

Service Information

Connect: Inner West Community Transport Group Inc (Connect) ensures that information about the organisation's services and activities is made available to current and prospective service users, referral and partner agencies, other stakeholders and the general community, in a format that is understandable and accessible to them.

Accurate and up to date service information will be made available to enable:

- New or prospective service users to make informed decisions about their use of the service;
- Referring agencies to make appropriate referrals; and
- Staff to discuss and negotiate the expectations of service users or referring agencies.

Record of policy development

| Version | Date approved | Date for review |
|---------|----------------|-----------------|
| 1 | 3 October 2025 | 2 October 2028 |

Responsibilities and delegations

| | |
|---------------------------|---------------------|
| This policy applies to | Directors and staff |
| Specific responsibilities | General Manager |
| Policy approval | Board |

Policy context – this policy relates to:

| | |
|--|--------------------|
| Standards | |
| Legislation | Aged Care Act 2025 |
| Contractual obligations | |
| Organisation policies | |
| Forms, record keeping, other documents | |

Procedures

Scope of information

Specific information about services will be provided to potential service users/referring agencies/other interested parties that describe:

- Who the service/s are for and the eligibility criteria;
- How services are allocated;
- Terms and conditions of service; and
- Costs.

The General Manager will be responsible for planning, developing and reviewing service information.

Information for service users

Connect will ensure that information to service users is provided in a timely, understandable and accessible format which is tailored to the service user's individual needs. In this way, service users should be able to make well informed decisions.

Service users are supported to understand information surrounding:

- Agreements they're required to enter;
- Terms relating to their rights and responsibilities;
- The care to be provided; and
- Fees and other charges to be paid.

Connect will take into consideration factors such as age, cognitive ability, health, religion and cultural background into account when providing service information to service users. For example, an elderly person with limited dexterity will not be provided with information via a mobile app, instead Connect would consider verbally communicating the information to the client. Connect also promises service users sufficient time to consider and review their options and seek external advice.

Connect will also endeavour to involve service users in the planning of service delivery and information. Connect will ensure service users have input into their preferred method of communication regarding the services they are receiving. If the service user is not proficient in English, Connect will access a translator or translating aids to ensure the service user understands the information being communicated.

Information Regarding Fees and Payments

Connect implements a system to ensure that prices, fees and payments are accurate and transparent for service users. It informs service users about any changes to fees and charges and seeks their informed consent to implement these changes before they are made.

Connect will ensure that invoices are:

- Timely;
- Accurate;
- Clear; and
- Presented in a way that service users will understand.

Connect will promptly address any overcharging and provide refunds to service users where necessary.

Publication and distribution of information

The General Manager will be responsible for the publication of service information in printed and digital forms.

Operations staff will be responsible for the distribution of service information verbally, via printed client materials and digitally to service users and/or referring agencies as appropriate].

End of document
