



Leichhardt Marrickville
Community Transport Group Inc

Client Handbook



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What is Community Transport?

Community Transport is a door to door transportation service. It helps people who can't afford or have difficulty using private or public transport. NSW Community Transport services in NSW are determined by where you live or as allocated by My Aged Care assessors.

There are two criteria for receiving services.

1. You need to be eligible to receive services.
2. Even if you are eligible, those services are not guaranteed. They must be within the resources of the project.

What is Leichhardt Marrickville Community Transport Group?

We are a not-for-profit service that has been providing transport services since 1983. We believe in equal access so everyone can access the facilities and services they need.

We provide services for people living in the former Leichhardt and Marrickville Local Government Areas (now part of the Inner West Council). These include the suburbs of Annandale, Balmain, Birchgrove, Leichhardt, Lilyfield, Rozelle, part of Camperdown (part located within City of Sydney), Dulwich Hill, Enmore, Lewisham, Marrickville, a small part of Mascot (mostly located within the city of Botany Bay), part of Newtown (part located within City of Sydney), Petersham, Stanmore, Sydenham and Tempe.

Getting started

Am I eligible for community transport services?

LMCTG services are funded under 2 different programs;

- The Commonwealth Home Support Program (CHSP), and
- The Community Transport Program (CTP)

LMCTG applies for funding under these (and other) programs, but the decisions are made by politicians and bureaucracies. The funding defines the eligibility requirements – they are not decided by LMCTG. Both these funding sources have different eligibility requirements.

Most clients must apply to use our services through the My Aged Care portal. Visit their website at www.myagedcare.gov.au or call 1800 200 422 to find out more.

CHSP funded services

CHSP funding is focused on those with a disability and older people who need help getting out and about. CHSP is about helping people stay in their homes and providing basic services that make that happen.

If you already get other CHSP services like Meals on Wheels or Neighbour Aid, then you're probably already eligible.

Generally, if you're in an aged care facility, there is usually assisted care included as part of the service and we can't provide a community transport service.

However, don't count yourself in (or count yourself out). The best thing to do is check with our office.

CTP Funded Services

CTP services are for people who are "Transport Disadvantaged". This is when you have limited or no access to private transport and can't make use of 'conventional' transport, like buses or trains.

It's not just whether conventional transport services operate near you, it's also whether you can use them.

Unlike CHSP, CTP services are available to a person of any age, with or without a disability – they're for anybody who is Transport Disadvantaged.

If you're not sure, contact our office.

How do I work out which community transport service program is best for me?

Please phone our office on **02 9558 6800**. Our office staff can discuss your circumstances with you and advise you about both services and eligibility. If you're not eligible, our staff will do their best to advise you of any transport alternatives.

What happens after I'm registered with My Aged Care?

We will send your Service Plan either by mail or email depending on what you'd prefer.

Your Service Plan is a written statement from LMCTG that describes the services you have chosen, the conditions attached to those services (for instance, the fee), and when you expect to get them (such as fortnightly).

Your Service Plan will also include a passenger information booklet, other leaflets about our services and any other information you've asked for.

If you consider the Service Plan incorrect, please contact the office immediately.

Bookings and Services

What services are available?

- **Medical Transport**– if you need to see your GP or a specialist, we can help. We provide non-emergency medical transport around the Inner West. We also drive to the Strong Clinic at Balmain hospital.
- **Individual Transport** - We help you get to a wide variety of destinations throughout the Inner West. Whether it's visiting the bank, catch ups with friends or visiting the hairdresser, you name it and we can probably get you there.
- **Social Outings** - We have an exciting social community transport calendar that helps you connect with your friends whilst exploring Sydney and surrounds.
- **Shopping transport** - We provide many shopping services in Sydney's Inner West to help you buy groceries, clothes and household items.
- **City Runner Shuttle** - a bus shuttle service to the City and its surrounds. Clients use the City Runner shuttle for any purpose – social, medical, shopping - whatever takes your fancy.
- **Jetstream Shuttle** - The Jetstream is a door-to-door transport service for clients living south of Parramatta Road (the former Marrickville LGA). It combines features of both a door-to-door service with a route service. It's like a cross between a taxi and a bus service.

- **TigeRider Shuttle** - The TigeRider is a door-to-door transport service for Clients living north of Parramatta Road (the former Leichhardt LGA). It combines features of both a door-to-door service with a route service. It's like a cross between a taxi and a bus service.
- **Vehicle Hire** - We can also hire out vehicles and drivers to qualifying incorporated organisations.

How do I book a service?

Bookings can only be made through the office – not with Drivers.

Different services have different ways to book. Regular shopping services can be booked on a routine basis, such as a permanent fortnightly booking. Or you may prefer to just call (in advance) when you want to use them.

Transport to appointments is usually booked as soon as you get the appointment.

Whatever the case, make sure you make your transport request as early as you can.

If you want a trip to a doctor's appointment, then please ensure you contact the office as soon as you know when your appointment is.

Can I refer someone else (like a parent) for services?

Yes, you certainly can – contact My Aged Care.

How do I cancel a service?

If you are unable to attend your booking, please contact us as soon as possible. That way we can allocate your seat to someone on the list, someone who otherwise will miss out. Cancellation Fees may apply.

What if LMCTG cancels a service?

LMCTG cannot and does not guarantee your service, but will always do its utmost to ensure it occurs. Unexpected mechanical problems or sudden driver illness can occur. We have contingency plans in those events, but every so often, these can fail. If a service is cancelled, we will always attempt to contact you.

It's very helpful if your home phone has an answering service. If you have a mobile phone, please let the office know. This is particularly helpful in the case of Medical and Individual Transport as we can advise you directly of when a return trip is available. Please ensure your mobile phone is switched on, and that you have a message service.

What if a service has reached capacity?

Car capacity is managed intensively and clients, where appropriate, may find themselves sharing cars with other clients on a regular basis in periods of peak demand.

I can only get an appointment at a certain time, but you can't book me in for transport. What should I do?

Doctors and hospitals can be quite flexible in appointment times when they know you use community transport. If LMCTG services are booked out for your appointment time, please tell the doctors/hospital receptionist, and ask if the date or time can be changed.

If you're still struggling, our office can help make the appointment on your behalf.

I need to pick up some medication on my way home. Is that possible?

From time to time, clients ask drivers to stop or make a quick detour. A typical scenario is to stop at a chemist or for milk. A decision to stop or detour is at the driver's discretion.

If you know in advance that you need to go to two locations, let the office know and we'll do our best to accommodate that.

What help do you provide on services?

All services provide a level of assistance and Drivers will always help you with things like getting in or out of the vehicle, should you need it.

Obviously, not all passengers are the same – some need more help, others less.

Determining what level of help is appropriate for individual passengers is no easy matter. What one passenger may consider appropriate assistance may be considered by another passenger as fussing or demeaning of their ability.

Drivers need clarity in this regard. Assistance is part of the service, so please let our Drivers know if you need help.

Also, please note that the level of assistance varies, depending on the type of service.

Our Shopping Services, for example, have an Assistant on board to assist you with your shopping items.

For safety reasons, the Drivers on the Shuttle services may not be able to leave the vehicle and assist with shopping to your door. The Office is happy to advise you on the level of assistance for different services, but ultimately the choice of service is up to you.

How much do your services cost?

Please refer to current fee table.

What do you need transport service fees for?

Our fees help recover some of the costs of running the service. Community Transport providers are required under their operating contracts to charge fees to clients.

If you are experiencing financial difficulties, then feel free to have a confidential talk with the office. We may be able to negotiate a cheaper fare for you or come to some other agreement.

Drivers are not permitted to negotiate fees, so please discuss the matter with the office well before your trip.

You will not be denied care and services because of your inability to pay a fee for reasons beyond your control.

I have a carer. Do you need to know their details?

Yes, whether your carer is a relative, a neighbour or a friend, we need to know if you have a carer so we can contact them if necessary. We like to ensure our services meet your expectations, as well as theirs.

In addition:

- Carers may travel with you provided they can be picked up conveniently.
- When travelling with you, Carers travel free.
- Carers are sometimes themselves eligible for services in their own right.

What is a reassessment?

A reassessment is to check that we have up-to-date information about you.

From time to time the office, or a representative of LMCTG, may contact you and conduct a reassessment. This will be conducted at a time suitable to you.

Like your original assessment, it's to ensure we have the right information to serve you best. The staff member will also check that services are still meeting your needs and advise you of any other services that may be useful.

Confidentiality

LMCTG is bound to privacy legislation, and we conform to those requirements. All information regarding passengers is kept secure in our Office. Old paper-based information and records are regularly disposed of correctly, and computer-based information is password protected.

Your private information will never be disclosed to anyone without your permission. You have a right to be informed of any of your personal information.

How do you use my information?

After completing the questions, you'll be asked if you agree to some of your information being made available to other parties.

If you agree, statistical information concerning your use of services will be provided to government agencies. The data is encrypted into a code before being sent to them. It is used for planning purposes and is useful to both LMCTG and the funding bodies.

The data is also used as proof that LMCTG has provided services to you and is used in funding decisions.

Your decision to withhold information for privacy reasons does not affect your right to services.

Rights, responsibilities and risks

What are my rights and responsibilities?

Naturally, when you use LMCTG services, you have an expectation of how you'll be treated. Likewise, in providing services to you, a level of cooperation is important to LMCTG, so the services run smoothly, and everyone gets treated fairly and equally.

Leichhardt Marrickville Community Transport Group does not discriminate on common grounds of discrimination such as race, ethnicity, religion, gender, sexual preference or age.

Passenger rights

You can expect from LMCTG:

1. GENERAL
 - a) To be treated and accepted as an individual, and to have your individual preferences

respected.

- b) To be treated with dignity, with your privacy respected.
- c) To get care that is respectful of you, your family and home.
- d) To get care without being obliged to feel grateful to those providing your care.
- e) To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your care.
- f) To be treated without exploitation, abuse, discrimination, harassment or neglect.

2. PARTICIPATION

- a) To be involved in identifying the assistance most appropriate for your needs.
- b) To choose the care and services that best meet your assessed needs within the limits of the resources available.
- c) To participate in making decisions that affect you.
- d) To have your representative participate in decisions relating to your care if you do not have capacity.

3. CARE AND SERVICES

- a) To receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs.
- b) To be given before, or within 14 days after you commence receiving care, a Service Plan of the care and services that you expect to receive.
- c) To receive care and services as described in the plan that takes account of your lifestyle, other care arrangements and cultural, linguistic and religious preferences.
- d) To ongoing review of the care and services you receive (both periodic and in response to changes in your personal circumstances), and modification of the care and services as required.

4. PERSONAL INFORMATION

- a) To privacy and confidentiality of your personal information.
- b) To access your personal information.

5. COMMUNICATION

- a) To be helped to understand any information you are 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 your 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 you receive.
- b) To complain about the care and services you 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 your 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 your fees reviewed periodically and on request when there are changes to my financial circumstances.
- d) Not to be denied care and services because of your inability to pay a fee for reasons beyond your control.

Passenger responsibilities

You are expected:

1. GENERAL

- a) To respect the rights of LMCTG staff, volunteers, and other passengers to their human, legal and industrial rights, including the right to work in a safe environment. This includes;
 - Utilising safety equipment as nominated by staff, including seatbelts.
 - Asking staff to carry shopping within reason and limits.
- b) To treat LMCTG staff, volunteers, and other passengers without exploitation, abuse, discrimination or harassment.

2. CARE AND SERVICES

- a) To abide by the terms of the written agreement. This includes;
 - Accepting the conditions and limitations of any service you have chosen.
- b) To acknowledge that your needs may change and to negotiate modifications of care and service when your care needs do change.
- c) To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

3. COMMUNICATION

- a) To give enough information to help LMCTG to develop, deliver and review a Service Plan. This includes;
 - Cooperating with staff.
 - Communicating with office staff about your needs, transport bookings/arrangements, and any change in your circumstances or health that may affect your transport service.
 - Clearly communicating to staff the level of physical help you need.
- b) To tell LMCTG and their staff about any problems with the care and services.

4. ACCESS

- a) To allow safe and reasonable access for LMCTG staff and volunteers at the times specified in your care plan or otherwise by agreement.
- b) To provide reasonable notice if you do not need a service. This includes;
 - Providing the earliest possible notice of a cancellation so the project can allocate your transportation to other passengers.

5. FEE

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

How can I make a complaint?

An important source of feedback is passenger complaints. If we don't know it's broken, we can't fix it.

You may want to use an advocate to negotiate for you.

Any complaints made will not affect any service you get now or in the future. LMCTG should get back to you within 14 days.

What is an advocate?

An advocate is a person who, with your authority, represents your interests. You can use an independent advocate of your choice to negotiate on your behalf. This may be a family member, friend or an advocacy service.

If you don't know anyone appropriate, the office can help find an advocacy service for you. A Community Transport staff member can also act on your behalf if you wish. It's important for us to know that someone has the right to speak on your behalf.

If you wish to use a person or a member of staff as an advocate or would like to change your nominated advocate, then you need to inform us. That's best done in writing, but if you prefer another method please call the office and we'll work out a way.

Complaints Procedure

If you are unhappy about any part of the service provided to you and would like to make a complaint, we suggest you follow these steps:

1. If you feel comfortable about it, raise your complaint with the staff member or passenger concerned in the first place.
2. If you are not satisfied with the outcome of step one, or not comfortable discussing the issue with the person concerned, you should contact the Community Transport Manager.
3. If the issue is still not satisfactorily resolved, you should raise the issue with a member of the Community Transport Management Committee. Our office can put you in touch.
4. If after approaching the above people, the issue is still not resolved, you may want to refer the complaint to the body that funds Community Transport in NSW. Write to:

Service Contract Teams
Community Transport
Transport for NSW
Locked Bag 5085
Parramatta 2124

5. You will be informed of the outcome of your complaint and asked for your feedback on the complaints procedure.

Using the Ombudsman

The NSW Ombudsman's Office has an excellent online guide about making a complaint, and also an online complaint form. www.ombo.nsw.gov.au

You can also phone them on weekdays, 9am to 5pm, on (02) 9286 1000

Discontinuing a service

We hope to provide quality services that meet your needs and are to the standard outlined in the previous pages. It's important to know, however, about what should happen if you decide to discontinue using our services or the circumstances in which we may discontinue providing service/s to you.

The following is LMCTG policy:

The decision to discontinue a service may be taken by either you or LMCTG. You may decide to discontinue a service because they have had a change in circumstances after which the service may no longer be appropriate or you may have become dissatisfied with the service to the extent that you decide not to use the service further.

If you leave a service due to dissatisfaction or because of a dispute, LMCTG should ensure that:

- you are aware of your rights and responsibilities;
- you are reminded of the complaints process;
- you are reminded of your right to an advocate and that you are provided with information on agencies that provide advocacy services;
- staff deal with the situation in a sensitive manner, and that as a result of the dispute fair and reasonable further access to services is not jeopardised.

LMCTG may withdraw a service for one of the following reasons:

- because the service ceases to operate;
- you are no longer eligible for the service;
- you, in LMCTG's opinion, no longer need the service;
- your behaviour has become too difficult for the service to cope with;
- your care needs exceed the capacity of the service to cater for them;
- LMCTG decides that another client should have priority of access to the service in question;
- or concerns about your health or safety, LMCTG staff or other clients.

What are the risks associated with receiving LMCTG Transport Services?

- We do our best to ensure that clients are picked up within 15 minutes of the stated pick up time. However, occasionally there are unforeseen circumstances such as staff illness. In these instances, drivers may arrive late and we cannot guarantee you will be on time for your appointments.
- We use vehicles that are modern and maintained according to legislative requirements.
- All the Drivers at LMCTG have the correct licence and are appropriately trained and supported by the LMCTG Office Staff. However, our Drivers cannot control the behaviour of other Drivers on the road. Therefore, there may be occasions in which an accident of some kind can occur. These accidents could be of varying severity.
- Property that is left on our vehicles will be retained by the service and returned to the owner as quickly as possible. If lost property is removed by other members of the public, this is beyond our control.
- If your circumstances change, it may mean you're no longer eligible for services. For example, admission into a high needs residential facility.
- Discontinuation of Service: we will do our best to maintain all current services. However, if we consider a particular service to be economically unviable, we reserve the right to discontinue that service.

Contacting our office

You can contact the office by visiting in person (Unit C, 6 Carrington Road, Marrickville 2204), email sc@lctg.net.au or by phone 02 9558 6800.

We are open every weekday, 8am to 4pm.

If you phone us after 4pm or at a particularly busy time, please leave a message and we will get back to you as soon as possible.

When leaving a message, please wait until the end of the recorded message and the beep.

Please give us your:

- Name
- Telephone Number
- A brief message about why you're calling.

We respond to calls according to priority. For outings, a booking request isn't responded to immediately unless the outing is booked out. You will receive a call closer to the outing with your pick up time.