

Client Handbook

Community Transport



BEST PRACTICE
CERTIFICATION



Far West HACC Services Inc.

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fwhacc.org.au

Community

The Community Transport service focuses on assisting eligible clients to have continued independence and confidence by transporting them to medical appointments, social and community activities and shopping centres. We also transport clients to visit loved ones who are living in residential care.

To access our service you will be required to do the following;

If you are not a current client of FWHACC and aged 65 or over or indigenous and aged 50 or over you are to contact My Aged Care on 1800 836 799. My Aged Care will arrange an assessment/referral for you to our organisation.

You are eligible if you are:

- The Frail Aged
- People with disabilities
- Socially Isolated
- Transport Disadvantaged
- Veterans Affairs Pension
- Carers

If you are unsure if you are eligible, you can visit our office to discuss or contact this office. The aim of our Community Transport service is to assist people to retain their independence and help them to remain in their home rather than needing to move into residential care.

Is there a Cost?

Yes, as there is only limited funding available, this service operates on a nominal contribution from all passengers per trip to ensure the sustainability of this service to continue.

Bus Service

Our buses operate weekdays, Monday to Thursday, 9am to 3.00pm and Friday 9am to 1pm. If you require services outside these times, we suggest you call this office to see if we are able to make any alternative arrangements for you.

Transport

What Service will you receive?

If you require our services, it is suggested that you call at least the day prior to organise a bus pickup. The bus service will pick you up from your home and take you to your destination, and then if required will collect you and take you home again.

We also offer “Out and About” day trips that are usually organised at the end of each month on a Saturday or Sunday to various locations.

For example we have Easter Theme outings, Christmas in July outings, End of Year

Christmas functions such as Carols by Candlelight, Christmas Pageant, Christmas Lights Ride, and trips to Silverton for sightseeing and a luncheon, trips to Menindee for sightseeing and a luncheon and many more. If you are interested in attending any of these “outings” you can contact this office for more information and details for a particular outing to ensure your place.

Bus Hire

We can assist with bus hire services. For further information regarding hiring of our buses please contact our office.



What are your Rights?

As a client of Far West HACC Services Inc. you have the right to:

- Complain or express any concerns about the service without fear of losing the service or suffering any other recriminations;
- Have your complaint dealt with fairly and promptly;
- Be represented by an advocate of your choice;
- Be informed about what services are available;
- Be assessed to receive services without discrimination;
- Privacy and confidentiality;
- View any information about yourself;
- Appeal any decision made regarding your application.

What are your Responsibilities?

As a client of Far West HACC Services Inc. your responsibilities are as follows:

- Clients should act in a way which respects the rights of other clients as well as the staff and volunteers;
- Clients need to take responsibility for the results of any decision that they make;
- Clients are to notify this office of bookings required or cancellations.

- 24 hour notice for bookings and cancellations are required to ensure your ride.
- Scheduled home visits – Please notify this office if you need to reschedule.

Complaints Policy

If you or your representative are unhappy with a service, it is important as your first option to contact the Manager of this organisation located at our office at 475 Argent Street, Broken Hill. This may be something that can be resolved easily and our Managers and staff in this office are in the best position to address your concerns.

- You may ask a family member or friend to be an advocate on your behalf;
- Contact the FWHACC Community Transport or Home Maintenance Manager on (08) 8087 4284
- Contact the Aged Care Complaints Commissioner on 1800 550 552 or online at www.agedcarecomplaints.gov
- You also have the option to contact the NSW Ombudsman, Level 24, 580 George Street, SYDNEY NSW 2000 or phone (free call) 1800 451 524