

This Handbook provides information about us, the Services we provide and your Rights and Responsibilities.



Providing transport since 1987 for residents living in selected areas\* in the city of Parramatta and Cumberland Council including:

- Frail, aged people over 65 years old
- Younger people with disabilities under the age of 65 years old
- Their carers
- Transport-disadvantaged residents

## WE PROVIDE YOU ACCESS TO:

- MEDICAL OR HOSPITAL APPOINTMENTS
- SHOPPING
- SOCIAL OUTINGS
- SENIOR CITIZEN GROUPS
- DAY CARE CENTRES
- RESPITE CENTRES
- LUNCH CLUBS
- NURSING HOME VISITS

## STAFF TRAINING DATES

Community Wheels have Training Day meetings quarterly.

Transport services are limited on Training Day dates which will be advised.



**CONNECTING YOU  
WITH YOUR COMMUNITY**

# VISION STATEMENT

To encourage and support people to participate in social and community programs, that improve their well-being and independence.



## HELP WITH THIS HANDBOOK

If you require assistance to understand this handbook, call our office on 8868 1400. If you speak another language other than English and need interpretation assistance for this handbook, please call TIS on 131 450 and ask them on your behalf to contact Community Wheels on 8868 1400, Monday to Friday, 8:00am to 4:00pm.

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# CURRENT CONTRIBUTION REQUIREMENTS

## **TRANSPORT: Page 9**

The current contribution requirement is from \$16 return from within your own suburb. Please call us on (02) 8868 1400 and choose option 1 to make a booking, and we can tell you how much your trip will cost.

## **CANCELLATION CONTRIBUTION: Page 10**

You may need to pay a \$5 cancellation contribution if you cancel within 24 hours of your booking or if you cancel at the door when our driver arrives. The contribution can be given to our driver or we can send you a request in writing. If you need to cancel or change your trip please call us on (02) 8868 1400 and select option 1, as soon as you know.

## **SHOPPING: Page 13**

The current return trip contribution for our group shopping services is \$14. For more information and to join our group shopping services, please call us on (02) 8868 1405.

## **SOCIAL EVENTS: Page 17**

We have plenty of exciting outings and club meetings monthly and the prices vary for each event. Please see our newsletter or call us on (02) 8868 1405 for our latest events.

## OUR STANDARDS

Community Wheels Inc. complies with the Community Care Common Standards and the National Disability Service Standards.

The standards are rules that make sure that all Service Providers in Australia:

1. Follow the same rules
2. Help people do the things that are important to them
3. Provide a good service
4. Find ways to keep getting better

***Please be aware that Community Wheels will do our best to help you but sometimes we may not have a car or a bus or a driver to transport you.***

## ADVOCACY

### **(Someone to talk on your behalf)**

- If you would like to have a friend, relative, neighbor or another service talk on your behalf, this is called choosing an advocate.
- It is important to choose someone you trust to talk to us about what you want.
- Remember that your advocate is there to represent you and your wishes not to go against them.
- You must advise Community Wheels if you choose to use an advocate and tell us who they are.
- If you wish to change your advocate you must let us know or if you choose not to have an advocate at all.
- If you want information about local advocacy services please contact 8868 1401 for a list.



## **WHAT TO EXPECT FROM COMMUNITY WHEELS INC.**

You can expect our service:

- To support your rights as a Consumer
- To treat you as an individual and to respect the things that are important to you
- To listen to you and to act on any feedback you give us
- To support & encourage you to maintain or increase your independence
- To give you information about transport choices
- To give you information about the service rules
- To help you to access community activities
- To work with you to give you the best service for your needs within our resources and abilities
- To help you to use other services that you may need or want to use
- To keep your information in a private place
- To provide you with an Interpreter Service if you need one
- If Community Wheels needs to give your information to someone else:

1. We will tell you who they are
2. We will tell you why
3. We will ask you if it is OK



## **WHAT COMMUNITY WHEELS EXPECTS FROM YOU**

- To call Community Wheels on 8868 1400 if you don't need the transport
- To call us to let us know if someone else will take you home
- To be polite with other Consumers sharing the car or bus with you
- To be polite with our Staff and Volunteers
- To take responsibility for any decisions you make
- To pay any contributions agreed upon
- To understand what services Community Wheels can provide to you
- To be involved in decisions made about your assessment and care plan

## **CLIENT RIGHTS**

- Community Wheels will tell you about the standard of service you can expect, the choices available to you and the contributions required for your transport services
- You can look at information about yourself held by Community Wheels
- Community Wheels will help you to decide which services best suit your needs
- You will receive services in a safe manner that respects your dignity and independence
- You will be assessed without discrimination
- Services will be responsive to your social, cultural and physical needs
- Community Wheels will respect your views in the planning of the service you receive
- You can be represented by an advocate or a legal guardian
- The decisions of your advocate or guardian will be accepted and respected within the boundaries of the advocacy or guardianship arrangement
- Community Wheels will respect your privacy and confidentiality
- You can expect that no information about you will be given to anyone outside of Community Wheels without your permission
- If Community Wheels needs to give your information to someone else:
  1. We will tell you who they are
  2. We will tell you why
  3. We will ask you if it is OK
- You can choose to refuse a service and it will not change your access to get transport in the future
- You can share your concerns or make a complaint about a service without fear of losing the service or being mistreated because you made a complaint
- You can have your complaints dealt with quickly and fairly



## **TRANSPORT SERVICES AVAILABLE**

- To Doctors, Specialists and Hospitals
- Shopping services
- Social outings
- To Day Care Centres
- To Respite Centres
- Information about Public Transport
- Information about other Services available to you
- Hire of our mini-buses to Community groups



## **CURRENT CONTRIBUTION & TRAINING DATES**

The current minimum contribution is \$16 return, from within your own suburb.  
Group shopping is \$14 per person return.

We have Training Day meetings quarterly. Transport services are limited on these dates. Please refer to staff training day dates on Page 2.

## **HOW TO REGISTER**

- If you are aged 65 and over, to use our services, call *My Aged Care* to register your details and nominate Community Wheels Inc. Parramatta & Cumberland as your transport service provider.

MY AGED CARE: 1800 200 422

Monday to Friday 8am – 8pm and Saturday 10am – 2pm.

For more info: [www.MyAgedCare.gov.au](http://www.MyAgedCare.gov.au)

- If you are aged 64 and under, you may simply call us at Community Wheels Inc. Parramatta & Cumberland directly and register your details on (02) 8868 1401. For more info, visit us at [www.CommunityWheels.org.au](http://www.CommunityWheels.org.au) or Like us on Facebook: [cwi.parramatta](https://www.facebook.com/cwi.parramatta) to keep up to date.



## **AFTER YOU ARE REGISTERED**

- After you are Registered with us, to make Bookings please call 8868 1400
  - Please be ready 1hour before your appointment time
  - You can ask a relative or friend to make Bookings for you
  - You can bring a Carer with you on the trip
  - Your Carer does not pay to come with you to Medical appointments
  - Carers pay the same contribution as you to go on the Shopping Bus or on Outings
  - **If you need to cancel your trip please call us as soon as you know**
  - **If you do not call us to cancel your trip you may have to pay a cancellation contribution. Please see Page 5 of this handbook.**
- ! When your appointment is finished call 8868 1400 and choose option No. 2 to return home



## **HOW TO CANCEL OR CHANGE YOUR BOOKING INFORMATION**

If your Booking details change please call 8868 1400 and choose option No. 1 to cancel or to change your Booking details.

## **REVIEWS AND REASSESSMENTS**

- If your situation changes at any time, we need to review your needs to make sure that we deliver the proper service to you.
- Please call our Client Liaison Coordinator on 8868 1401 to let her know if your situation changes.
- If Community Wheels cannot offer you the level of service you need we will refer you to another service.



## **WHEN WILL SERVICE STOP**

Some examples when Services cannot continue to be provided are:

- When you no longer need the Service
- When another Service could better meet your needs
- If you move out of the area that we Service
- If you go to full-time care in a residential setting
- When we cannot give you the level of care you need
- When there is a risk to you or to Community Wheels staff

So when you know you will move to another area and don't need our services any more please call us on 8868 1401 to let us know

## **ALTERNATIVE TRANSPORT**

- If Community Wheels cannot provide you transport with our own vehicles, then we will try to make other arrangements for you
- We will call you and talk to you about the other arrangements

### **PLEASE REMEMBER:**

*Community Wheels have Training Day meetings quarterly on a Monday.*

*Transport services are limited on this day. Please see page 2 for our Training Day dates.*



## **PRIVACY CONTACT INFORMATION**

If you need any information about the Privacy Act or about your rights, you can contact our Office or you can contact the Privacy Office at:

Privacy Act Office  
GPO Box 5218  
SYDNEY NSW 2001

Hotline: 1300 363 992  
Website: [www.privacy.gov.au](http://www.privacy.gov.au)  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)



## **GROUP SHOPPING SERVICES**

- There is a return trip contribution for this service. Please see Page 5 of this handbook.
- To Book your spot in our Group Shopping Service call 8868 1405.
- Depending which area you live in will determine which Shopping Bus you will be on.
- For safety reasons please use only 4 environment friendly Shopping Bags (such as those supplied by the store).
- You will have about 2 hours to do your Shopping.
- Shopping destinations include: Carlingford Court & Winston Hills Shopping Centre.



## GROUP SHOPPING SERVICES POLICY

- You will be picked up from your home or from a pre-arranged address
- You will travel to the nearest accessible shopping service route
- You will have 2 hours to do your shopping
- Drivers / Volunteers are NOT allowed to stop along the way to or from any destination, without calling the office first on 8868 1400
- The Shopping Service ONLY allows (4) small environmental friendly bags per Client
- Drivers / Volunteers can ONLY deliver the (4) shopping bags to the front door of your home
- If you need your shopping bags delivered inside your home you must give us written permission. Please contact the Client Liaison Coordinator on 8868 1401





- Drivers / Volunteers are NOT allowed to unpack or store the contents of the shopping bags in pantries or fridges
- Drivers / Volunteers are NOT allowed to carry your personal belongings such as handbags, keys, purses or personal mail, etc.
- Drivers / Volunteers are NOT allowed to pay your bills, make any bank transactions or to purchase any items for you
- Drivers / Volunteers are NOT allowed to give you medication or medical advice
- Drivers / Volunteers are NOT allowed to make private or personal arrangement with you outside of our transport services
- Drivers / Volunteers are NOT allowed to give Clients any of their personal details
- Drivers / Volunteers are NOT allowed to lift Clients or heavy items (TV, furniture, garden supplies)



## LOCAL DAY CARE & RESPITE CENTRES

- We provide transport services to & from local Day Care or Respite Centres in our area
- If you need the services of a Day Care or Respite Centre, **please call the Centre first** to check if they have availability for your family member before you Book our transport

## DRIVER / VOLUNTEER ASSISTANCE

Volunteers / Drivers can provide you with the following assistance:

- Walk or wheel Clients from their home to the car, van or bus
- Help Clients with the seat belt
- Assist Clients in and out of the vehicle
- Assist Clients to get to the reception area at the destination
- Board Clients in wheelchairs using the lift as per manufacturer instructions
- When inside the vehicle they can secure Clients and wheelchair with restraints
- Assist Clients with their mobility aids (holding, folding & securing them)
- Walk or wheel Clients to their destination
- If you need help with opening and closing your front door, please provide the office with a written permission letter to allow our Driver or Volunteer to do so
- Any further inquiries please call the Client Liaison Coordinator on 8868 1401



## SOCIAL OUTINGS AND LUNCH CLUBS

- We provide monthly Social Outings to various destinations
- We will take Bookings for Monthly Social Outings one month before the trip.
- We also have a Tuesday Social Lunch Club Group.
- Please call our Outings organizer on 8868 1405 for availability and dates for Outings and request a Newsletter if you would like one.



### PLEASE NOTE:

- Our Drivers / Volunteers **WILL NOT BE ABLE** to stay with you during medical, health related or other appointments
- If you **NEED SOMEONE** to be with you for the whole appointment, please ask a family member, a friend or a Carer to go with you

## SMOKING

- All Staff & Volunteers are asked not to smoke when they are providing a service
- Community Wheels Inc. also ask that you do not smoke whilst a Team Member or Volunteer is providing a service to you or assisting you.



## NEWSLETTER

Please call 8868 1400 if you would like to receive our newsletter with up-to-date information on social outings, lunch clubs, and other fun facts and articles.

## **COMPLIMENTS, SUGGESTIONS AND COMPLAINTS**

- We want to provide the best services to you and we will always be pleased to hear what you have to tell us
- Any compliments, suggestions or complaints will help us to improve our services, so please feel free to talk to our Staff
- Community Wheels Inc. acceptance of gifts Policy states that our Drivers, Volunteers and Office Staff are not allowed to accept gifts or money donations, with the exception of home and garden produce



### **COMPLAINTS**

- You can feel safe about speaking to Community Wheels when you don't agree, or don't like something, or when you have a problem with your service
- Community Wheels will listen to your complaint
- We will explain what we will do to try to fix the problem
- We will tell you about other people or places you can talk to about your problem

If you want to make a complaint you can do one of the following:

1. You can discuss your concern with the Team Member involved.  
This could fix the problem quickly for you.
2. You can contact the Client Liaison Coordinator directly on 8868 1401.
3. You can contact the General Manager directly on 8868 1402.

4. You can write to the Chairperson at:  
Community Wheels Inc.  
Unit 3E / 6 Boundary Rd  
NORTHMEAD NSW 2152
5. You can write to the local Community Transport Service Division at:  
Local & Community Transport  
Transport for NSW  
Locked Bag 5085  
PARRAMATTA NSW 2124  
or phone: 8836 3100
6. You can write to the Ombudsman at:  
The Community Service Division  
NSW Ombudsman  
Level 24, 580 George St  
SYDNEY NSW 2000

Phone: 9286 1000

Fax: 9283 2911

Toll Free: 1800 451 524

TTY: 9264 8050

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

**REMEMBER:** It is your right to make a complaint or to voice any concerns you may have with the services received from Community Wheels Inc.



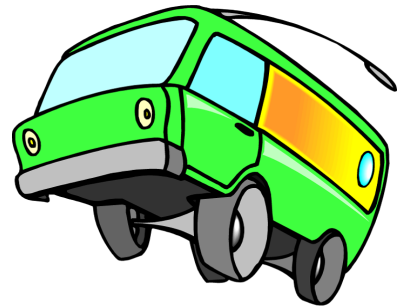




*OFFICE HOURS: MONDAY TO FRIDAY 8AM – 4PM*

Please call **(02) 8868 1400** and select the following options:

1. BOOKINGS (MAKE / AMEND / CANCEL BOOKING)
2. CLIENT RETURNS (WHEN YOU'VE FINISHED YOUR APPOINTMENT)
3. NEW CLIENTS / REFERRALS
4. BUS HIRE / CLIENT OUTINGS



Facebook search: cwi.parramatta

Website: [www.communitywheels.org.au](http://www.communitywheels.org.au)

Email: [mail@communitywheels.org.au](mailto:mail@communitywheels.org.au)

Mailing add: PO Box 558, Merrylands 2160

**Advocacy and NDIS Care Providers:**

Self Advocacy Sydney Inc. - 9622 3005

Northcott Parramatta - 1800 818 286

KinCare AUST NDIS - 1300 733 510

Regional NDIS Expertise - 1800 580 580

Translating and Interpreting - 1300 655 820

TTY Voice Calls - 133 677

Speak and Listen - 1300 555 727

SMS Relay - 0423 677 767