

**Providing safe, reliable transport for
the frail aged, younger people with
disability and their carers**

**Service User
Information Handbook**

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Community Transport

Transport for NSW provides funding to St George Community Transport (STGCT) & other community transport operators to provide services under government programs.

Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) is aimed at supporting individuals in staying independent and in their own home for longer. CHSP funding is provided for eligible individuals who are:

- 65 years or older (50 years or older and identify as an Aboriginal or Torres Strait Islander person) or
- 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) and on a low income, homeless or at risk of being homeless.
- having trouble doing everyday activities without help, and
- need support to live independently in the community.

If you have been injured or hospitalised, you may be eligible for extra services through the program for a short time to help you get back on your feet after you return home.

STGCT is provided CHSP funding for the provision of community transport services.

Assessment for eligibility to receive CHSP support is managed by [My Aged Care](#).

Community Transport Program

The Community Transport Program (CTP) assists individuals who are transport disadvantaged owing to physical, social, cultural and / or geographic factors. Individuals who do not qualify for other support programs may be eligible for community transport.

The key objectives of the CTP program are to provide transport to people who have no or limited access to private or Public Transport due to:

- their location,
- when they need to travel, or
- their financial resources (cost),
- or physical and cognitive capacities, to:

a) assist them to take part in activities that promote social inclusion and to obtain goods and services required for daily living such as groceries and clothing, medical services and other essential services;

b) provide connections to Public Transport.

CTP Eligible Customer means a person who:

- (i) requires a transport service for a medical, social, recreational or shopping purpose; and
- (ii) is not eligible to receive transport services for that same purpose, under another government program such as the CHSP, CCSP, TTSS, ASTP, NDIS or NEPT or any equivalent or replacement programs; and
- (iii) has limited or no access to private or Public Transport due to their location, when they need to travel, or their financial resources, physical or cognitive capacities.

CTP is funded by the NSW Government and aims to address transport disadvantage at the local level via community transport organisations.

For more information on Transport for NSW community transport services, visit link:

www.transport.nsw.gov.au/operations/community-transport-operators

What services are available?

St George Community Transport provides:

Individual Transport- door to door community transport from your home to where you need to go and the return journey.

Social Outings- A door to door social outings service to various venues. Please see the most recent newsletter for the social outings calendar.

Group Bus Hire-Our buses may be hired by other organisations.

Travel Training- This service is available to anyone who wants to build their confidence using public transport, or who wants to get more practice catching trains, buses or ferries.

NDIS Participants- Access to Community, Social & Recreational activities, & Individual Skills Development & Training.

How do I obtain assistance?

If you would like further assistance or further information contact the office on

Tel: 02 9585 3000

Fax: 02 9586 0112

E-mail: reception@stgct.org.au

Web: www.stgct.org.au

Mail: 70 Roberts Avenue

Mortdale

NSW 2223

For assessment & referral for transport and other home support services contact

My Aged Care: www.myagedcare.gov.au Phone: 1800 200 422

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides support for Australians with disability, their families and carers.

The NDIS can pay for supports that are reasonable and necessary. If you have any questions regarding eligibility for NDIS, you can contact the **National Disability Insurance Agency directly on 1800 800 110**

St George Community Transport provides:

- Assist-Travel/Transport, for participants utilising NDIS Transport Funding
<https://www.ndis.gov.au/participants/creating-your-plan/plan-budget-and-rules/transport-funding>
- Assistance for Travel and Transport to access community based social and recreational activities and appointments for the duration of this agreement;
NDIS Price Guide item: 04_104_0125_6_1 or
- Assistance for Travel and Transport for Individual Skills development and Training:
NDIS Price Guide item: 09_009_0117_6_3

The supports and their prices are set out in the following link;

<https://www.ndis.gov.au/providers/price-guides-and-information#price-guides-and-related-resources>

Please contact the STGCT office on 02 9585 3000 for further information about registering for services with STGCT.

After the initial contact with STGCT the NDIS participant will be sent a STGCT/NDIS Participant Registration form. This form will ask about your;

- Name & personal details
- NDIS number/ plan start & review dates
- Goals
- Contact details or contact person/ advocate
- Emergency & other contacts
- Languages spoken
- Mobility needs
- Supports required

When the completed and signed registration form is returned it to STGCT a service agreement will be prepared and forwarded to the participant/ participant's representative. The Service Agreement will explain;

- Schedule of supports
- Costs, payments & GST information
- Duration of supports
- Responsibilities of STGCT & participant/ participant's representative
- Communication
- Changes to & Ending of the Service Agreement
- Feedback, complaints, disputes & incidents
- Privacy Statement
- Contact details
- Cancellation Policy

After reviewing the Service Agreement, the participant/ participant's representative will provide a signed copy of the document to STGCT.

At any stage in the registration process please call STGCT office 02 9585 300 with any questions.

Once the signed Service Agreement is received:

1. The agreement will be signed by STGCT and a copy of the agreement containing both parties' signatures will be provided to the participant/ participant's representative.
2. A STGCT worker will be contact to arrange a meeting at the participants home where the worker will:
 - explain STGCT's responsibilities to the NDIS participant
 - discuss the values, beliefs & goals of the participant
 - complete a home risk assessment
 - explain the STGCT/NDIS consent to store and share information & medial release form
 - ask the NDIS participant/ participant's representative to complete the medical emergency form

Please note that STGCT respects the right of the NDIS participant to make their own decisions.

STGCT Assessment

Due to the nature of Community Transport services it is impractical to provide each funded Service User with a Service Care Plan, however the Service ensures that each time a service is provided the Service Users individual needs on that day are considered and included in service delivery, this may include;

- The service/s to be provided
- Booking details
- The frequency/length of time the service will be provided;
- Ongoing care & support
- The service provider;
- Any special requirements;
- Other agencies involved in providing services to the Service Users; and
- The agency (if any) responsible for case management.

At the time of requesting support an assessment is completed to assist us to provide you with the most appropriate transport 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

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

There may be reasons why we cannot provide a service:

- You may not be eligible (do not fit the target group);
- If you are eligible for service but we don't have the resources at the time required to provide the Service to you.

Service Users will always be given information and options regarding other services that may be able to provide assistance. 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. If you are on a waiting list and your situation changes please contact the office for further consideration.

Reviews & Reassessment

We will work with you to achieve your goals and undertake regular reassessments. Reassessments are a way of ensuring that 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 alongside other agencies who may be providing you with care;
- Increase in services provided;
- Decrease in service provided;
- Cessation of service provided;
- Identification of WH & S/ Duty or Care issues;
- 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 may cease:

- When the service is no longer required
- When another service could better meet your needs;
- 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.

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 a Manager or the Executive Officer;
- 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:

Aged Care Complaints Commissioner, GPO Box 9848 SYDNEY NSW.

Free call 1800 550 552. (Note: mobile phone users may incur charges).

Online complaint form via: www.agedcarecomplaints.gov.au

For complaints relating to Disability & Community Services:

Community Services Division, NSW Ombudsman's Office, Level 24, 580 George Street, Sydney NSW 2000.

Phone (Freecall): 1800 451 524 (Note: mobile phone users may incur charges).

Online complaint form via: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. There are many ways to make a complaint to the NDIS Quality and Safeguards Commission:

- Call 1800 035 544
- Fill out the online complaint form <https://www.ndiscommission.gov.au>
- Use TTY on 133 677
- Use National Relay Service and ask for 1800 035 544
- Use an interpreter.

These are 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 the needs of both parties 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 a Manager or the Chief Executive Officer as soon as an issue arises.

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 STGCT office or Office of the Australian Information Commissioner:

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 needs to know how services support people in their homes and communities. The information reported to them is used for statistical purposes only and will not be used to affect your entitlements or your access to services. The Data Exchange (DEX) records information about those people who receive CHSP-funded assistance. The Data Exchange is a program reporting platform that provides a standard way of collecting and measuring service delivery and client outcomes data.

Administrative data provided by funded services is de-identified using a Statistical Linkage Key (SLK) algorithm so that no personal client information will be accessed by the Department of Social Services.

Remember that we can only pass on information about you if you give us your permission. The information the government needs 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;
- Whether you own your own home, rent or board;
- Whether you receive a pension;
- What support and how much support you receive from other services;
- What language is spoken at home; and
- Country of birth.

Your personal information is protected by law, including by the Commonwealth Privacy Act. The DEX system is hosted by the Australian Government Department of Social Services. You can find more information about the way the Department will manage your privacy in the Department's APP privacy policy, which the Department has published on its website:

https://dex.dss.gov.au/policy-guidance/information_for_clients_on_privacy/

This policy also includes information about how you may complain about a breach of the Australian Privacy Principles by the Department, and how the Department will deal with your complaint.

At the time of assessment, you will be asked if you are willing to sign a consent form this form includes consent for your data to be sent to the Funding Body or for your file to be accessed for purposes of departmental/ internal auditing and reporting processes.

Please advise St George Community Transport if you wish to change your consent preferences by contacting the office by telephone on 029585 3000 or emailing reception@stgct.org.au. We will provide you with a new form to complete.

What are my Rights?

- You have the right to receive a service that encourages and fosters your independence;
- You 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 will be involved in decisions about your assessment and supports. 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 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;
- You have the right to grant permission for you advocate to access your private information;
- 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 to assist you with decisions about your services
- 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 their 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 refused 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 disability;
- Your culture;
- Your language;
- Your religion;
- Your preference for male/female staff;
- Your preference for the times you are provided service;

Our service can provide the following options:

- To use interpreters;
- Provide information in plain English format;
- Provide information in various community languages; 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 possible.

How much will the Service cost?

At the time of your assessment you will be given information about the 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.

What about smoking?

All our vehicles and premises are non-smoking areas.

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 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

Lost Property

Property left in any vehicle either owned or brokered by the Service is to be returned to the office. Should the driver of the vehicle be able to identify the Service User who owns the property, the Service User will be notified, and arrangements made for the return of the property.

All non-perishable items will be donated to a charity after three months. All perishable items may be disposed of after one day.

The Service will not accept any responsibility for items left in the vehicles.

Service Parameters

Often our lives cannot be planned and appointments etc may come up with very little notice. While the Service asks that Service Users provide as much notice as possible, the Service will try to provide service with short notice. Unfortunately due to the demand on the Service this may not always be possible or may require some flexibility on the Service Users part (e.g. assisting us by seeing if appointment time can be changed etc)