



CLIENT INFORMATION HANDBOOK



What is Junee Community Transport?

Junee Community Transport (JCT) is a not-for-profit organisation jointly funded by Federal and State Governments under the Commonwealth Home Support Program (CHSP) and the Community Transport Program (CTP) and supported by Junee Shire Council.

Our service assists older people and people with disabilities who live within the Junee Shire Local Government area to remain living in their own homes and to prevent their inappropriate or premature admission to Residential Care.

How does the service operate?

JCT is managed by Junee Shire Council. Day-to-day operations are carried out by paid staff members with support from volunteers. The Service operates two cars and a wheelchair accessible van and provides a door-to-door service.

Transport services are provided 5 days a week between 6:00am and 6:00pm (except Public Holidays), within and outside the Junee area. Limited service may be available on weekends —please ring the office to discuss this.

Junee Community Transport Staff Members

JCT staff members are qualified and trained to support and encourage clients to carry their shopping bags as much as possible, to walk to the bus without help from the drivers or carers, to get in and out of the bus or car, to put on their own seat belts and to carry their belongings such as handbags and umbrellas.

This enabling approach focuses on what a person can do and wants to be able to do and aids in building confidence and self esteem.

What transport services are available?

Transport services are available to eligible persons for:

- ◇ Social Outings
- ◇ Shopping
- ◇ Doctor and Specialist appointments
- ◇ Family, Hospital and Nursing Home visits
- ◇ Podiatrist and Dentist appointments as well as
- ◇ Hairdressers, etc.

How to access the service?

If you are under 65 years of age and have difficulty accessing conventional transport for physical, social or geographic reasons you may contact Junee Community Transport on 02 6924 4880 directly for an assessment of your eligibility to use the service. The assessment will help us to determine which of our services is most appropriate for your needs. The outcome of your assessment may be:

- ◇ Provision of a regular service
- ◇ Provision of a temporary service with duration specified
- ◇ Refusal of service, or
- ◇ Referral to another Agency

If your circumstances change you may need a review and re-assessment, either by a Regional Assessment Service (for over 65s) or by JCT. This will help us to continue providing the most appropriate service for your needs.

The result of a re-assessment may be:

- ◇ Referral to other services that may assist you
- ◇ Our service working better with other agencies providing you with care
- ◇ Increase in services provided
- ◇ Decrease in services provided
- ◇ Cessation of services
- ◇ Identification of Work Health and Safety/Duty of Care issues
- ◇ Changes to your personal details (eg change of address, phone number, contact persons) or
- ◇ Identification of new goals you may have and development of a plan to help you achieve them

My Aged Care

If you are 65 years of age or over and are frail aged with physical, psychological or mobility issues, you will be asked to telephone **My Aged Care (1800 200 422)** to be assessed for eligibility to use our service. If you are found to be eligible, My Aged Care will then advise us to contact you directly so that we can obtain further information from you relating to your transport needs.

What happens when the service is unable to meet your needs?

There may be reasons we cannot provide a service. These could include:

- ◇ If you are not eligible (do not fit the target group)
- ◇ If you do not live in the Junee area or
- ◇ If you are eligible for service but we don't have the resources (available vehicle and/or driver) to provide the service to you at the time you require. In these circumstances, you may be placed on a waiting list. The waiting list is revised as resources become available.

In such cases, you will always be given information about other services that may be able to assist you.

Can service be refused?

JCT reserves the right to refuse transport to persons whom it reasonably believes may pose a risk to the safety or well-being of other clients, staff members or themselves.

Grounds for refusal include, but are not limited to:

- ◇ Theft of property or funds from staff members, volunteers or other clients
- ◇ Wilful damage to JCT property
- ◇ Verbal or physical harassment of staff members, volunteers or other clients
- ◇ Swearing or bad language
- ◇ The disclosure of confidential information in respect of other clients to any other party without prior permission.
- ◇ Violence towards staff members, volunteers or other clients.

When will the service stop?

Some examples of when services cannot continue to be given are:

- ◇ When you no longer need the service
- ◇ When another service could better meet your needs
- ◇ If you move out of the area covered by the service
- ◇ If you enter full-time care in a residential setting
- ◇ When the level/type of care does not meet Government guidelines, and
- ◇ When there is a risk to you or our staff

How to make a booking?

If you have been assessed as eligible for transport, you will need to make a booking in advance. Please contact JCT during office hours (weekdays between 8:00am and 4:00pm) on 02 6924 4880. If the office is unattended you **MUST** leave your name and number as the answering machine or diversion on the phone will not show your number and staff will not be able to assist you with your transport requirements.

A staff member will ask for details regarding your transport request such as:

- ◇ The date and time of your appointment
- ◇ Where you are travelling from and to
- ◇ Who the appointment is with
- ◇ How long the appointment will take
- ◇ Whether anyone will be accompanying you

It is important that you give as much notice as possible for all transport bookings, changes to transport bookings and cancellations. While we can accept bookings at short notice we cannot always guarantee to be able to fit you in. Our service is very different from an on-call taxi service and cancellation charges may apply.

How much will the service cost?

The cost of services range in price, depending on where you are travelling to and from. This would be discussed with you at the time of making a booking and prior to the delivery of service.

If you are experiencing financial hardship you may wish to apply for financial assistance, where fees can be reduced or waived in certain circumstances.

What happens when you cancel?

Cancellations received after 12:00 noon on the working day before pick-up may attract a cancellation fee. The fee will be the cost of a local trip of \$10.00, whichever is the lowest and \$20.00 for long distance trips (outside Junee Shire Local Government Area). If an invoice needs to be raised, an additional \$10.00 administration fee will apply.

What happens if you are not at home when a staff member visits?

It is important to let the office know as soon as possible if you are not going to be at home for a transport pick-up. If you are unable to contact the office, please ask a relative or friend to contact us.

If we are concerned for your safety we will contact your next of kin and if necessary, we may call the police.



Taxi Vouchers

Junee Community Transport provides subsidised local transport in Junee for eligible clients in the form of Taxi Vouchers.

Up to 10 taxi vouchers can be issued per month per person.

Please note that there is limited funding for this resource please contact the Co-ordinator on (02) 6924 4880 for further information.



What can you expect from the service?

You can expect our service to:

- ◇ Ensure your safety and protection at all times
- ◇ Support and encourage you to maintain/increase your independence
- ◇ Provide you with information about your transport options
- ◇ Work with you to provide the most appropriate service for you within our resources and capability
- ◇ Treat you as an individual
- ◇ Support your rights as a client, and
- ◇ Listen to you and respond to any feedback you provide

What if you want to give feedback?

We want to provide the best service we can and will always be pleased to hear feedback from you. Suggestions, compliments and complaints give us a chance to improve our service so please feel free to talk to our Team.

Why not let us know what you think by making a note on a Quick Compliments and Suggestions Form? These forms are in each vehicle, just ask our driver for one.

You can make a complaint by whichever of the following means you feel comfortable with:

- ◇ Discuss the situation with the staff member concerned. This may lead to a quick resolution.
- ◇ Ring the office on (02) 6924 4880 and speak to the Co-ordinator.
- ◇ Ring the office on (02) 6924 4880 and ask for the Director of Business and Community to call you back.
- ◇ Write a letter to the Co-ordinator or Director

Junee Community Transport
P.O. Box 93
Junee NSW 2663

- ◇ Contact the NSW Ombudsman. This is a free and confidential service that can assist you to work through any complaints or concerns you may have.

The Community Services Division
NSW Ombudsman's Office
Level 24, 580 George Street
Sydney NSW 2000
Phone (Freecall) 1800 060409

Can someone else speak on your behalf?

Yes! You can have a family member or friend advocate on your behalf. Just talk to our team and we can arrange it. You can change your advocate at any time.

What are your rights?

- ◇ You and (with your permission) your carer have access to all information about you held by Junee Community Transport.
- ◇ In cases where you have a legal guardian or advocate appointed to act on your behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.

Guardianship or advocacy arrangements.

- ◇ You and/or (with your permission) your carer will be involved in decisions about your assessment and care plan. You will be made aware of all the options available, and any fees to be charged.
- ◇ You will be made aware of the standard of service you can expect. Services will be provided in a safe manner which respects your dignity and independence and is responsive to your social, cultural and physical needs and those of your carer.

- ◇ Your access to services will be decided on the basis of need and the capacity of the service to meet that need.
- ◇ You have the right to refuse a service and refusal will not prejudice your future access to services.
- ◇ You have a right to complain or make suggestions about the service you are receiving without fear of the service being stopped or you being mistreated because you made a complaint.
- ◇ Any complaints you may make will be dealt with fairly, promptly and without retribution.
- ◇ You may choose an advocate to represent your interests.
- ◇ Your views will be taken into account in the planning and evaluation of the service.
- ◇ Your rights to privacy and confidentiality will be respected.

What are your responsibilities?

- ◇ You must let us know if you are not going to be at home when staff members are due to visit for pick-up.
- ◇ You should act in a way which respects the rights of other clients, volunteers and staff members.
- ◇ You must take responsibility for the results of any decisions you make (including the choice not to make a decision).
- ◇ You must use seatbelts and other vehicle safety devices as directed by authorised staff members.
- ◇ You must respect the confidentiality of information about other clients and staff members that you may obtain whilst using our service.
- ◇ You must play your part in helping our staff to provide you with services.
- ◇ You must inform the service of any significant change in your circumstances, including any mobility changes (i.e. use of a walker or wheelchair).

Remember that we can only pass on information about you if you give us your permission. We will need your name and address, and other pertinent data. The information is only available to Transport NSW, our funding body. If you decline to consent to this sharing of information it will not affect your eligibility for service with us. The information you give **CANNOT** be matched or compared to your Medicare or Centrelink records, or any other individual records about you.

Who has access to your personal information?

In order to support our communities, the Federal and State Governments provide funding for many community services. For these services to work well, the Government needs to know how services support people in their homes and communities and may require statistical information such as:

- ◇ Whether you are male or female
- ◇ Your postcode, suburb or town, and State you live in
- ◇ Your age and birth date
- ◇ Whether you are a person of Aboriginal and/or Torres Strait Islander descent
- ◇ If you have an unpaid person who regularly helps you (a carer)
- ◇ Whether you own your own home, rent or board
- ◇ Whether you receive a pension
- ◇ What support and how much support you receive from services
- ◇ What language is spoken at home
- ◇ Country of birth.

JUNEE COMMUNITY TRANSPORT

ABN 62 621 799 578

Address: P.O. Box 93 JUNEE NSW

29 Belmore Street, JUNEE NSW 2663

Phone: (02) 6924 4880

Email: shirley.crivellaro@juneensw.gov.au

How to obtain further information or assistance:

Call our office on weekdays between 8am and 4pm on

(02) 6924 4880

Phone numbers you may find useful

- ◇ Junee Community Centre 026924 2666
- ◇ Junee Hospital 02 6924 8200
- ◇ Cooinda Court 02 6924 2588
- ◇ Junee Buses 02 6924 2244
- ◇ Taxi 0427 920 671
- ◇ Junee Medical Centre 02 6924 3022
- ◇ Centrelink 131 021
- ◇ My Aged Care 1800 200 422
- ◇ Junee Shire Council 02 6924 8100

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