

**GREAT COMMUNITY TRANSPORT Inc.**

**CLIENT INFORMATION HANDBOOK**



**Serving the Blue Mountains and**

**Penrith Local Government Areas**

**Since 1986**

**For further information on any GCT services,**

**Please contact**

**Blue Mountains LGA. 4759 2403**

**Penrith LGA 4722 3083**

**[www.greatcommunitytransport.org.au](http://www.greatcommunitytransport.org.au)**

# **GREAT COMMUNITY TRANSPORT INC.**

(Greater Regions, Essential, Accessible Transport)

## **OUR CORE VALUES:**

- |                   |             |
|-------------------|-------------|
| ◆ Community Focus | Quality     |
| ◆ Commitment      | Empowerment |
| ◆ Respect         | Integrity   |

**OUR VISION:** To provide quality services that enable eligible local people to connect with their community.

**MISSION STATEMENT:** “Linking community through transport”

## **OUR OBJECTIVES:**

- ◆ To identify specific transport needs of the GREAT community.
- ◆ Where appropriate initiate, operate & provide small group transport services.
- ◆ To develop GREAT resources in alignment with our organisational core values.
- ◆ To recruit, train & manage paid & volunteer workers.
- ◆ To source & submit for resources from relevant sectors.
- ◆ Ensure governance, leadership & directions operate within GREAT core values.
- ◆ To meet relevant legislative requirement eg. WH&S
- ◆ To adhere to relevant funding body guidelines.
- ◆ To foster a learning organisational culture within GREAT.

## **What is GREAT COMMUNITY TRANSPORT INC. (GCT)?**

Great Community Transport started on 1st July 2004 with the amalgamation of Mountains Community Transport and Nepean Community Transport. It is a charity and non-profit community organisation. GCT provides transport services for people who live within the boundaries of the Blue Mountains and Penrith Local Government Area, who are frail aged, people with disabilities and their carers. There is some assistance available for people who are temporarily transport disadvantaged. Our team of paid and unpaid workers are dedicated to making your access to Health Services and Community facilities as easy as possible.

### **How does the Service operate?**

GCT is managed by a Community Based Board of Management. Funding is received from the Home and Community Care Program (a joint Federal/State Government initiative), with some funding received from NSW Health/Nepean Blue Mts Local Health District and Transport for NSW. The day to day operations are carried out by paid and unpaid staff.

**GCT Staff:**       Manager  
                          Service Co-ordinators & Administration  
                          Driver/carers & drivers

**Office Hours:** Monday to Friday 8.30am – 12.00pm  
                          and 12.30pm - 4.00pm  
                          (This excludes Public Holidays)  
                          There is an answering machine after hours.

Volunteers are vital to the operation of Great Community Transport in providing much needed transport services to eligible Blue Mountains & Penrith LGA residents.

**Volunteers:** Car Drivers using their own comprehensively insured vehicles  
Bus Carer/Companions  
Office Volunteers  
Fundraisers  
Board members  
Volunteers driving service vehicles

### **What Services are available?**

GCT provides small group transport, with some individual transport, only if resources are available.

### **Transport assistance may be available to:**

- Medical appointments
- Specialist appointments
- Hospitals
- Local Shops
- Centre based meals
- Respite Outings
- Special Outings

Blue Mountains City Council Access Buses are available for non-profit community Groups in the Blue Mountains to use.

Smartlink Transport website [www.smartlinktransport.org.au](http://www.smartlinktransport.org.au)

Is an interactive tool allowing those in need of transport to locate information and to book a small community vehicle through the transport register.

## **How Do I Obtain Assistance?**

If you would like to know whether you are eligible for assistance or would like further information, please ring the office on 4759 2403 if you live in the Blue Mountains and 4722 3083 if you live in Penrith. A telephone assessment will be needed to determine eligibility for service. You can also be referred to our service by another group or organisation, who will, with your permission provide us with some of your details. If our service is not able to assist you, we will make every endeavour to advise you of another service that can be of benefit to you and arrange a referral if required.

## **What other Services are available?**

If you use the service, to go to the doctors or to the hospital, and have been classified as a HACC client, you can also use the service for shopping in your area or on social trips. Book early to ensure transport and avoid disappointment.

## **What Is a Care Plan?**

The GCT Client Assessor will offer you a range of transport services relevant to meet your needs. If you agree, these may be developed into a “care plan” which sets out what services you will receive and when.

If you do not use GCT services very often then a reassessment will be needed to ensure we have your relevant details. We may contact you periodically to ensure you are receiving the services you need.

If you feel your needs have changed please don't hesitate to contact the office and advise us of your new requirements.

## **What If I Am Not Happy With The Service Provided?**

We aim to provide a high quality service, so we would like to know if you have any concerns with this service.

Your service will not be stopped if you give us any negative feedback.

If you do not feel comfortable with the staff member who assists you, please feel free to call the appropriate Service Co-ordinator.

If you are still unhappy about how your concern was dealt with you can write to:-

The Manager, Great Community Transport,  
PO Box 124, Lawson 2783

## **What If I would like to make a Suggestion?**

GCT welcomes comments as to how we can make the service better or do things differently.

You can ring on 4759 2403 or 4722 3083 or write to us, using the “Quick Compliments/Complaints & Feedback Form”, enclosed

to: Great Community Transport,  
PO Box 124, Lawson 2783

## **What About Smoking, Eating and Drinking?**

All paid staff and volunteers are instructed not to smoke, drink or eat whilst providing you with the service required by you. We also request that you refrain from smoking, eating and drinking whilst a GCT worker is assisting you or whilst in our vehicles.



## **Cancellations**

It is very important that you advise us immediately, if you no longer require a transport booking.

## **Feeling Unsafe?**

GCT is a door to door service, so wait inside, until the Driver or Carer comes to your door to collect you. If you need assistance or a wheelchair please ask.

## **Complaints Policy**

Feedback from clients is important in ensuring that services are continuing to meet clients' needs and for planning appropriate services. An important source of information is client feedback and this is welcomed and encouraged by GCT. Clients have a right to air a grievance about confidentiality issues and the service they are receiving without fear of retribution and can expect their grievance to be dealt with promptly.

Appropriate steps should be taken to ensure that clients feel comfortable to continue accessing the service after making a complaint. Information on the "Complaints Procedure" of Great Community Transport is on the next page of this handbook.

Any client has the right to use an advocate of their choice to negotiate on their behalf with the workers of GCT. This may be a family member or friend, or an external agency. All Complaints are to be fully documented by an authorised worker and will be included in the report to the Manager.

Person/s affected by the concern will be fully informed of all facts and given the opportunity to put their case.

## **Complaints Procedure**

**Step 1** – Clients are encouraged to raise their concern with the worker or clients concerned in the first instance if they feel comfortable doing this.

**Step 2** – complete a “Quick Compliments/Complaints & Feedback Form”, enclosed and hand to your driver or post to PO Box 124, Lawson 2783.

**Step 3** – If the clients is not satisfied with the outcome of step one, or is not happy to discuss the issue with the worker concerned, they should contact the manager or use an advocate to negotiate on their behalf.

**Step 4** – If the issue is still not satisfactorily resolved, the clients should raise the issue with a member of the Management committee or a nominated outside intermediary.

**Step 5** – If after approaching the above people, the issue is still not resolved, the clients should refer the concern to:

The Manager, Accessible Transport Section,  
NSW Department of Transport, Locked Bag 531D,  
Parramatta NSW 2124 – Phone: 9689 8888 or  
Commissioner of Community Services,  
Level 3, 128 Chalmers Street, Surry Hills NSW 2010  
Free call 1800 060409

**Step 5** – The clients will be informed of the outcome of their concern and asked for their feedback on the procedure.

## **Step 6 – Privacy & Confidentiality Issues**

Refer Complaints to:

Office of the New Privacy Commission  
PO Box A123  
Sydney South NSW 1235  
Phone: 9268 5588

## **Prioritising Requests for Assistance**

The financial resources of Great Community Transport may not be sufficient to meet the needs of all those people who request services. In these circumstances, the following factors will be used to determine the relative need of transport disadvantaged people. Flexibility in approach to service provision is a basic requirement thereby providing assistance to as many eligible people as possible. Funding is received from several sources such as the Home and Community Care Program, Community Transport Program, Nepean Blue Mts Local Health District and the NSW Department of Health and therefore there are differences in the target groups.

Indicators of need that will assist in determining a client's priority status are:

The Client;

- ◆ Is socially or geographically isolated;
- ◆ Lives alone, or with a carer who is also frail aged or has a disability;
- ◆ experiences difficulty with a range of the tasks of daily living;
- ◆ has limited or non-existent social contacts;
- ◆ needs medical or nursing help;
- ◆ is financially disadvantaged;
- ◆ has a family support structure at risk of breaking down;
- ◆ has a high relative level of transport disadvantage.

Priority will be given to a person whose circumstances meet one or more of the above factors.

**High Priority** will be given to a person who meets three or more of the above indicators.

**Medium Priority** to a person who meets two of the above

**Low Priority** will be given to people who meet one of the above indicators.

**Eligibility for Service** will be determined at the time of the client assessment. If a person's circumstances change, then the priority status of the client will be reassessed and if necessary changed.

The relative need of primary carers to obtain transport will be assessed on the following factors:-

**The Primary Carer:**

- is caring for a person with a severe disability
- Is a sole carer and has limited support networks or has dependent children
- Is frail, ill, stressed or has a disability
- Has extensive commitments which may include employment
- Is socially or geographically isolated
- Is financially disadvantaged

**Other factors which will also be taken into consideration include:**

- The difference the service will make to the person's circumstances
- The cost of providing the service
- The nature of the transport request, e.g. Destination, time involved, time of request, amount of notice given, availability of other transport alternatives etc.
- The availability of Great Community Transport Inc.'s resources to meet requests.
- Whether the person is in receipt of an Aged Care Package.
- Or living in supported accommodation, ie Hostel or Nursing Home

## **Assessment Procedure**

Eligibility for Great Community Transport Services is subject to suitable assessment or reassessment. All people requesting assistance with transport for the first time will be informed of the assessment process. The initial request for assessment is taken over the phone and the details noted on their Request for Assessment Form, which is passed on to the Client Intake Officer.

The person requiring assessment must give permission for the referral, if they are not directly requesting help themselves and will be contacted for a complete telephone assessment within ten working days.

The assessment information will be recorded manually and then computerised with statistical records being submitted for National Data collection purposes, A Client can request that their data is excluded from the quarterly data collection.

## **Assessment Decisions**

Following an assessment, the Client Assessor will inform the person requesting the service of his/her decision regarding the request for assistance.

### **The decision will be:-**

- Provision of service
- Referral to another agency only with the person's consent.
- Placing the request on a waiting list
- Refusal of service

If services are offered to a client on a temporary basis the client must be made absolutely clear as to the duration of the service offered.

## **How to Make a Booking**

Once you know the date and time you need transport, ring the appropriate office and we will make a booking for you. The more notice you can give the service, the more likely we are going to be able to provide assistance. A minimum of three working days' notice is required to assure we are able to assist you with your transport.

Our chances of being able to provide short notice transports is limited but we will do our best to assist if we have a spare seat and a vehicle in your area.

Please call us the afternoon before your transport to get your pick up time. This also confirms your appointment so we know you are still going.

We may have to suggest different times when we may be able to assist, if your appointment is able to be changed.

## **Confidentiality**

All information about clients held by GCT, both computerised and written, is information necessary to provide safe and comfortable services. Certain statistical information called the Minimum Data Set, gathered at the time of assessment or reassessment, may be used for future planning processes.

Clients have a right to withhold information for privacy reasons and the information given to us at GCT will not be shared without the client's permission. Clients can, at any time, read personal information kept about them by GCT by making an appointment with the Manager.

All client information is kept secured at all times.

## **Clients with Special Needs:-**

### **Wheelchair and Hoist Access**

The majority of GCT vehicles are fitted with hoists and wheelchair restraints. The hoist may be used for people needing wheelchair access or people who have difficulty getting up and down steps. If you need access to the vehicle via a hoist then please let the office staff know when booking. We also have brackets to carry small oxygen cylinders.

**A home access audit will need to be carried out before transport can be initiated.**

### **Non-English Speaking Clients**

Interpreter services will be used for people who have difficulty reading or speaking English.

### **Aboriginal Clients**

GCT will endeavour to provide culturally appropriate services for Aboriginal and Torres Strait Islanders.

### **Clients with Dementia or Other Special Needs Groups**

GCT will ensure carers or advocates of these people are provided with relevant information about all appropriate services and wherever possible the client will be given the same information as well.

### **Oncology Treatment Transport**

Dedicated vehicles, (both in Penrith and the Mountains), have been purchased to transport people to their oncology treatment. These vehicles were purchased by community fund raising as no Government funding is provided for this service.

## **Consumer Advocates**

### **What is An Advocate?**

An advocate is a person who, with the authority of the clients, represents the clients' interest.

Clients may use an independent advocate of their choice to negotiate on their behalf. This may be a family member, or advocacy service. A worker may also act as an advocate for a client.

Examples of GCT workers acting as clients advocates include:

1. Negotiating for medical appointment changes to make travelling arrangements more reasonable.
2. Helping a client fill in a form.

Independent advocates will be accepted by GCT representing the interests of the clients.

Advocates may be used during any communications between clients and the organisation.

### **Procedure for Appointing an Advocate:**

Clients wishing to use an independent person or a worker as an advocate should, wherever possible, inform GCT in writing of the name of the person they wish to negotiate on their behalf. The client has the right to change an advocate at any time and should inform GCT in writing of any change. Workers should ensure regularly that clients are aware of their right to use an advocate.

### **Interpreter**

GCT can assist with a telephone interpreter should a person need one.

## **Client Contributions**

Contributions for services provided by GCT are determined by the Board of Management and reviewed periodically and at least annually. Shopping buses and social outings have set contributions as per program.

**In case of hardship or where clients request assistance, GCT reserves the right to negotiate the recommended contributions.**

Contributions for medical transport are negotiated individually at time of assessment.

Clients will not be refused a service because of an inability to pay.

Concerns with contributions can be discussed with the Client Intake Office.

Under NO circumstances are clients to give GCT workers/volunteers details of their bank accounts or request that they draw monies from their account. Your bank details, pin numbers and credit cards are for your use only and strict confidentiality must be maintained.

**Please do not ask any GCT worker/volunteer to operate your account.**

## Discontinuation of Service

1. Clients may decide to discontinue use of services, due to change in their circumstances or the service may not be appropriate.
2. GCT may withdraw service due to:-
  - a. Cessation of specific runs
  - b. Client ineligible for services
  - c. Client no longer needs transport assistance
  - d. Client's behaviour is too difficult for service to cope with
  - e. Client's needs exceed the service's resources to provide
  - f. Work, Health & Safety issues preclude safe service delivery



# **Aged Care Charter of Rights & Responsibilities**

## **1. General**

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

## **2. Participation**

- a) To be involved in identifying the community care most appropriate for my needs
- b) To choose the care and services that best meet my assessed needs, from the community care able to be provided and within the limits of the resources available
- c) To participate in making decisions that affect me
- d) To have my representative participate in decisions relating to my care if I do not have capacity

## **3. Care and Services**

- a) To receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) To be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive

c) To receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences

d) To on-going review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

#### **4. Personal Information**

a) To privacy and confidentiality of my personal information

b) to access my personal information

#### **5. Communication**

a) To be helped to understand any information I am given

b) To be given a copy of the Charter of Rights and Responsibilities for Community Care

c) To be offered a written agreement that includes all agreed matters

d) To choose a person to speak on my behalf for any purpose

#### **6. Comments and Complaints**

a) To be given information on how to make comments and complaints about the care and services I receive

b) To complain about the care and services I receive, 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

## **7. Fees**

- a) To have my 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 my fees reviewed periodically and on request when there are changes to my financial circumstances
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control

## **What are My Responsibilities?**

### **1. General**

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

### **2. Care and Services**

- a) To abide by the terms of the written agreement
- b) To acknowledge that my needs may change and to negotiate modifications of care and service when my care needs do change
- c) To accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

### **3. 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

#### **4. Access**

- a) To allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) To provide reasonable notice if I do not require a service

#### **5. Fee**

- a) To pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) To provide enough information for the approved provider to determine an appropriate level of fee

In addition to the above the Service asks that you:

Respect the confidentiality of information about other Service Users and Team Members which you may obtain whilst using services;

Help us keep you and our Team Members safe by letting us know if you have any contagious illness;

- utilise seatbelts and other vehicle safety devices as directed by authorised Team Members;
- must not to be intoxicated or under the influence of illicit drugs when accessing the service
- must not to smoke in or around any vehicles
- ensure your personal hygiene is maintained and does not cause offence to other service users

## **Our workers will report the following to us immediately**

- If a client is not home when they go to the client's home
- If a client has a complaint about the service provided by GCT
- If a volunteer has any concerns about a client's welfare

## **Our worker will do the following .....**

### **If a Client has a fall**

- **Not move the Client.** Make the client as comfortable as possible and cover with a blanket or whatever they can find.
- **Call 000**
- Call office staff in relevant area
- Stay with the client until an ambulance has arrived
- Comfort client & keep calm, never, ever administer medication – even if requested by client.
- Advise staff of what action has been taken.

### **If client is ill**

- **Call 000 if serious**
- Call office staff in relevant area
- Wait for ambulance to arrive.

### **If client has died**

- **Call 000 immediately**
- Call office staff in relevant area
- Wait for ambulance or someone from the office to arrive

## **YOUR NOTES**

**YOU MAY CONTACT US AT:**

**BLUE MOUNTAINS**

31 HAY STREET

LAWSON NSW 2783

**TELEPHONE: 4759 2403**

**MAILING ADDRESS: PO BOX 124, LAWSON 2783**

[www.greatcommunitytransport.org.au](http://www.greatcommunitytransport.org.au)

**PENRITH**

99 COX AVE

KINGSWOOD NSW 2747

**TELEPHONE: 4722 3083**

**OFFICE HOURS**

**MONDAY - FRIDAY (excl Public Holidays)**

**8.30am - 12.00pm**

**12.30pm - 4.00pm**

**Answering machine after hours**

**Great Community Transport Inc's VISION**  
**".....linking community through transport"**

**Funded through the Home and Community Care Program (HACC) which is a joint Federal/State Government Project to assist the frail aged, people with disabilities and their carers.**

**Funding assistance is received from Transport NSW, Nepean/Blue Mountains Area Health Services to assist the "Transport Disadvantaged", NSW Department of Health and our generous sponsors.**

**Great Community Transport is a registered charity**  
**CF N: 168862**  
**ABN: 94 787 168 248**

**More than just transport ..... We care**