VISION
• Leading the way in accessible transport.

MISSION
To be a comprehensive transport service providing:
• accessible, safe and secure transport which is responsive
to community needs;
• advocacy, education, research, innovation; and
• Independence and quality of life for our clients.

VALUES
The qualities we commit to as an organisation that define
who we are and what we do.
• Excellence
• Innovation
• Flexibility
• Leadership
• Partnership
• Safety

Remember
If you are not sure about
Something then please ring us on 9426 8999 and ask.
If we don’t know the answer we will find out for you

Phone
9426 8999
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Booklet Index</td>
<td>2—3</td>
</tr>
<tr>
<td>Why an Information Booklet?</td>
<td>4</td>
</tr>
<tr>
<td>What is Community Transport</td>
<td>4</td>
</tr>
<tr>
<td>How to become a client</td>
<td>4</td>
</tr>
<tr>
<td>Office Hours</td>
<td>5</td>
</tr>
<tr>
<td>How often can I use the Service?</td>
<td>5</td>
</tr>
<tr>
<td>Services Provided by Community transport</td>
<td>6</td>
</tr>
<tr>
<td>Shopping</td>
<td>7</td>
</tr>
<tr>
<td>Social Outings</td>
<td>8</td>
</tr>
<tr>
<td>Medical Appointments</td>
<td>8</td>
</tr>
<tr>
<td>Out of Area Transport</td>
<td>9</td>
</tr>
<tr>
<td>Weekend Transport</td>
<td>9</td>
</tr>
<tr>
<td>Express Buses</td>
<td>10</td>
</tr>
<tr>
<td>Transport for Election Day</td>
<td>11</td>
</tr>
<tr>
<td>How to Make a Booking</td>
<td>12</td>
</tr>
</tbody>
</table>

OTHER SERVICES

There are many services including:

- Food Services
- Help around the home
- Dementia Services
- Respite Services
- Advocacy and Lobbying Services
- Health Services (e.g. nursing/podiatry)
- Services to support people get out and about in their communities

INFORMATION ABOUT A RANGE OF AGED CARE SERVICES CAN BE PROVIDED BY MY AGED CARE
1800 200 422 or go to
www.myagedcare.gov.au
When you ring and tell us what you think we do well or what we could do better or differently it helps us grow and improve our services we offer you.

Remember we cannot take your service away from you just because you make a complaint or a suggestion. HELP US to improve and make sure you tell us ways we can make the service better.

If you are not satisfied with the way our Service has handled your complaint you can contact The Chairperson Board of Management South West Community Transport P.O. Box 5099, Minto. 2566

Or

The Executive Officer
Local and Community Transport Division
Transport for NSW
Locked Bag 5310
Parramatta 2124
Telephone 1800 049971 Or

The Community Service Commission on 9286 1000 or 1800 451 524

This organisation is supported by financial assistance from the NSW Government.

Supported by the Australian Government
Department of health under the Community Home Support Program
WHY AN INFORMATION BOOKLET?
The aim of the booklet is to assist you in using our services. The booklet provides information on our organisation, services provided, your rights and responsibilities, and the advocacy and complaints processes available to you.
If there is any information you need that is not in this booklet please let us know so we can include in the next booklet.

WHAT IS COMMUNITY TRANSPORT?
Community Transport is supported with funding under the Commonwealth Home Support Program to provide transport to older and frail persons with moderate, severe or profound disability.

HOW TO BECOME A CLIENT
To become a client you have to be referred to us from the Commonwealth Government’s My Aged Care Program.

Ring My Aged Care on 1800 200 422. Request an assessment and during the assessment advise them you require Transport and South West Community Transport is your preferred provider.

My Aged Care will then refer you to our service and we will make contact and register you as a client.

Contact My Aged Care on 1800 200 422 or go to www.myagedcare.gov.au

YOUR RESPONSIBILITIES AS A CLIENT

- The Commonwealth Charter of Rights and Responsibilities—Home Care is included as an insert to this brochure
- South West Community Transport as that you act:
  - You respect the rights of other clients and the general public
  - Help us to keep you safe by reporting by any safety issues to the driver,
  - Helps us to improve our services by providing us with feedback

Compliments Complaint and Suggestions
Provide us with both positive and negative feedback

This may mean ringing and making a formal complaint, or just telling us what you think we could do better or differently.

You can also email us your feedback at transport@swct.com.au,
YOUR RIGHTS AS A CLIENT

- South West Community Transport supports The Commonwealth Charter of Rights and Responsibilities—Home Care is included as an insert to this brochure

- South West Community Transport:
  - supports your right to refuse a service without affecting future bookings
  - will take your views into account in the planning and growth of our service
  - supports your right to participate in the management of the service by nominating yourself to become part of the Services working parties or Board of Management or by giving helpful suggestions about the running of our service.
  - supports your right to become a member of the South West Community Transport

OFFICE HOURS
The office is opened
Monday to Friday
8.30am to 4.30pm

There is an answering machine if you wish to leave a message on weekends or in the evenings. This can be helpful if you have poor health and need to change or cancel bookings with short notice.

If you speak a language other than English you can access the Telephone Interpreter Service on 131 450 tell them our telephone number 9426 8999 and they will ring us and interpret the conversation for you.

HOW OFTEN CAN I USE THE SERVICE?

You may use our service as often as you need.

If you use our service to go to the doctors you can still use the service for shopping or social trips.

If we can transport you on the day you require, then you may use our service as often as you need.

Please be aware we have limited resources so booking as early as possible increases the likelihood of us being able to assist you on the day and at the time you need.

Just ring our office staff to make your bookings on telephone number 9426 8999
SERVICES PROVIDED BY COMMUNITY TRANSPORT

Community Transport aims to assist you to get out and about.
Destinations include:-
• Doctors Appointments
• Specialist Appointments
• Hospital Visits
• Medical Treatment
• Podiatry
• Pathology
• Physiotherapy
• Shopping
• Group Social Outings
• Individual Social Outings
• Cemetery Visits

Community Transport provides both group and individual transport to the above.
Please ring and ask the office staff for more information on the types of transport available.
If you need to go to a destination and you are not sure if we do that kind of transport please ring and ask. If we are unable to assist you we may know of another service who may be able to assist you

NEED MORE INFORMATION CALL 9426 8999

CARERS

When travelling with a client to a medical appointment the carer travels for free. For shopping and social outings the carer pays the same fee as does the person they are caring for. If, as a carer, you are not sure of our services offered please ring and have a talk with our staff.

ADVOCACY

(Someone to talk on your behalf)

If you would like to have a friend, relative, neighbour or another service talk on your behalf, this is called choosing an advocate.

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, not to go against your wishes.

You must advise the service if you choose to use an advocate and who they are, also if you wish to change your advocate or not to have one at all.

Information about local advocacy services please contact My Aged Care on 1800 200 42.
WHAT HAPPENS WHEN MY NEEDS CHANGE?

Sometimes your needs may change. This may be as a result of changing an address, improvement or deterioration of health. When we become aware of your changing needs, we will contact you to arrange for a review. It also important to notify us if your next of kin details change.

This process is only to ensure that we are aware of your needs and that the most appropriate service is provided by the organisation and staff.

You are encouraged to notify us anytime there is a change in your circumstances.

COST OF SERVICE

Whilst we are funded to provide service this funding does not cover all expenses such as fuel, repairs to buses and replacement of buses when they get old. Thus we request that you pay a fee for services. This fee is heavily subsidized.

- The fee is based on the distance travelled, please ask our staff when making the booking for the cost of services.

- If you are having difficulty paying the fee it is important to let us know, as we may be able to make arrangements to assist.

SHOPPING

Community Transport provides a fortnightly shopping service in each area for the purpose of shopping. You will be transported to a shopping centre in your area.

After your arrival at the shopping centre, you have three hours before returning home.

Due to safety concerns you are restricted to the amount of shopping, per household, you can transport on the vehicles. You are encouraged to use the home delivery service provided by most supermarkets.

A list of shopping centres and the days of service are available from the office.

To book for a shopping service, contact the office to have your name added to the shopping list. We will pick you up every 2 weeks, unless you contact us to cancel the service.

If you only want to go shopping every now and again please ring and we may be able to book you onto the next shopping service in your area for that fortnight only.

In addition to your fortnightly regular shopping service, once a month we also offer a shopping trip to a different shopping centre to give you a variety of shopping experiences.
SOCIAL OUTINGS

Do you have difficulty getting out and about? Visiting friends or just going to the hairdressers?

We provide both individual and group social outings.

We have regular group social outings to the theatre, markets, galleries and more. If you would like to receive a Social Calendar showing all our outings each quarter please ring our office to go on our mailing list.

MEDICAL APPOINTMENTS

Community Transport provides individual transport to medical appointments at Medical Centres, Doctor and Specialist rooms, Hospitals etc.

We normally ask you how long you think the appointment may take and when you will be ready for the return.

If you are unsure then we allocate an hour and ask you to contact us from the appointment if you are ready earlier or later than the hour.

NEED A WHEELCHAIR OR ASSISTANCE GETTING ON AND OFF THE BUS?

If you feel that you need a wheelchair during transport please let the office staff know when making a booking. We have several wheelchairs which we can provide to assist you during transport, at no extra cost.

TAXI

From time to time Community Transport sub-contracts our Client Bookings to taxi providers.

The taxi is required to provide a door to door service for you.

Important—just don't get in any taxi.

*If the taxi is booked by us the driver of the taxi will know your name and destination. If they don’t it’s not a taxi booked by us and you may have to pay full fare if you travel with them.*

If you have any difficulties during transport it is important that you ring and tell us so that we can fix the problem for the next client to be transported via a taxi.
VEHICLES WHEELCHAIR AND HOIST ACCESS

Community Transport operates with a variety of vehicles, from larger buses to cars. Our Vehicles are fitted with a hoist and have the capacity to safely restrain a wheelchair, enabling us to lift a person in a wheelchair into the bus. Our drivers are trained in meeting your needs in a safe and friendly manner.

The hoist may be used for people who have difficulty getting up and down steps. The driver will ride on the hoist with you to ensure your safety.

If you need access to the vehicle via a hoist, please advise our friendly staff know when making your bookings.

OUT OF AREA TRANSPORT

Transport out of your local area is available. Destinations include Sydney, Westmead, Penrith, Bankstown, Concord, Bowral etc.

Out of Area Transport is provided for all services such as medical appointments, visiting family and friends.

If you need to travel outside of your local area please ring the office for further information. Please be aware we have limited resources so booking as early as possible increases the likelihood of us being able to assist you on the day and at the time you need.

WEEKEND TRANSPORT

In partnership with local Taxi Operators we are able to offer transport services on the weekend to destination within 20KM’s of your home.

Our service is provided in a local Taxi. You will pay a subsidised fee each way.

For more information or to make booking please ring our Customer Service Representative Monday to Friday on 9426 8999.
EXPRESS BUSES

Express buses help us to get as many people as possible to their appointments. Express buses run to a timetable in each area. Watch the newsletter for the express bus timetable in your area.

If you can make your appointments to fit in with the timetable we can offer you a cheaper service than our usual individual transport.

Once you get used to the timetable you will be able organize your trips, you may have time to meet a friend for a coffee after an appointment.

A copy of the Express Bus timetable can be obtained when making your booking.

ARRIVAL AT YOUR DESTINATION

Once you reach your destination the driver will, if you require, assist you into the venue and talk to you about the time and place where they will meet you for your return journey.

YOUR RETURN JOURNEY & WHERE TO WAIT FOR THE DRIVER

On the trip to your destination the driver will talk to you about where best would suit you to wait for the return journey.

PLEASE BE PATIENT Do not ring If you are ready for the return earlier than expected.

If your appointment is going to take longer than you thought, please contact the office and let us know.

As with the forward journey this is a door to door service and the driver will, if you require, assist you from the venue to the vehicle and to your door on the return home.
WAITING FOR OUR DRIVER TO PICK YOU UP AT HOME

We offer a door to door service. This means that you do not have to wait outside for the driver but that the driver will come and knock on your door and provide assistance in accessing the vehicle, if you require.

The office can only offer an approximate pick up time. Weather and traffic conditions can sometimes make a driver either early or late.

This may mean a difference of up to 15 to 30 minutes either way. We ask that you wait for a few minutes after the pick-up time before contacting the office regarding a late driver.

You do not have to ring our office if you are ready at the agreed time

TRANSPORT FOR ELECTION DAY

Community Transport will provide transport to the voting polls on election days for Local, State and Federal elections.

Once the government advises the date of an election you can ring the office and make your booking.

Transport may be provided on the Friday prior to Voting Day.

NOTIFICATION CALL

South Community Transport now has a system which automates a call to you the day before confirming your booking and your approximate pick up time, drivers may arrive half an hour either side of this time depending on traffic on the day.

SELF-DRIVE HIRE

South west community transport have wheelchair capable vehicles available for hire by you or a family member or friend. The first time you hire a vehicle, the driver will need to undergo a short orientation to ensure they know the safe procedure for loading and unloading wheelchairs etc. This is an excellent way for you and family to get out and about. Our prices are very competitive. Please phone 94268999 for more details or enquire online, www.swct.com.au
HOW TO MAKE A BOOKING

You can ring 9426 8999

OR

Want to save the time and hassle of ringing and making a booking? You or a family member can now make your booking online at www.swct.com.au

Once we get the booking our staff will ring or email you to confirm your booking.

The more notice you can give the service the more chance we have of being able to provide transport on the day and at the time you require.

Some clients will make a booking for an appointment 3 or 6 months’ time. Sometimes clients will only know they need transport 3 to 4 days before.

Occasionally you may wake up feeling ill or need to go somewhere in a hurry and will ring on the day you need the transport. Our chances of being able to provide transport at such short notice is limited but we still tell clients to ring and ask and, if we can assist, we will. If we have a spare seat and are in your area we will assist if possible.

Once you know the date and time you need transport ring the office and we will make a booking for you.

CANCELLATIONS

It is very important that you advise us immediately, if you no longer require the booking.

Due to the great demand on our services your cancellation may mean that we can assist someone else. It also means that we do not have other people on the bus for longer than is absolutely necessary.

If you cancel on the day or when the driver arrives to pick you up you will be charged for the service even though we did not provide you with transport.

WHAT TO DO IF THE WEATHER IS POOR OR IF YOU FEEL UNSAFE

Community Transport provides a door to door service. This means that you do not have to wait outside for the vehicle, unless you want to. If it is cold, raining, very hot or you do not feel safe than 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 not sure where to wait please ring the office and we will advise the driver of your location.