

# Connect: Inner West Community Transport Group - Client Service Charter

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This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Connect's services, either in hard copy or online.

## About us

Connect: Inner West Community Transport Group have provided transport services since 1983. Community Transport is a door-to-door transportation service. We help eligible people who can't afford or have difficulty using private or public transport. Our services take clients to medical appointments, shopping and on social outings.

We are a not-for-profit organisation providing accessible transport services to people living in Sydney's Inner West.

You can find information about our services on our website [www.connectinnerwest.org.au](http://www.connectinnerwest.org.au) or by asking one of our staff.

Our office is staffed 0800 – 1700 Monday to Thursday and 0800 – 1600 each Friday. Our transport service hours may extend beyond office hours. While our clients live in mostly in the inner west, our transport and our social outings are certainly not limited to the inner west.

We can be contacted by phone 9588 – 6800 or by email [admin@connectinnerwest.org.au](mailto:admin@connectinnerwest.org.au).

## Our commitment to you

Our vision is a community in which all individuals and groups have access to appropriate transport options in order to fully enable their participation, development and well-being within the community.

Our purpose is to provide and promote safe and affordable transport services, that fully enable all individuals and groups to maintain or achieve their independence and quality of life within their community.

## What you can expect from us (your rights)

When you are in contact with our organisation, we will:

- Treat you with dignity and respect at all times;
- Treat you fairly and without discrimination;
- Ensure you don't face physical, sexual, emotional or verbal abuse;
- Respect your privacy and confidentiality;
- Protect your personal information and only use it for the right reasons;
- Inform you of your rights and responsibilities;

- Provide a safe and healthy environment within the service and their facilities;
- Involve you in decisions about the services you access and support you to have a say;
- Support you to connect with other services if needed;
- Provide you with sufficient information about the service and its terms of use;
- Tell you how to provide us with feedback on our service and how to make a complaint;
- Ensure your complaints are dealt with fairly and promptly.

## How you can help us (your responsibilities)

You can help us provide a quality service if you or your support person:

- Treat our workers, other service users, and the public with respect, kindness, and courtesy at all times;
- Provide accurate and complete information about your needs, medical history, and personal circumstances to ensure we can give you appropriate care;
- Tell us if things change or you cannot keep an appointment or commitment;
- Participate actively in the planning and decisions regarding your care, including following agreed-upon care plans and communicating any concerns or changes;
- Understand and follow our policies, rules, and guidelines, including those regarding safety and health;
- Communicate your needs or any concerns in a respectful and timely manner to ensure appropriate action can be taken;
- Ensure that your behaviour is respectful of our property and does not create a hazardous or disruptive environment for you, our workers, or other service users;
- Follow any care instructions or guidelines provided and ask for clarification if anything is unclear;
- Foster a positive environment, cooperating with staff, engaging with other service users, and contributing to the overall well-being of the community;
- Make timely payments for services rendered according to the agreed terms, if applicable;
- Provide us with feedback about our service and how we can work better; and

## How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Connect services.

We also want to know if you are not happy with the service you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by several means including:

- Complete client feedback forms;
- Talk directly to worker;
- Ask to speak to a more senior staff member;
- Contact our office on phone 9558 – 6800 and
- Write to the General Manager at [gm@connectinnerwest.org.au](mailto:gm@connectinnerwest.org.au) or 31 Sydenham Rd Marrickville NSW 2024]

## How we manage complaints

We want to resolve complaints openly, honestly and quickly.

We will acknowledge your complaint and respond within five working days.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as the Aged Care Quality & Safeguards Commission.

## **How you can participate in your services**

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.

**Version 1: Board approved 3 October 2025**