



SERVICE USER INFORMATION HANDBOOK

We deliver quality services that link people to the community, to promote independence and inclusion

(02) 6583 8644

Email: transport@linked.org.au

Website: www.linked.org.au



Family &
Community Services
Ageing, Disability & Home Care



REGISTERED
NDIS
PROVIDER



CONTENTS

Welcome Message	Page 3
Who We Are	Page 4
Our Mission and Values	Page 4
Who is Eligible?	Page 5
What Area do we cover?	Page 5
Services Provided	Page 5
Cost of Transport	Page 7
How to become a Client	Page 8
How to book transport	Page 8
Cancellations	Page 9
Changing Needs	Page 9
Community Visitors Scheme	Page 10
Aboriginal Transport	Page 11
Service User Rights & Responsibilities	Page 11
Confidentiality	Page 14
Complaints and Concerns	Page 15
Advocacy	Page 19
Charter of Aged Care Rights	Page 22

WELCOME MESSAGE

Welcome to Linked Community Services, formally known as Hastings Macleay Community Transport. Only our name has changed and you will see our new brand more and more as time goes on. We are excited about our new brand and the direction we are heading into the future.

We have been serving the local community in the Hastings and Macleay since 1985 providing over 50,000 trips each year.

Our team of loyal staff and wonderful volunteers are here to help you. We deliver quality services that link people to the community, to promote independence and inclusion.

This Service User Hand Book (also referred to as the Client Handbook) has been designed to help you understand how to use our service and answer some frequently asked questions.

If after reading the Service User Handbook you have further questions or suggestions, or if you know of a friend or relative that could benefit from our service, please don't hesitate to call (02) 6583 8644 and one of our friendly staff will assist you.

This handbook is also available for viewing and downloading from our website www.linked.org.au

WHO WE ARE

Linked Community Services provides accessible transport services to eligible people and their carers living in the Hastings and Maccleay Local Government areas.

Linked Community Services is a not for profit public company, which is registered as a:

- Public Benevolent Institution Charity
- Commonwealth Home Support Program (CHSP) provider
- National Disability Insurance Scheme (NDIS) provider
- Community Visitors Scheme Program (CVS) provider

As a CHSP Service Provider we meet Aged Care Quality Standards. And as a NDIS Service Provider we meet NDIA (National Disability Insurance Agency) Disability Standards.

OUR MISSION

We deliver quality services that link people to the community, to promote independence and inclusion.

OUR VALUES

- Respect for clients
- Respect for community
- Respect for culture

WHO IS ELIGIBLE?

Those who generally have difficulty accessing public transport and are:

- Seniors (over 65 or over 50 if Aboriginal or Torres Strait Islander)
- Transport isolated

We can provide transport quotes for those people who have an:

- NDIS (National Disability Insurance Scheme) package
- Home Care package

We can also provide quotes for non-subsidised transport for the general community.

WHAT AREA DO WE COVER?

Linked Community Services provides transport services to Port Macquarie Hastings and Kempsey Shire Local Government areas. This includes from Johns River in the South to Comboyne in the West and Stuarts Point in the North.

SERVICES PROVIDED

Linked Community Services aims to assist you to get out and about. Destinations may include:

- Shopping
- Library
- Hairdresser
- Group Social Outings
- Individual Social Outings
- Doctor's Appointments
- Medical Treatments
- Podiatry
- Pathology
- Specialist Appointments
- Hospital visits
- Physiotherapy

We provide individual transport to both local and out of area medical appointments at Medical Centres, Doctors and Specialists rooms, Hospitals etc. We normally ask you how long you think the appointment may take and when you will be ready for the return.

Please be aware that due to safety concerns you are restricted to transporting 4 small to medium shopping bags on our vehicles. We do not transport large bulky items or excessive shopping bags. You are encouraged to use home delivery services.

Out of Area Transport is transport to area's outside your local area, this could include medical trips to Coffs Harbour, Newcastle and Sydney. For out of area transport please contact the office.

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

help, we may know of another service who may be able to assist you.

We also have group social outings, full and half day trips are available and calendars are mailed out 2-3 times per year. If you would like a calendar of these outings, please call the office and we can send them to you.

You can also view and download the calendars from our website www.linked.org.au.

COST OF TRANSPORT

Fare changes effective from 1st July 2019. To ensure our fares are equitable in all our Local Government Areas, the subsidised fare is now calculated per kilometre.

We encourage you to check your fare in the table (to the right) and also our friendly staff will confirm your fare at the time of booking.

NOTE: The table only relates to ****CHSP & CTP Funded Clients**.

****CHSP** (Clients who are subsidised under the Commonwealth Home Support Program) and **CTP** (Clients who are subsidised under the Community Transport Program)

If you are: **Fee-For-Service** (which are Non Subsidised Programs, such as: NDIS, Home Care Package or Brokerage), the Minimum fare - up to 15km is \$25.00.

Over 15kms is \$1.50 per km plus GST = \$1.65 per km

Note: NDIS clients - there is no GST.

Distance	KMs	One-Way
0 -	9	\$7.50
9.1 -	15	\$10.00
15.1 -	20	\$12.50
20.1 -	25	\$15.00
25.1 -	30	\$17.50
30.1 -	35	\$20.00
35.1 -	40	\$22.50
40.1 -	45	\$25.00
45.1 -	50	\$27.50
50.1 -	55	\$30.00
55.1 -	60	\$32.50
60.1 -	65	\$35.00
65.1 -	70	\$37.50
70.1 -	75	\$40.00
75.1 -	80	\$42.50
80.1 -	85	\$45.00
85.1 -	90	\$47.50
90.1 -	95	\$50.00
95.1 -	100	\$52.50
100.1 -	105	\$55.00

HOW TO BECOME A CLIENT

All new clients must be registered with My Aged Care to become a client of Linked Community Services. Please ring us on (02) 65 838 644 and we will explain the process and can assist you in becoming a client of Linked Community Services.

If you are on an NDIS (National Disability Insurance Scheme) or Home Care Package, we can provide you with a transport quote.

HOW TO BOOK TRANSPORT

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

Some clients will ring and make a booking for an appointment in three months' time. Sometimes clients will only know they need transport 3 to 4 days before. As a rule of thumb we require 2 to 3 working days' notice so we can meet your transport needs.

Occasionally you may wake up feeling ill or need to go somewhere in a hurry and will ring on the day you need 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 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. Alternatively, with a minimum of three days' working notice, you can book online via our website www.linked.org.au.

Due to the large number of requests we receive we may not be able to assist you at exactly the time you require, therefore we may suggest different times when the service is available.

CANCELLATIONS

Due to the increasing demand for transport we need to ensure our drivers have their schedule each day and confirmed as much as possible. Therefore, from 1 July 2019 we will be implementing a Cancellation Policy. Please see below for cancellation details:

Cancellation Policy

If cancellation is at door / no show: 100% of fee is due.

If cancellation within 3 hours of service delivery: A minimum charge of 50% of the booking will be due.

If cancellation more than 24 hours prior to service delivery: No fee is due.

Linked Community Services will endeavour to the best of our ability to meet set pick up and drop off times, however there may be a rare occasion where some delays may occur due to circumstances beyond our control.

In the event that our vehicle, on the day has been taken off the road we will notify you as soon as possible of the changed circumstances. We are unable to give any earlier notice if a vehicle has broken down or other unforeseen circumstances occur.

CHANGING NEEDS

We provide an individualised service based on your needs and from time to time your needs will change. This could be a simple as a change of address, or it may be if your health or disability improves or deteriorates. You are encouraged to let us know when things change, to help us meet your needs.

COMMUNITY VISITORS SCHEME

The Community Visitors Scheme (CVS) is a national program funded by the Australian Government. The CVS aims to:

- Enrich the quality of life of residents of aged care homes and some living in their private homes who are socially isolated or lonely, and would benefit from a friendly visitor.
- Establish links between people living in aged care homes or persons on an aged care package who are still living in their own-home, within their local community.
- Match a Community Visitor with a Care Recipient of an aged care home or Carer Recipient still living in their own home who is under an aged care package, and the Volunteer visits them regularly.

What Do Community Visitors Do?

Community Visitors spend time visiting a Care Recipient friend at least once a fortnight. Whilst visiting, activities may include doing something you both enjoy – for example reading, listening to music, chatting and reminiscing, or watching a favourite TV program together, walking, having an outing or visits to a group facility.

If You Would Like to Know More

If you would like to know more about the CVS, or you know someone who might benefit from a Community Visitor please contact **Christie Korvema** – **CVS Coordinator**

Ph: 0448 295 147 or via email CKorvema@linked.org.au.

ABORIGINAL TRANSPORT

Aboriginal Transport provides affordable & reliable transport services to community groups & individuals within the Hastings Macleay Local Government Area.

Individual & Group Transport to cater for shopping, medical, cultural and social outings.

Who can use this Service?

Aboriginal people who have difficulty accessing public transport and are:

- Aboriginal or Torres Strait Islander people over 50
- People with a disability that affects their mobility (permanent or temporary)
- Carers

SERVICE USER RIGHTS

1. Every Service User has the right to receive a service that encourages and fosters their independence.

2. Every Service User (with the Service User's permission) and/or their carer has access to all information about themselves held by the Service.
3. In cases where a Service User 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.
4. Service Users (with the Service User's permission) and/or their carers will be involved in decisions about their assessment and care plan. They will be made aware of all the options available, and any fees to be charged.
5. Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
6. Service Users' access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
7. Service Users have the right to refuse a service and refusal will not prejudice their future access to services.

8. Service Users have a right to complain about the Service they are receiving without fear of retribution.
9. Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
10. Service Users' views will be taken into account in the planning and evaluation of the Service.
11. Service Users can nominate an Advocate to speak on their behalf. This may be a family member, friend or advocacy service.
12. Service Users' rights to privacy and confidentiality will be respected.

SERVICE USER RESPONSIBILITIES

1. A Service User should provide reasonable notice if a service is no longer required.
2. Service Users should act in a way which respects the rights of other Service Users and Team Members.
3. Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.

4. Service Users must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members.
5. Service Users should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
6. Service Users should inform the Service of any significant change in their circumstances, e.g. health status, mobility decline.
7. Passengers must not be under the influence of illegal drugs or alcohol and must be reasonably presented (i.e. hygienic and without provocative messages or logos on clothing).
8. We ask that areas concerning culture, politics, religion, etc. be treated with due discretion by all concerned and that clients refrain from swearing.
9. If a Service User continually refuses to abide by their responsibilities, they may be exited from the Service.

CONFIDENTIALITY AND PRIVACY

Your confidentiality will at all times be respected. However, we do have to give your name, address and phone number to the volunteer car or bus driver taking you to your appointment. We ask all clients to respect the confidentiality of information about other clients, volunteers and staff.

Your Information – It's Private

What information do we collect about you?

We keep your name and contact details on your client record. Other details such as your goals (care plans) and information about your health are recorded and reviewed regularly.

Why do we collect your information?

The information we collect helps us keep up-to-date details about your needs so we can care for you in the best possible way. We also use the information to better manage and plan the services we provide.

Who else sees your information?

All information is kept strictly confidential and is only accessed by authorised staff. As part of our client induction, we ask for your permission to use personal information in our statistical reports to government. At no time are you individually identified in these reports.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. It is your right not to share some of your information or restrict access to your client record but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat

your information in the strictest of confidence and store it securely.

Can you access your information?

Yes, you have the right to request access to your information and to ask for it to be corrected if necessary.

COMPLAINTS AND CONCERNS

As a way of improving our services to the community, Linked Community Services welcomes all feedback. We would like to hear from you should you have any complaints regarding the service you are receiving or you have any suggestions you would like to make to improve our services. This valuable feedback helps us to identify problems and improve our service. You can ask a driver for a feedback/complaint form, or you can phone the office and we can send you one. A Feedback submission box and forms are also available in our office and forms can also be downloaded from the website: www.linked.org.au.

As a Service User, you have the right to complain about the service you are receiving without fear of retribution and you will continue to receive uncompromised services whilst your complaint is dealt with in a fair, prompt, confidential and timely manner.

Linked Community Services, will resolve all complaints in a confidential manner amongst team members and other individuals directly concerned with its resolution. However, there may be some instances where it will be necessary to provide information to a third party.

In order to satisfactorily resolve a complaint, please be rest assured that your permission will be obtained prior to any information being given to other parties whom it may be desirable to involve. In some instances, there is a legal requirement and/or duty of care to disclose information to an external body, e.g. if harm to self or others seems likely or if there are legal implications inherent in the complaint.

You have the right to use an advocate (family member, friend or advocacy service) and we can assist with finding someone to represent you if needed.

Procedure

- In the first instance, clients are encouraged to raise their complaint with the team member or supervisor responsible for delivering the service concerned.
- Clients may use an advocate to negotiate on their behalf.
- If the client is not happy to discuss the issue with the team member or supervisor responsible for delivering the service concerned, they or their advocate may contact the Operations Manager by phone on 6583 8644 or in writing, PO Box 1796, Port Macquarie, NSW 2444 or via email at transport@linked.org.au
- If the complaint is about the Operations Manager, the complainant may choose to go directly to the CEO or Chairperson of the Board of Management by phone on (02) 6583 8644 or in writing to PO Box 1796, Port Macquarie, NSW 2444 or via email at transport@linked.org.au

- NB If you are not happy with complaint process you may contact the Aged Care Complaints Scheme on 1800 550 552 or the NSW Ombudsman on 1800 451 524.
- After raising your complaint, you will be contacted within one week to acknowledge the complaint and outline timeframes for investigation and resolution.
- While we aim to resolve complaints as quickly as possible, if your complaint cannot be resolved within one month you will be provided with a progress reports.
- At the end of this process, the final outcome will be discussed with you and we will ask for feedback as to your satisfaction with the resolution and any improvement to the overall process you may be able to suggest.
- You have the right to appeal any decision(s) made.
- If the matter is not resolved to your satisfaction, you may raise the issue with the Chairperson of the Board of Management by way of phone conversation or written letter if you prefer. To arrange this, phone 6583 8644 or write to The Chairperson of the Board of Management PO Box 1796, Port Macquarie, NSW 2444. Please mark the envelope CONFIDENTIAL.

**If further action is required, you may contact:
Aged Care Complaints Scheme- Department of Social
Services:**

The scheme provides a free service for anyone to raise their concerns about the quality of care or services being delivered to

people receiving aged care services subsidised by the Australian Government.

Please note: All 1800 numbers are free calls from fixed lines; calls from mobiles may be charged.

- Phone: 1800 550 552
- Web: <http://www.agedcarecomplaints.govspace.gov.au>
- Mail: PO Box 7576, Canberra Business Centre, ACT, 2610

People with Disabilities may choose to contact the Ombudsman NSW:

- Web: www.ombo.nsw.gov.au
- Phone: 1800 451 524
- Email: nswombo@ombo.nsw.gov.au

For complaints relating to the NDIS

- Phone: 1800 800 110
- Web: <http://www.ndis.gov.au>
- Email: feedback@ndis.gov.au

ADVOCACY

What is an Advocate?

An advocate is a person who, with the authority of the client, promotes and represents the rights and interests of the people.

Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by Linked Community Services as representing the interests of the client.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Linked Community Services.

Advocacy and information services perform a crucial role in the disability sector by helping people to make informed decisions about their lives and help them to choose how they wish to engage with their communities.

See more at:

<http://opan.com.au/> or <http://da.org.au>

Where can I find an Advocacy or Information Service?

Advocacy is supported by both Federal and State governments. The National Aged Care Advocacy Program (NACAP) is a national program funded by the Australian Government under the *Aged Care Act 1997*. The NACAP aims to promote the rights of people receiving Australian Government funded aged care services.

Phone: 1800 700 600

The NACAP Program Guidelines

(<http://agedcare.health.gov.au/support-services/national-aged-care-advocacy-program-guidelines>) provide further information regarding the delivery of the NACAP.

SPECIAL NEEDS CONTACT INFORMATION

If you are deaf or have a hearing or speech impairment, you may contact them through the National Relay Service or for vision impairment through Vision Australia:

- Phone: TTY and Speak and Listen users: phone 1800 555 667 then ask for 1800 550 552
- Web: www.relayservice.gov.au
- Web: www.visionaustralia.org/

Non English speaking persons:

- Translating and Interpreter Service (TIS) on 131 450
- TTY users phone 133 677 then ask for 02 9286 1000



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.

Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter.

Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised persons) signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

Please contact us on (02) 6583 8644 to arrange a time to meet with a representative of Linked Community Services if you would like to sign The Charter.

Provider

Carlie McWilliams

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Chief Executive Officer
Linked Community Services
12th July 2019



If you would like to know more
about our service

**PLEASE RING
(02) 6583 8644**

Port Macquarie Office
26 Lord Street, Port Macquarie, NSW,
2444.