



# EXPRESS



## Inner West Community Transport Inc. (IWCT) Client Newsletter February 2007

**Welcome to the first issue of the Express newsletter for 2007.**

### HACC Service Standards

Late last year all Home and Community Care (HACC) funded services such as ourselves were invited to attend a training day to brush up on the National Service Standards which underpin the manner in which we deliver a service to you.

The National Service Appraisal survey, conducted in all areas of Australia, identified three Service Standards which were not well addressed by many service providers. These were:

1. Privacy, Confidentiality and Access to Personal Information
2. Complaints and Disputes
3. Advocacy

Our responsibility as a service provider is to ensure that you are aware of your rights and that we respect them and abide by the HACC Standards. To fulfil our obligation I have provided the objective of the Standards concerned, with some responses to questions which may arise from them.

### Privacy, Confidentiality and Access to Personal Information

**Objective:** *To ensure that each consumer's rights to privacy and confidentiality are respected, and he or she has access to personal information held by the agency.*

Q. Does IWCT share personal information with other agencies?

A. Not unless we have the consent of the client concerned.

Q. Are client's able to view their personal files?

A. Yes. Clients can arrange an appointment with IWCT Manager and view their files.

## **Privacy, Confidentiality and Access to Personal Information...cont**

Q. Does IWCT share personal information with a client's family or other members of the public?

A. Not unless they are the advocate or legal guardian of the client or the client has given consent.

## **Complaints and Disputes**

**Objective:** *To ensure that each consumer has access to fair and equitable guidelines for dealing with complaints and disputes.*

Q. Can a client make a complaint?

A. Yes. IWCT welcomes any complaint a client may have about our services. By receiving complaints we are able to continuously improve the service we provide.

Q. How can a client make a complaint?

A. There are two ways a complaint can be made.

1. Telephone our office staff and speak to the coordinator of the service concerned or speak to the Manager. They will document your complaint and advise you of the outcomes.
2. Fill out a complaints form and return it to our office. A complaints form can be mailed out to you on request.

Q. What happens after a complaint is made?

A. The client is informed of the time it will take to respond to the complaint. The complaint is investigated by the appropriate person and the outcomes will be communicated to the client.

Q. What happens if the client is not satisfied with the outcome?

A. Unresolved complaints can be taken to the IWCT Management Committee or an independent arbiter. Clients can also contact our funding providers at:

**The Manager, Service Funding  
NSW Ministry of Transport,  
Locked Bag 5085. PARRAMATTA 2124  
Phone 8836-3100**

## Advocacy

**Objective:** *To ensure that each consumer has access to an advocate of his or her choice.*

Q. Can clients use an advocate of their choice to assist them with accessing our services or any other involvement with IWCT?

A. Yes.

Q. How do I nominate an Advocate?

A. You must advise our office of who your advocate is. If you would like to use an Advocacy Service then IWCT can provide you with contact details.

## Further Information

The information in this newsletter is intended to provide you with details of your rights as a consumer of our services. Due to space limitations it is not possible to provide more detail however we encourage clients to contact our office and speak to a staff member if you require further information or clarification on the HACC Standards and your rights.



### INDIVIDUAL TRANSPORT

It looks like being another busy year for this service in 2007.

I would like to remind clients of the importance of placing your name on the waiting list if you are unable to secure transport on your chosen day. Should there be a cancellation you may be called to fill the gap.

### Two things to remember when shopping with IWCT

- 1. Never go on a travelator with your trolley – USE THE LIFT.**
- 2. Always stay within the shopping mall. If you need to go to a shop outside of the mall please speak to an IWCT staff member first.**



### SHOPPING SERVICE

Specialty Shopping trips to Marrickville Metro have been running this month however if you missed out do not despair as more of these runs will be scheduled during the year.

If you are not currently on one of our weekly shopping runs but interested in receiving information about future Specialty Shopping trip then call Maria who will place you on her mailing list.



## Outings

Included in this newsletter is this years Outings Calendar.

Due to the success of this service we have made two buses available for selected trips during the year.

Our thanks again go to the clients who filled out our survey last year. Your input has been critical in shaping the schedule for the year.

At the end of the Outings season last year IWCT examined the client numbers by Local Government Area (LGA). The results were that Concord & Strathfield had the lowest number of clients using the service.

In order to provide an equitable allocation of Outings seats per trip it was decided to combine the Concord & Strathfield LGA's, rather than the Burwood & Strathfield LGA's, for one of the four Outing trips provided each month. Residence of the Burwood LGA will now have an Outings day dedicated only to clients living in their LGA. Concord & Strathfield residents will now share the third Monday of each moth for their Outings day.

We hope that these arrangements will cause as little disruption as possible and trust that you understand the rationale for making these changes.

## **NSW SENIORS WEEK – March 11 – 18, 2007**

**2007 marks the 47<sup>th</sup> year that NSW celebrates Seniors during Seniors week. There will be over 500 events during the week so if you would like information about what's happening in your area then call your local council. If you have the internet at home you can go to the web site listed below and view a calendar of events.**

**nsw Seniors Week**  
**11-18 MARCH 2007**  
**[nswseniorsweek.com.au](http://nswseniorsweek.com.au)**