

SERVICE USER INFORMATION HANDBOOK



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Values

Shoalhaven Community Transport Service believes in:

- The right of people to:
 - (a) make choices in their own lives;
 - (b) maintain dignity, respect, privacy and confidentiality;
 - (c) be valued as individuals;
 - (d) have mobility;
 - (e) access services on a non-discriminatory basis;
 - (f) receive safe, comfortable and reliable services;
- The right of the community to accountable and responsive services.
- Pursuing continuous quality improvement to best ensure the highest standard of service delivery.

Introduction

Shoalhaven Community Transport Service provides service under the Commonwealth Home Support Program (CHSP) to provide transport to frail aged people and people with disabilities, and their carers, and aims to assist those people to maintain their independence and help them to remain in their own homes for as long as possible.

The service is also funded by Transport for NSW Community Transport Program (CTP), to support communities and groups who are transport disadvantaged due to social or geographic isolation, or those in financial difficulties.

Shoalhaven Community Transport Service reserves the right to refuse services to persons whom it believes may pose a risk to the safety or well-being of other passengers, team members or themselves.

Target Group

Persons living in the community in the Shoalhaven Local Government Area (LGA) who, in the absence of basic maintenance and support services provided within the scope of the program, are at risk of premature or inappropriate long term residential care, including:

1. Frail or at risk aged persons, being elderly persons with moderate or severe disabilities;
2. Younger persons with a disability, either moderate or severe;
3. The carers of these persons; and
4. Such other classes of persons as are agreed upon by the Commonwealth Minister and the State Minister, and living in the Shoalhaven LGA.

Please be aware that if a Service User moves permanently into a Nursing Home or other supported accommodation, they will no longer be entitled to CHSP services. Service may still be provided at full cost recovery, depending on the individual's assistance needs.

How is Shoalhaven Community Transport Service governed?

The service is run by a Volunteer Governance Body and consists mainly of volunteer team members (drivers and assistants), with some paid team members in both Nowra and Ulladulla depots (drivers and office staff).

Adherence to Standards

Coast and Country Community Services Ltd. operate in accordance with the Community Care Common Standards and the National Standards for Disability Services.

Community Care Common Standards

Standard 1: Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Standard 2: Appropriate Access and Service Delivery

Each Service User (and prospective Service User) has access to services, and Service Users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Standard 3: Service User Rights and Responsibilities

Each Service User (and/ or their representative) is provided with information to assist them to make service choices, and has the right (and responsibility) to be consulted and respected. Service Users (and/or their representative) have access to complaints and advocacy information and processes, and their privacy and confidentiality and right to independence is respected.

Home Care Charter of Care Recipients' Rights and Responsibilities

- Older Persons -

Please note: this charter is included as an addition to our Service's Service User Rights and Responsibilities

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, and*
 - 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.*

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

4. *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

5. *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

6. *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

7. *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

8. *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.*

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.*

National Standards for Disability Services

Standard 1: Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 2: Participation and Inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

Standard 3: Individual Outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Standard 4: Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

Standard 5: Service Access

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Standard 6: Service Management

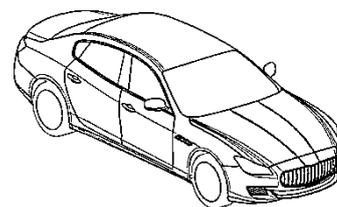
The service has effective and accountable service management and leadership to maximise outcomes for individuals.

What services are available?

- Car transport is available for Service Users unable to use a bus for medical reasons. Cars and Commuters (vans accessible for people using wheelchairs) are used to transport Service Users to Wollongong, Sydney, Batemans Bay and Canberra for medical/hospital appointments.
- Buses provide door to door transport for groups and individual Service Users to respite centres, shopping, medical/hospital appointments and weekend outing. Most of our buses are equipped with hoists for easy access, e.g. for people using wheelchairs. Some of our vehicles have volunteer assistants on board.
- Local individual after hours transport can also be provided in certain circumstances.
- Individual and Group Aboriginal transport
- Individual transport for people living with Dementia.



Please note that we **do not transport pets**. However, we do transport Service Users who are assisted by registered guide dogs.



Booking Procedure

- All transport is booked in advance. We suggest booking as early as possible to allow us to schedule drivers and vehicles, and to avoid disappointment. Please be aware that we operate with cut-off times for transport requests. Priority is given to medical appointments
- Drivers are instructed to do **only** what is detailed on their day's manifest (roster). If you wish to travel to more than one destination please discuss this when you make your booking. Often the vehicle is booked for other Service Users, so a requested detour **may be refused** if it hasn't been booked in advance.
- If you use a mobility aid (walking stick, walking frame, etc.), or if you have any special transport needs, please advise office staff when you make your booking.
- If you wish to take a carer with you, please notify the office when you make your booking; the carer will need to be registered with us and seating allocated. A Carer accompanying a Service User may travel free of charge.
- In order to provide an efficient and cost effective service, passengers may be required to share the vehicle with other Service Users. There is no guarantee that Service Users will have exclusive use of the vehicle for their trip.

Please note: Our service is different from an on-call taxi service, so please remember to give us enough notice of bookings, cancellations or changes. Please do not hesitate to phone your local office after hours. A message may be left on our answering machine, and will be attended to as soon as a staff member is available.

Nowra Office (02) 4423 6044

Ulladulla Office (02) 4454 0840



NO SMOKING

What about smoking?

All Coast and Country Community Services Ltd. vehicles and service outlet premises are non-smoking areas.

How much will the Service cost?

At the time of intake you will be given information regarding fees that apply to our services.

Please note that if you are experiencing financial hardship or feel you cannot afford the service, please inform the Intake Officer so we can work with you to ensure you still get the services you need. Fees may be reduced, or waived in certain circumstances.

Intake

All people aged 65 years and over, or 50 years for Aboriginal and Torres Strait Islanders, require assessment through My Aged Care (1800 200 422) before accessing any community service.

People under the age of 65 years will require intake by our Service. At the time of requesting transport an assessment is conducted to assist us in providing you with the most appropriate transport for your individual needs. A series of questions are asked to ascertain your eligibility, mobility and access requirements. The outcome of your assessment may be:

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



What can I expect from the Service?

You can expect our service to:

- Treat you as an individual;
- Support and encourage you to maintain/increase your independence;
- Provide you with information about your transport options;
- Work with you to provide the most appropriate service for you within our resources and capability;
- Support your rights as a Service User; and
- Listen to you, and respond to any feedback you provide.

What happens when the Transport is unable to meet my need?

There may be reasons why we cannot provide transport:

- 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. If you are eligible for service but we do not have the resources to provide service at the time of your request, you may be placed on a waiting list for

service. If you are on a waiting list and your situation changes, please contact the office to discuss your new need for further consideration.

What happens if I'm not at home/at my destination when the transport arrives?

- It is important that you let the Service know if you are not going to be at your designated pick-up point. Some service outlets operate an automated phone messaging system to notify you of your pick-up times on the afternoon prior to transport, which allows you to confirm or cancel your trips.
- If we are concerned for your safety and you have not given us instructions about what you would like done, we may ring your preferred key contact for the Service, or emergency services.

Taxi Vouchers

The aim of the Taxi Voucher System is to provide an additional and flexible form of subsidised transport for eligible Service Users. Taxi vouchers are available to people who are frail aged or have a disability, and their carers, who:

- Live independently within the Shoalhaven area; and
- Are able to get into and out of a taxi with limited assistance.

Cost

The value of each taxi voucher is \$5.00. To receive taxi vouchers, Service Users must pay \$1.00 towards every \$5.00 voucher, so the fee for receiving \$50.00 worth of vouchers is \$10.00. Service Users may purchase taxi vouchers to a *maximum* value of \$50.00 per month. Each voucher is specifically bar coded to each Service User.

How do I use the vouchers?

Taxi bookings must be made directly to the local taxi operator. Please notify the person taking the booking that you will be using Shoalhaven Community Transport Service Taxi Vouchers. This will assist the Taxi call centre when allocating your job to notify the driver in advance that you will use vouchers.

If the call centre is not notified the Taxi driver will not know you are paying by vouchers and they will request that you pay for your trip by either cash or card; Shoalhaven Community Transport Service will not reimburse you for the fare.

You will also be requested to complete and sign one of our taxi voucher dockets. All taxi vehicles carry the taxi voucher dockets in their vehicles. It is essential that the taxi voucher docket is completed. If these dockets are not completed, our service will be unable to issue any new vouchers to you. If you ask the driver for the dockets and they do not produce them to be completed, please tell us - we need to know this has happened.

To enable us to follow up on complaints regarding taxi drivers we need to know the following information: Taxi Company, date, time and taxi car number/driver name on the day in question.

If you are using a Taxi for transport or if our office has advised that a Taxi will be picking you up, please, wherever possible, wait at the front of the building so the driver can easily locate you.

Taxi vouchers are not transferrable or redeemable for cash, and change will not be given. Any difference between the taxi fare and the vouchers used must be paid by you, the Service User.

For example:

- If your taxi trip costs \$12.00 and you use 2 x \$5 vouchers (\$10 value), you must pay the driver \$2 cash.
- If your taxi trip costs \$12.00 and you use 3 x \$5 vouchers (\$15 value), you will not receive any change.

Vouchers remain the property of Shoalhaven Community Transport Service. Vouchers are not to be used with any other type of taxi voucher (e.g. TTSS).

How often can I get vouchers?

You can apply to top up vouchers at the end of the month if you have used some or all of your vouchers. Call our office to order them and send in the appropriate amount.

Who accepts the vouchers?

Most Taxi operators in the Shoalhaven area will accept the vouchers.

Taxi vouchers do not have an expiry date, but we encourage the use of them within a reasonable timeframe.

Please note: Lost or stolen vouchers will NOT be replaced.

If you do lose any vouchers, please notify us so we can take the appropriate steps to cancel the vouchers.

Weekend Outings

Outings are organised every month to various destinations of interest, from our offices in Nowra and Ulladulla. Bookings are essential. You will be picked up and dropped off from your home. The weekend outings are an enjoyable social activity where you can catch up with friends and meet new people.

Veteran Affairs

Our Service has negotiated a state-wide agreement enabling clients of Veteran Affairs to use our services to travel to and from medical appointments.

If you are eligible, a form will be given to you by the driver/assistant to be completed as follows:

1. You must sign the form;
2. You must give the completed form to our driver/assistant, who will return it to our office for processing.

Service Reviews

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

A Service Review may result in the following:

- Referring you to other services that may assist you;
- Our service working with other agencies who provide you with care;
- Increase in service provided;

- Reduction in service provided;
- Cessation of service provided;
- Identification of Work Health and Safety (WHS)/Duty of Care issues;
- An update of your details (e.g. change of address, etc.); and
- 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 will discontinue:

- When you no longer need the Service;
- When another Service could better meet your needs;
- If you move out of the area covered by the Service;
- If you enter fulltime care in a residential setting;
- When care type/level does not meet Funding Body guidelines; and
- When there is a risk to you or our Service Team Members

Compliments, Complaints and Suggestions

We want to provide the best service we can and will always be pleased to hear feedback from you. Any suggestions or complaints provide us with an opportunity to improve service, so please feel free to talk to our Team.

Why not let us know what you think by making a note on a Quick Compliments, Complaints and Suggestion Form. These forms are available in each vehicle; just ask our driver for one. If you have a more serious concern, you can fill in a Complaints Record Form (also kept in the vehicles).

If you feel your rights are not being respected or, if you have any other complaint or concern about the services you are receiving, you can try any of the following:

- Make an informal complaint by discussing the situation with the Team Member concerned – this may lead to a quick resolution of the difficulties; or
- Contact the Office Coordinator if the above is not appropriate or fails to sort out the problem;
- Ask a friend to speak on your behalf if you feel uncomfortable about making a complaint.

We will endeavour to ensure you receive a satisfactory result within two weeks of complaint being made.

If you aren't happy with how we work with you and the result of your complaint, you can speak to:

- The Aged Care Complaints Scheme 1800 550 552, or online at **www.myagedcare.com.au**
- The NSW Ombudsman – 9286 1000, or online at **www.ombo.nsw.gov.au**.

These are services that can assist you in working through any complaints or concerns about the service you are receiving.

Please Note: Services will not be stopped or reduced if you make a complaint.

What happens if the Carer and Service User disagree about the Service being provided?

As our Service provides support to the Service User and their Carer, we will take every opportunity to see that both your needs are being met. All effort will be given to support and maintain family and friendship relationships through providing information and referral to appropriate agencies. If you and your Carer are unsure of, or disagree with the services being provided, please speak with the Office Coordinator to discuss your concerns.

What are my Rights?

- Every Service User has the right to receive a service that encourages and fosters their independence and respects their human rights.
- Every Service User and/or (with the Service User's permission) their carer, has access to all information about themselves held by the Service.
- Every Service User has the right to use an advocate to represent their interest. 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.
- Service Users and/or (with the Service User's permission) their carers, will be involved in decisions about their intake and care plan. They will be made aware of all the options available and any fees to be charged.
- 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, self-protection and independence of the Service User and their carer, while being responsive to their individual social, cultural and physical needs.
- Service Users have a right to access/receive services free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation.
- Service Users have the right to make life choices/decisions, and the Service will be respectful of those choices/decisions.
- The Service will provide appropriate support to the Service User, their family and carers if they raise allegations of discrimination, abuse, neglect or exploitation.
- Service Users' access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
- Service Users have the right to refuse a service, and refusal will not prejudice their future access to services.
- Service Users have a right to complain about the Service they are receiving and to have their complaints dealt with fairly, promptly and without fear of retribution.
- Service Users' views will be taken into account in the planning and evaluation of the Service, and opportunities provided for participating in the development/review of processes that promote strategies to ensure quality services.
- Service Users' rights to privacy and confidentiality will be respected.

What are my Responsibilities?

- A Service User should advise the Service if he/she is not going to be at home when Team Members are due to visit.
- Service Users should act in a way which respects the rights of other Service Users and Team Members; this includes not being under the influence of alcohol or drugs, or using offensive language.
- Service Users need to take responsibility for the results of any choices/decision they make, including the choice not to make a choice/decision.
- Service Users must realise that the Service has a duty of care to provide a safe service, and therefore Service Users must utilise seatbelts and other vehicle safety devices, and follow any directions of authorised Team Members.
- Service Users should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
- Service Users are to play their part in helping our Team Members to provide them with services.
- Service Users should inform the Service of any significant change in their circumstances.
- All effort will be made to ensure that a Service User, family member or Carer does understand their Rights and Responsibilities. Where required contracts will be developed to ensure a clear understanding. If a Service User continually refuses to abide by their responsibilities they may be exited from the Service.

Rules to be Observed Whilst Travelling in our Vehicles

- No smoking in vehicles
- No drinking permitted in vehicles (except water)
- No eating in vehicles
- Do not carry alcohol that is open
- If a Service User is deemed intoxicated, either from alcohol or drugs, they will not be allowed to travel
- Seatbelts must be worn at all times whilst the vehicle is in motion (unless a medical certificate indicating exemption is provided)
- Take all rubbish with you when you complete your journey
- You are responsible for your personal possessions.

Advocates

The Service respects your right to appoint a person of your choice as an advocate, to promote and represent your rights and interests regarding service.

Your advocate may be a family member, friend or advocacy service. Advocates will be accepted by the Service as representing your interests as our Service User.

Your advocate may be used during intake, service reviews and complaints, or for any other communication between you and the Service.

We ask our Service Users to complete an 'Authority to Act as an Advocate Form' which can be obtained from the office when they wish to appoint or change their advocate.

You can change your advocate at any time, but you must notify us in writing.

NB: The Service will provide information regarding the use/appointing of advocates and refer Service Users to appropriate Advocacy services as required, particularly where a Service User is unable to make informed decisions due to the nature or extent of their disability/injury/condition, and where there are no family/significant contacts and no guardian has been appointed by the Guardianship Board of NSW.

Guidelines for Advocates - Being an Advocate

If a Service User has asked you to be their advocate, it means they would like you to act on their behalf in their dealings with the Service. You may be a family member or friend of the Service User, or a member of an advocacy service.

Being an advocate may mean your attendance or involvement will be required during intake and reviews of the Service User's situation, services received, if the Service User wishes to communicate or negotiate anything with the service, or lodge a complaint about the service.

We Are All Different, and Have Different Needs

We live in a diverse community, and our Service supports and recognises individuality and diversity. You may have specific needs that are important to you, such as:

- Your mobility;
- A health condition or a disability;
- Your culture;
- Your language;
- Your religion;
- Your preference for male/female Team Members;
- Your preference for the times you are provided service; or
- Your sexual identity/preference;

and we will listen to you and respond to your needs as much as possible.

Our service can provide the following options:

- Use of interpreters where possible;
- Information in plain English format;
- Quality trained Team Members.

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

Privacy and Confidentiality

Policy Statement

The Service will conform to both State and Commonwealth privacy legislation requirements regarding the collection, use and protection of personal information of our Service Users and Team Members.

Introduction

Coast and Country Community Services Ltd provides services for those frail, aged and people with a disability in our community who are eligible to use our service. In providing that service we need to collect information from our Service Users and Team Members.

You should be aware that we are required to abide by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* when collecting information from you, including:

- Type of information collected;
- How we protect the information collected; and
- How the information is used by the Service.

We are also required to ensure that you have the opportunity to see the information you have given, amend it when necessary, and to take action if you are not satisfied with any aspect of our information management.

All of these requirements are included in the Australian Privacy Principles (APP) that form part of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Policy

This policy statement provides you with advice on the procedures we follow to ensure Coast and Country Community Services Ltd., meet all of the APP requirements in dealing with the information provided by you.

Collecting Information

We will only collect information, including personal and/or sensitive information, which is directly relevant and necessary using lawful purposes. We will only collect information directly from you, or a person or organisation that you authorise to provide us with your information. We respect your right to limit the information that you provide to the Service, including the right to not identify yourself or to use a pseudonym.

We will let you know the purpose of collecting information and how you can check the information to update it or confirm that it is still relevant. We will regularly review your information with you to ensure that it is accurate.

Should we receive unsolicited information about you, from any source other than yourself, you will be advised. We will ask for your consent to the Service's retention of the information. If you do not give your consent, we will destroy the information.

Protecting Your Information

We will only share your information with other Team Members who need the information to perform their duties at Coast and Country Community Services Ltd,

and we will ensure that all Team Members at Coast and Country Community Services Ltd are trained in the procedures for protecting your information.

At present we do not share your information with any overseas organisation or person. Should we be required to do so, we will first seek to ensure that the person or organisation meets the requirements of the APP. Only when we are satisfied that the requirements have been met will we seek your agreement to the provision of any information.

We ensure that our records are protected by appropriate electronic and physical security measures and are only accessed by trained and authorised personnel.

We will only disclose your information to other persons or organisations if:

- they meet the requirements of the Privacy Act for protection of personal information, and the information is required to enable delivery of Service to you, or
- we are required by law to do so.

We do not normally use personal information for direct marketing of our services. If we should plan to do so, we will seek your approval before using any of your information in direct marketing.

Using Your Information

We will only use the information you provide us to determine your eligibility to use the Service, to ensure that our service is tailored to meet your needs, and, with your permission, provide statistical information in coded format to our Funding Bodies for reporting purposes.

Information to be passed on to the Funding Body in coded format

In order to support our communities, the Funding Body (both Federal and State) provides funding to many community services. In order to make these services work well, the Funding Body 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 Funding Body 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 unpaid person who regularly helps you (Carer);
- Whether you own your own home, or whether you 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 Funding Body. The information you give

CANNOT be matched or compared to your Medicare records or Centrelink, or any other individual records about you.

At the time of intake you will be asked if you are willing to agree to consent for your data to be sent to the Funding Body. This transmission meets all privacy requirements.

Accessing, Updating or Correcting Your Information

To provide the best possible service to our Service Users, we need information that is current and accurate. You are encouraged to advise us if your circumstances change or if you believe the information we hold is not accurate.

Occasionally you may need to access your information, either verbally or physically, to confirm it reflects your current circumstances. For physical access, we will require that you make a formal application to the Service and provide identification to ensure your privacy is not compromised. You may also authorise someone else to have access to your personal information. The authorisation must be in writing, and the authorised person will be required to provide photo identification before viewing any of your records.

If the information we hold is incorrect, or you provide us with updated information, we will undertake to update our records. With your agreement, we will also undertake to notify those persons or organisations that we have previously provided with your personal information.

You should be aware that there are some circumstances in which we may refuse to provide access to some of your information. Should we decide not to grant access, you will be advised, in writing, of the reasons for the refusal.

How do I obtain assistance?

If you would like further assistance or further information please contact your local Service Outlet office:

Nowra - Phone: 02 4423 6044

Fax 02 4423 6394 or Email: enquiries@scts.org.au

Ulladulla - Phone: 02 4454 0840

Fax 02 4455 2446 or Email: enquiries@scts.org.au

Service Users are referred by doctors, family, friends, neighbours, nurses, social workers and themselves.



*Thank you for reading this information.
Please call us if you have any questions.*

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