

CABONNE COMMUNITY TRANSPORT

CONSUMERS HANDBOOK



TELEPHONE: 1300 302 446

WHAT IS COMMUNITY TRANSPORT?

Cabonne Community Transport Service is a non government community based scheme, accountable to the Ageing and Disability Department and the NSW Department of Transport. This service is funded under the Commonwealth Home Support Program (CHSP), Community Transport Program (CTP) and Western NSW Local Health District. The CHSP caters for frail aged people with moderate, severe, or profound disability, younger disabled and their carers who are living in their own homes and the CTP program caters for the transport disadvantaged people who have no other form of transport. Transport services are provided to assist in maintaining independence for those who are transport disadvantaged to appointments or social outings and Western NSW Local Health District program caters for residents to attend hospital or medical appointments referred by medical professionals. Community Transport does not transport clients who are in cared facilities such as nursing homes or hostels or clients who already access aged care packages at home. It will not transport clients to employment or education facilities.

HOW DOES THIS SERVICE OPERATE?

The service is managed by the Coordinator, and volunteers provide the driving Services.

TIMES OF OPERATION

The service within Cabonne commences at 7:30am and will cease at 7pm. The office is open to book your transport from 9am to 5pm Monday – Friday.

ALL TRANSPORT MUST BE BOOKED AT LEAST 3 DAYS BEFORE IT IS REQUIRED.

WHAT IS THE ROLE OF THE COORDINATOR?

The Coordinator is employed to run the service. The Coordinator is responsible for;

- daily activities of volunteers
- provision of information on other services available to assist in meeting the overall needs of the client
- assessing client eligibility
- liaising with other agencies and government departments
- development of the service
- administration of the service

WHAT SERVICES ARE AVAILABLE?

Arrangements are made for transport each day, with 3 days notice to be given to the coordinator to arrange drivers and times of pick ups if more than one client accessing the service on the same day to:

- Medical and Hospital ; including
 - Doctors Appointments
 - Physiotherapy
 - Pathology
 - Podiatry
 - Community Health Services

- Access to Government Department and Services Quality of Life; including
 - Visiting
 - Social & recreational activities
 - Shopping services

HOW DO I OBTAIN ASSISTANCE?

If you would like assistance or further information ring the Coordinator on 1300 302 446.

To receive transport, you must be an eligible client. To become eligible, call My Aged Care (MAC) 1800 200 422. You will be assessed by a RAS over the phone to help work out your needs and care arrangements. This process takes approximately 10 minutes. After this, a face-to-face assessment will be arranged in your home to assess your eligibility for transport services. From here, they will develop a support plan which addresses your needs, goals and preferences.

Cabonne Community Transport endeavours to meet the needs of its client base. If however, due to either financial or other restraints it is necessary to prioritise its service options this project would allocate service using a predetermined priority scale. Refusal of service does not prejudice future attempts to access services.

Our office is located in the Cabonne Council Building – 99-101 Bank Street, MOLONG Phone: 1300 302 446

HOW MUCH WILL THE SERVICE COST?

There is a fee involved in all transport services. Rate is dependent on distance involved. At the time of your booking you will be given information about the cost of our services. If you share the vehicle with another client the fare is cheaper.

Please note that if you are experiencing financial hardship or feel you cannot afford the service, please advise the Coordinator.

WHEN DO I PAY?

On the occasion of your service provided to the driver who transports you that day.

Booking a Trip

Once you have been assessed you can contact the Coordinator on 1300 302 446. Three to five days notice is recommended for booking a trip. Our drivers are all volunteers and need to be given notice ahead.

The day before your trip, the Coordinator will phone or let you know who is driving and what time they will pick you up on the day of your trip. You may have to share the vehicle with other clients on the day who also have appointments.

WHAT ABOUT SMOKING & DRINKING ALCOHOL?

Our volunteers are asked not to smoke in the Community Transport Vehicles.

We also request that YOU do not smoke whilst a volunteer is transporting you. There is to be no smoking or drinking alcohol in the community transport vehicles. Any person who is intoxicated will be refused transport.

WHAT HAPPENS IF I'M NOT HOME WHEN STAFF VISITS?

It is important that you let the Coordinator know if you are not going to be at home. If you are unable to contact the staff please ask a relative, friend or neighbour to contact us.

If you are admitted to hospital ask the staff to contact us. If we do not hear from you we may worry that something is wrong.

WHAT IF I'M 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 the service. Please let the Coordinator know if you are not happy with the service.

Your service will not stop if you express any concerns.

WHAT ARE MY RIGHTS?

- You have the right to complain or express your concerns about a service without fear of losing the service or suffering any other recriminations.
- You have the right to have your complaints dealt with fairly and promptly.
- You have the right to be represented by an advocate of your choice.
- You have the right to be informed about what services are available.
- You have the right to be assessed to receive services without discrimination.
- You have a right to choose service.
- You have the right to privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside of Cabonne Community Transport Service without your permission.
- You have the right to access any information held on you by this service.

WHAT ARE MY RESPONSIBILITIES?

- Service users should act in a way, which respects the rights of other service users and Cabonne Community Transport Service staff.
- Service users need to take responsibility for the results of any decisions they make.
- Service users are to play their part in helping Cabonne Community Transport to provide the service.

IF YOU FEEL YOUR RIGHTS ARE NOT BEING RESPECTED OR IF YOU HAVE ANY OTHER COMPLAINT OR CONCERNS ABOUT THE SERVICES YOU ARE RECEIVING YOU CAN TRY ANY OF THE FOLLOWING;

- If you feel comfortable about it, you could discuss the situation with the member of staff concerned – this may lead to a quick resolution of the difficulties,
- If the above is not appropriate or fails to sort out the problem, you can contact the Coordinator directly on (02) 63 923 233.
- If this is unsatisfactory, you may wish to speak to the Community Services Manager.
- You can also contact the NSW Ombudsman, Level 24, 580 George Street, Sydney NSW 2000. Phone (Free call) 1800 451 524. Fax 02 9283 2911.

THIS IS A FREE AND CONFIDENTIAL SERVICE WHICH CAN ASSIST YOU IN WORKING THROUGH ANY COMPLAINTS OR CONCERNS ABOUT THE SERVICE YOU ARE RECEIVING.

REMEMBER ****

It is your right to make a complaint or to voice any concerns you may have with the services received from Cabonne Community Transport Service.

CAN SOMEONE ELSE SPEAK ON MY BEHALF?

YES! You can ask a family member or friend to speak on your behalf. Independent advocacy services are also available. This service requires an "Authority to Act as an Advocate" form to be completed.

YOU CAN CONTACT US AT:

Cabonne Community Transport
99-101 Bank Street
MOLONG NSW 2866

Phone: 02 63 923 233
Toll Free: 1300 302 446
Monday to Friday 9am-5pm

FUNDING

Cabonne Community Transport Service receives funding under the Commonwealth Home Support Program (CHSP) (funded jointly by both the Commonwealth and State Governments) the Community Transport Program and Western NSW Local Health District. The aim of this service is to support frail aged, younger disabled people and their carers in their own homes. Cabonne Community Transport Service acknowledges the support it receives from these funding bodies.



**Transport
for NSW**



Health
Western NSW
Local Health District