

HOW TO CONTACT BATHURST COMMUNITY TRANSPORT

Monday to Friday 8.30am to 4.00pm
16 Vale Rd, Bathurst, NSW 2795
PO BOX 9011, West Bathurst NSW 2795

Phone: 6331 3322

Emergency Only After Hours : 0421 080 379

Email: coordinator@bctg.com.au

Website: www.bctg.com.au

Please leave a message on the answering machine if you are unwell or for some other reason need to change or cancel bookings with short notice.



HOW TO CONTACT MY AGED CARE

My Aged Care: 1800 200 422
<https://www.myagedcare.gov.au/>



**BATHURST
COMMUNITY TRANSPORT**
Freedom to Travel

Welcome Handbook





Welcome

Welcome to Bathurst Community Transport (BCTG).
We are pleased to be able to provide you with
transport services.

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What about the other services My Aged Care have offered me – can you help with those?

When you are assessed by MAC, they may offer you other services e.g. gardening. We only provide transport so any questions relating to your other services can only be answered by those services.

What if I need to take my medication?

If you have a regular time for taking medication, please advise when booking your travel and time will be allowed for you to stop and take your medication. The driver will not be able to assist you in the administration of medication

What if something goes wrong or if I have a complaint about my travel?

All complaints will be dealt with in a fair and confidential manner. Often problems can be resolved through explanation or discussion. Any service you receive will not be affected in any way by your complaint.

Contact our office and explain your complaint to the Coordinator or CEO. This can be done by telephone, in writing or in person. You may also request the BCTG Feedback Form be provided to you, if you do not already have a copy.

If you are not satisfied, you can write to the Management Committee, Bathurst Community Transport, PO Box 9011, Bathurst West, NSW 2795.

If the matter is still not satisfactorily resolved, you may refer the complaint to:
Aged Care Complaints Scheme, Department of Health and Ageing, GPO Box 9848, Sydney NSW 2001, Phone: 1800 550 552

What will you ask me before I commence services with you? Before we begin providing services there are a few steps that we must follow. We will:

- Ask for your consent to record your private information and share it with the Government.
- Ask for your personal details that the Government requires to process your registration and establish your access to subsidised services and confirm details already held by MAC
- Ask some questions about the type of transport that you will need
- Ask some questions about your mobility, such as can you get out into and out of a car with minimal assistance, do you use a walking frame or walking stick and some questions about your home and access for our car. Your answers will help us to ensure that we can provide the right transport and vehicle for you.
- We will also ask what we should do if you are not at home when we call. It is important that we have an emergency contact.

Please note: If any of your answers to any of the above questions change at any time please telephone our office and advise your updated details. This includes if your phone number or email address changes, or even if you now use a walker or other mobility or assistance device. It is especially important to keep your emergency contact details up to date.

What if my partner/spouse/friends want to use community transport themselves? If they meet the eligibility requirements previously outlined, they need to contact My Aged Care on 1800 200 422 and request a referral to Bathurst Community Transport Group Inc for transport. We look forward to helping them too.

Welcome

Welcome to Bathurst Community Transport (BCTG). We are pleased to be able to provide you with transport services.

This Handbook will help you understand how to use our services and answer some frequently asked questions. If you have further questions, please call our friendly staff who will be happy to assist you.

BCTG will help you to maintain your independence by helping you retain your freedom to travel. We provide a door to door service which provides subsidised transport for eligible clients in Bathurst region.

Acknowledgement of Country

BCTG acknowledges the Wiradjuri nation, the people of the three rivers - the Wambool, the Kalari and the Murrumbidgee - as the traditional custodians of the land on which our organisation operates. We pay our respect to elders past, present and emerging. We acknowledge the spiritual, physical, emotional, mental and economic connections of Aboriginal and Torres Strait Islander people to the land and seas. BCTG is committed to working in ways that support and empower Aboriginal people and their families and communities. We are responsible for ensuring that our services are culturally competent, safe and sensitive.



About Us

Bathurst Community Transport Group (BCTG) is a not-for-profit organisation providing community transport solutions for people in the Bathurst local government area. We first began operation in 1978 and have provided transport services to the residents of Bathurst ever since. In fact, Bathurst is the birthplace of Community Transport in New South Wales. With the first chartered buses run in 1978 we have now grown to a fleet of 10 and provide over 20,000 trips per year.

BCTG is an incorporated body which is overseen by an independent Management Committee drawn from various sections of the community. Our team comprises full time, part time and casual employees and volunteers.

Vision

Freedom to Travel

Mission

To provide transport that enriches lives and leads the way for a vibrant and connected community.

Values

Integrity - We are honest, trustworthy, professional and inclusive

Compassion - We care for people, we are focussed, understanding & tolerant

Empowerment - We make a difference, build confidence & independence

Courage - We have a can-do attitude, we want to grow & innovate

Clients who stipulate that they need the assistance of a carer will be deemed to be unable to manage on their own.

Please note: "carer" is not the same as "companion". For our scheduling purposes a "companion" is a spouse/relative/ friend who wishes to travel with a client for company, where the client does NOT need support and assistance to manage during the trip, or at the destination. A companion may only accompany a client, where there is room in the vehicle, without disadvantaging other eligible clients. A companion will be asked to make a contribution to the cost of the trip. The companion must be picked up from the same address as the client. A companion, who does not meet our eligibility criteria, may be declined transport where it would disadvantage service to another eligible client.

What if my carer or companion has an appointment too? Carers or companions who travel with a client and are also attending their own appointment then become a client in their own right and they need to pay the applicable contribution(s) for the trip. They need to be registered with My Aged Care in order to use BCTG for travel to their appointment.

May I bring any animals with me? Only registered assistance animals are permitted to travel in BCTG vehicles. An authorised certificate must be supplied prior to travel if an assistance animal is accompanying a client.

What if I need travel on the weekend or public holidays? Our BCTG vehicles are only available for transport from Monday to Friday excluding public holidays. There is also a shutdown over the Christmas/New Year period. You may need to call a taxi from Bathurst Taxis on 6325 0022.

Can I buy my driver or the BCTG a present by way of a thank you? BCTG does not encourage clients to give gifts to any individual member of BCTG. However, should a client wish to give a gift of money, then all funds are recorded as a donation to BCTG and a receipt will be provided to the client for their donation.

Frequently Asked Questions

What if I need to cancel? We understand that plans can change. If you no longer need to travel please advise BCTG as soon as possible. Failure to advise us may result in a cancellation fee being levied.

Do I get a vehicle to myself? No, all bookings made with BCTG are for a seat in a vehicle, not for a vehicle on your own. It may be that you may have to be picked up earlier or dropped home later to tie in with other occupants in your vehicle. Your flexibility is appreciated in allowing us to assist the maximum number of clients at any one time.

Is Community Transport only available for medical appointments? No, transport is for anywhere you want to go, need to go or dream to go! This includes:

- Medical appointments
- Personal appointments eg the hairdresser
- Shopping
- Social outings and community access

May I bring children with me? No, passengers must be over 18 years of age, unless officially registered as a “young carer”.

May I bring a carer with me? Yes, a carer may travel with you free of charge. However they must be registered with BCTG, be over the age of 18 years of age unless officially registered as a “young carer” and be capable of caring for you and looking after your needs. The carer must be picked up from the same address as the client. Each client is permitted one carer per trip.

For the purpose of travelling with BCTG the term “carer” is the person who provides support and assistance to the eligible client travelling in our vehicle. If a client needs the support of a carer (who travels at no charge), that carer must stay with the client for the whole of the journey and appointment.

Funding

BCTG receives funding from the Federal Government Department of Health under the Commonwealth Home Support Program (CHSP), and the Transport for NSW Community Transport Program (CTP). These funding sources provide subsidised transport for eligible customers. This funding covers some, but not all our operating costs. That is why we still require you to pay a fee for your transport.

Our Wonderful Volunteers

Most of our drivers are volunteers who give up their time freely to transport our clients around the region. We are very grateful to our volunteers and hope that you will join with us in thanking them each day for their contribution. Please treat our volunteers with courtesy and respect at all times.

Our drivers are caring but BCTG is not a care service. Our volunteers and staff are not permitted to:

- Enter a client's house
- Assist with personal care or attendant care duties
- Carry out nursing duties or administer medication
- Carry out any task they have not been authorised or trained to do
- Relay messages between the client and the BCTG Office



Eligibility

Subsidised Transport

BCTG receives funding to provide subsidised transport for:

- People over 65 years of age who have been referred by My Aged Care (MAC) for transport
- Aboriginal and Torres Strait Islander people aged over 50 years of age who have been referred by MAC for transport
- People under 65 years of age may be eligible for transport. They will need to contact BCTG to check the eligibility requirements

To receive a referral for My Aged Care (MAC) please call 1800 200 422 and ask for a referral to Bathurst Community Transport.

Please note: If you transfer to permanent residential care or a Home Care Package (HCP), we are no longer able to offer you **subsidised** transport. However, we may be able to transport you through your HCP. This needs to be negotiated with your Home Care Package Provider. When you choose your HCP Provider please advise them you would like to continue using transport with BCTG prior to signing your contract. Your HCP Provider can sub-contract BCTG to provide your transport and you can then utilise your HCP funds.

Alternatively, you may continue to use BCTG and pay for your transport yourself. However, as the costs of your transport will no longer be subsidised under the Community Home Support Program (as you are the recipient of a HCP) your transport costs will be calculated at a non-subsidised rate.

Non-Subsidised Transport

- Home Care Package Recipients
- NDIS Clients
- Community Groups

BCTG has the responsibility to assist clients to understand their rights. Clients 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

Every client has the opportunity to sign a copy of the Charter of Aged Care Rights. The Charter (in duplicate) is forwarded with this booklet. Please sign one copy and return it in the enclosed reply paid envelope. You may retain the second copy for your records.

Charter of Aged Care Rights

The Charter describes your rights as a person receiving aged care services. These aged care rights are in addition to any other right that you have as a member of the community (eg. anti-discrimination law).

Bathurst Community Transport will continue as always to work with you in a way that gives you choice and control, and upholds your rights. We have an obligation to give you the Charter, to inform you of your rights, and to help you to understand your rights and the Charter.

We are providing the Charter to you now as part of the process of informing you about your rights. We are also letting you know about the options for getting more information about the Charter and the next steps.

Understanding the Charter

If you would like more information about the Charter you can:

- Read the Charter booklet which is available on the Department of Health's website at <https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>
- Watch a short video on the aged care website agedcarequality.gov.au/resources/charter-aged-care-rights-video
- Telephone us on 02 6331 3322 to get further help to understand the Charter
- Seek independent, free and confidential information on your rights by calling the Older Persons Advocacy Network (OPAN) on 1800 237 981, Monday to Friday, 8am-8pm.

What We Offer

Town Car

Our Town Car is available to take you anywhere in Bathurst. Perhaps you need to get to the Doctor, the hairdresser or even to bingo. We can take you where you need to go.

The wheelchair accessible vehicle services the area around Bathurst City bounded by Eglinton, Robin Hill, Gorman's Hill, Kelso and Raglan. It operates from 8:30am to 3:30pm Monday to Friday. Our driver collects clients from their homes and delivers them where they need to go.

Please be ready at your appointed pickup time and wait where you can easily see the driver approach, if possible (if the weather is suitable). Our driver's arrival time depends upon traffic and the readiness of other clients being transported. It may be slightly earlier or later than your scheduled pickup time.

Your driver will assist you entering and alighting from the vehicle and they will open the door for you. Please wait for the driver's assistance.

We appreciate as much notice as possible for your bookings as our Town Car can be busy and may be booked out in advance. The Town Car is not a taxi service. It is one car and one driver we try and accommodate as many people as possible each day. Your flexibility is appreciated. You may also book a regular trip in the town car for example shopping each Wednesday.

A client contribution is charged each time you enter the vehicle and is payable to the driver. Contributions are cash only please.

Transport to Orange, Lithgow and Katoomba

Transport is available in cars driven by our volunteers. We request you schedule appointments between the following times:

- Orange/Lithgow – between 9.00 am to 3.00 pm
- Katoomba – 9.30 am to 2.30 pm

Transport to Sydney

Our volunteer drivers can provide travel to Sydney for medical appointments or social activities.

For the safety of our drivers and clients, the earliest our cars can leave Bathurst is 7.00 am and they must be back in Bathurst by 6.00 pm. Therefore, we request that you schedule appointments between the following times for Sydney appointments:

- Penrith/Nepean – 10.00 am to 2.30 pm
- Parramatta/Westmead – 10.30 am to 2.00 pm
- Hornsby/North Shore/Sydney – 11.00 am to 1.00 pm

Contributions are payable to the driver in cash when travelling, unless prior arrangements have been made.

Transport for clients living outside the Town Car Limits

Clients residing within the Bathurst LGA but outside the Bathurst town limits are eligible for transport to all locations covered by BCTG. The contribution for travel to Bathurst is determined by the distance from your home to Bathurst Post Office. Depending upon where you reside, an additional contribution may be added to the cost of travel to Orange, Lithgow, Katoomba or Sydney.

Group Outings

BCTG offers group outings on a regular basis. These day trips are published in our newsletter. Contributions vary from an all-inclusive day, to a smaller contribution where you buy your own lunch. We generally meet at a central point for departure we can arrange transport to the meeting point if you require.

Group outings are provided at a subsidised rate for CHSP clients and an alternate rate for non subsidised clients.

Privacy

Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles. BCTG collects your personal information, including sensitive information for the purpose of registering you with us.

You can get more information about the way in which your personal information will be managed in the privacy policies on the Department of Health's website and on the My Aged Care website.

Should you wish to read a copy of our whole privacy statement, please contact our office.



Newsletter

BCTG circulates a quarterly newsletter which is mailed or emailed to our clients. This details upcoming social trips, any changes or relevant information about BCTG. If you wish to receive a newsletter, please contact our office.

You can also follow us on facebook, instagram or our website to keep up with our news.

Bathurst Tours

Our sister company Bathurst Tours runs tours and transfers for everyone. You can visit our website bathursttours.com.au to find out more information or follow us on facebook or instagram.

All profits from Bathurst Tours support the work of Bathurst Community Transport.

We would love it if you would tell your friends and family about Bathurst Community Transport and Bathurst Tours.

Suspension of Services

Suspension of services will only happen if:

- You verbally or physically harass any BCTG worker including volunteers, or any other client or passenger. This includes using bad language and swearing
- You are physically violent toward any BCTG worker including volunteers, or any other client or passenger;
- You steal or wilfully damage any property of BCTG or their staff

In order to attend group outings, clients must be able to get on and off the buses without assistance. They also require the mobility to be able to walk short distances. This is to ensure the safety of clients and volunteers. We provide a variety of trips with a variety of mobility requirements.

Bus from Hill End and Sofala to Bathurst:

Each Pension Week Thursday a bus travels from Hill End and Sofala to Bathurst, leaving Hill End at 9.00 am, and Sofala at 9:30am. The return bus to Hill End departs Bathurst by 2.30 pm (1:30pm in non daylight savings). The return departure time is subject to change and will be confirmed when you book. Bookings are essential for travel and must be received by BCTG by 4.00 pm on the Tuesday of each Pension Week. The applicable contribution is payable to the driver for each leg of the trip.

Bus From Meadow Flat and Yetholme:

Each Pension week Monday a bus travels from Meadow Flat and Yetholme into Bathurst. Call the office for bookings and more information.

Other destinations:

Please contact BCTG to discuss any other travel requirements within a 200km radius of Bathurst.



Making a Booking

Call us on **02 6331 3322** as soon as you know you have an appointment.

We will ask you the

- **Date**
- **Time**
- **Exact Location eg Dr Howard, Level 3, 161 Pacific Highway St Leonards**
- **Approximately how long the appointment will take**
- **Your mobility requirements – do you use a wheelie walker or require access to a wheelchair ramp**
- **Will you have a carer with you?**

This information assists us with planning. We must know in advance whether a carer will be travelling with you, or there will not be a seat available for your carer.

We will verify if we have a seat available and then book you in. We will confirm the day, date, time and location of your appointment and your pickup time. We encourage you to write these details in your diary or somewhere where it is easily seen. **It is not possible to book transport on the day of travel, the only exception is the Town Car and that is subject to availability.**

We have a limited number of cars and drivers so there are times when we are booked out and cannot provide transport. You can help avoid this by booking as early as possible.

For your peace of mind, you may also ring a few business days before your trip to ensure that your booking has been scheduled. However, you will receive a notification during business hours the day before your travel, confirming your pickup time.

Emergency

If you are not at home when our driver comes to pick you up, there are procedures we must follow to ensure you are safe.

Our drivers will do everything possible to determine if you are home. If you do not respond, we will endeavour to contact you via your provided telephone number(s) If there is still no response we will contact your emergency contact(s) or in cases where we are concerned for your immediate well-being, we will contact emergency services.

In the event of accident or illness whilst you are in our vehicles an ambulance will be called.

It is really important that you keep us informed of the latest contact details for your emergency contacts and your own mobile and phone numbers.

Complaints

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

You may:

- Talk directly with the staff member involved to try to resolve the problem
- Request a feedback from from any staff member
- Talk to any staff member or the CEO
- Write to or email the CEO on ceo@bctg.com.au or PO Box 9011 Bathurst
- If you are not happy with the response you can write to the Management Committee, Bathurst Community Transport, PO Box 9011, Bathurst West, NSW 2795.
- If the matter is still not satisfactorily resolved, you may refer the complaint to: Aged Care Complaints Scheme, Department of Health and Ageing, GPO Box 9848, Sydney NSW 2001, Phone: 1800 550 552

Lost and Found Property

BCTG does not accept responsibility for any articles lost on our transport services.

Property left in any vehicle will be returned to the office. If possible the client will be notified and arrangements made for the return of the property.

Safety

The safety of drivers and clients is our number one priority. It is the responsibility of all individuals to bring to the attention of BCTG staff and volunteers any issues that may pose a risk.

By law all motor vehicle passengers must wear a seatbelt. If a client refuses to wear a seatbelt, transport will be suspended. If a client cannot wear a seatbelt due to a medical condition they must provide a medical certificate giving authorisation **prior** to travel. This medical certificate must be carried on all journeys.



Bookings must be made directly with the Bathurst Community Transport office - messages must not be sent via drivers or volunteers.

Note: on very rare occasions we will have to cancel a trip for example if the road is closed. These occurrences are beyond our control.

Please note: ALL BCTG vehicles are “smoke free” and no food or drink is to be consumed in the vehicle. For long distance trips a bottle of water, in a bottle with a secure lid, may be carried inside the vehicle.

Cost of Travel

There is a fee for our services and the costs varies depending on the distance and type of transport. These fees are updated annually and a copy of the fee schedule is distributed to new clients and can be requested from the office. Payment is required in cash to the driver on the day unless other arrangements have been made. Our drivers do not carry change so please have the correct money.

Cancellation fees

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.

We do this to make the best use of our resources, to ensure safety of our clients and also to ensure that access to our service is fair and equitable for all clients.

The required notice for cancellation of any booked service is:

- Town car – more than one business day
- All other vehicles – more than two business day

The Day of Travel

BCTG will have provided you with a pickup time, so please ensure you are ready at that time.

Whilst we make every effort to be on time for your pickup, weather, traffic and other clients may cause delays which are beyond our control. We can also be a couple of minutes early. If your driver is more than 10 minutes late please call the office so we can look into it for you.

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

Bathurst Community Transport provides a door to door service. 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 you are not sure where to wait please ring the office and we will advise the driver of your location.

If your appointment is going to take significantly longer than expected, please ask the receptionist to call our office. Then we can alert the volunteer driver, who is waiting for you.

For the comfort and safety of all we ask that you do not smoke, vape, eat or drink while in our vehicles.

Illness and Social Distancing

If you are unwell please do not travel in our vehicle. We transport both elderly and vulnerable clients and their safety and that of our drivers is paramount. If you wake up unwell on the morning of your travel, please telephone our office on 02 6331 3322 to cancel your travel. If your pickup time is before 8.15 am, please telephone 0421 080 379 to cancel your booking. This is for your protection as well as our drivers and any other passengers travelling in the vehicle with you.

Each car has hand sanitiser and wipes for the use of both the clients and the driver.

Wheelchairs

The size of any wheelchair must comply with Australian Standards for Wheelchair Occupant Restraint Assemblies for Motor Vehicles, 1994. We are unable to transport clients in wheelchairs that do not comply with the dimensions specified in these standards. We cannot transport electric scooters.

All wheelchairs must be clean and in sound condition. This includes functioning brakes, correctly inflated tyres, footplates in good order and joystick and headrest not loose. For clients being transported in the wheelchair, the chair will be secured with the restraints provided. Although the chair will be secured, the client will also be required to wear the provided seat belt.

For clients who are not being transported in their wheelchair, drivers can only assist with transport if the client can bear their own weight and transfer independently. Drivers are not permitted to manually lift a client in or out of their wheelchair or BCTG vehicles. Clients who do require assistance with transfer need to ensure they have a carer travelling with them.

