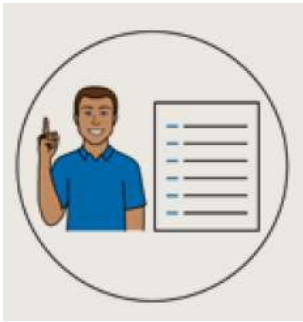


EASY to Read Participant Handbook



**Providing safe, reliable transport and
assistance to access community
social & recreational activities**

Hard Words



This Handbook has some hard words.

The first time we write a hard word

- The word is in **red**
- We write what the hard word means

You can get help with this Handbook



You can get someone to help you

- read this Handbook
- tell you what this Handbook says
- find more information



In this handbook **St George Community Transport** is written as **STGCT**

When you see the letters STGCT it means St George Community Transport

This is the **Table of Contents**

The **Table of Contents** is a list of the items in this handbook.

Each item has a page number.

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How does STGCT Provide Services?



STGCT has many different types of vehicles.

STGCT has cars, small buses and big buses.



You will travel in a vehicle that is right for you.



Access to Community, Social and Recreational Activities.

Access means to go to places.

An **activity** is something you do, like sport or a job.

Recreational Activities are fun things to do.

STGCT will help you to access places in the community to do your activities.



Travel Training

STGCT provides training for people who want to learn how to use public transport.

What does STGCT do?



Individual Transport

Individual means just for you.

Individual transport means using a vehicle to take you where you want to go. STGCT will take you to places like to the shops, appointments, clubs and to any place that you need to go.



Social Outings

Social means to spend time with people

Social Outings are interesting places you can go for a fun day out. You will go on a bus with other people.

This can be a good way to make new friends



Bus Hire

Our buses may be hired by other Community Groups. A group of people can hire the bus to go places together.

National Disability Insurance Scheme or NDIS



The **National Disability Insurance Scheme** or NDIS helps people under 65 with a **permanent** and **significant** disability.

Permanent means the disability will not go away.

Significant means the disability affects the things people need to do every day.



People with an NDIS plan will get the

- supports
- and
- services they need.



STGCT provides

- a **service** and
- a support to people who have a NDIS plan.

A **service** is something you pay someone to do for you.



NDIS can pay for some of the services.



You can contact the NDIS on **1800 800 110**

A **participant** is the person who is getting the supports and services

Cost for Service



STGCT charges money for the transport and support services.



You can pay STGCT by using NDIS **Transport Funding**

NDIS **Transport Funding** is money you get from the NDIS to pay for:

- a community bus or car
- a taxi
- another kind of transport



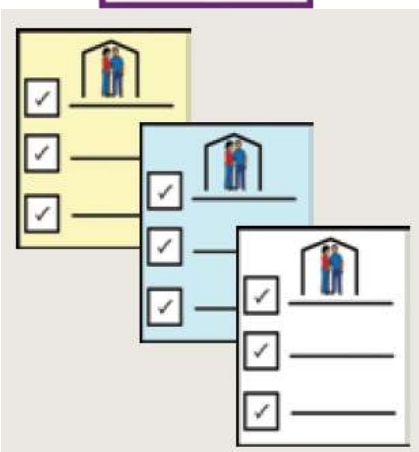
You can click on this link to learn more:

<https://www.ndis.gov.au/participants/creating-your-plan/plan-budget-and-rules/transport-funding>

OR



you can pay by using your NDIS support budget.



There are 3 types of support **budgets** that might be in your NDIS plan:

1. **Core Supports budget**
2. Capacity building supports budget
3. Capital Supports

Budget means the money you get to buy the supports and services in your NDIS plan



You can pay using your **Core Supports budget** for assistance to Access Community, Social and Recreational Activities.

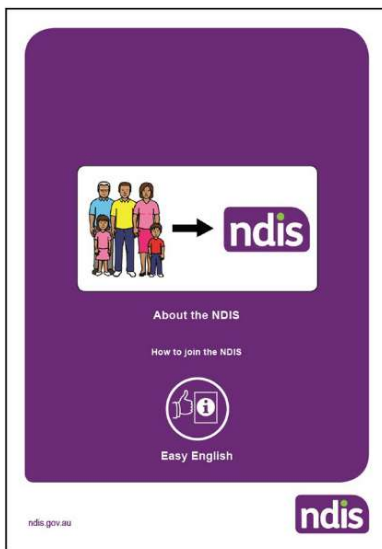
For example:

- a STGCT support worker to help you access work
- a STGCT support worker to help you access community activities.

STGCT can provide these **NDIS Price Guide Items**:

- 04_104_0125_6_1
- 09_009_0117_6_3

NDIS Price Guide Items is a special code used for the different services.



You can learn more about

- the NDIS Price Guide Items and
- what the NDIS pays

Click on the link below

<https://www.ndis.gov.au/providers/price-guides-and-information#price-guides-and-related-resources>



You can learn more about NDIS.

Click on the link below

<https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets>





Find out more

If you want to find out more about
St George Community Transport or STGCT



02 9585 3000



www.stgct.org.au



How to **Register** for Services with STGCT

To **register** means to join up to receive a service.



A **service provider** is the person or organisation that provides you with supports.

STGCT is a **service provider**



You might ask another trusted person to help you register for services with STGCT.

This might be a family member, carer, friend or another person.



Call the STGCT office
02 9585 3000



STGCT will give you a registration form.

This form will ask for details like:

- Your name and details
- NDIS number and plan
- Your contact details or who we can contact on your behalf
- Your emergency contacts
- Languages spoken
- The supports you need
- Your disability

Fill out the registration form and return it to STGCT.

Post to: 1/29-33 Pitt Street, Mortdale, 2223, NSW

Email: reception@stgct.org.au



When the registration form is received
STGCT will then send you a:

- **Consent to Store and Share Information** form
- and **Service Agreement**

Consent means you agree or do not agree

The **Consent to Store and Share Information** form tells
STGCT:

- How you want your personal information kept
- Who can see your information
- Who STGCT can contact on your behalf
- If your photo image, name, voice or comment can be used
- It is **your choice**.



Remember you can change your consent at any time.

Call the STGCT office

02 9585 3000

and a new form will be sent to you



The **Service Agreement** includes things like:

- Information about the supports you will receive:
- What supports you will receive
- When, where and how you will receive those supports
- How much the supports will cost and how they will be paid.
- How long you will need the supports.
- Changing or ending the agreement

How to tell STGCT if:

- You are happy or not happy with the service.
- About something that happened
- If you do not agree with something



These are documents for you and STGCT. The documents say that you both agree about the services that you are going to receive.



You get to choose who provides your supports.

And you get to choose how you receive the supports.



If you want to, you can attach a copy of your NDIS plan to the Agreement.

It is your choice.



When you have agreed, you both sign the document.



A STGCT worker will visit you at home

The worker will meet and talk with you and your trusted person.

They will talk with you about;

- Your goals
- Your **values- values** are things that are important to you
- Your **beliefs- beliefs** are ideas that are true for you
- supports that you need

They will talk about:

- Consent
- Feedback
- Your right to choose
- Incidents
- Confidentiality
- Communication
- Responsibilities to you

Many of these things are written about in this Handbook.



The worker will talk about **risks**.

A **risk** is something that could be a danger to you or anyone else.

The worker will fill out a risk assessment form.

The worker will talk about other information that STGCT needs to know.

This will be written into some forms called:

- Consent to Share & Store Information Form
- Media Release Form
- STGCT Support Plan
- Medical Emergency Form



The worker will:

- Leave these forms for you to fill out.
- Give you information on confidentiality & consent.
- Answer your questions

You will need to send the completed forms back to STGCT.

STGCT will send you a welcome pack

What does STGCT expect from you?



When you register for services with STGCT, it means that you agree to do the things that are expected of you.

These are called your **responsibilities**.

Your responsibilities include things like:



- Telling STGCT about the supports that you want and how you want to receive them



- Being polite and respectful to the staff who work with you



- Telling STGCT if you have got any problems



- Telling STGCT if you cannot make it to an appointment- you should always try to give at least 24 hours' notice



- Telling STGCT straight away if you want to end the Agreement
- Letting STGCT know if your NDIS Plan changes or if you stop using the NDIS



What can I expect from STGCT?



STGCT have responsibilities too. This means that STGCT agrees to do the things that you expect from them.



You can expect STGCT to:

- Provide the services that you have asked for



- Be open and honest



- Explain things clearly



- Treat you politely and with respect



- Include you in all decisions about your supports
STGCT supports the needs that are important to you.



- Listen to your feedback and fix any problems quickly

What can I expect from STGCT, continued.



- Letting you know what to do if you have a problem or want to complain



- STGCT will tell you if it wants to end the agreement



- Make sure your information is correct and up to date



- Store your information carefully and make sure it is kept private.



- Obey the law and the rules. This includes the National Disability Insurance Scheme Act 2013 and the NDIS rules



- Provide invoices and statements for your supports



- Checking if GST applies



- Checking that the Agreement is working well.

What happens if STGCT is not able to meet your needs?



There may be reasons why STGCT cannot provide you with a service:

- You may not be **eligible**

Not **eligible** means that you do not fit the rules of who can use the service.

- STGCT may not have the workers or vehicles at the time you need the service.

Participants may be:

- Put on a waiting list
- Told about other services that may be able to help



Reviews & Reassessment



A **review** or **reassessment** is when STGCT asks if the service is still what you want. Your needs and goals may have changed.

STGCT will listen to what is working and not working for you. How you are supported may be changed.

After a review or reassessment STGCT may:

- Provide more services
- Provide less services
- Stop the service
- Help you with finding another service
- Change your information
- Look at dangers and ways to keep safe
- Write your new goals



Privacy, Confidentiality & Consent



At St George Community Transport we can take you to work, to the shops or to your friend's place.



We need to ask you some questions, so we can make sure we look after you.
We will ask you some private questions which we will keep in the computer and in your personal file.



We must follow the law and make sure we hold onto your private information safely. We lock up your personal file and protect your computer file with a password.



Only the members of our team who need to know your information can access your information.



Your records may be looked at and checked by external auditors. You are automatically enrolled for government or external auditors to check that STGCT has the right information and is looking after your records correctly.



And sometimes we may need to share your information or talk to your family, carer or advocate about you.



Consent means that you are giving permission for your information to be shared, read, and discussed by other people.

You will be asked to sign a form giving consent for other people to see your private information.



What information do we need?

Your name

Your NDIS number

Your NDIS Plan start and review dates

Your goals

Your phone number

Your email address

Your home address

The name of a contact person

The language you speak

Your mobility needs

Your disability

Your values and beliefs



Why do we need this information?

To better understand your needs

To help us communicate with you

In case of an emergency

To help us do a good job

Who can see this information?

Those people **YOU GIVE CONSENT TO !!!**



Can I change my mind?

YES! YES! YES!

How do I tell you?

Call our office on 9585 3000.

Feedback, Complaints & Disputes



Feedback is speaking up.

Feedback can be good or bad.

To **complain** or to make a **complaint** means to say you are not happy.

If you speak up about something you do not agree with it is called a **dispute**.

Speaking up can help us make services and supports better for:

- you
- other people.

It is okay to complain about your services and supports. You have the right to tell us if you're not happy.



You can talk to a manager at STGCT.



You should speak to STGCT first, so we can try to make things right.



02 9585 3000 Manager Consumer Engagement



Email: AskUs@stgct.org.au



You can ask someone you trust to help you.

You can ask an **advocate** to help you.

An **advocate** is someone who speaks up for you if you can't speak up for yourself.



If you do not want to talk to STGCT or
If you are still unhappy with STGCT you can contact:



NDIS Quality
and Safeguards
Commission

NDIS commission.

The NDIS Commission works to make things better for NDIS participants

Call: **1800 03 55 44**

Website: www.ndiscommission.gov.au



You can complain to the NSW Ombudsman about a support or service you get through the NDIS.

Call: **02 9286 1000**

or

call: **1800 451 524** (toll free outside Sydney metropolitan area)

Email: nswombo@onbo.nsw.gov.au

Online complaint form via: www.ombo.nsw.gov.au

Address: NSW Ombudsman's Office
Level 24, 580 George Street,
Sydney NSW 2000.



If you need more information about the privacy act or your rights, contact the STGCT office or Office of the Australian Information Commissioner:

Web site: www.oaic.gov.au

Enquiries: enquiries@oaic.gov.au

Hotline: 1300 363 992

Mail: GPO Box 5218
SYDNEY NSW 2001

What about smoking?



All our vehicles and office are non-smoking areas.

What happens if STGCT cannot find you?



You need to let STGCT know if:

- you are not going to be home.
- you need to cancel your service for the day

If STGCT does not know where you are they may:



- Call your emergency contact person
Or
- Ring emergency services

What happens when there is an Emergency?

STGCT will attempt to provide you with services to meet your needs.

In the case of an emergency or disaster such as a bush fire or flood, STGCT will contact you to make sure you are safe and check what supports you require.



If you are affected by emergency or disaster and need immediate help, here are numbers to assist in an emergency:

Emergency Services

1. Call Triple Zero (000) if:
 - you or someone is seriously injured;
 - need medical help;
 - there are threats to property of life; or
 - have witnessed a serious crime or accident.
2. Call the NSW State Emergency Services (SES) on 132 500 if
 - you have experienced damage from storms, wind or fallen trees or
 - require assistance due to flood or tsunami emergency:
3. Call 131 444 for the Police Assistance Line
4. Download the 'Emergency +' app.
 - In an emergency, time and location accuracy are critical.
 - This app will help you call Triple Zero (000) quickly and allow you to accurately communicate your location.



Lost Property

Lost property will be taken back to the STGCT office.

We will return your property if we know it is yours.

STGCT will hold lost property for 3 months.
After 3 months it will be given to charity.

If the lost property is food, it will be put in the bin after 24 hours.

You are responsible to look after your own property.



Is English hard for you?

Do you speak a different language?

Call 13 14 50



Are you deaf or hearing impaired?

You can use TTY.

Call 1800 555 677



Find out more

If you want to find out more about

St George Community Transport or STGCT



Call: 02 9585 3000



www.stgct.org.au