

ACCESS

SYDNEY

COMMUNITY TRANSPORT

SERVICE HANDBOOK FOR CLIENTS



Our Vision

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

Access Sydney Community Transport acknowledges the Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation, and the Wangal, Bidjigal and Gadigal people as the traditional custodians of the lands on which we meet and work. We recognise their continuing connection to land, water and community. We pay respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging from all nations across this country.

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Welcome Aboard!

Thank you for being part of **Access Sydney Community Transport**.

We look forward to providing the services you need when you need them through our trained and caring staff, our volunteers and our fleet of vehicles. We can assist you to continue with the activities that are important to you and maintain your independence.

Our services meet the Aged Care Quality Standards and the National Standards for Disability services and are continuously improving based on the latest industry reforms and sector wide advances. We are proud of our staff and invest in their training and development so they can provide the best support to you and all of our clients.

This Client Handbook includes important information about Access Sydney, our services and how to use them, and how to give us feedback so we can continue to develop and improve.

We look forward to working in partnership with you to keep you connected to your community and living the life you want.

The Access Sydney Community Transport Team.

You can read more about us on our website
www.accesssydney.org.au

About Us

Access Sydney is a not-for-profit community organisation that provides safe, accessible and affordable transport for older people, people with disability and people who are transport disadvantaged. We have a proud history of supporting the community for more than 30 years across the Sydney CBD, the Inner West, and Eastern Suburbs areas of Sydney.

The communities we serve are diverse and inspiring. We work with community groups, deliver culturally appropriate services, and engage staff and volunteers who have relevant language and cultural skills.

We work with you to design the services that best meet your needs, through ongoing assessment, discussion and planning.

We are registered with the Australian Charities and Not-For-Profits Commission and supported by Federal and State Government programs. We are approved to deliver the Commonwealth Home Support and National Disability Insurance Scheme (NDIS) services.



Our Mission

We support older people, and 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; and
- Enabling social connection and independence

Our Values



Collaboration

We work together to develop solutions. We value diversity and respect people's different opinions and experiences.



Leading by Example

We know our business and we trust our judgement. We have an eye to the future, developing innovative solutions in an ever-changing industry.



Valuing Customers

We listen and we respond to our customers' needs. We build our customer service skills and make decisions with empathy.



Empowering People

We recognise the good things that our people do. We create opportunities for people.

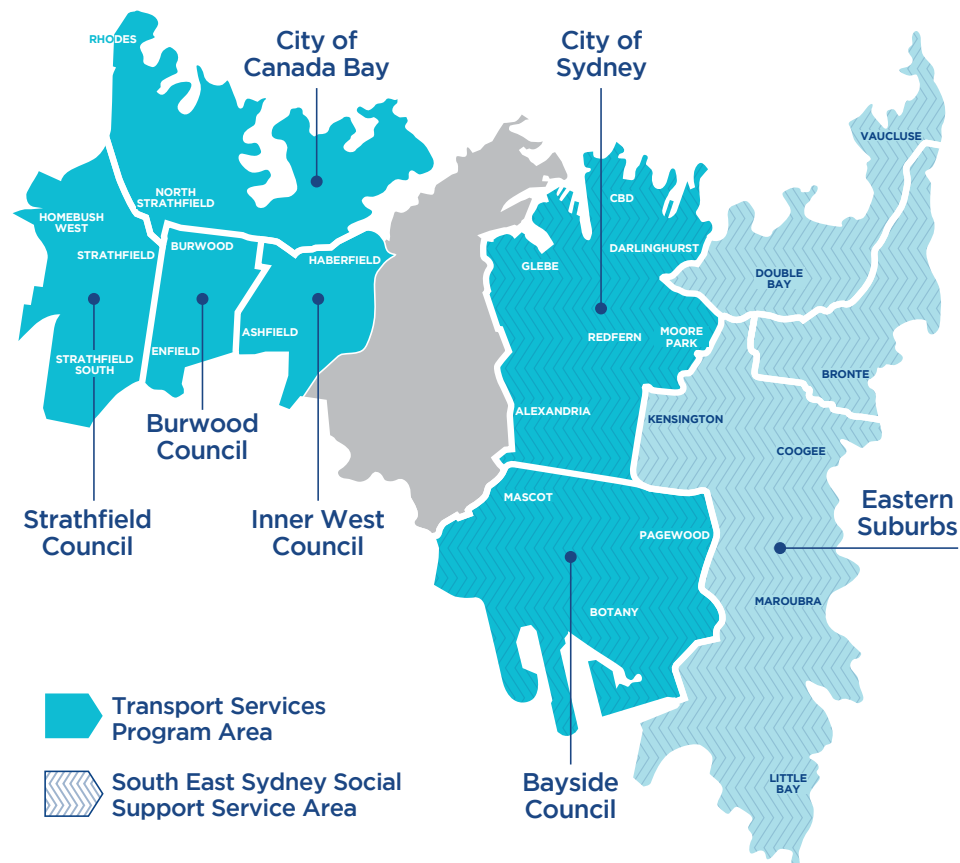


Safety

We act with safety in mind with everything we do.

Where we provide services

Our services focus on people living in the local government areas of Burwood, Strathfield, Canada Bay, City of Sydney, parts of Inner West, and Bayside and we deliver some services across Eastern Sydney.



Services outside of these areas are subject to availability. If you are unsure about our service areas you can contact our Client Support Team on (02) 8241 8000.

Our Services

If you have been assessed through My Aged Care, or the NDIS or have other transport issues, you can use our services for:



Health Related and Personal Transport

We can make sure you get to your appointments on time and home safely.



Social Outings

We offer regular outings to interesting locations. Our trips have stops for refreshments, meals and bathroom breaks. Each quarter we design and distribute a Social Outings Calendar, or you can check what is coming up at: www.accesssydney.org.au/socialcalendar/



Shopping

You can join our regular shopping services to major shopping centres near you. Or we can help you with your individual shopping needs.



Social Support

We can support you to get out and about socially, participate in small group outings to interesting places, and keep in contact to ensure you are well and safe.



HCP & NDIS

We can take you to appointments and places that are important to you.

Our services are accessible, affordable and safe - and our staff and volunteers are well trained, caring and considerate.

Our vehicles will pick you up from your home and drop you back. Our drivers and client assistants can, assist you into and out of the vehicle. They will load and unload your mobility supports (e.g. wheelchair or walking frame), and will help you store your bags.

Making a Booking

Contact our Client Support Team on (02) 8241 8000 between 9am and 5pm on Monday to Friday to make a booking.

Before you call, make sure you have all the information needed to make the booking:

- ☒ Time & Date
- ☒ Address of appointment/destination
- ☒ Date & Name of the social outing
- ☒ Date & Name of the shopping centre

You should make your booking early, and at least 2 days in advance to ensure your trip can be scheduled. We will call you the day before to confirm your pickup time.

Please remember for all services that the times allocated for transport are approximates ONLY and may vary due to traffic congestion around Sydney or unavoidable changes to the schedule due to cancellations.

Contact Us

You can contact us at:

-  8241 8000
-  customerservice@accesssydney.org.au
-  48 / 378 Parramatta Rd, Homebush West 2140
-  www.accesssydney.org.au

Cancellations

We know that sometimes you may need to cancel or change one of your bookings. Let us know as soon as possible, so that we can offer services to others. Late cancellations may incur a fee.

Changing Circumstances

You should contact our Client Support Team on (02) 8241 8000 if there are any changes to your circumstances, including your health, which might affect your services.

If you are no longer eligible, or we cannot provide the support that you require, or we are concerned about your safety or the safety of others, we will refer you for assessment for more appropriate services.

Interpreting Service

Our staff and volunteers speak a range of community languages.

However, if you require interpreting support, you can call the Translating and Interpreting Service (TIS), operating 24 hours a day, 7 days a week for a cost of a local call.

Translating & Interpreting
Service
131 450
www.tisnational.gov.au

Fees

While we receive some funding from the Government, a client financial contribution to our service is a requirement of all Aged Care funded services.

If you are supported through the Commonwealth Home Support Program (CHSP), our fees reflect Government subsidies that partly meet the cost of services. Other clients, including National Disability Insurance Scheme (NDIS), or clients of other programs may be required to pay a different fee.

Fees also vary according to the type of service, e.g. the distance travelled for Personal Transport. Please enquire about payment options when booking a service. You can pay before your travel or you can be invoiced for the client contribution fee, on a monthly basis.

Access Sydney does not accept cash.

It is important you pay your fees on time or you let us know if you are having difficulties so that we can discuss payment options.



Our fees can be found on our website at:
www.accesssydney.org.au/fees/

Membership

You are invited to become a member of Access Sydney Community Transport.

As a member you will receive information about the organisation, be able to attend and vote at our Annual General Meeting and contribute to our future service planning.

Call us for a membership application form.

Feedback & Complaints

Feedback is important to us. You can let us know if you are happy with our service or suggest improvements. If you are not satisfied with our service, you can make a complaint without fear of it affecting your services.

You can:

- Talk to any staff member. They will direct your concern/complaint to the right person
- Call our Client Support Team on (02) 8241 8000
- Make a complaint through our website at www.accesssydney.org.au/feedback
- Email us at customerservice@accesssydney.org.au
- Write to us at Access Sydney Community Transport, marking your letter CONFIDENTIAL. Address: 48 / 378 Parramatta Road, Homebush West NSW 2140

We respond to complaints promptly. We will:

- Acknowledge your complaint within 2 days of receiving it
- Contact you to discuss your concern and how you would like it resolved
- Investigate the details of the complaint and respond to you within 2 weeks
- Give you the opportunity to discuss the complaint with a senior manager if you are unhappy with the outcome



If you are not satisfied with the process or outcome, you can also contact the Aged Care Quality and Safety Commission to lodge a complaint with them.

Aged Care Quality & Safety
Commission

1800 951 822

www.agedcarequality.gov.au

Access Sydney Rights & Responsibilities

Our Commitment to Clients

We are committed to providing safe, accessible and affordable services. We will:

- Provide you with a service delivered by trained and caring staff that is safe and reliable
- Treat you courteously and with respect
- Give you clear information about the client contribution or fees for your services
- Keep your personal information private and confidential, and give you access to the information we maintain about you if you request
- Give you opportunities to provide feedback which help us improve our services
- Deal with any complaints about our services promptly and in a fair way

Privacy Statement

We respect your privacy and protect your personal information as required by legislation. We only collect information about you that assists us to provide you with our services. This includes information such as your name, phone number and address, as well as information about your service needs and the support you may require.

We only provide this information to other organisations if we are legally required, or you give us permission. This includes providing de-identified data to the Government.

If you would like further information about our privacy policy, please ask one of our team or visit our website.

Our Expectations of Clients

To ensure a safe, comfortable and enjoyable experience for clients, you are expected to:

- ☒ Treat staff and other passengers courteously
- ☒ Behave in a respectful manner
- ☒ Wear your seatbelt when in a vehicle
- ☒ Agree not to eat, drink or smoke in vehicles
- ☒ Only attend if you are not ill (e.g. COVID or flu like symptoms) or under the influence of alcohol or other drugs
- ☒ Limit your shopping to 4 bags and 16kg (in total) maximum
- ☒ Obey all directions given by your driver and assistants
- ☒ Keep noise to an acceptable level and keep mobile phone calls to a minimum
- ☒ Not distract the driver while the vehicle is in motion

If you cannot abide by these expectations we may be forced to withdraw services.

Advocates

There may be times when you want someone else to speak to us 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. An advocate can be a family member; a friend; someone from another organisation; someone from an advocacy service; or someone from Access Sydney.

You can contact Older Person's Advocacy Network (OPAN) to discuss your situation.

Older Person's Advocacy
Network (OPAN)

1800 700 600
<https://opan.org.au/>

The Charter of Aged Care Rights sets out the rights you can expect from Aged Care services, including Access Sydney Community Transport.



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Charter of Aged Care Rights takes effect from 1 July 2019

ACCESS

SYDNEY

COMMUNITY TRANSPORT



Phone 8241 8000



Web www.accesssydney.org.au



Email customerservice@accesssydney.org.au



Social [@accesssydney](#)



Address 48/378 Parramatta Road
Homebush West NSW 2140

Our Business Hours: Mon – Fri 9am – 5pm