



Manly Warringah Pittwater Community Transport

Client Information Booklet

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MANLY WARRINGAH PITTWATER COMMUNITY TRANSPORT

WHO WE ARE?

Manly Warringah Pittwater Community Transport is a not for profit charitable organisation that provides shopping and social transport for residents of the Manly Warringah and Pittwater Local Government Areas. Those who can access services are:

- People who are Frail
- People who are Aged
- People with a disability
- A carer of the above
- Transport disadvantaged residents

Manly Warringah Pittwater Community Transport also hires buses to groups in the local area.

WHY AN INFORMATION BOOKLET?

The aim of the booklet is to assist you in using our services.

The booklet provides information on the organisation, the 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 funded under the Home and Community Care program to provide transport to

- Older and frail persons
- Younger person with a moderate, severe or profound disability
- Carers of these people

Each client is assessed on their ability to use other means of transport and the level of assistance they require to complete their daily living tasks.

The Home and Community Care Program (HACC) is funded jointly by the State and Federal Government

**SERVICES PROVIDED BY MANLY WARRINGAH PITTWATER
COMMUNITY TRANSPORT**

Community Transport aims to assist you to get out and about.

Destination include: -

- Shopping
- Mystery Drives
- Pittwater Shuttle Bus (eg: local shops, appointments, etc)
- Day Care Services
- Social Outings
- Disability Services
- Multicultural Services
- Bus Hire

Community Transport provides both group and individual transport

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 that may be able to assist you.

NEED MORE INFORMATION CALL 9971 5110

SHOPPING BUS

Community Transport provides a fortnightly shopping service to Warringah Mall, Forestway and Warriewood Shopping Centres.

These are door to door services.

After your arrival at the shopping centre, you will have approximately 1 ½ to 2 hours before returning home.

Due to safety concerns you may be restricted to transporting 4 shopping bags per household on the vehicles. You may be 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. The fare for a shopping service is \$5.00

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.

MYSTERY DRIVES

Do you have any difficulty in getting out and about.

You may wish to join us on a fortnightly full day or afternoon Mystery Drive to a scenic location. Afternoon tea is provided and facilities at all locations include seating, shelter and toilets.

Our friendly bus assistant can assist you with getting in and out of the bus. This service is also door to door. The fare for a Mystery Drive is \$7.00 return.

Please ring our office and talk to us about your needs.

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.

- An example of a fee would be \$7 for a group service in your area
- 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.

VEHICLES

Community Transport operates with 7 mini buses. Some of our buses are fitted with a wheelchair hoist (which can lift a person and wheelchair into the bus) and have the capacity to safely restrain and transport people in wheelchairs. Our drivers are trained in meeting your needs in a safe and friendly manner

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

If you feel that you need a wheelchair during your service please let the office staff know when making a booking. We have light weight wheelchairs in which we can provide assistance to you at no extra cost.



WHEELCHAIR AND HOIST ACCESS

Some of Community Transport vehicles are fitted with hoists and wheelchair restraints. The hoists may be use for people needing wheelchair access or 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 then please let the office staff know when making your bookings.

HOW TO BECOME A CLIENT

You may be referred to Community Transport by another organisation, a friend or family member, or you can call us yourself.

You will speak to a Co-ordinator, to whom you will need to supply some details about yourself. The Co-ordinator will inform you in detail about our services and will ask you which transport service you require.

When you are able to start using the service, you will receive a written confirmation from us, details about your chosen transport service and a calendar showing the dates of your service.

Please note generally we are unable to provide transport to medical appointments

ASSESSMENTS

When you first ring the Service we will take your details and make arrangements for an assessment, usually within 2 weeks. If your need is URGENT please tell us and an assessment may be able to be provided immediately. The assessment usually takes about 15 to 20 minutes on the phone. The reason for the assessment is to determine whether or not you are eligible to use Community Transport services.

You will be asked for information such as: -

- Name, address, phone number;
- Next of kin, local doctor;
- Medical condition, if any;
- Disabilities, if any;
- Your transport needs;
- Level of assistance required during transport

You will also be asked for permission to provide some of your information to government departments. This does not include

your name and address. By providing such information, you will be assisting in the planning of future services and funding for Community groups in your area. You have the right to refuse your information being given to a government department.

Should your assessment be approved you will be notified via the post, an information booklet will be forwarded within a month of the assessment.

If you are assessed as not being eligible to use our services we will suggest other services which may be more appropriate and you will be advised under what circumstances you could reapply.

WHAT HAPPENS WHEN MY NEEDS CHANGE?

Sometimes your needs may change. This may be as a result of changing an address, or it may be if your health or disability improves or deteriorates. When we become aware of your changing needs we will contact you to arrange for a reassessment.

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.

HOW OFTEN CAN I USE THE SERVICE?

You may use the service as often as you need

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

Just ring our office staff to make your booking on
Telephone number **9971 5110**

HOW TO MAKE A BOOKING

Due to the fact that Manly Warringah Pittwater Community Transport is predominately a group transport service you will more than likely have a regular booking/s with us. For example if you require shopping or a mystery drive or any of our other services, then when or soon after you are assessed by our Co-ordinator that person will allocate a day, time and trip for you. This will be a regular afternoon, morning or day service. If you wish to use the service sporadically that is ok too, you will need to book in advance though. The more notice the better.

The only exception to this is the 'Pittwater Shuttle' which operates each Monday. This is an individual service which allows people to access such things as doctors, hairdressers and shops. This needs to be booked in advance

FORWARD JOURNEY

We offer a door to door service. This means that you do not have to wait outside for the driver if you do not wish to. The driver can 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 minutes either way.

We also try to make sure you are on the bus for no longer than absolutely necessary.

ARRIVAL AT 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.



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 some one else. It also means that we do not have other people on the bus for longer than is absolutely necessary.

YOUR HELP WITH THIS WOULD BE GREATEFULLY APPRECIATED



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 or raining, very hot or you do not feel safe then please stay inside your home or shopping centres.

The driver can come to the door or telephone you from the bus 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.

WHERE TO WAIT FOR A 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.

If you are not sure where to wait then please ring the office and we will let the driver know where you are waiting.



Business Card

Manly Warringah Pittwater Community Transport has business cards which will fit neatly into your purse or wallet. Please ask the office for a card



RETURN JOURNEY

On arrival at your destination the driver will advise you of the time and place they will meet you for the return journey.

If you are ready for the return earlier than expected please contact the office and let us know so that the driver knows when to return for you.

As with the forward journey, this is a door to door service and the driver or helper will, if required, assist you from the venue to the vehicles and to your door on the return home.



CARERS

Carers of people who are frail aged or have a disability are treated as clients. We undertake the same assessment process for carers as we do for other clients.

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 the 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.

If you want information about local advocacy services please contact us for a list.



CLIENTS RESPONSIBILITIES

- You need to let us know if you are not going to be at home when a staff member is due to visit
- You need to act in a way which respects the rights of other clients and the service volunteers and staff
- You need to take responsibility for the results of any decisions you make
- You need to accept to pay any fees or charges agreed upon

- You need to understand what service is to be provided and the limitations of that service

CLIENTS RIGHTS

- You have, or with your permission, your carer can look at all information about you held by the service
- In cases where you have a legal guardian or advocate appointed to act on your behalf, their rights are to be acknowledged and respected as detailed in the guardianship or advocacy arrangements.
- You, and with your permission, your carer will be involved in decisions about the services you receive. You will be made aware of all the options available, and any fees to be changed
- You will be made aware of the standard of service which you can expect. Services will be provided in a safe manner which respects your dignity and independence with awareness to your social, cultural and physical needs.
- Getting our services will depend on your need and our ability to provide the service. You have the right to refuse a service without affecting future bookings
- You have a right to complain about the service. Services cannot be stopped because you make a complaint
- Complaints you make will be dealt with fairly and promptly
- Your views will be taken into account in the planning and growth of the service
- Your right to privacy and confidentiality will be respected
- You have the right to choose from available alternative services
- You have the right to participate in the management of the services by nominating yourself to become part of the

Services working parties or Board of Management or by giving helpful suggestions about the running of the service

- You have the right to nominate a person of your choice to act on your behalf and to be present and take part in any discussions relating to service
- You have the right to become a member of the Manly Warringah Pittwater Community Transport



COMPLAINTS OR SUGGESTIONS

Community Transport encourages clients to 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.

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 the 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 the Service has handled your complaint you can contact

**Board of Management
Manly Warringah Pittwater Community Transport
Suite 201, 30 Fisher Road
Dee Why NSW 2099**

VISION STATEMENT

The continual provision and development of quality Community Transport services to the people of Manly Warringah and Pittwater Local Government Areas.

MISSION

Manly Warringah Pittwater Community Transport provides a range of transport options for the aged, people with disabilities and the transport disadvantaged. These services promote health and well being, supporting and enabling independent living and participation in community life.

OUR VALUES

- *Provide a safe, clean and sustainable Community Transport System.*
- *Promote communication with our clients, volunteers and each other.*
- *Promote and advocate for continuous improvement to meet the future transport needs of the Manly, Warringah and Pittwater communities.*
- *Equity, accessibility, dignity and social justice*
- *Encourage independent living and reduce social isolation*
- *Participation in community life*

What we plan to achieve

- *To improve the quality, frequency and viability of community transport through attracting patronage in the community and also business aiming to reduce social isolation and increase environmental sustainability*
- *Utilise current community transport assets more efficiently and effectively*
- *To facilitate the introduction of new and improved transport services*
- *To broaden the scope of Community Transport in Manly Warringah and Pittwater areas to better meet the needs of the community*