



This handbook provides information about us, the services we provide and your rights and responsibilities as a service user



Providing transport since 1987 for residents living in selected areas\* in the city of Parramatta and Cumberland Council including:

- People over 65 years old
- Aboriginal and Torres Strait Islanders
- Younger people with disabilities under the age of 65 years old
- Transport-disadvantaged residents
- Their carers

This organization is funded by the NSW Government and the Commonwealth as part of the Commonwealth Home Support Program (CHSP) & the Community Transport Program (CTP).

\*For a detailed list of suburbs please visit our website [www.communitywheels.org.au](http://www.communitywheels.org.au)

## Our Vision Statement

To encourage and support people to participate in social and community programs, that improve their well-being and independence.



## Our Transport Services

At Community Wheels, we can provide you transport for different things such as:

- Medical or doctor's appointments
- Shopping - individual or group
- Weekly social outings
- Visiting friends or relatives
- Lunch clubs
- Local library or community centers

...and much more

# Table of Contents

<b>Contents</b>	<b>Page no.</b>
Our Standards	4
Access to Transport Services	4
Your Rights & Responsibilities as Service User	12
Charter of Aged Care Rights	15
Privacy, Dignity and Confidentiality	17
Complaints	19
Shopping and Individual Transport	22
Social Outings	23
Our Contact Details	24

## Our Standards

Community Wheels Inc complies with the:

- NSW Disability Service Standards
- Rules and goals of the National Disability Insurance Scheme (NDIS) and
- New Charter of Aged Care Rights effective 1 July 2019.

## Access to Transport Services

Community Wheels Inc uses a fleet of vehicles to provide transport services to clients. Our fleet includes cars, vans and buses that are operated by staff drivers and volunteers. We also have a number of wheelchair accessible vehicles in our fleet.



Our trained drivers provide door-to-door transport service which means they will pick you from your home or

designated pickup location and drop you off at your destination.

For returns the drivers will pick you from where they dropped you off earlier, or any other spot as specified by you, and return you safely home.

### **How do I register for community transport?**

Community Wheels Inc provides transport services for clients residing within the Parramatta & Cumberland Council areas. If you live within our catchment area and wish to register for community transport, please call our Client Liaison Coordinator on (02) 8868 1401.

People aged 65 years and above must be registered with My Aged Care to be eligible for our subsidized transport services. You can call My Aged Care on 1800 200 422 or visit their website [www.myagedcare.gov.au](http://www.myagedcare.gov.au) to register your details with them.

## What are the hours of operation?

Community Wheels Inc operating hours are as follows:

<b>Office hours</b>	Monday to Friday 8.00am to 4.00pm
---------------------	--------------------------------------

## How can I book my transport?

For booking transport please call Community Wheels Inc on (02) 8868 1400 and select option 1 for bookings. Please keep the following details ready when making a booking:

1. Date and time of your appointment
2. Drop off address

If you need a wheelchair accessible transport, please inform the reception staff at the time of making your booking.

For home returns, please call us on (02) 8868 1400 and select option 2 for returns.

## What if I want to cancel my booking?

We request that you call us minimum 24 hours in advance if you need to cancel your booking. You may be required to pay a cancellation contribution if you regularly cancel your bookings on short notice or cancel at the door when the driver arrives.

## How much will the transport cost me?

Community Wheels Inc can provide you subsidized transport services in your local area as well as to other suburbs. The cost of our transport services vary depending on the pickup point and destination you are going to. Our booking staff will advise you the cost of your next trip when you call us for organizing your transport.

## Will the driver help me get in and out of the vehicle?

Our drivers and volunteers can provide the following assistance:

- Walk or wheel clients from their home to the vehicle and from the vehicle to their drop off point on pickup journey;
- Walk or wheel clients to the vehicle and from the vehicle to their home on return journey;
- Assist clients get in and out of the vehicle;
- Safely use the hoist to board wheelchair clients into the vehicle;
- Secure clients with a seatbelt and secure wheelchair with a restraint;
- Assist clients with their mobility aids like holding, folding and securing them.





Some of the things that our drivers and volunteers are NOT ALLOWED to do include:

- Carry your personal belongings such as purses, handbags, keys, personal mail, etc;
- Pay your bills, make any bank transactions or purchase any items on your behalf;
- Give you medication or any kind of medical advice;
- Unpack or store content of your shopping bag in pantries or fridge;
- Make private or personal arrangements with you outside of our transport services;
- Lift you directly or any heavy household items such as TV, furniture, garden supplies, etc.

### Please Note

Our drivers and volunteers WILL NOT BE ABLE TO stay with you for your appointment.

If you need someone to be with you during your appointment, please ask a family member, friend or a carer to accompany you on that day.

If you require help with opening and closing your front door, we need your permission for our drivers and volunteers to do so. If you have any questions or concerns, please call our Client Liaison Coordinator on (02) 8868 1401.

### **When will service stop?**

After you are registered as a service user, transport services will be provided to you on a need-basis for as long as you require.

Some reasons why service may stop could be:

- You no longer need the service and wish to exit

- You move out of the Parramatta & Cumberland Council area
- You find another provider that you feel meets your needs better
- Your situation and level of care changes, for example, you go into full-time residential care setting
- Community Wheels Inc cannot provide you the level of care you may need
- There may be risk to you or our staff when providing you service

### **What should I do if I want to stop my service?**

If you wish to make changes to your service or if you want to exit and no longer receive transport services from Community Wheels Inc, please call our Client Liaison Coordinator on (02) 8868 1401 to discuss your situation.

# Your Rights & Responsibilities as Service User

As a Community Wheels Inc service user, you have certain rights and we will always work towards supporting your rights at all times. As a service user, you can expect Community Wheels Inc to:

- Provide you transport services in a safe manner that respect your dignity and independence.
- Treat you fairly without any discrimination and to respect the things that are important to you.
- Give you the freedom to make your own choices.
- Support and encourage you to maintain and increase your independence.
- Allow your advocate such as a friend or legal guardian to communicate with us and make informed choices on your behalf.
- Respect your privacy and confidentiality at all times.

- Deal with your complaints or feedback quickly and fairly without retribution
- Provide you with interpreter services if you need one.

**But please remember, you have some responsibilities too**

Community Wheels Inc expects you to:

- Tell us about the type of transport services that you want, and how you want to receive them.
- Be involved in decisions made about your assessment and care plan.
- Give sufficient notice wherever possible for transport bookings.
- Call us as soon as possible to cancel any bookings or if you do not require transport services anymore.
- Let us know if someone else will be taking you home.
- Be polite and respectful of other clients sharing the vehicle with you.

- Be polite with our drivers, staff members and volunteers.
- Pay any contributions agreed upon.
- Take responsibility for any decisions that you make.
- Tell us if you have any problems with the transport or would like to make a complaint.
- Inform us as soon as possible if your circumstances change, for example, if you have started to use a wheelchair.



All Community Wheels Inc drivers and volunteers are asked not to smoke when they are providing a service.

We also ask that you do not smoke when a driver or volunteer is providing service to you or assisting you.

## Charter of Aged Care Rights

From 1 July 2019 a new Charter of Aged Care Rights has come into effect that will provide the same rights to all consumers, regardless of the type of Australian Government funded aged care and services they receive. As a client, you have the option of signing the Charter of Aged Care Rights. You can continue to receive the same level of services even if you choose not to sign.

## Charter of Aged Care Rights

I have the right to:

1. Safe and high quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care and services;
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence;
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it adversely affecting the way I am treated.



## Privacy, Dignity and Confidentiality

Community Wheels Inc recognizes that each service user's rights to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.

Community Wheels Inc will collect

- your name
- home address
- date of birth
- mobility type

and other information about you on behalf of Transport for NSW to determine your eligibility for community transport services.

### Will my information be shared with someone?

We may share your information with other government agencies that fund our community transport services, such

as the Commonwealth and State governments. This information shared is only general information for statistical purposes, and no personal client information is shared.

- We will only collect and use information that is necessary for the provision of services to you with your consent.
- We will keep your records in a safe, accurate and efficient manner.
- We may have to disclose your information without your consent if required or authorized by law.

If you need any information about the Privacy Act or about your rights as a service user, you can contact:

- Community Wheels Inc office at (02) 8868 1400

OR

- The Privacy Office
  - By post: Privacy Act Office, GPO Box 5218, Sydney NSW 2001
  - Helpline: 1300 363 992
  - Website: [www.privacy.gov.au](http://www.privacy.gov.au)
  - Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

## Complaints

Community Wheels Inc wants to provide you the best service possible and we will always welcome your compliments, suggestions or complaints to help us improve. You can feel safe about speaking to us when you don't agree or don't like something, or when you have a problem with your service.

If you have a complaint or wish to report an incident, you can do one of the following:

1. You can discuss your concern with the driver or staff member involved
  
2. You can contact our Client Liaison Coordinator on (02) 8868 1401
  
3. You can directly contact our General Manager on (02) 8868 1402
  
4. You can write to our Chairperson at:  
The Chairperson  
Community Wheels Inc.  
Unit 3E / 6 Boundary Rd  
Northmead NSW 2152
  
5. You can write to local Community Transport Service Division at:  
By post: Local & Community Transport  
Transport for NSW  
Locked Bag 5085  
Parramatta NSW 2124  
Tel: (02) 8836 3100

6. You can write to the Ombudsman at:

By post: The Community Service Division  
NSW Ombudsman  
Level 24, 580 George St  
Sydney NSW 2000

Tel: (02) 9286 1000

Toll Free: 1800 451 524

Fax: (02) 9283 2911

TTY: (02) 9264 8050

7. You can register a complaint about a service provider with the Aged Care Quality and Safety Commission:

Tel: 1800 951 822

Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

Website: <https://www.agedcarequality.gov.au>



**REMEMBER:** It is your right to make a complaint or to voice any concerns you may have with the services received from Community Wheels Inc.

## Shopping and Individual Transport

Community Wheels Inc offers both group and individual shopping services.

You can go on our group shopping bus depending on which area you live in. Clients get about 2 hours to do their shopping while on a group shopping trip.

Group shopping destinations include:

- Carlingford Court
- Stockland in Merrylands and Baulkham Hills
- Winston Hills Shopping Center
- Auburn Central and
- Bankstown Central.

If you wish to go shopping on your own, you can also book for our individual shopping transport services.



For safety reasons, you are only allowed to carry up to four environment friendly shopping bags for group or individual shopping trip.

We also provide individual transport services such as transport to visit friends or family, to local clubs or library or community centers.

Please note that individual transport services including individual shopping will be provided only between:

10AM to 2PM      Monday to Friday

## Social Outings

We also have weekly social outings on Tuesdays and Saturdays. Bookings for these outings generally open one month before the event.

For more information on our social events or to get a copy of our latest social outings calendar, please call us on (02) 8868 1400 to speak with our Social Inclusion Coordinator.

## Our Contact Details

For information on any of our transport services including medical transport, shopping or social outings, please call our friendly staff on

**(02) 8868 1400**

Monday to Friday

8.00am to 4.00pm



cwi.parramatta



[www.communitywheels.org.au](http://www.communitywheels.org.au)



[mail@communitywheels.org.au](mailto:mail@communitywheels.org.au)



PO Box 558 Merrylands NSW 2160



REGISTERED  
NDIS  
PROVIDER

National Disability Insurance Agency

(NDIA) helpline **1800 800 110**