



CLIENT INFORMATION **HANDBOOK**

**Better Support.
Stronger Connections.**

9585 3000
www.stgct.org.au

TABLE OF CONTENTS

About St George Community and Community Transport.....	3
Government Programs We Work Under.....	4-5
Commonwealth Home Support Program (CHSP).....	4
Community Transport Program.....	4
National Disability Insurance Scheme (NDIS).....	5
What Services Are Available?.....	6
How Do I Obtain Assistance?.....	6
Assessment & Registration (SGC Assessment).....	6
When We Are Unable To Meet Your Needs.....	7
Reviews & Reassessment.....	8
When Will My Service Stop?.....	8
What Can I Expect from SGC?.....	9
Compliments, Complaints & Suggestions.....	9
If You & Your Carer Disagree About the Service?.....	10
Privacy & Your Personal Information.....	11
Information We Report To Government.....	11
Your Rights.....	12
Your Responsibilities.....	12
Speaking Up: Advocates & Representatives.....	13
Diversity, Inclusion & Your Individual Needs.....	13
Fees & What the Service Costs.....	13
Smoking.....	14
What Happens If I' Am Not At Home When Transport Arrives?.....	14
Emergency Preparedness.....	14
Lost Property.....	14
Service Parameters (Bookings & Short Notice).....	15
We Welcome You On Board.....	15



ABOUT

St George Community & Community Transport

St George Community is your local provider of community transport and NDIS services in the St George area. For more than 40 years, we've been here for older people, people with disability, carers, and others who need a little extra support.

We help people live independently by understanding their needs - whether that means a safe ride to a medical appointment, support at home, or opportunities to get out and about in the community.

Our door-to-door transport service caters to people of all abilities. With a fleet of 27 vehicles - including sedans, SUVs, minibuses and larger accessible buses with wheelchair hoists - we make more than 75,000 trips every year for over 2,500 clients.

These trips take people to:

- Any location in the St George Area (Rockdale, Kogarah, Hurstville)
- Medical and personal appointments in the St George area, Sutherland Shire or Bankstown.
- Local shopping centres
- Local Clubs for Bingo
- Wellness programs that support physical and mental health.

But we're more than just transport. Staying connected is vital as we age and as life changes. Our social outings program gives clients the chance to make friends and enjoy some of the best sights and experiences across Sydney and regional NSW.

As an NDIS registered provider, we have a team of more than 30 Support Workers who deliver professional, caring, one-on-one support to people with NDIS plans. Across the organisation, our 130-strong team - including our Governance Committee, 70 staff and more than 50 volunteers - are dedicated to making a difference every day.

Funded by the Commonwealth and State Governments, our purpose is simple: to keep people connected, independent and living life to the fullest.

Government Programs We Work Under

Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program (CHSP) helps older people stay independent, safe at home, and connected to their community.

You may be eligible if you:

- Are 65+ (or 50+ for Aboriginal or Torres Strait Islander people), or
- Are 50+ (or 45+ for Aboriginal or Torres Strait Islander people) on a low income, homeless, or at risk of homelessness, and
- Need support with daily activities to continue living independently.
- If you have been injured or hospitalised, you may also be eligible for short-term supports to help you recover at home.

CHSP operates under the Aged Care Act 2024 and is overseen by the Aged Care Quality and Safety Commission. Providers must meet the Aged Care Quality Standards and uphold your rights under the Statement of Rights. Eligibility assessments are arranged through My Aged Care.



Community Transport Program

The Community Transport Program (CTP) supports people who are transport-disadvantaged due to physical, social, cultural or geographic factors.

You may be eligible if you:

- Need transport for medical, social, recreational or shopping purposes;
- Are not eligible to receive transport for the same purpose under another government program (such as CHSP, NDIS, TTSS or NEPT); and
- Have limited or no access to private or public transport due to your location, the time you need to travel, cost, or your physical or cognitive capacity.

CTP is funded by the NSW Government through Transport for NSW and helps address local transport disadvantage. For more information about community transport in NSW, visit the Transport for NSW community transport pages.

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

Government Programs We Work Under

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) funds reasonable and necessary supports for people with disability, their families and carers.

For questions about eligibility or your plan, contact the National Disability Insurance Agency (NDIA):

Phone: 1800 800 110 (NDIS National Contact Centre)

Website: [ndis.gov.au](https://www.ndis.gov.au)

SGC is a registered NDIS provider for selected supports. St George Community offer:

- Assistance with Travel/Transport for community, social, recreational activities and appointments
- Assistance with Daily Life / Household Tasks (such as essential cleaning and home tasks) where included in your plan
- Other supports as outlined in your NDIS Service Agreement.

NDIS supports and prices follow the NDIS Pricing Arrangements and Price Limits and the NDIS Support Catalogue, which are updated regularly. Current pricing is available on the NDIS website. <https://www.ndis.gov.au/providers/pricing-arrangements>



What Services Are Available?

St George Community Transport provides a range of transport and related services, including (subject to eligibility and capacity):

Individual Transport - Door-to-door community transport from your home to where you need to go and back again.

Social Outings - Door-to-door social trips to a variety of venues (See our most recent newsletter or website for our current social calendar).

Group Bus Hire - Buses may be made available for hire by community organisations, subject to our policies and availability.

Travel Training - Support for people who want to build their confidence using public transport such as catching trains, buses or ferries.

NDIS Individual Support - One-to-one support for participants to access community, social and recreational activities, and skills development, as funded in their NDIS plan.

BActive Program – Physical activity programs and activities that support brain health.

Shopping Bus - Door-to-door transport to specified local shopping centres.

Bingo Bus - Regular buses to a variety of bingo venues.

The Specific services you receive will depend on your eligibility, goals, and the programs(s) you are funded under.

How Do I Obtain Assistance?

If you would like to enquire about services or need more information, please contact:

St George Community (SGC)

Phone: 02 9585 3000 (office hours are 8am to 5pm Monday through Friday)

Email: reception@stgct.org.au

Address: 1/29–33 Pitt Street, Mortdale NSW 2223

Website: stgct.org.au

For Aged Care (CHSP) assessments and referrals:

My Aged Care myagedcare.gov.au/

Phone: 1800 200 422

For NDIS questions or to discuss your plan:

NDIS / NDIA ndis.gov.au/

Phone: 1800 800 110



Assessment & Registration (SGC Assessment)

For all funded consumers/participants we complete a Registration Form and an appropriate Support / Care Plan.

At the time of requesting support, our team will complete an assessment with you so we can provide the most appropriate service. This may include:

- Your personal and contact details
- Your goals and priorities
- The services to be provided and your booking details
- The frequency and duration of services
- Your mobility and any assistive equipment
- Any special requirements or preferences (e.g. timing, gender of worker)
- Other agencies involved in your care or supports
- Risks, safety considerations and emergency contacts.

The outcome of your assessment may be:

- Provision of a regular service
- Provision of a time-limited or short-term service
- Referral to another organisation better suited to your needs
- Advice that we cannot provide a service (and information on other options).

For NDIS participants, once we receive your registration form, we will prepare a Service Agreement that sets out:

- Your schedule of supports
- Costs and billing arrangements
- Roles and responsibilities of both SGC and you (or your representative)
- How we communicate and review your services
- How to make changes or end the Service Agreement
- How to give feedback or make a complaint
- Privacy and consent information, and how we manage emergencies.

When We Are Unable To Meet Your Needs

We may not be able to provide a service if:

- You are not eligible for a particular program; or
- You are eligible but we do not have capacity or resources at the time you require transport.

If this happens, we will:

- Explain the reasons to you;
- Provide information about other services or options; and
- Where appropriate, place you on a waiting list and contact you if capacity becomes available.

If you are on a waiting list and your situation changes, please contact our office.



Reviews & Reassessment



We will work with you to achieve your goals and will regularly review your services. Reviews help us to:

- Make sure we have up-to-date information about your circumstances
- Check whether your needs or goals have changed
- Identify any new risks or safety issues
- Confirm whether the current service level is still appropriate.

A review or reassessment may result in:

- Referral to other services
- SGC coordinating with other providers who support you
- An increase or decrease in services
- A change to your service type or frequency
- Cessation of services (for example if you no longer need them, or another provider is better suited).

When Will My Service Stop?

Services may cease when, for example:

- You no longer require support
- Another service can better meet your needs
- You enter full-time residential care (if relevant to the program)
- Your care needs are outside what we are funded or equipped to provide
- There is a serious risk to your safety, to other consumers/participants, to the public or to our staff/volunteers.

Where possible, we will discuss changes with you and support you to transition to other services if required.





What Can I Expect From SGC?

You can expect us to:

- Treat you with dignity, respect and courtesy
- Support and encourage your independence and choice
- Provide information about your transport and support options
- Work with you to provide a service that is appropriate for your needs and goals within our resources and capabilities
- Support your rights under:
 - The Statement of Rights
 - Aged Care Code of Conduct
 - The NDIS Code of Conduct and NDIS Practice Standards (for NDIS participants)
- Listen to your feedback and act on compliments, complaints and suggestions.

Compliments, Complaints & Suggestions

We welcome all feedback, as it helps us improve our services.

You can provide feedback or make a complaint by:

- Speaking to the SGC team member you usually deal with
- Asking for a Supervisor, Manager or the Chief Executive Officer
- Phoning, emailing or writing to us
- Asking a family member, friend or advocate to speak on your behalf

We acknowledge complaints promptly and respond as soon as possible. You will be treated fairly and respectfully, and you will not be disadvantaged for making a complaint.

If you are not satisfied with our response, or prefer to speak with an external body, you can contact the following:

For Aged Care and CHSP Services

Aged Care Quality and Safety Commission (ACQSC)

- Phone: 1800 951 822
- Email: info@agedcarequality.gov.au
- Online form: agedcarequality.gov.au/contact-us/complaints-concerns/make-complaint
- Mail: GPO Box 9819 (in your capital city)

For NDIS Supports and Services

NDIS Quality and Safeguards Commission

- Phone: 1800 035 544
- Online form: ndis.gov.au/contact
- TTY: 133 677
- National Relay Service: ask for 1800 555 677
- Interpreter services available

All external services are free and confidential.



If You And Your Carer Disagree About The Service?

Our services support both you and, where relevant, your carer or support network. If you and your carer disagree about the service being provided:

- Talk to an SGC team member or Manager as soon as possible;
- We will listen to everyone's views and try to find a solution that respects your rights and safety;
- Where helpful, we may refer you to other agencies for information, carer support or mediation.



Privacy & Your Personal Information

You have the right to:

- Have your personal information kept private and secure
- Know what information we hold about you
- Decide what information you give us, and who we can share it with
- Access your records (subject to legal requirements).

We comply with the Privacy Act 1988 (Cth) and relevant state legislation. Only authorised staff, and where required funding bodies or regulators, may access your file for audit, quality and safety purposes – and they are bound by strict confidentiality obligations.

We will ask you to sign a consent form that explains what information we collect, why, and who it may be shared with. You can change your consent preferences at any time by contacting us.

For more information about privacy in Australia you can contact the Office of the Australian Information Commissioner (OAIC):

Website: oaic.gov.au
Phone: 1300 363 992

Information We Report To Government

Many of our services are funded by the Australian and NSW Governments. To keep funding and to plan services, we must provide de-identified statistical information about people using our services.

For CHSP-funded services, information is reported through the Data Exchange (DEX). This may include things like your age, gender, postcode, cultural background and support types. Your identifying details are protected by law and are de-identified in the reporting system.

This information:

- Is used only for planning, reporting and evaluation; and
- Does not affect your entitlements or eligibility for services.

We will explain this to you at assessment and ask for your consent.

More information can be found at <https://dex.dss.gov.au/>

Please advise us if you wish to change your consent preferences by contacting the office by telephone on 02 9585 3000 or emailing reception@stgct.org.au. We will provide you with a new form to complete.

Your Rights

You have the right to:

- Receive services that support your independence, choice and control
- Be treated with dignity and respect
- Be safe from abuse, neglect, discrimination and exploitation
- Receive services in a safe, competent and culturally sensitive manner
- Be actively involved in planning your services, including assessments, reviews and decisions about changes
- Be informed about:
 - What services are available
 - Any fees or charges and how they are calculated
 - What you can reasonably expect from us
- Receive services based on your assessed needs, within our capacity and program rules
- Refuse a service or withdraw your consent without being unfairly treated or losing access to other services
- Complain or give feedback without fear of retribution
- Choose to have a support person, carer or advocate involved in your care and in discussions about your services
- Have your privacy and confidentiality respected.

For CHSP/aged-care consumers, SGC supports your rights under the Statement of Rights in the Aged Care Act.

For NDIS participants, SGC complies with the NDIS Code of Conduct and NDIS Practice Standards.



Your Responsibilities

We ask that you:

- Let us know if you are not going to be at home or cannot attend a booked trip or service
- Treat other consumers/participants, staff and volunteers with courtesy and respect
- Use seatbelts and any other safety equipment as directed by authorised staff
- Keep information about other consumers and staff confidential
- Work with us to help deliver services safely and effectively
- Tell us if there is a significant change in your circumstances (e.g. health, address, contact details)
- Follow agreed safety instructions so that we can provide services safely.

If you continually refuse to meet your responsibilities or if there is serious risk to safety, services may be changed or withdrawn. This would be discussed with you wherever possible.

Speaking Up: Advocates & Representatives

You can nominate a family member, friend or independent advocate to:

- Help you understand information and make decisions
- Speak to us on your behalf
- Support you to raise concerns or complaints.

You can change your chosen advocate at any time. Let us know who your advocate is so we can record this on your file.

Diversity, Inclusion & Your Individual Needs

We recognise and respect diversity in all its forms, including:

- Mobility and disability
- Culture and language
- Religion and spirituality
- Gender identity and sexual orientation
- Family and carer relationships
- Preferences about staff (for example, gender of support worker, communication style, interpreter needs).

We can:

- Use interpreters
- Provide information in plain English or other formats
- Provide information in community languages where available
- Consider your preferences when allocating staff and planning services (within our capacity).

Please tell us what is important to you so we can support you as well as possible.

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

Fees & What The Service Costs

At the time of your assessment we will explain:

- What fees apply to your service
- How are they calculated, and
- How you can pay.

If you are experiencing financial hardship or feel you cannot afford the service, please tell us. In some circumstances, fees may be reduced or waived in line with program rules and our hardship policy.



Smoking

All our vehicles and premises are smoke-free.

What Happens If I Am Not At Home / At My Destination When The Transport Arrives?

If you will not be at home or at your agreed pick-up point:

- Please contact us as soon as possible.

At assessment we will ask what you would like us to do if you do not answer when the driver arrives. If we are concerned about your safety and you have not given us instructions, we may:

- Call your emergency contact, and/or
- Contact emergency services.

Emergency Preparedness

In the event of an emergency or disaster such as a bush fire or flood, SGC will endeavour to contact you to ensure you are safe and check what supports you require.

If you are impacted by emergency or disaster and require immediate help, here are details of numbers to assist in an emergency:

Emergency Services

1. Call Triple Zero (000) if you or someone is seriously injured; need medical help; there are threats to property of life; or have witnessed a serious crime or accident.
2. Call the NSW State Emergency Services (SES) on 132 500 if you have experienced damage from storms, wind or fallen trees or require assistance due to flood or tsunami emergency:
3. Call 131 444 for the Police Assistance Line

Lost Property

In the event of an emergency or disaster such as a bush fire or flood, SGC will endeavour to contact you to ensure you are safe and check what supports you require.

If you are impacted by emergency or disaster and require immediate help, here are details of numbers to assist in an emergency:

Emergency Services

1. Call Triple Zero (000) if you or someone is seriously injured; need medical help; there are threats to property of life; or have witnessed a serious crime or accident.
2. Call the NSW State Emergency Services (SES) on 132 500 if you have experienced damage from storms, wind or fallen trees or require assistance due to flood or tsunami emergency:
3. Call 131 444 for the Police Assistance Line



Service Parameters (Bookings & Short Notice)

We understand that life can be unpredictable and appointments may arise at short notice. We will always try to help, but:

- Please provide as much advance notice as you can for bookings and changes
- Short-notice bookings may not always be possible due to demand and scheduling
- We may need to ask you to be flexible with times and/or check whether appointments can be moved.



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