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OUR VISION:

Everyone in the Bathurst Community can get where they want to be, when they want to be there.

OUR PURPOSE:

We believe our service users have the right to independence. We provide specialised transport to support people to get to where they would like to go, need to go, or dream to go.

OUR OBJECTIVES:

- Promote the rights of people in our target group to live independently and with dignity within their community;
- Operate in an effective, efficient and accountable manner;
- Represent the needs of the target group to all spheres of government and community agencies to ensure the needs of the target group are acknowledged, understood and addressed;
- Actively participate in regional planning and funding processes to ensure the organisation has ongoing financial viability, and the ability to cater to increasing need;
- Actively work to increase co-ordination and co-operation between local services;
- Provide information, support and referral services, and assist in the building of social and support networks for people in our target group;
- Offer support to other agencies to contribute to the alleviation of transport disadvantage and its causes;
- Work to improve access to Public, Private and Community Transport for transport-disadvantaged people, including those from special needs groups.

BATHURST COMMUNITY TRANSPORT

Bathurst Community Transport (BCT) commenced operation in 1978 and has provided transport services to the residents of Bathurst Region Council local government area ever since. In fact, Bathurst is the birthplace of Community Transport in New South Wales.

The organisation is overseen by an independent community-based Management Committee and is an incorporated body. A full-time CEO, a full-time Coordinator, 1 full-time Driver, 2 casual Drivers, and a number of Volunteer Drivers and Administration Assistants make up the team at Bathurst Community Transport.

How to contact our service

The BCT office is open **Monday to Friday 8.30am to 3.30pm**, excluding public holidays.

The office is located at **369 Stewart Street, Bathurst** (just past Browning Street in the Accessible Living Options building).

Phone: 6331 3322 Fax: 6332 5844

Email: coordinator@bctg.com.au

Website: bctg.com.au

There is an answering machine if you wish to leave a message on weekends, early mornings or in the evenings. This can be helpful if you have poor health, or for some other reason need to change or cancel bookings with short notice.

HOW IS COMMUNITY TRANSPORT FUNDED?

Bathurst Community Transport has two main streams of funding:

- Commonwealth Home Support Program (CHSP) – Department of Health and Aging; and
- Community Program Funding – Transport for NSW.

Target Group

- Frail older people with functional limitations as a result of moderate, severe and profound disabilities;
- Persons who are transport disadvantaged; and
- Such other classes of persons as are agreed upon by the Commonwealth Minister and the State Minister.

Bathurst Community Transport is compliant with:

NATIONAL DISABILITY STANDARDS:

Standard One – Rights

Standard Two – Participation

Standard Three – Individual Outcomes

Standard Four – Feedback and Complaints

Standard Five – Service Access

Standard Six – Service Management

THE COMMONWEALTH HOME SUPPORT PROGRAM:

Standard One – Effective Management

Standard Two – Appropriate Access & Service Delivery

Standard Three – Service User Rights and Responsibilities

All persons using our service have the right to receive services in an environment free from discrimination, abuse, neglect and exploitation.

Services Provided

Bathurst Community Transport aims to assist you to get out and about.

Destinations we can take you to include:

- Doctor's appointments
- Specialist appointments
- Hospital visits
- Medical treatment
- Podiatry
- Pathology
- Physiotherapy
- Shopping
- Group social outings
- Individual social outings

Bathurst Community Transport provides both group and individual transport to the above.

If you need to go to a destination and you are not sure if we do that kind of transport, please ring us and ask. If we are unable to assist you, we may know of another service that may be able to assist you.

Out Of Town Transport

Bathurst Community Transport has vehicles which transport clients to the Sydney Metropolitan area and other destinations, such as Orange, for various needs, including, but not limited to, medical appointments. If you require out of town transport for a medical appointment you should contact our office as soon as you have made your appointment.

Weekend Transport

Special social trips are offered during the year on either a Saturday or Sunday. For example to fetes, fairs and community events such as expos. These trips will be advertised in our quarterly newsletter.

Shopping

Bathurst Community Transport provides a door-to-door service for your shopping needs.

If you require a regular shopping day, either weekly or fortnightly, we are able to make a permanent booking for you. If a permanent booking does not suit your needs, you simply need to ring and book a pick-up time for you to go to town, and a return time for your trip home.

When you have finished your shopping you are able to ring our office and arrange transport for your return trip if you have not pre-booked. However, we do have a limit of six shopping bags per household.

Social Outings

Do you have difficulty getting out and about, visiting friends or just going to the hairdressers?

We provide both individual and group social outings. The group social outings are listed in the Newsletter sent out by post to Clients every three months.

Please ring our office and talk to us about your social needs.

Medical Appointments

When booking transport for an appointment, please specify the appointment time and the time you would like to be collected. If we are unable to organise a return booking for a medical appointment, simply ask the medical receptionist to call our office and we will try to organise a vehicle to collect you as soon as possible. However, we cannot guarantee this service will be available at short notice due to prior bookings.

HOW TO BECOME A CLIENT

ASSESSMENTS

All people accessing Bathurst Community Transport's services must be assessed to identify their eligibility for subsidised transport.

Aged 65 years and older, or Aboriginal 50 and older:

In the first instance, you need to phone **My Aged Care on 1800 200 422**. My Aged Care will conduct the assessment and send through the information to our service. Once the referral has been received from My Aged Care we will contact you within 48 hours.

Aged 64 years and under, or Aboriginal 49 years and under:

The assessment usually takes about 20 to 25 minutes on the phone. The reason for the assessment is to determine whether you are eligible to use community transport services.

You will be asked for information, such as

- Name, address, phone number;
- Emergency contact, doctor;
- Medical condition, if any;
- Disability/mobility issues;
- Your transport needs;
- Level of assistance required during transport.

You will also be asked for permission to provide some of your information to government departments. **This does not include your name and address,** however all other information will be sent.

By providing such information, you will be assisting in the planning of future services and funding for Community groups in your area. **You have the right to refuse your information being given to a government department.**

Should your assessment be approved, you will be notified via phone and post, and an information booklet and other information will be posted within a week of the assessment.

If you are assessed as not being eligible to use our services we will suggest other services and information which may suit your needs and assist you with transport.

REVIEWS AND RE-ASSESSMENTS

We will work with you to achieve your goals and undertake regular re-assessments with you. Re-assessments are a way of making sure we have up-to-date information regarding your circumstances and to see if your needs have changed. The result of a reassessment may be:

- Referring you to other services that may assist you;
- Our service working better with any other agencies providing you with care;
- Increase in service provided;
- Decrease in service provided;
- Cessation of service provided;
- Identification of WH&S/Duty or Care issues;
- Change in your details (e.g. change of address etc.); and
- Identification of new goals you have, and development of a plan to help you achieve them.

What can I expect from the Service?

You can expect our service to:

- Treat you as an individual;
- Support and encourage you to maintain/increase your independence;
- Provide you with information about your transport options;
- Work with you to provide the most appropriate service for you within our resources and capability;
- Support your rights as a Service User; and
- To listen to you and respond to any feedback you provide.

ADVOCACY

If you would like to have a friend, relative, neighbour or another service talk on your behalf, this is called choosing an advocate. It is important to choose someone you trust to talk to the service about what you want. Do not forget, your advocate is there to represent you and your wishes, not to go against your wishes.

You must advise the service if you choose to use an advocate and who they are, also if you wish to change your advocate or not have one at all. If you want information about local advocacy services please contact us for contact numbers.

We are all different and have different needs

We live in a diverse community and our service supports and recognises individuality and diversity. You may have specific needs that are important to you such as:

- Your mobility;
- A health condition or a disability;
- Your culture;
- Your language;
- Your religion;
- Your preference for male/female staff;
- Your preference for the times you are provided service; or
- Your sexual identify/preference.

And, we will listen to you and respond to your needs as much as possible.

Carers

Carers of people who are frail aged or have a disability are treated as clients. We undertake the same assessment process for carers as we do for other clients.

When traveling with a client, the carer travels for free. If, as a carer, you are not sure of the services offered, please ring and have a talk with our staff.

What happens when my needs change?

Sometimes your needs may change. This may be as a result of changing an address, phone numbers, emergency contact phone numbers, or it may be if your health or disability improves or deteriorates. When you become aware of your changing needs, please contact our office and discuss your needs. We will arrange a reassessment.

This process is required to ensure that we are aware of your needs, and that the most appropriate service is provided by the organisation and staff.

You are encouraged to notify us anytime there is a change in your circumstances.

How to make a booking

The more notice you can give our service, the more chance we have of being able to provide transport on the day and at the time you require. So as soon as you know your appointment time and date, call our office and speak with our staff. They will book your pick-up and return times.

Occasionally you may wake up feeling ill or need to go somewhere in a hurry, so you ring us on the day. Please, always ring, as we will try to provide transport at short notice. However, if we are unable to take you ourselves, we may be able to book a taxi for you and subsidise the fare.

Due to the large number of requests we receive we may not be able to answer your request immediately. We will contact you and confirm the booking, or advise you if we are unable to assist. We may suggest different times when we can assist, if your appointment is able to be changed.

Forward Journey

We offer a door to door service. If possible we would appreciate if you would be ready to leave your home when our vehicle arrives to collect you. If you need assistance from your home to the vehicle please let the office know when you make your bookings.

The office can only offer approximate pick up times. Weather, traffic conditions and clients can sometimes make the driver either early or late. This could mean a difference of up to 15 minutes either way.

Arrival at Destination

Once you reach your destination, the driver will assist you to your desired area if required. You need to let the driver know if you need this assistance. Our drivers must follow the RTA road rules. At times there are certain places the drivers are not able stop for you to exit the vehicles. If this is the case, the drivers will give you a choice of alternate safe places for exiting the vehicle as close to your destination as possible.

Return Journey

For medical appointments when a return journey is not booked, please ask the medical receptionist to call our office when your appointment is finished. If we are able to, we will have our driver pick you up, however we cannot guarantee this service will be available at short notice due to prior bookings.

If you are not sure where to wait, then please ring the office and we will let the driver know where you are.

If you need assistance, please let the driver or office know.

Cancellations

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

Hospital Transport Services

Bathurst Community Transport services are provided by team members who, whilst committed to providing safe and comfortable transport, are not medically trained but do hold a First Aid Certificate. If your medical condition or mobility requires specialised treatment and support, you will be required to supply a support person when travelling with our service. For this reason, the following shall apply:

1. BCT may require certification of fitness to travel from an authorised medical professional before any passenger can be provided with hospital-to-home transportation (this includes day surgery). A Carer or escort may be required to accompany the passenger in such instances.
2. If a Driver is uncomfortable about the condition of a passenger, and doubts their ability to travel safely, then he or she has the right to delay the service until further advised by the office.
3. No BCT team member will administer medication to a passenger.
4. BCT will not provide inter-hospital transfers. This includes same day discharge and re-admission.

Taxi Subsidy – Cab Charge Card

Bathurst Community Transport offers subsidised taxi trips to our clients. Providing the Cab Charge Card assists and provides flexibility to our clients who require transport when we are not available, or at capacity. or weekends, early morning and evenings.

Each client who is unable to drive is eligible for a Cab Charge Card, which allows 20 subsidised trips per month. For example, a taxi fare of \$17 may normally cost a client to go from their home to town; our service could offer a subsidy of up to \$12 through the Cab Charge Card, meaning the client would only pay \$5 for the \$17 taxi trip.

The Cab Charge cards are only available to clients of Bathurst Community Transport who are assessed as eligible.

All Cab Charge cards are allocated to an individual person and cannot be used with any other subsidy or by any other person. Any misuse of the Cab Charge Card could see the card cancelled.

Vehicles

Bathurst Community Transport operates with a variety of vehicles, from buses to sedans. Five of our vehicles are wheelchair accessible. Our drivers are trained in meeting your needs in a safe and friendly manner. Hoists and ramps may be used for people needing wheelchair access or for people who have difficulty getting up and down steps or in and out of vehicles.

If you need access to the vehicle via a hoist or ramp please let the office staff know when making your bookings.

What to do if the weather is poor or if you feel unsafe

Bathurst Community Transport provides a door to door service. This means that you do not have to wait outside for the vehicle, unless you want to. If it is cold or raining, very hot, or you do not feel safe, then please stay inside your home and keep an eye out for the vehicle. If necessary, the driver will come to the door to advise you that the vehicle has arrived for your journey. If you are not sure where to wait, please ring the office and we will advise the driver of your location.

What happens if I'm not at home/at my destination when the transport arrives?

It is important that you let the Service know if you are not going to be home.

- When you are assessed for the Service you will be asked what we should do if you are not at home when we call.
- If we are concerned for your safety, and you have not given us instructions what you would like done, we may ring your emergency contact or emergency services.

Client Fees

Service providers are required to implement the Commonwealth Home and Community Care Program fees policy. This requires agencies to seek a contribution from clients. However, clients will receive services regardless of their capacity to pay. Agencies are required to provide additional service with client fees collected.

Whilst we are funded to provide a service, the funding does not cover all expenses which is why a contribution is requested.

- Transport in the Bathurst area (including Kelso and Windradyne) is \$5.00 each way.
- Eglinton and Raglan \$5.50, Perthville \$7.00 (all each way).
- If you are having difficulty paying the fee, it is important to let us know, as we may be able to make arrangements to assist you.
- A subsidised taxi system is also available on request.

When will my service stop?

Some examples of when services cannot continue to be given are:

- When you no longer need the service;
- When another service could better meet your needs;
- If you move out of the area covered by this service;
- If you enter full time care in a residential setting;
- When care type/level does not meet Government guidelines;
- When there is a risk to you or Team Members.

What happens if a Carer and Service User disagree about Service being provided?

As our Service provides support to the Client and their Carer, we will take every opportunity to see that both your needs are being met. All effort will be given to support and maintain family and friendship relationships through providing information and referral to appropriate agencies. If you and your Carer are unsure or disagree with the services being provided, please talk with the Manager as soon as an issue arises.

Privacy & Personal Information

The *Privacy Act 1988* (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information.

Australians have a right to know why such information about them is being acquired, and who will see the information. Those in charge of storing the information have obligations to ensure such information is neither lost nor exploited. You also have the right to access the information unless this is specifically prohibited by law.

As a Service User it is your right to have confidentiality about your care and needs maintained. When seeking information and feedback about your service your privacy will be considered at all times. You have the right to access your file, decide what information you give us, and to have your information protected and only released with your permission. Please note that the Funding Body (State and Federal Government) have the right to access your file, however their employees are bound by confidentiality agreements and will not release any information. The only reason the Funding Body would look at your file would be to check that we are providing a quality service. If you require any further information about the privacy act or your rights, contact our office, or the Privacy Commissioner:

Web site: www.privacy.gov.au

Enquiries: privacy@privacy.gov.au

Hotline: 1300 363 992

Mail: GPO Box 5218
SYDNEY NSW 2001

If you need assistance with other languages, call the Translating and Interpreting Service on **131 450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

CHARTER OF RIGHTS AND RESPONSIBILITIES

As a care recipient I have the following rights:

GENERAL

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

PARTICIPATION

- To be involved in identifying the home care most appropriate for my needs.
- To choose the care and services that best meet my assessed needs, from the home care able to be provided and within the limits of the resources available.
- To participate in making decision that affect me.
- To have my representative participate in decisions relating to my care if I do not have capacity.
- To receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- To be given before, or within 14 days after I commence receiving care, a written plan of the care and service that I expect to receive.

CARE AND SERVICES

- 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.
- To ongoing 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.

PERSONAL INFORMATION

- To privacy and confidentiality of my personal information;
- To access my personal information;

COMMUNICATION

- To be helped to understand any information I am given;
- To be given a copy of the Charter of Rights and Responsibilities for Home Care;
- To be offered a written agreement that includes all agreed matters;
- To choose a person to speak on my behalf for any purpose.

COMMENTS AND COMPLAINTS

- To be given information on how to make comments and complaints about the carer and services I receive;
- To complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way;
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issue of concern.

FEES

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

SERVICE

- You may involve an advocate (a friend, family member etc.) of your choice to represent your interests. The rights of the Advocate or Guardian are to be acknowledge and respected;
- Service will be responsive to your social, cultural and physical needs.

CLIENT RESPONSIBILITIES

As a care recipient you have the following responsibilities:

GENERAL

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

CARE AND SERVICES

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

COMMUNICATION

- To give enough information to assist Bathurst Community Transport to develop, deliver and review a care plan;
- To tell Bathurst Community Transport about any problems with the care and services.

ACCESS

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

FEE

- 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;
- To provide enough information for the approved provider to determine an appropriate level of fee.

SERVICES

- To inform Bathurst Community Transport if you are not going to be home when a team member has been arranged to collect you;
- Passengers in our vehicles must utilise seatbelts and other vehicle safety devices as directed by team members;
- You must respect the confidentiality of information about other clients and team members which you may obtain whilst using the service.

Aged Care Complaints Scheme

The Scheme provides a free service for people to raise their concerns about the quality of care or services being delivered to people receiving residential or community aged care services that are subsidised by the Australian Government.

Anyone can make a complaint to the Scheme and can be made anonymously or confidentially. We encourage people to lodge complaints openly, as this gives us the best flexibility in resolving their concerns.

If you are unable to resolve your concern with the service provider, you can contact the Scheme. We can look into concerns about safety or about the care and services being provided. We can use a range of different approaches to resolve a concern. Our focus is on reaching the best outcome as quickly as possible.

Find out more about raising a concern online at:

agedcarecomplaints.govspace.gov.au/concern

or contact the Scheme on: **1800 550 552**.

Legal Advice and Advocacy

The Older Person's Legal Service provides legal advice and referral to older people in NSW. This service may also provide limited legal assistance for financially and socially disadvantaged older people in NSW. Phone: **1800 424 076**; Website: www.tars.com.au

Australian Centre for Disability Law –

Phone: **02 8014 7000**

General e-mail: info@disabilitylaw.org.au

Legal advice: advice@disabilitylaw.org.au

Information and Advocacy for 64 years and under:

Intellectual Disability Rights Service – Toll Free 1800 66 66 11

National Abuse and Neglect – Toll Free 1800 880 052

OTHER COMMONWEALTH HOME AND COMMUNITY CARE PROGRAMS, AND COMMUNITY CARE SUPPORTS PROGRAMS

FOOD SERVICES:

Bathurst Meals on Wheels – 6331 8231

Integrated Living Staying Healthy/Eating Well Meal Service – 1300 782 896

SOCIAL SUPPORT/NEIGHBOUR AID:

Accessible Living Options – 6338 2345

Bathurst Seymour Centre – 6332 1449

DOMESTIC ASSISTANCE AND PERSONAL CARE:

CareWest – 1300 227 393

Home Care Services – 6338 1400

KinCare – 1300 733 510

Ngangana Aboriginal Home Care – 6361 5445

Accessible Living Options – 6338 2345

HOME MODIFICATIONS AND MAINTENANCE:

Bathurst Home Modifications & Maintenance – 6332 2106

CENTRE-BASED DAY CARE AND RESPITE:

Bathurst Seymour Centre – 6332 1449

DEMENTIA SUPPORT:

Dementia Advisory Service – 6332 8963

Other Commonwealth Home Care Programs and Community Care Support programs (continued).

CENTRE-BASED DAY CARE

Bathurst Seymour Centre – 6332 1449

The Seymour Centre is a day care-based centre for older people who are frail aged, and those with a disability, and their carers, who live in the Bathurst Regional Area.

SOCIAL SUPPORT

Accessible Living Options – 6338 2345

Accessible Living Options offer both one-on-one and group social outings.

DEMENTIA SUPPORT

Dementia Advisory Service – 6332 8963

- Promotes local awareness of dementia;
- Provides information, education and support; and
- Links people to assessment and support services.

HOME MODIFICATION AND MAINTENANCE

Bathurst Home Modification and Maintenance Scheme – 6332 2106

This service provides home modifications, adjustments and advice on building-related matters.

Services available include internal/external ramps and rails, hand-held showers, tap turners, adjustment of hot water services, widening doorways, securing rugs and cords, repairs to gutters, windows, doors, floors, steps and paths, and minor plumbing and electrical work.

COMPLAINTS, FEEDBACK & SUGGESTIONS

All persons using our service have the right to receive services in an environment free from discrimination, abuse, neglect and exploitation.

- You can provide us with feedback by phoning, writing, visiting our office or emailing. All feedback, whether it is positive or negative, assists us to improve the services we provide.
- You have the right to make an anonymous complaint. This can be made using the form provided with this booklet, downloading a form from our website, through another service or agency, or via a friend, relative or advocate.
- You have the right to complain about the service you receive without fear of the service being stopped or you being mistreated because you made a complaint.
- All complaints will be dealt with within a 48-hour period and you, as a client, will be provided with feedback as soon as possible.
- You have the right to refuse a service, and refusal will not prejudice your future access to services.
- Any complaints will be dealt with fairly, promptly and without retribution.
- If you are not satisfied with the way the service has handled your complaint you can contact one of the following:

The Ombudsman

Level 24, 580 George Street
SYDNEY NSW 2000

National Abuse and Neglect – 1800 880 052 (free call on fixed line) or 1800 451 524 (toll free)

Telephone Interpreter Service (TIS) – 131 450

My Aged Care Complaints Scheme – 1800 550 552 (free call on fixed line)

My Aged Care Advocacy Service – 1800 424 079 (free call on fixed line)

Disability Information Advocacy Service, Bathurst – 6332 2100