

Clarence Community Transport Inc.

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SERVICE USER INFORMATION HANDBOOK

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Contents

Principles of the Community Care Common Standards	3
Standard 1: Effective Management	3
Standard 2: Appropriate Access and Service Delivery	3
Standard 3: Service User Rights and Responsibilities	3
Mission Statement.....	3
Philosophy	3
Definitions	4
Objectives of the Service.....	4
Target Group.....	1
How does the Service operate?	5
What services are available?	5
How do I obtain assistance?	5
How priorities are determined	5
Assessment.....	6
What happens when the Service is unable to meet your need?.....	6
Waiting Lists.....	6
Reviews & Reassessment.....	6
When will my service stop?	7
What can I expect from the Service?.....	7
Compliments, Complaints & Suggestions	7
What happens if the Carer and Service User disagree about the Service being provided?	8
Privacy & Personal Information	8
What information will be passed on to the government?	9
What are my Rights?.....	9
What are My Responsibilities?	10
Can someone else speak on my behalf?	11
We are all Different and have Different Needs.....	11
How much will the Service cost?.....	11
What about Smoking?.....	12
What about Eating/Alcohol in vehicles?	12
What happens if I'm not at home/at my destination when the transport arrives?	12
Funding	12

Principles of the 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.

Mission Statement

“TO PROVIDE QUALITY, ACCESSABLE TRANSPORT OPTIONS TO THE COMMUNITIES OF THE CLARENCEVALLEY”

Philosophy

Clarence Community Transport believes in:

- the right of people to make choices in their own lives,
- the right of people to dignity, respect, privacy and confidentiality,
- the right of people to be valued as individuals,
- the right of people to have mobility,
- the right of people to access services on a non-discriminatory basis,
- the right of the community to safe, comfortable and reliable services,
- the right of the community to accountable and responsive services

Definitions

The Service – Refers to Clarence Community Transport Inc.

Team Member – Refers to Employees/Volunteers/Management and Board. We consider everyone an equal member of the Team! So we use the word Team Member where ever possible. If we must differentiate we use the following terms.

Staff/Employee - A person that has completed interview and employment processes and been appointed as a paid employee.

Volunteer– A person that has chosen to give their time to assist the Service. They have been interviewed, signed volunteer agreement and appointed to a role as a volunteer within the organisation.

Management – refers to Governance Body Members and/or the Manager depending upon the situation.

Service User – Refers to all clients

Objectives of the Service

The purpose of The Service is to provide services and undertake activities which alleviate transport disadvantage within Clarence Valley LGA:

- without discrimination, to provide direct relief with transport services to persons who are disabled and disadvantaged.
- to provide access to services and facilities for those without adequate private transport,
- to foster the development of public transport to suit the growing needs of the local government area,
- to assess both established and innovative means of providing transport to meet community demand and to test and monitor their feasibility,
- to make representations to Government authorities and to obtain adequate and continuing funding for appropriate and required public transport,
- to assist local operators to co-ordinate and publicise transport resources,
- to liaise and co-operate with other groups to promote and extend transport facilities according to demand.

Target Group

The target groups will be:

- Older people;
- Younger people with a disability;
- Carers of the above;

- Aboriginal and Torres Strait Islanders;
- Young people;
- Transport disadvantaged; and
- Such other groups as may be identified by the service or funding bodies.

How does the Service operate?

Service users contact the service to determine eligibility
 Service users then book transport – 3 working days notice is required
 The service is supported by 60 plus volunteer drivers.

What services are available?

Mini-bus services are offered for occasional outings or for regular routine trips. Mini-buses in our fleet are air-conditioned, and fitted with seatbelts we also have wheelchair buses with easy-access features.

Larger bus services This is useful if your group has more members than 24 seats available in a mini-bus.

Car services are arranged either in a modern fleet car or a vehicle owned and supplied by a volunteer driver.

Vouchers for taxis are sometimes a more flexible solution

Petrol Cards are also available for those who are eligible

How do I obtain assistance?

If you would like further assistance or further information please contact:

6645 3200

How priorities are determined

In determining your eligibility for transport, we'll gather some personal information and match it to funding guidelines.

No one will be discriminated against on the grounds of gender, marital status, religious or cultural beliefs, political affiliations, disability, ethnic background, age, sexual preference, financial circumstances, geographical location, or circumstances of their carer.

While it is not an emergency service, priority will be given to those most in need when competing requests arise. To avoid disappointment, give us as much notice as you can (at least 3 working days).

Assessment

At the time of requesting support an assessment is completed to assist us to provide you with the most appropriate service for your individual needs. The outcome of your assessment may be:

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

Information we gather is used by Government Agencies for statistical purposes. Any information given to the Government is de-identified. We may also on occasion have the need to contact the doctor or specialist you are visiting. If you do not wish us to do this please notify the staff at the time of the booking.

What happens when the Service is unable to meet your need?

There may be reasons why we cannot provide a service 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 (not enough funding etc).or fleet is already booked out.

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 that time 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.

Waiting Lists

The waiting list is revised as more resources become available.If your situation changes we ask that you let us know so that a revision of your needs can be made.

Reviews & 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 WH & Safety/Duty or Care;
- Change in 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 cannot continue to be given 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 Government guidelines; and
- When there is a risk to you or Team Members.

What can I expect from the Service?

You can expect our service to:

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

Compliments, Complaints & Suggestions

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

Why not let us know what you think by making a note Feedback Form. These forms are in each vehicle, just ask our driver for one. If you have a more serious concern you can fill in a Complaints Form (which are 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:-

- you can make an informal complaint by discussing the situation with the Team Member concerned – this may lead to a quick resolution of the difficulties;
- if the above is not appropriate or fails to sort out the problem you can contact the Manager;
- If you feel uncomfortable about speaking of your concern speak to a friend who could speak on your behalf; and
- 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:

Info about Grievance Officer & Ombudsman

You can also contact the Community Services Division, NSW Ombudsman's Office, Level 24, 580 George Street, Sydney NSW 2000. Phone (Freecall): 1800 060409

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

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 or disagree with the services being provided then please talk with the Manager as soon as an issue arises before stress becomes greater.

Privacy & Personal Information

As a Service User it is your right to have confidentiality about your care and needs maintained. When seeking information and feedback about your service your privacy will be considered at all times. You have the right to access your file, decide what information you give us and to have your information protected and only released with your permission. Please note that the Funding Body (State & Federal Government) have the right to access your file however their Employees are bound by confidentiality agreements and will not release any information. The only reason the Funding Body would look at your file would be to check that we are providing a quality service.

If you require any further information about the privacy act or your rights contact the office or Contact Privacy:

Web site: www.privacy.gov.au Enquiries: privacy@privacy.gov.au

Hotline: 1300 363 992
Mail: GPO Box 5218
SYDNEY NSW 2001

If you need assistance with other languages call the Translating and Interpreting Service on 131450 and ask for the Office of the Federal Privacy Commissioner on 1300 363992.

What information will be passed on to the government?

In order to support our communities, the government (both federal and state) provides funding to many community services. In order to make these services work well, the government 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 government 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, 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 Government. 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 consent to your data being sent to the Funding Body. This transmission meets all privacy requirements.

What are my Rights?

- You have the right to receive a service that encourages and fosters your independence;
- You and (with your permission) your carer, have access to all information about you held by the Service;
- In cases where 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 carers, 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 are receive without fear of the Service being stopped or you being mistreated because you made a complaint;
- Any complaints you have will be dealt with fairly, promptly and without retribution;
- You may involve an advocate (a friend, family member etc) of your choice to represent your interests;
- Your views will be taken into account in the planning and evaluation of the Service;
- Service Users can nominate an Advocate to speak on their behalf; and
- Service Users' 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; and
- All effort will be made to be sure that you understand your Rights and Responsibilities. Where needed contracts will be developed to ensure a clear understanding. If you continually refuse to abide by your responsibilities you may be exited from the Service.

Can someone else speak on my behalf?

Yes! You can have a family member or friend to advocate on your behalf. Just talk to our team and we can arrange it. You can change your advocate at any time.

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 staff;
- Your preference for the times you are provided service; or
- Your sexual identify/preference;

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

Our service can provide the following options:

- To use interpreters;
- Provide information in plain English format; and
- The choice of Team Member gender to provide service;

So please make sure we are aware of what is important to you – so we can provide you with the best service we can.

How much will the Service cost?

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

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

What about Smoking?

All our vehicles are non smoking.

What about Eating/Alcohol in vehicles?

There is no eating or drinking in our vehicles unless prior arrangement has been made with the Manager.

Transport will be refused to anyone under the influence of drugs and / or alcohol
The consuming of drugs and / or alcohol will not be tolerated whilst in vehicles.

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

- It is important that you let the Service know if you are not going to be home.
- When you are assessed for the Service you will be asked what we should do if you are not at home when we call.
- If we are concerned for your safety and you have not given us instructions what you would like done we may ring your emergency contact or emergency services

Funding

Our Service receives funding from Home and Community Care Program (HACC);
The Area Health Service's Transport program and The NSW Minister for Transport's
Community Transport Program (CTP).

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