



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) & Community Transport Program (CTP).

*Service area map available on our website www.communitywheels.org.au

Our Vision Statement

To transport and support individuals and communities to participate in a range of activities that will improve their wellbeing 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

Contents	Page no.
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	21
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 our own 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?

We provide subsidised transport for people over 65 years (50 for Aboriginal and Torres Strait Islanders) living in Parramatta & Cumberland LGAs, who are referred through My Aged Care. To contact My Aged Care, call **1800 200 422** or visit www.myagedcare.gov.au

Transport subsidies may also be provided to people with diverse needs.

If you live in our catchment area and want more information on joining community transport, please call our Client Liaison Coordinator on (02) 8868 1401 or visit our website www.communitywheels.org.au

What are the hours of operation?

Community Wheels Inc office hours are between 8.00am to 4.00pm Monday to Friday.



Is community transport safe?

At Community Wheels Inc, we take the health and safety of our clients seriously. In this time of COVID-19 pandemic, our staff and drivers are taking extra precautions so we can continue to provide safe and accessible transport, such as:

- Thorough cleaning of high touch surfaces in vehicles at the start and end of daily shifts and in between pick ups
- Daily temperature checks of office staff and drivers
- Limited passenger capacity on vehicles to comply with social distancing rules
- PPE such as face masks, gloves and hand sanitisers placed in all vehicles
- Good hand hygiene and coughing/sneezing etiquette

To help keep everyone safe, we request if you are feeling unwell or showing flu-like symptoms, please stay at home. We can do grocery shopping for you while you stay at home.

How can I book my transport?

To book your transport please call Community Wheels Inc on (02) 8868 1400 and select option 1 for bookings. If you need a wheelchair accessible transport, please inform reception staff at the time of making your booking.

You can also book your transport using [Make a Booking form](#) on our website www.communitywheels.org.au

For home returns, call us on (02) 8868 1400 and select option 2 for returns. Please inform us where you will be waiting for the driver to pick you up.

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 do I pay for transport?

The cost of our transport services vary depending on the pickup point and destination you are going to. Our booking staff can advise you on the cost of your booked trips.

Payment options include cash to driver, via credit/debit card processed over the phone, or via Account invoice.

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

Our drivers and volunteers can provide assistance such as:

- 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, 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, 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 recognises 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. Only general information is shared 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
- Email: 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. Discuss your concern with the driver or staff member involved
2. Contact our Client Liaison Coordinator on 8868 1401
3. Contact our General Manager on 8868 1402

4. Submit ‘Complaints and Feedback’ form through Client Feedback section on our website

www.communitywheels.org.au

5. Write to our Chairperson at:

The Chairperson
Community Wheels Inc.
Unit 3E / 6 Boundary Rd
Northmead NSW 2152

6. Contact the Community Transport Service Division:

By post: Local & Community Transport
Transport for NSW
Locked Bag 5085
Parramatta NSW 2124

Tel: (02) 8836 3100

7. Raise your complaint with the Ombudsman:

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

8. Register complaint about a service provider with the Aged Care Quality and Safety Commission:

Tel: 1800 951 822

Email: 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 two (2) hours to do their shopping while on a group shopping trip. Group shopping destinations include:

- Carlingford Court

- Winston Hills Shopping Center, and
- Auburn 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:
10.00am to 2.00pm 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.

Kindly note that due to ongoing COVID-19 pandemic and capacity restrictions in place across various venues, we can only accommodate limited number of patrons on group outings.

For more information on our social events, please call us on (02) 8868 1400 to speak with our Social Inclusion Coordinator.

Our Contact Details



8868 1400 Monday to Friday 8.00am to 4.00pm



cwi.parramatta



mail@communitywheels.org.au



PO Box 558 Merrylands NSW 2160

You can also book transport from our website

www.communitywheels.org.au



Health & Wellbeing Services	
National Coronavirus Helpline	1800 020 080
Coronavirus Mental Wellbeing Support Service	1800 512 348
Beyond Blue	1300 22 46 36
Carers NSW	1800 242 636
Dementia Australia	1800 100 500
Kids Helpline	1800 551 800
Lifeline	131 114
Multicultural Disability Advocacy Association of NSW (MDAA)	1800 629 072
NDIS	1800 800 110
NSW Elder Abuse Helpline	1800 628 221
NSW Mental Health Line	1800 011 511
Translating and Interpreting Service	131 450