

COMMUNITY TRANSPORT
RYDE HUNTERS HILL
9816 5000

Passenger Information Booklet



PO Box 162, Gladesville NSW 1675
www.easytransport.org.au

Community Transport Passenger Information

The booklet contains information on Ryde Hunters Hill Community Transport Services including:

Page

- 1*** *What is Community Transport*
- 2*** *Advocacy*
- 3*** *Booking Service*
- 4*** *Complaints*
- 5*** *Confidentiality*
- 6*** *Donations*
- 7*** *Eligibility for service*
- 8*** *Mailing List for social programs and
newsletters*
- 9*** *Passenger's responsibilities*
- 9*** *Passengers' rights*
- 10*** *Services*
- 11*** *Volunteers*



What is Community Transport



It is a door-to-door service for people unable to access public transport to get to:

- Doctor
- Dentist
- Personal business
- Shopping
- Social activities

Ryde Hunters Hill Community Transport Association Incorporated is an independent community based organisation and is a non profit community service.

Funding is received from both the Federal and State governments under the Home and Community Care Service. The affairs of the Association are managed by the Management Committee who are volunteers drawn from a diverse section of the community.

If you need information in a language other than English, please telephone us through the **Translating & Interpreting Service** on **131 450.**



Advocacy

An advocate is a person who, with the authority of the passenger, represents the passenger's interests.

Passengers may use an independent advocate of their choice to negotiate on their behalf. This may be a family member, friend or an advocacy service.

Passengers should notify us, preferably in writing, of a chosen advocate. Please talk to staff if you wish to know more about



Booking Service

A telephone booking service operates.

TRANSPORT TO PERSONAL/MEDICAL APPOINTMENTS:

- Please phone to book a transport service, giving the *time of your appointment* and the address you need to go to
- Please give as much notice as possible (3 days - minimum)
- Every effort will be made to arrange transport as requested; this depends on availability of volunteer drivers

FLEXIRIDE SERVICE:

You may phone the office up to the day before you need transport, however, it is advisable to book in advance to ensure you get the time slot you want. A pick-up time is allocated immediately. This service is best for those who can be flexible with timing. Not to be used for medical transport.

TRANSPORT FOR GROUP OUTINGS:

Shopping

- Users must book each week for shopping service

Social trips

- Bookings may be made any time on or after the “*booking day*” shown for each month on the program



Complaints

Clients have the right to present a complaint and know it will be listened to.

You have the right to make a complaint without it affecting the service you receive.

Complaints can be useful in helping us to adjust our services for client satisfaction.

Do not hesitate to write or telephone the Manager if you wish to lodge a complaint, or you can ask someone else to do it on your behalf.

In the event the complaint is not resolved to your satisfaction, the issue will be handed on to the Management Committee.

Our postal address is:
P O Box 162, Gladesville, 1675

All complaints will be responded to and client's identity protected.

Any passenger who does not feel comfortable about contacting Community Transport, has the right to complain directly to the:

NSW Ombudsman Office
Community Services Division,
Level 24, 580 George St
SYDNEY, 2000 Phone: 9286 1000

Confidentiality

We need information on our passengers to ensure we provide appropriate, safe and comfortable services.

All information on passengers is kept secure in our office and is only accessible to authorised staff.

Pertinent information only, is given to drivers to enable them to convey you to your destination.

Passengers have a right to withhold information for privacy reasons.

Any passenger has the right to read any personal information kept about them by community transport. To do so, notify the Coordinator of your wish, and it will be ready within 28 days.

Community Transport may get in touch with the “Contact Person” nominated by you in the event of any concern or emergency.



Donations

Users of all services are encouraged to contribute towards the cost. Below is a suggested minimum scale:

Local area\$8.00

North Sydney area \$12.00

**Other areas
minimum.....\$20.00**

Donation envelopes are carried by drivers. Please ask for one. The driver will issue a receipt and hand the money in at the office.

On bus trips money should be handed to the volunteer bus assistant or driver.

The Home and Community Care National Fees policy recognises that many clients have a limited capacity to pay for services provided. However this policy provides for clients who can afford to pay to be charged the full cost of providing a service.

Passengers are asked to make a minimum donation as described above. However no service will be refused because of a client's inability to pay. Anyone experiencing difficulty in making a donation or anyone unable to donate the suggested amount, are encouraged to discuss the matter with the manager.

Eligibility for service

Community Transport is funded by the New South Wales and Federal governments, to help frail elderly or disabled people retain their independence.

Ryde Hunters Hill Community Transport's clients typically:

- live in own home in the Ryde or Hunters Hill municipality
- are unable to get to medical or other appointments (e.g. not able to use public transport, or drive own vehicle)
- are unable to access the community for shopping or social activities
- are carer's of eligible clients

You are invited to telephone to discuss eligibility and services available.

Telephone
9816 5000
between 9 am and 4 pm
Monday to Friday.



Mailing List

If you would like to be on our mailing list to receive social programs please telephone and ask for an application form to be sent to you. (If it is possible, we ask for a \$4.00 donation to cover printing and postage.)

Membership (optional)

If you are interested in applying for membership of the Association, please telephone 9816 5000 and ask for an application form to be sent to you.

(Annual membership subscription is \$3.00).

Passenger's responsibilities

To help Ryde Hunters Hill Community Transport provide you with appropriate transport services, we ask you to:

- notify us of any change in your circumstances
- to be ready when driver calls
- to give notice of cancellation as soon as you can
- to be considerate of other passengers and their rights
- to be courteous and considerate of volunteers and staff

Passengers' Rights

Passengers have the right:

- to be given information about the transport services available
- to receive a service suitable for individual needs
- to refuse a service without prejudicing future access to services
- to confidentiality and privacy
- to present a complaint about the service and know it will be listened to
- to have someone else speak for them if necessary
- express views on the planning and evaluation of the service

For more information on passenger rights see pages in this booklet on Services, Confidentiality, Advocacy, Complaints.



Services

Shopping

Macquarie Shopping Centre every Tuesday and Friday.

FlexiRide

FlexiRide Service runs Monday to Friday, 9.30am to 3.00pm. Ryde and Hunters Hill areas only. Commonly used to access local shops, friends homes, clubs, nursing homes.

- For non-medical transport only.
- It is essential that you telephone and book for every trip.

Please note: Walking aids, such as wheelchairs, walking frames and walking sticks can be taken on the bus. However, shopping trolleys are not allowed. Only two shopping bags are allowed to be taken home on the bus (ie. environmental bags). Any other shopping can be home delivered by supermarket.

Individual Transport for personal appointments

(medical, personal business, nursing home visits, etc)

Every effort is made to meet the needs of all clients. Occasionally we may have to disappoint you due to lack of resources as we do rely on volunteer drivers. Please ring to discuss your needs and do give as much notice as possible, with a minimum of three days.

Social Outings

Trips to varying venues around Sydney. Schedules are mailed every two months. See page 8 for details of mailing list.

Volunteers

Community Transport relies on their volunteers as well as staff to operate an effective and efficient service.

Should you know of a friend, neighbour or relative who may be interested in joining our dynamic and caring team of volunteers, as either a driver or assistant, please encourage them to contact the office on 9816 5000.

We will happily talk to them and discuss opportunities available. Alternatively, we could send some information out to them for consideration.





home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

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