

COMMUNITY TRANSPORT

BANKSTOWN CANTERBURY

Client Information Handbook



9772 4928

WE TRANSPORT WITH CARE

Bankstown Canterbury Community Transport
ABN: 14 803 316 448
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Email: info@bcct.com.au • www.bcct.org.au

What is Bankstown Canterbury Community Transport?

Bankstown Canterbury Community Transport (BCCT) is part of the Home and Community Care program (HACC). Our service is to help older people and people with a disability to remain living longer in their own home and to prevent their inappropriate or premature admission to residential care.

BCCT is a not-for-profit organisation that provides transport with care to the frail aged people and people with disabilities, and their carers, who live within the Bankstown and Canterbury Local Government Areas.

BCCT has a great team of caring and dedicated staff who are trained in providing you a safe, accessible and affordable transport service.

Our values are:

Collaboration

Awareness

Respect

Engagement

Who is eligible for our services?

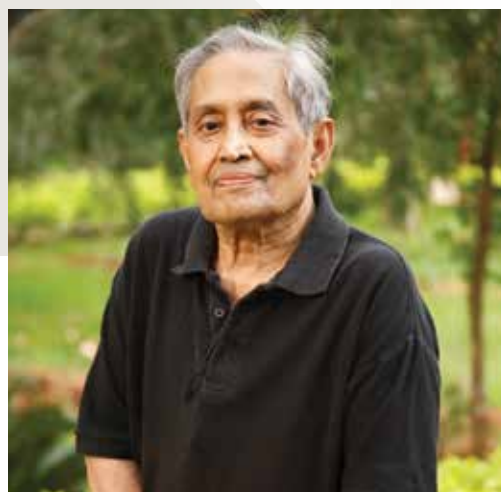
- People who are frail aged with physical, psychological or demographic mobility issues.
- Younger people with moderate, severe or profound disability.
- Carers of the above.
- Those people described above, living in their own homes in the local government areas of Bankstown and Canterbury.

How is our service funded?

We are funded by State and Federal Governments and we are supported by Bankstown City Council and Canterbury City Council.

How does the service operate?

Bankstown Canterbury Community Transport is managed by a volunteer Management Committee who is elected annually. The day-to-day operations are carried out by paid staff and with support from volunteers.



What services are available?

- Local hourly Shuttle Service
- Out of Area Shuttle Service Group Outings
- Shopping Service
- Group Outings
- Medical Appointments
- Community Engagement
- Social Support

All our Shuttle Services operate to a timetable and we drop off at major hospitals and other surrounding locations. We are a door-to-door service and we have vehicles that are modified to carry wheelchairs.

How do I obtain assistance?

Call our office on **9772 4928** and follow the prompts.

If you require a Translating and Interpreting Service (TIS) please call **131 450**.

Client Rights

- Every client and/or (with the clients permission) their carer, has access to all information about themselves held by Bankstown Canterbury Community Transport.
- In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Clients and/or (with the clients permission) their carers, will be involved in decisions about their assessment and service provision. They will be made aware of all the options available and any fees to be charged.
- Clients will be made aware of the standard of service which they can expect. Services should be provided in a safe manner which respects the dignity and independence of the clients, is responsive to the social, cultural and physical needs of the clients and the needs of the carer.
- Clients' access to services will be decided only on the basis of need and the capacity of the service to meet that need.
- Clients have the right to refuse service at any time. Such refusal will not prejudice future access to services.
- Clients have the right to complain or make suggestions about the service they are receiving without fear of retribution.
- Complaints by clients will be dealt with fairly, promptly and without retribution.
- The client may choose an advocate of their choice to represent his or her interests.
- Clients' views will be taken into account in the planning and evaluation of the service.
- Clients' rights to privacy and confidentiality will be respected.

Client Responsibilities

- A client should let the agency know if he/she is not going to be at home when service personnel are due to visit.
- Clients should act in a way which respects the rights of other clients and Bankstown Canterbury Community Transport personnel.
- Clients must utilise seatbelts and other vehicle safety devices as directed by authorised staff members.
- Clients are to help us provide a quality service to them.
- Clients will respect the confidentiality of information about other passengers or staff members which they may obtain whilst using the services.
- Clients will be expected to take responsibility for choosing not to make a decision.
- Clients should inform the service of any significant change in their circumstances, including any mobility changes i.e. use of walker.
- Clients should notify the service if they would like to nominate an Advocate to speak on their behalf.

Refusal of services

Misconduct may warrant the suspension and/or a refusal to a client for transport. Misconduct includes, but is not limited to:

- Theft of property or funds from staff, volunteers or other clients.
- Willful damage of BCCT property.
- Verbal or physical harassment of any other employee or volunteer, particularly in respect of race, sex, sexual orientation or religion.
- The use of swearing or bad language.
- The disclosure of confidential information in respect to the other clients to any other party without prior permission.
- Violence towards staff or volunteers or other clients.

What if I want to give feedback?

We aim to provide a high quality service, so we would like to know if you have any concerns.

Your service will not be stopped if you raise a concern with the service.

You can make a complaint by whichever of the following means you feel comfortable with:

- You can discuss the situation with the member of staff concerned. This may lead to a quick resolution of the difficulties.
- Ring the office on 9772 4928 and speak to one of our staff.
- Ring the office on 9772 4928 and ask to speak to the Executive Officer.
- Ring the office on 9772 4928 and ask for the Chairperson on the Management Committee to phone you back.

- Write a letter to the Executive Officer or Chairperson of the service at

Bankstown Canterbury
Community Transport Inc.
28 Queen Street Revesby NSW 2212

- Contact The NSW Ombudsman

Community Service Division
580 George Street, Sydney NSW 2000
Free Call: 1800 451 524 • Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

This is a free and confidential service which can assist you in working through any complaints or concerns about the service you are receiving.

Can someone else speak on my behalf?

YES! You can ask a family member or friend to advocate on your behalf. Just let the service know and we will send you an advocacy form

to sign. You can also change your advocate at any time by letting us know.

How much will the service cost?

The cost of services range in price, depending on what service you request. This would be discussed with you and your carer prior to the delivery of the service. A person will never be

refused access to the service due to an inability to pay.

If you find the cost too expensive, you can apply for our Financial Assistance Scheme.

What happens if I'm not at home when a staff member visits?

It is important that you let the office know as soon as possible if you are not going to be at home for a transport pick-up or home visit. If you are unable to contact the staff, please

ask a relative, friend or neighbour to contact us. If we are concerned for your safety, we will contact your next of kin and if necessary, we may call the police.





Mobility Aids

Mobility aids can only be used if they are recommended by a Clinician e.g. Doctor, Physio Therapist or similar. Please tell us about your mobility needs and we will discuss it with you.

Enabling (Empowering)

The BCCT team are qualified and trained to encourage clients to carry their shopping bags as much possible: to walk to the bus without help from drivers or care officers; to get in and out of the bus; to put on their own seat belts and to carry their own belongings such as hand bags. This enabling approach focuses on what a person can do and wants to be able to do, and aids in building the clients confidence and self-esteem.

Cancellation Policy

Cancellation must be made before 11am on the work day prior to pick up. All cancellations after this time will attract a \$5 cancellation fee. If an invoice needs to be raised an additional \$10 administration fee will also be incurred.

If you wish to cancel at the door, the \$5 cancellation fee needs to be paid on the spot or an invoice attracting an additional \$10 administration fee (\$15 total) will be sent to you.

Clients must pay for their transport at the beginning of the journey otherwise they will be invoiced with the additional \$10 administration fee.

An exemption can be claimed in writing for same day illness.

If you feel that you qualify for financial assistance due to your financial circumstances, please apply for a package with the Bookings and Assessments Team.

General Information about our Services

All our services are door-to-door and are designed to help our clients in Bankstown and Canterbury get to their appointments and back home within certain times. Our vehicles are modified to carry wheelchairs. All vehicles have seatbelts and you are required by law to wear your seat belt.

Shopping Service

Available fortnightly on a Wednesday, Thursday and Friday for clients who need assistance and transport support to do their own grocery shopping. Please call our office for more information.

Shuttle Bus Services

This service operates from Monday to Friday using a timetable system for both local and out of area destinations. It is designed to transport a number of clients, going in the same direction, to their medical or social appointments at the same time.

Our buses stop at Major Hospitals and then go to surrounding areas, for example:

A client living in Revesby is going to RPA Hospital for an 11am appointment and another client at Kingsgrove is going to Darling Harbour for lunch. We would organise to pick up both clients in the same run, ensuring the client going to RPA Hospital is dropped off by 11am, followed by the client going to Darling Harbour.

For their return trip, both clients have requested to come home at 5.00pm. The driver would pick up the client at RPA, followed by Darling Harbour.

This service can be used for clients who wish to visit family or friends, visit a doctor or hospital or just to go to the shops or out to lunch. Please speak to our Assessment, Booking and Care Team for more information.



Group Outings Service

Gives our clients the opportunity to meet their peers on a social level as well as the opportunity to explore new places and have some fun. Please ask our team for more information or to send you a copy of our 12 month calendar.

The following details are required each time you ring for transport:

- Your name
- Your address
- Your phone number
- The date of your appointment or visit
- The time of your appointment or visit
- The name of your Doctor and his or her address and phone number at your destination.
- Number of passengers going
- If you have a wheelchair or walker
- If you have any special needs

Our drivers are very busy and often have several transports on the same day and can only take you to and from your appointment. Sometimes it can be hard to get back to you at the designated time at the end of your appointment, and you may have to wait up to an hour and a half. Should you wish to be taken somewhere else other than home, please ask the office staff at the time of booking.

A family member or friend can travel with you as your Carer at no extra cost.

Bankstown Canterbury Community Transport SHUTTLE TIMETABLES

This shuttle timetable is a guide to the time the bus is expected in the area where you have an appointment or social engagement.

CITY HOSPITAL	CONCORD HOSPITAL	KOGARAH HOSPITAL	LIVERPOOL HOSPITAL
8.00am 11.00am 2.00pm 5.00pm	8.00am 11.00am 2.00pm 5.00pm	8.00am 11.00am 2.00pm 5.00pm	9.00am 11.00am 1.00pm 3.00pm
WESTMEAD HOSPITAL	BANKSTOWN HOSPITAL	CANTERBURY HOSPITAL	
10.00am 12.00pm 2.00pm	9.00am 10.00am 11.00am 12.00pm 1.00pm 2.00pm 3.00pm	9.00am 10.00am 11.00am 12.00pm 1.00pm 2.00pm 3.00pm	

Volunteers are welcome so if you know a friend or family member who may be interested in volunteering, please ask them to give us a ring.



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