

SERVICE HANDBOOK FOR CLIENTS



We believe that all members of the community should have equal access to safe, affordable and accessible transport options.

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. ASCT currently receives funding from Transport NSW, NSW Department of Family and Community Services, and NSW Department of Health. It is also contracted by the City of Sydney to provide the Village to Village shuttle bus services.

The governing board of ASCT is a skills-based volunteer Board comprised of individuals with relevant expertise and a strong commitment to locally-based community transport.

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

Our vision is that all members of the community have equal access to safe, accessible transport and mobility options.

We support the frail, aged, people with disabilities or health issues to access and participate in community life through:

- Direct delivery of a range of transport and mobility options;
- Collaborations with like-minded organisations and groups to develop improved transport options;
- Advocating for accessible public and community facilities.

Services Provided

ASCT provides a range of transport services to meet different needs.

Our transport services include:

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

Please call us Monday to Friday between 9:00am and 5:00pm and our friendly staff will help you find the right service for you.

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

How to Make a Booking

Once you know the date and time you need transport, please ring the office on (02) 8241 8000.

For health-related transport, we need a minimum of two (2) working days to organise the transport for you.

Due to traffic congestion in Sydney, your pickup could be up to 2 hours before your health appointment.

We will call you the day before to confirm your transport.

Fees

There is a fee for most of our services and the cost varies depending on the distance and type of transport. Payment is collected in advance over the phone with a credit or debit card. You can negotiate an alternative payment if there are changes in your financial circumstances.

Cancellations

It is very important that you tell us straight away if you no longer need your transport booking. There is a cancellation fee if you do not tell us in advance that you need to cancel a booking.

Assistance Provided

Most transport is provided door-to-door. It is usually safer and more comfortable if you wait inside. If you need assistance or a wheelchair, please make sure you let us know when making your transport booking.

For the comfort and safety of all, ASCT staff and volunteers are instructed not to smoke, drink or eat while they are providing you with a service. We also ask that you do not smoke, eat or drink while an ASCT worker is assisting you or while you are in our vehicles.

Client Advocates

There are times when you may want someone else to speak to ASCT, or to other organisations, on your behalf. A person who speaks on your behalf to represent your interests is called an advocate. You have the right to choose your advocate if you would like one. An advocate can be:

- a family member or friend
- someone from another organisation
- someone from an advocacy service
- someone from ASCT. ASCT can advocate for you by talking to other organisations on your behalf.

Finding an advocacy service:

- Older Person's Advocacy Network: 1800 700 600
- Disability Rights Information Service: (02) 9370 3100
- You can ask ASCT for the details of Advocacy organisations in your area

Complaints

If you are not satisfied with ASCT's services, you have the right to make a complaint without fear of it affecting your services.

You may:

- Talk directly with the staff member involved to try to resolve the problem
- Request an ASCT feedback form/postcard from any staff member or complete it online via our website
- Talk to any staff member. They will direct your concern/complaint to the right person
- Write to or email the Service Manager at ASCT, marking your letter*/email CONFIDENTIAL
- Contact an external complaints handling agency

**response time regarding letters is dependent on the speed of the postal service.*

Contact details for ASCT

Phone: (02) 8241 8000
Fax: (02) 9282 9089
General Email: admin@accesssydney.org.au
Service Manager: Alex.woodland@accesssydney.org.au
Address: Suite 2 Level 1, 579 Harris Street
Ultimo NSW 2007
Website: www.accesssydney.org.au

Contact details – external complaints handling agencies

New South Wales Ombudsman
Phone: 9286 1000
Fax: 9283 2911
Email: nswombo@ombo.nsw.gov.au
Address: Level 24, 580 George Street
Sydney NSW 2000
Website: www.ombo.nsw.gov.au

Aged Care Complaints Commissioner

Phone: 1800 550 552
Email: Online form via the website
Address: GPO Box 9848 Sydney, NSW
Website: www.agedcarecomplaints.gov.au

Complaints Flow Chart

This flow chart explains what you can expect when you lodge a complaint or raise a concern

1. All complaints will be acknowledged within **2 working days** either by phone or email. If you are only contactable by mail, we will post a letter of acknowledgement to you within 2 working days.



2. The person handling your concern/complaint will contact you. They will ask you about your concern/complaint, and how you would like it to be resolved. At all stages, you have the right to have an advocate or support person assist you with your complaint. We will arrange an interpreter if you need one.



3. The person handling your concern/complaint will investigate the matter. They will aim to resolve your complaint or address your concern within **10 working days**. If the investigation is likely to take longer than 10 days, they will keep you informed. They will contact you to explain the outcome.



4. If you are satisfied with the outcome the complaint will be closed.



5. If you are not satisfied with the outcome, the complaint will be passed on to the CEO or Board who will contact you within **5 working days** to discuss the next steps.



6. Should you be unhappy with the final outcome, you have the right to contact an independent complaints handling agency such as the NSW Ombudsman or the Aged Care Complaints Commissioner. ASCT has provided you with the contact details within this handbook.

Discontinuing a Service

Client Decision

If your circumstances change you may decide you no longer need the service.

Access Sydney Community Transport Decision

ASCT will only withdraw a service if:

- The service ceases to operate (for example, loss of funding)
- The client is no longer eligible for the service
- The care needs of the client are too high for the service to properly support the client
- We have concerns about the health or safety of the client, ASCT staff, or other clients

Membership of ASCT

All ASCT clients are invited to become a member of ASCT.

You do not have to become a member to receive a service from ASCT.

Members receive an Annual Report and financial statements, are able to attend and vote at the Annual General Meeting, and may nominate to join the Board (if they meet the requirements of becoming a Director, which are listed in ASCT's Constitution).

How to become a Member

- Fill out a Membership Form and pay the membership fee
- Mail the completed form and the fee to the ASCT office.

Your Rights and Responsibilities

At ASCT we are committed to providing a safe, high quality service for everyone who uses our services. That is why it is important that all staff and service users behave in a respectful and responsible manner.

In using ASCT services you are agreeing to the following:

Rights

- For the transport services you receive from ASCT to be safe and reliable
- To be treated courteously and with respect by all team members at ASCT
- To be given clear information about any fees
- For your personal information to be kept private and confidential
- To be given access to the information ASCT has about you if you request it
- To have an advocate or support person speak with ASCT on your behalf
- To request an interpreter if needed
- To be invited to give feedback and for your feedback to be considered in planning and improving services
- To be given information on how to make a complaint and have any complaints dealt with quickly and fairly

Responsibilities

- To treat other service users and ASCT team members courteously and with respect
- To respect the confidentiality of information about other service users and team members which you may become aware of while using ASCT services
- Not to be under the influence of illegal drugs or alcohol when using ASCT services
- Not to eat, drink, or smoke on ASCT vehicles

- Not to use language which may be offensive to other service users or team members while using ASCT services
- To wear a seatbelt and follow all vehicle safety instructions
- To let the office, know as soon as possible if there are any changes in your health or circumstances which might affect your services, such as difficulties getting up steps
- To give as much notice as possible if you need to cancel a service (some services may have a cancellation fee)
- To pay the fees on time or let us know if you are having difficulties so arrangements can be made

Other important information about your rights and responsibilities

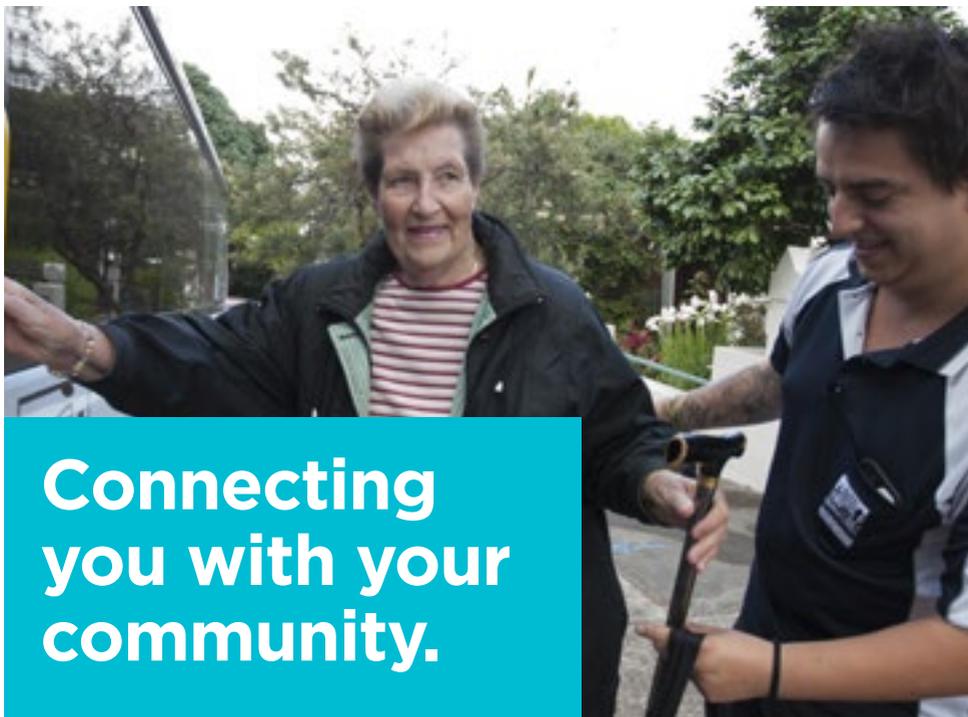
Charter of Rights and Responsibilities for Care Recipients - Home Care

The Charter outlines your rights and responsibilities when receiving services from organisations providing Home Care Packages and funded to provide Commonwealth Home Support Services (which includes Community Transport).

Where can I get a full copy of the Charter?

- You can ask ASCT for a copy of the Charter at any time. We have included one in your welcome pack.
- You can download a copy of the Charter for free from the Department of Health website at www.agedcare.health.gov.au.

Translated versions are available.



**Connecting
you with your
community.**

NSW Disability Service Standards

Organisations funded to provide disability services and supports in NSW must meet these Standards:

1. Rights

You have the right to be treated fairly when using disability services.

2. Participation and Inclusion

You can take part in the community and feel included when you use disability services.

3. Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.

4. Feedback and Complaints

You can tell people what you think about the services you receive.

5. Service Access

Finding and using services is fair. You can access the services you need.

6. Service Management

Disability services should be managed well.

Where can I find out more about the NSW Disability Service Standards?

You can find more information about the NSW Disability Standards on the NSW Department of Ageing Disability and Home Care website on www.adhc.nsw.gov.au

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>

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



SYDNEY

COMMUNITY TRANSPORT

Head Office:

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

Strathfield Office:

40-44 Augusta Street
Strathfield NSW 2135

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