your views will be taken into account in the planning and evaluation of the Service;
- You may nominate an Advocate to speak on your behalf (e.g. a friend, family member, etc.);
- Your rights to privacy and confidentiality will be respected

What are My Responsibilities?

- You should let the agency know if you are not going to be at home when Team Members are due to visit;
- You should act in a way which respects the rights of other Service Users and Team Members;
- You need to take responsibility for the results of any decisions you make, including the choice not to make a decision;
- You must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members;
- You should respect the confidentiality of information about other Service Users and Team Members which you may obtain whilst using services;
- You need to play your part in helping our Team Members to provide you with services;
- You should inform the Service of any significant change in your circumstances;
- All effort will be made to be sure that you understand your Rights and Responsibilities. Where necessary, contracts will be developed to ensure a clear understanding. If you continually refuse to abide by your responsibilities, you may be excluded from using the Service.

Rules to be observed whilst travelling in Shoalhaven Community Transport Service Vehicles

- No smoking in vehicles
- No drinking permitted in vehicles (except water)
- No eating in vehicles
- Do not carry alcohol that is open
- If a Service User is deemed intoxicated, either from alcohol or drugs, they will not be allowed to travel
- Seatbelts must be worn at all times whilst the vehicle is in motion (unless a medical certificate indicating exemption is provided)
- Take all rubbish with you when you complete your journey
- You are responsible for your personal possessions

Guidelines for Advocates - Being an Advocate

If a Service User has asked you to be their advocate, it means they would like you to act on their behalf in their dealings with the Service. You may be a family member or friend of the Service User, or a member of an advocacy service.

Being an advocate may mean your attendance or involvement will be required during assessments and reviews of the Service User's situation, services received, if the Service User wishes to communicate or negotiate anything with the service, or lodge a complaint about the service.

We ask our Service Users to complete an 'Authority to Act as an Advocate Form' which can be obtained from the office when they wish to appoint or change their advocate.

You can change your advocate at any time, but you must notify us in writing.

We Are All Different, and Have Different Needs

We live in a diverse community, and our Service supports and recognises individuality and diversity. You may have specific needs that are important to you, such as:

- Your mobility;
- A health condition or a disability;
- Your culture;
- Your language;
- Your religion;
- Your preference for male/female Team Members;
- Your preference for the times you are provided service; or
- Your sexual identity/preference;

and we will listen to you and respond to your needs as much as possible.

Our service can provide the following options:

- Use of interpreters where possible;
- Information in plain English format;
- Quality trained Team Members.

Please make sure we are aware of what is important to you, so we can provide you with the best possible service.

Privacy and Confidentiality

Policy Statement

The Service will conform to both State and Commonwealth privacy legislation requirements regarding the collection, use and protection of personal information of our Service Users and Team Members.

Introduction

Coast and Country Community Services Ltd provides services for those frail, aged and people with a disability in our community who are eligible to use our service. In providing that service we need to collect information from our Service Users and Team Members.

You should be aware that we are required to abide by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* when collecting information from you, including:

- Type of information collected;
- How we protect the information collected; and

- How the information is used by the Service.

We are also required to ensure that you have the opportunity to see the information you have given, amend it when necessary, and to take action if you are not satisfied with any aspect of our information management.

All of these requirements are included in the Australian Privacy Principles (APP) that form part of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Policy

This policy statement provides you with advice on the procedures we follow to ensure Coast and Country Community Services Ltd., meets all of the APP requirements in dealing with the information provided by you.

Collecting Information

We will only collect information, including personal and/or sensitive information, which is directly relevant and necessary using lawful purposes. We will only collect information directly from you, or a person or organisation that you authorise to provide us with your information. We respect your right to limit the information that you provide to the Service, including the right to not identify yourself or to use a pseudonym.

We will let you know the purpose of collecting information and how you can check the information to update it or confirm that it is still relevant. We will regularly review your information with you to ensure that it is accurate.

Should we receive unsolicited information about you, from any source other than yourself, you will be advised. We will ask for your consent to the Service's retention of the information. If you do not give your consent, we will destroy the information.

Protecting Your Information

We will only share your information with other Team Members who need the information to perform their duties at Coast and Country Community Service Ltd, and we will ensure that all Team Members at Coast and Country Community Service Ltd are trained in the procedures for protecting your information.

At present we do not share your information with any overseas organisation or person. Should we be required to do so, we will first seek to ensure that the person or organisation meets the requirements of the APP. Only when we are satisfied that the requirements have been met will we seek your agreement to the provision of any information.

We ensure that our records are protected by appropriate electronic and physical security measures and are only accessed by trained and authorised personnel.

We will only disclose your information to other persons or organisations if:

- they meet the requirements of the Privacy Act for protection of personal information, and the information is required to enable delivery of Service to you, or
- we are required by law to do so.

We do not normally use personal information for direct marketing of our services. If we should plan to do so, we will seek your approval before using any of your information in direct marketing.

Using Your Information

We will only use the information you provide us to determine your eligibility to use the Service, to ensure that our service is tailored to meet your needs, and, with your permission, provide statistical information in coded format to our Funding Body for reporting purposes.

Information to be passed on to the Funding Body in coded format

In order to support our communities, the Funding Body (both Federal and State) provides funding to many community services. In order to make these services work well, the Funding Body would like to know how services support people in their homes and communities. Remember that we can only pass on information about you if you give us your permission. The information the Funding Body would like to know includes:

- If you are male or female;
- Your postcode, suburb or town, and the State you live in;
- Your age and birth date;
- Whether you are a person of Aboriginal and/or Torres Strait Islander descent;
- If you have an unpaid person who regularly helps you (Carer);
- Whether you own your own home, or whether you rent or board;
- Whether you receive a pension;
- What support and how much support you receive from services;
- What language is spoken at home; and
- Country of birth.

Even though your service will ask for your name and address, your name and address will NOT be passed on to the Funding Body. The information you give CANNOT be matched or compared to your Medicare records or Centrelink, or any other individual records about you.

At the time of assessment you will be asked if you are willing to agree to consent for your data to be sent to the Funding Body. This transmission meets all privacy requirements.

Accessing, Updating or Correcting Your Information

To provide the best possible service to our Service Users, we need information that is current and accurate. You are encouraged to advise us if your circumstances change or if you believe the information we hold is not accurate.

Occasionally you may need to access your information, either verbally or physically, to confirm it reflects your current circumstances. For physical access, we will require that you make a formal application to the Service and provide identification to ensure your privacy is not compromised. You may also authorise someone else to have access to your personal information. The authorisation must be in writing, and the authorised person will be required to provide photo identification before viewing any of your records.

If the information we hold is incorrect, or you provide us with updated information, we will undertake to update our records. With your agreement, we will also undertake to

notify those persons or organisations that we have previously provided with your personal information.

You should be aware that there are some circumstances in which we may refuse to provide access to some of your information. Should we decide not to grant access, you will be advised, in writing, of the reasons for the refusal.

How do I obtain assistance?

If you would like further assistance or further information please contact your local office:

Nowra - Phone: 02 4423 6044

Fax 02 4423 6394 or Email: enquiries@scts.org.au

Ulladulla - Phone: 02 4454 0840

Fax 02 4455 2446 or Email: enquiries@scts.org.au

Service Users are referred by doctors, family, friends, neighbours, nurses, social workers and themselves.



**Thank you for reading this information.
Please call us if you have any
questions.**