

SERVICE HANDBOOK FOR CLIENTS



ACCESS

SYDNEY

COMMUNITY TRANSPORT

We believe that all members of the community have equal access to safe and affordable transport options, which promote their health and wellbeing and enable them to exercise choice and participate in community life.

Welcome to Access Sydney Community Transport

Accessible, Affordable Transport

Access Sydney Community Transport is a not-for-profit Community Organisation based in Sydney, NSW Australia. The organisation receives the majority of its funding through the Commonwealth Home Support Service and as such its main focus is on the provision of transport services to the frail aged, older people with disabilities and their carers.

We also receive small amounts of funding from the State Government and Local Councils which allow us to assist people who are transport disadvantaged. Subject to availability ASCT hires it's vehicles to not-for-profit groups.

Access Sydney Community Transport is managed by a Board of local residents and workers. We encourage people to join the organisation and have input into the delivery of our services.

The Board of Management and staff of Access Sydney Community Transport acknowledge the traditional owners of this land, and apologise for past and present injustices suffered by the Indigenous Community. We recognise the right of the Indigenous Community to achieve social justice.

Our Vision & Our Mission

That all members of the community have equal access to safe and affordable transport options, which promote their health and wellbeing and enable them to exercise choice and participate in community life. We support individuals to access amenities and participate in community life through:

- Direct delivery of a range of transport services
- Lobbying for change on transport related issues
- Collaborations with like-minded agencies to deliver improved transport options

Services Provided

To discuss your transport options, phone us Monday to Friday between 9:00am and 4:00pm and our friendly staff will assist you with making a service request.

We can also provide information on public transport, subsidised taxi fares, community transport in other suburbs and other home and community services. Our transport services include:

- Medical (individual and group)
- Shopping (individual and group)
- Social (individual and group)

Care Recipients' Rights

Each care recipient has the following rights:

General

- a. to be treated and accepted as an individual, and to have his or her individual preferences respected
- b. to be treated with dignity, with his or her privacy respected
- c. to receive care that is respectful of him or her, and his or her family and home
- d. to receive care that is respectful of him or her, and his or her family and home
- e. to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- f. to have access to advocates and other avenues of redress
- g. to be treated without exploitation, abuse, discrimination, harassment or neglect.

Choice and flexibility

- a. to be supported by the approved provider:
 - (i) to set goals in relation to the outcomes he or she seeks from home care
 - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
 - (iii) to make decisions relating to his or her own care
 - (iv) to maintain his or her independence as far as possible
- b. to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
- c. to have choice and flexibility in the way the care and services are provided at home

- d. to participate in making decisions that affect him or her
- e. to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity
- f. to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Care and Services

- a. to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
- b. to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- c. to receive care and services that take account of his or her other care arrangements and preferences
- d. to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Individualised Budget & Monthly Statement of Available Funds and Expenditure

- a. to receive an individualised budget for the care and services to be provided
- b. to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services, change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
- c. to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.



**Connecting
you with your
community.**

Personal Information

- a. to privacy and confidentiality of his or her personal informatio
- b. to access his or her personal information

Communication

- a. to be helped to understand any information he or she is given
- b. to be given a copy of this Charter
- c. to be offered a written agreement that includes all agreed matters
- d. to choose a person to speak on his or her behalf for any purpose.

Comments and Complaints

- a. to be given information on how to make comments and complaints about the care and services he or she receives
- b. to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
- c. to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- a. to have his or her fees determined in a way that is transparent, accessible and fair
- b. to receive invoices that are clear and in a format that is understandable
- c. to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
- d. not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

Care Recipients' Responsibilities

Each care recipient has the following rights:

General

- a. to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
- b. to treat care workers without exploitation, abuse, discrimination or harassment.

Care and Services

- a. to abide by the terms of the written home care agreement
- b. to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
- c. to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- a. to give enough information to assist the approved provider to develop, deliver and review a care plan
- b. to tell the approved provider and their staff about any problems with the care and services
- c. before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Access

- a. to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- b. to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

Interpreting Services

Access Sydney Community Transport employ staff and recruit volunteers who can speak different languages including:

- Cantonese
- Mandarin
- Italian
- Russian
- Arabic
- Vietnamese

If you require a language translator, call the Translating and Interpreting Service (TIS) on 131 450 they cover 100 languages.

This TIS service is provided 24 hours a day, 7 days a week for a cost of a local call. Some services in the area are funded to provide services to specific cultural, religious, language groups.

These services can be contacted on the numbers listed below:

- **Jewishcare:** 1300 133 660
- **Greek Welfare:** 9516 2188
- **CO AS IT:** 9564 0744
- **Australian Nursing Home Foundation:** 8741 0218
- **Sydney Multicultural Community Services:** 9663 3922
- **Alleena Centre:** 9245 1822

Complaints

As a client you are entitled to complain about any aspect of service provision without fear of missing out on services. You may:

- Raise the issue directly with the staff member who provided the service
- Write to or phone the Service Manager of Access Sydney Community Transport
- Contact the New South Wales Ombudsman.

Access Sydney Community Transport Inc

Phone: 8241 8000

Fax: 9282 9089

Head Office: Suite 2 Level 1, 579 Harris Street Ultimo NSW 2007

Strathfield: 40 Augusta Street, Strathfield NSW 2135

New South Wales Ombudsman

Phone: 9286 1000

Fax: 9283 2911

Address: Level 4, 580 George Street Sydney NSW 2000

Client Advocates

Clients may use an independent advocate of their choice to negotiate on their behalf..

- You may choose to have an advocate to act on your behalf
- This can be a family member, friend, or someone from Community Transport
- We can negotiate times for appointments with specialists, hospitals and assist you in anyway we can, representing you and your interest to secure the best possible outcome.

Discontinuing a Service

Client Decision

A client may decide to discontinue a service because they have had a change in circumstances after which the service may no longer be appropriate for their needs.

Access Sydney Community Transport Decision

Alternatively, Access Sydney Community Transport may withdraw a service for one of the following reasons:

- Because the service ceases to operate;
- The client is no longer eligible for the service
- The care needs of the client exceed the capacity of the service to cater for them;
- Concerns about the health or safety of the client, agency staff or other clients

Membership of ASCT

All ASCT clients are invited to become a member of Access Sydney Community Transport. Becoming a member of our organisation is not required to receive a service.

Membership is optional and would entitle you to receive Annual Reports and financial statements, allow you to attend the annual general meeting and nominate to join the Management Committee.

How to Become a Member

Complete a Membership Form and pay the required fee. Lodge the form and fee with Access Sydney Community Transport either by mail or give it to a driver/ bus assistant when you next use the service.

Privacy Statement

Access Sydney Community Transport (ASCT) is committed to respecting our clients' privacy and protecting their personal information. We are bound by the *Privacy Act* 1988 (Cth) and the Australian Privacy Principles, along with any other applicable privacy laws and codes, when collecting, using, disclosing, holding, handling and transferring any personal information.

We collect information that assists us in providing you with services such as: your name, phone number, address.

Access to this information will be restricted to Access Sydney Community Transport and other service providers that you give permission to.

At ASCT, we have ongoing practices, procedures and systems in place to ensure that we manage personal information in an open and transparent way.

This privacy statement is designed to ensure that personal information about clients is used only to provide safe and appropriate services to clients and to ensure the efficient administration of ASCT services and activities.

If you would like further information about our privacy and information handling practices, please contact the Service Manager Alex Woodland:

Post

Access Sydney Community Transport
Suite 2 Level 1, 579 Harris Street Ultimo
NSW 2007
Phone 02 8241 8000

Resolving your Privacy Issues

If you wish to make a complaint about a breach of the Act or the ASCT Privacy Statement, please submit a Personal Information Request to ASCT and your interest to secure the best possible outcome.

ASCT is committed to respecting your privacy and we will respond to you as soon as reasonably possible. If, however, you feel that your complaint has not been resolved, then you may contact the Office of the Australian Information Commissioner on the details below:

Post

GPO Box 5218

Sydney NSW 2001

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Online: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

Access Sydney Community Transport is supported by financial assistance from the NSW and Australian Governments.

**Call 8241 8000
for more information**



Head Office:

Suite 2, Level 1, 579 Harris
Street Ultimo NSW 2007

Strathfield Office:

40-44 Augusta Street
Strathfield NSW 2135