

Northern Sydney Community Transport Passenger Handbook



COMMUNITY TRANSPORT



Easy Transport
1800 035 262
www.easytransport.org.au

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Produced by **Easy Transport** Ph: 1800 035 262

Community Transport is delivered through a range of programs including those funded by the Australian Government Department of Social Services, NSW Family and Community Services, Transport for NSW, local Government and community grants.

What is Community Transport?

“Easy Transport” options are for people living independently at home in the Northern Sydney region who may have difficulties with transport because they:

- Are frail aged over 65 years; or
- Have a disability.

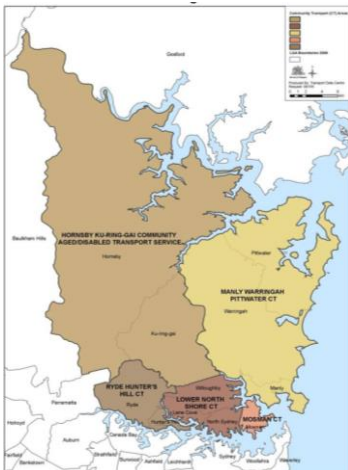
Community Transport is one “Easy Transport” option. It is a door-to-door service for people who are unable to drive themselves or access public transport to get to:

- Doctor appointments
- Shopping
- Social activities



Community Transport services are provided by cars and minibuses driven by drivers who are trained to provide a supportive service for frail aged and disabled people. Many of the vehicles are wheelchair accessible.

The Community Transport providers that cover the 11 local government areas in Northern Sydney are:



- Hornsby Ku-ring-gai Community Aged/ Disabled Transport Service
- Lower North Shore Community Transport
- Mosman Council Community Transport
- Easy Transport Manly Warringah Pittwater
- Ryde-Hunters Hill Community Transport

How to Access Community Transport



To access your local Community Transport provider contact them to arrange an over-the-phone assessment to see whether you are eligible to receive their services.

Hornsby Ku-ring-gai Community Aged/ Disabled Transport Service

Phone: (02) 9983 1611 Email: lina@communitytransport.org.au
Address: P.O. Box 698, Turramurra NSW 2074
www.communitytransport.org.au

Easy Transport Manly Warringah Pittwater

Phone: (02) 9971 5110 Email: admin@mwpct.org.au
Address: PO Box 701, Dee Why NSW 2099
www.mwpct.org.au

Ryde Hunters Hill Community Transport

Phone: (02) 9816 5000 Email: admin@rhct.org.au
Address: PO Box 162, Gladesville NSW 1675
www.rhct.org.au

Lower North Shore Community Transport

Phone: (02) 9438 3504 Email: info@lnsct.org.au
Address: PO Box 846, Crows Nest NSW 2065
www.lnsct.org.au

Mosman Council Community Transport

Phone: (02) 9978 4120
Email: community.transport@mosman.nsw.gov.au
Address: PO Box 211, Spit Junction NSW 2088

Types of Community Transport Services

Community Transport offers different types of transport to eligible clients:

- Group Transport
- Individual / Small Group Transport
- Shuttle buses

Community Transport service providers may offer the following services:

Regular Shopping Trips

Regular shopping trips are made to your local shopping centre.

Please note there is a limit to the number of shopping bags that can be taken home on the bus. Please enquire with the provider. Any other shopping can be home delivered by your supermarket.



Social Outings

Social outings provide a great opportunity to meet new people and to experience the great outdoors and the many interesting venues of Sydney.

Whilst every effort is made to keep them affordable, costs vary according to the activity involved. Contact your local Community Transport provider for the latest social calendar and to book your social outing.

Individual / Small Group Transport Services/Shuttle buses

Community Transport can provide door-to-door transport to social or health-related appointments for people who are unable to use regular transport due to a high degree of disability or geographical isolation.

Due to the high demand for this service, we may organise for you to share your transport with another passenger or refer you to another agency when we are unable to provide service.



Cost of Community Transport

Community Transport providers are not-for-profit organisations that receive funding from the Australian Government of Social Services, NSW Family and Community Services and Transport for NSW.



Community Transport providers charge passengers a small fee for services. Fees are paid to the driver at the time of transportation or on account by arrangement.



Carers can accompany a frail aged or passenger with disability at no extra cost.

Please advise your local provider if a carer will accompany you.

Tips for Passengers



Follow these Passenger Tips for an Easy journey:

- On the day of your transport service, be ready 5 – 10 minutes before you are to be picked up.
 - Ensure that you have everything that you might need to take on your trip, for example, your wallet, purse, mobile phone, medications, x-rays or medical referrals.
 - Walking aids, such as wheelchairs, walking frames and walking sticks can be taken, however, personal shopping trolleys are not allowed.
- Check the number of shopping bags allowed.
 - If you are a smoker, please be aware that all Community Transport vehicles are smoke free zones. You will be asked to refrain from smoking until you reach your destination.
 - For individual trips, if you are ready for the return earlier than expected or if your appointment is going to take longer than you thought, please contact the office so that the driver knows when to return for you.



- If the weather is poor or if you feel unsafe, then please stay inside your home, shopping centre or doctor's waiting rooms. The driver will come to the door to advise you that the vehicle has arrived for your journey. If you are unsure where to wait you should ring the Community Transport office and we will advise the driver of your location.

Cancellations

If you need to cancel a booking we would appreciate early notification in order to minimise inconvenience to others.

Simply telephone your Community Transport service provider and speak to a member of staff or leave a message.

Letting us know that you need to cancel a booking allows us to free up resources and give your vacancy to someone else who requires Community Transport.



Your cooperation is appreciated.

Confidentiality

When you commence service with Community Transport you will be asked to supply personal information for our records. This information is necessary to ensure we provide safe and comfortable services and comply with government standards.

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

You have a right to view any information kept about you by our service. In the event you wish to do so, please notify your Community Transport provider who will make the necessary arrangements.

Your Community Transport provider may get in touch with your nominated "Contact Person" in the event of any concern or emergency.

Passengers have a right to withhold information for privacy reasons.

Your Rights

As a Community Transport client, you have the following rights:

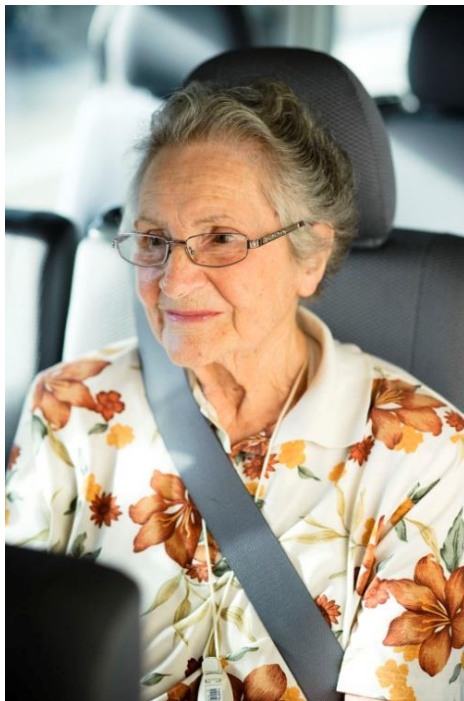
- To be treated with respect and have your dignity, privacy and confidentiality respected by staff and volunteers.
- To be fully informed regarding the services available to you and associated charges.
- To expect an achievable safety standard when involved with transport activities and services.
- To receive a service sensitive to your individual needs, including language skills and cultural background.
- To complain about the service you are receiving without fear of retribution (see information on “Complaints” on page 9).
- To appeal decisions made affecting the services provided to you (see “Complaints” page 9).
- To refuse a service without prejudicing your access to services.
- To have someone speak on your behalf (see information on “Advocacy” on page 10)
- To be consulted regarding planning and evaluation of our service.



Your Responsibilities

As a Community Transport client, you have the following responsibilities:

- The responsibility to act in such a way that respects the rights of other clients, staff and volunteers.
- The responsibility to respect the confidentiality of information about other clients or team members which you may obtain whilst using the service.
- The responsibility to understand what service is to be provided and the limitations of that service.
- The responsibility to notify the staff of any relevant matter that may affect your care or future access to services.
- The responsibility to notify the service as soon as possible if you have the need to cancel or change a booking with the service.
- The responsibility to play a part in helping Community Transport provide a responsive and professional service.
- The responsibility to utilise seatbelts and other safety devices as directed by authorised team members.



If you have a Complaint or a Suggestion

If there is any aspect of our service that you wish to complain about, or if you would like to make a suggestion on how to improve our service to you, you should not hesitate to write to or telephone the Manager of your Community Transport provider. Contact details are provided on Page 2 of this Handbook.

If the issue is still not satisfactorily resolved, you should raise the issues with a member of the Management Committee or a nominated outside intermediary. See details below.

Confidentiality will be maintained at all times when dealing with complaints.

Older People

People aged 65 years and older, or Aboriginal and Torres Strait Islander people aged 50 and older, can contact the Australian Government's Aged Care Complaints Scheme.

Phone: 1800 550 552

Web: agedcarecomplaints.govspace.gov.au
and fill out the Online Complaint Form.

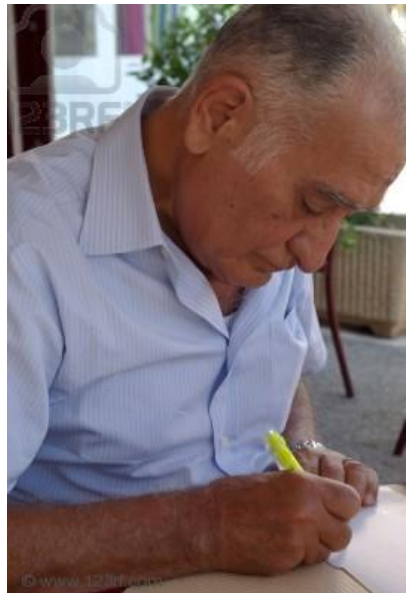
People with Disability

People with disability under the age of 65, or Aboriginal and Torres Strait Islander people under the age of 50, can contact the NSW Ombudsman.

Phone: 02 9286 1000

Address: Level 24, 580 George Street,
Sydney NSW 2000

To fill out the Online Complaint Form, go to
Web: www.ombo.nsw.gov.au/complaints



Advocacy



An advocate is a person who you authorise to represent your interests.

You may use an independent advocate of your choice to negotiate on your behalf. This may be a family member, friend or an advocacy service. It is important to choose someone you trust to talk to the service about what you want. Don't forget your advocate is there to represent you and your wishes.

You should notify us in writing, of a chosen advocate. Please talk to staff if you wish to know more about advocacy or need support to connect to or be referred to an advocacy service.

You have the right to change an advocate at any time and should inform us in writing of any change.

If you need another Language



If you need to communicate with us in another language, there is a service that can help.

The Telephone Interpreter Service, Department of Immigration and Multicultural Affairs may be contacted on 131 450 (cost of a local call).

Easy Transport also has a brochure on transport options for older and disabled available in:

- Arabic
- Armenian
- Chinese
- Croatian
- Greek
- Italian
- Japanese
- Korean
- Persian
- Serbian
- Spanish

Check the website www.easytransport.org.au Contact us on 1800 035 262 for a copy.

Information for Older Drivers

From the age of 75 years, the Roads and Maritime Service (RMS) requires drivers to undergo an annual medical check to ensure that they are medically fit to drive. The RMS will contact drivers eight weeks before their birthday each year with a medical report to be completed by a doctor.

In addition, once a driver reaches 85 years of age the RMS requires on-road driving tests to be completed every 2 years (eg 85,87, 89, etc). Alternatively the driver may apply for a modified licence.

If you believe your driving skills, or those of someone you know, have deteriorated with age, there are some licence options available.

For example, if an older person has competent driving skills but can no longer manage more challenging situations (such as driving long distances, in heavy traffic, or at night) the RMS can place restrictions on their licence which might allow them to only drive locally or at certain times of the day. A practical assessment is not required for a modified licence even if the driver is 85 years or older.

Alternatively, if an older person no longer wants to drive they can return their licence to the RMS.

Contact the RMS for more information:

Phone: 13 22 13

Website: www.rms.nsw.gov.au



Other Useful Contacts

Transport Organisations

Transport Info Line	131 500	www.131500.com.au
Disabled Alternative Road Travel Service (DARTS)	9777 7840	www.darts.org.au
Community Transport Organisation	9635 8980	www.cto.org.au
Transport for NSW	8202 2200	www.transport.nsw.gov.au
NSW Taxi Service	9332 1266	www.nswtaxi.org.au
Roads & Maritime Services	132 213	www.rms.nsw.gov.au

Local Councils

Hornsby	9847 6666	www.hornsby.nsw.gov.au
Hunters Hill	9879 9400	www.huntershill.nsw.gov.au
Ku-ring-gai	9424 0000	www.kmc.nsw.gov.au
Lane Cove	9911 3555	www.lanecove.nsw.gov.au
Manly	9976 1500	www.manly.nsw.gov.au
Mosman	9978 4000	www.mosman.nsw.gov.au
North Sydney	9936 8100	www.northsydney.nsw.gov.au
Pittwater	9970 1111	www.pittwater.nsw.gov.au
Ryde	9952 8222	www.ryde.nsw.gov.au
Warringah	9942 2111	www.warringah.nsw.gov.au
Willoughby	9777 1000	www.willoughby.nsw.gov.au

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