



**“Connecting People to Family and Community”**

# **PEPPERCORN COMMUNITY TRANSPORT**

## **CLIENT INFORMATION HANDBOOK**



*At Peppercorn Services Inc. we are committed to ensuring that older people and people with disability have choice and control over the services they receive as valued and active members of the community.*

**Acknowledgement of Country**

Peppercorn Services Inc. respectfully acknowledges the Darug people as the traditional owners and custodians of the land on which we work and live.

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## Target Group

Peppercorn Community Transport can provide transport services for people living in the community who in the absence of basic support services provided within the scope of the program, are at risk of premature or inappropriate long term residential care, including:

1. People who are aged & frail or at risk;
2. Younger people with a disability and their carers;
3. People who live in the Hawkesbury area with no access to private or public transport and are not currently receiving services under an aged care package or other funding source.

## How does the service operate?

The service has staff to take your booking and coordinate the day to day transport. We have both paid drivers and volunteers and our fleet has a mixture of wheelchair accessible buses and cars, most with modifications for ease of access.

The transport services are pre-arranged and can be either individual or group bookings.

All bookings must be made by phoning the booking line and require a minimum of two (2) days notice.

## What services are available?

Shopping, health related transport to hospital and medical appointments, social and recreational outings and group transport.

Vehicles are also available for hire to local community groups.



## How do I obtain assistance?

You can obtain assistance by contacting the office booking line on 02 4504 7022 or by emailing [transport@psinc.com.au](mailto:transport@psinc.com.au). You will be provided with more information about the services, and may need to undergo an eligibility assessment.

You can also be referred from other agencies and from My Aged Care.

Transport is prioritised based on need at your initial assessment.

## The Assessment

Prior to providing services an assessment is completed to identify how the service may best meet your individual needs and goals.

The outcome of your assessment may be the:

- Provision of a regular service;
- Provision of a temporary service with duration specified;
- Refusal of service; or
- Referral to another agency.

Your access to service is decided on a non-discriminatory basis. If you refuse a service your decision will be respected and will not prejudice any future attempt to access services.

## What happens when the service is unable to meet my needs?

There may be reasons why we cannot provide a service:

- You are not eligible (do not fit the target group)
- You do not live in the geographic area covered by the service; or

- You are eligible for service but we don't have the resources to provide the service to you.

You will always be given information and options regarding other services that may be able to assist you.

## Reviews & Reassessment

We will work with you to achieve your goals and will undertake regular reassessments with you. Reassessments are a way of making sure we have up to date information regarding your circumstances and to see if your needs have changed.

The result may be:

- Referring you to other services that may assist you;
- Our service working with other agencies to provide you with care;
- An increase in service provided;
- A decrease in service provided;
- The cessation of service provided;
- Identification of WHS or Duty of Care issues;
- Change in your details (e.g. change of address); and
- The identification of new goals you have and development of a plan to help you achieve them.



## When will my service stop?

Some examples of when services cannot continue to be supported:

- If you no longer need assistance;
- When you no longer need the service or when you have not used the service for more than 12 months;
- If you move out of the area covered by the service;
- If you enter full time care in a residential setting;
- When care type / level you need exceeds our government funding guidelines;
- When there is a risk to the driver or other passengers
- If you receive the same service from another government funded program or
- If you breach your responsibilities under the “Charter of Care Recipients’ Rights and Responsibilities – Home Care”.

In addition we reserve the right to exit you from the service at our discretion in certain circumstances. Most people who deal with us act reasonably and responsibly, even when they are experiencing high levels of distress, frustration and anger.

Sometimes, people behave in ways that are inappropriate and unacceptable, despite our best efforts to help them. They may be aggressive and abusive towards our staff. They may threaten harm and violence, bombard our office with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and recommendations. We consider such conduct to be unreasonable.

Unreasonable conduct is not limited to spoken interactions. It can occur over the internet, in a public location or in writing. If the conduct is unacceptable and arises during the course of, or

as a direct result of, the provision of our services, it can legitimately be characterised as unreasonable conduct.

Peppercorn Services aims to be responsive to the changing needs of our clients, which may include supporting you to exit our programs in a respectful and compassionate manner.

## **Compliments, Complaints & Suggestions**

We aim to provide the best service we can and will always be pleased to hear your feedback. Your compliments, suggestions or complaints let us know what we do well and where we need to improve. Please feel free to talk to our team.

If you have any complaint or concern about the services you are receiving or if you feel your rights are not being respected you may make an informal complaint by discussing the situation with the team member concerned as this generally leads to a quick resolution. If this does not address the issue please contact the service manager.

We will endeavour to resolve your concern within two weeks of the complaint being made.

If you feel uncomfortable about speaking directly to the service manager, a family member or friend can speak on your behalf.

You can also provide anonymous feedback using our website or by completing the feedback sheets available at our offices or by contacting our Front Desk on 02 4587 0222.

If you don't want to discuss your concern with us directly or your complaint has not been resolved, you can contact the Aged Care Complaints Scheme (the Scheme) on 1800 550 552 or the

NSW Ombudsman on 1800 451 524.

These are free and confidential services that may assist you in working through any complaints or concerns about the service you are receiving.



## Privacy & Personal Information

As a client it is your right to have confidentiality about your care and needs maintained. When seeking information and feedback about your service your privacy will be considered at all times.

You have the right to view information about you held by Peppercorn Services, decide what information you give us and to have your information protected and only released with your permission.

**Please note:** The funding bodies (State & Federal Governments) have the right to access your file however their employees are bound by confidentiality agreements and will not release any information. The only reason the funding bodies would look at your file would be to check that we are providing a quality service.

If you require any further information about the privacy act or your rights contact the office or contact Privacy:

Website:	<a href="http://www.privacy.gov.au">www.privacy.gov.au</a>
Enquiries:	<a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>
Hotline:	1300 363 992
Mail:	GPO Box 5218 SYDNEY NSW 2001

If you need assistance with other languages call the Translating and Interpreting Service on 13 14 50 and ask for the Office of the Federal Privacy Commissioner on 1300 363 992.

### Can someone else speak on my behalf?

Yes! You can have a family member or friend to advocate on your behalf. Just talk to our team and we can arrange it. You can change your advocate at any time.

Our service can provide the following options:

- To use interpreters;

- Provide information in plain English format; and
- Provide information in various community languages.

Please make sure we are aware of what is important to you – so that we provide you with the best service we can.

## **What information will be passed on to government services?**

In order to support our communities, the government (both federal and state) provides funding to many community services. In order to make these services work well, the government would like to know how services support people in their homes and communities.

- Remember that we can only pass on information about you if you give us your permission.
- The information the government would like to know includes:
  - If you are male or female;
  - Your postcode, suburb or town, and the State you live in;
  - Your age and birth date;
  - Whether you are a person of Aboriginal and/or Torres Strait Islander descent;
  - If you have an somebody who regularly helps you (a carer);
  - Whether you own your own home, rent or board;
  - Whether you receive a pension;
  - What support and how much support you receive from services;
  - What language is spoken at home; and
  - Country of birth.

Even though your service will ask for your name and address, your name and address will NOT be passed on to the government.

At the time of assessment you will be asked if you are willing to give consent for your data to be shared.

This transmission meets privacy requirements.

## How much will the service cost?

At the time of your assessment you will be given information about the fees that apply to our services.

**Please note:** That if you are experiencing financial hardship or feel you cannot afford the service, you must advise the Assessor so we can work with you to ensure you still get the services you need. Fees may be negotiated/reduced in certain circumstances.

## What happens if I am not at home or at the agreed pickup point when the transport arrives?

It is important that you let the service know if you are not going to be home.

If we are concerned for your safety we may phone your emergency contact or emergency services.



# Charter of Care Recipients' Rights and Responsibilities – Home Care

Aged Care Act 1997, Schedule 2 User Rights Principles 2014  
(amended on 1 July 2015)

## 1 Care recipients' rights - home care

### General

(1) Each care recipient has the following rights:

- (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
- (b) to be treated with dignity, with his or her privacy respected
- (c) to receive care that is respectful of him or her, and his or her family and home
- (d) to receive care without being obliged to feel grateful to those providing the care
- (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- (f) to have access to advocates and other avenues of redress
- (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

### Consumer Directed Care - choice and flexibility

(2) Each care recipient has the following rights:

- (a) to be supported by the approved provider:
  - (i) to set goals in relation to the outcomes he or she seeks from home care
  - (ii) to determine the level of ongoing involvement and control that he or she

- wishes to have in the provision of the home care
- (iii) to make decisions relating to his or her own care
  - (iv) to maintain his or her independence as far as possible
- (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
  - (c) to have choice and flexibility in the way the care and services are provided at home
  - (d) to participate in making decisions that affect him or her
  - (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity.
  - (f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

### Consumer Directed Care - care and services

#### 3) Each care recipient has the following rights:

- (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
- (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- (c) to receive care and services that take account of his or her other care arrangements and preferences

- (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

(3A) Each care recipient has the following rights:

- (a) to receive an individualised budget for the care and services to be provided
- (b) to have his or her individualised budget reviewed and, if necessary, revised if:
  - (i) the care and services to be provided, or the costs of providing the care and services, change; or
  - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
- (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

(4) Each care recipient has the following rights:

- (a) to privacy and confidentiality of his or her personal information
- (b) to access his or her personal information.

Communication

(5) Each care recipient has the following rights:

- (a) to be helped to understand any information he or she is given
- (b) to be given a copy of this Charter

- (c) to be offered a written agreement that includes all agreed matters
- (d) to choose a person to speak on his or her behalf for any purpose.

#### Comments and complaints

- (6) Each care recipient has the following rights:
  - (a) to be given information on how to make comments and complaints about the care and services he or she receives
  - (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
  - (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

#### Fees

- (7) Each care recipient has the following rights:
  - (a) to have his or her fees determined in a way that is transparent, accessible and fair
  - (b) to receive invoices that are clear and in a format that is understandable
  - (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
  - (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

## **2 Care recipients' responsibilities - home care**

#### General

- (1) Each care recipient has the following responsibilities:

- (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
- (b) to treat care workers without exploitation, abuse, discrimination or harassment.

### Care and services

- (2) Each care recipient has the following responsibilities:
  - (a) to abide by the terms of the written home care agreement
  - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
  - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

### Communication

- (3) Each care recipient has the following responsibilities:
  - (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
  - (b) to tell the approved provider and their staff about any problems with the care and services.
  - (c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home services from the approved provider.

### Access

- (4) Each care recipient has the following responsibilities:



- (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

## Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

## **In addition to your Rights and Responsibilities we ask that you:**

- Respect the confidentiality of information about other clients and team members which you may obtain whilst using services;
- Help us keep you and our team members safe by letting us know if you have any contagious illness;
- Use the seatbelts and other vehicle safety devices as directed by authorised team members;
- Not be intoxicated or under the influence of illicit drugs when accessing the service;
- Do not smoke in any vehicle; and
- Ensure your personal hygiene is maintained and does not cause offence to other clients.

Every effort will be made to be sure that you understand your Rights and Responsibilities.

Where needed contracts will be developed to ensure a clear understanding. If you continually refuse to abide by your responsibilities you may be exited from the service.

For more information on how to access our service and other services go to:

“My Aged Care”

National phone line 1800 200 422

or [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Funding

This service is supported by the Australian Government Department of Social Services. Visit the Department of Social Services website ([www.dss.gov.au](http://www.dss.gov.au)) for more information.

In addition, this service is supported by funding from the NSW Government via:

- Transport for NSW.
- The Department of Ageing, Disability and Health, and
- NSW Health.

### *Disclaimer*

Although funding for Peppercorn Community Transport has been provided by the Australian Government and the NSW Government, the material contained herein does not necessarily represent the views or policies of the either Governments.

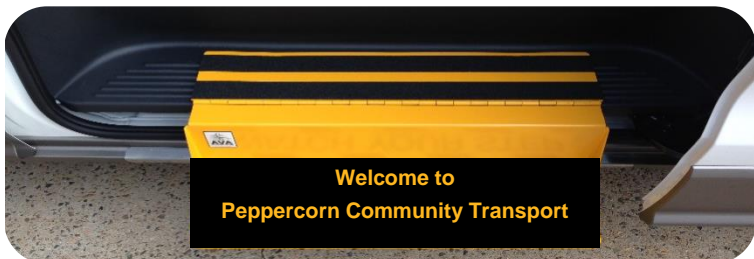


# **TRANSPORT BOOKING LINE**

## **02 4504 7022**

Peppercorn Services Inc.  
320 George Street  
Windsor NSW 2756

[www.peppercornservices.com.au](http://www.peppercornservices.com.au)  
ABN: 34 611 224 255  
Frontdesk: 02 4587 0222



Thank you for reading this handbook.

If you have difficulty reading any part of this handbook, please contact us to obtain a large print version or ask for clarification.

Please chat to us if you have any questions.



## **PEPPERCORN COMMUNITY TRANSPORT**

Shopping  
Medical Appointments  
Social Outings  
Day Centres  
Youth  
Community Group Hire

**Phone: 02 4504 7022**

Monday to Friday 8:30am to 3:00pm

A recorded message service is available at all times. If the office is unattended please leave a message so that we can return your call.