

**CONNECT:**  
**INNER WEST**  
**Community**  
**Transport**  
**Group Inc.**

# NDIS Client Handbook

Registered NDIS Provider



**02 9558 6800**  
**[www.connectinnerwest.org.au](http://www.connectinnerwest.org.au)**

31 Sydenham Road, Marrickville NSW 2204



# Handbook Contents

<b>WHO ARE CONNECT: INNER WEST?</b>	<b>03</b>
Client participation & membership	03
Where do we operate?	03
Getting started	03
<b>OUR NDIS SERVICES</b>	<b>04-07</b>
Connect with your community	04
Social and recreational community participation	04
Access appointments and key supports	05
Disability transport	05
Our regular shuttles and services	07
<b>WHY CHOOSE CONNECT?</b>	<b>08</b>
Our accreditation	08
Our expert team	08
Our modern fleet	08
Our flexibility	08
<b>WHAT DO I NEED TO KNOW?</b>	<b>09-12</b>
Client choice of worker	09
How do I book a service?	09
How do I cancel a service?	09
What if Connect cancels a service?	09
How much do services cost?	09
I have a carer. Do you need to know their details?	09
Transition to and from providers	10
Participant money & property	10
Complaints & feedback	10
What is an advocate?	11
Escalation of a complaint	11
Using the Ombudsman	11
Discontinuing a service	12
<b>CONFIDENTIALITY</b>	<b>13</b>
How do we use your personal information?	13
<b>RIGHTS, RESPONSIBILITIES AND RISKS</b>	<b>14-16</b>
What are my rights and responsibilities?	14
<b>CONTACTING US</b>	<b>17</b>



# CONNECT: INNER WEST Community Transport Group Inc.

Connect: Inner West Community Transport Group acknowledges the Gadigal and Wangal peoples of the Eora nation, the traditional custodians of this land and pays its respects to its Elders, past, present and emerging.

All information provided within this publication is correct at time of printing, though may be subject to change periodically.



# Who are Connect: Inner West?

Connect: Inner West (Connect) are a not-for-profit service that has been providing accessible transport services to Inner West residents since 1983.

Connect: Inner West is a registered NDIS provider and is able to provide services for people with a disability.

We believe in equal access so everyone can access the facilities and services they need. Our services are available to provide assistance and support to people with disability, the elderly and disadvantaged.

We live by our mantra – ***'Get there with Care'***.

## Client Participation & Membership

Connect: Inner West is a member based community organisation. We encourage client participation.

Membership of Connect is open to all. Both clients, and members of the community are welcome to join for a small annual fee. Membership provides an opportunity to provide input into the mission, values, and strategic direction of Connect.

Find out more about Connect and our governance by visiting our website, or feel free to call the office.

You do not have to be a member of Connect: Inner West in order to access our services in any way.

## Where do we operate?

While Connect can operate anywhere within the Greater Sydney area, our emphasis is generally focused within the inner west community.

## Getting started

Our office staff are happy to discuss your circumstances with you and advise you about our available services, and which programs or activities may suit you.

# Our NDIS Services

## We help you connect with your community

Connect: Inner West is a registered NDIS provider. We are approved to provide disability transport under the following NDIS registration groups:

- Participation in community, social and civic activities
- Assistance with travel/transport arrangements.

## Social & Recreational Community Participation

If one of your NDIS goals is social and recreational community participation, we can help you. With Connect, you can access a range of social and recreational activities so you can meet like-minded people and get involved in the community.

We currently host up to 5 social outings each week. You can join us on an existing outing from our seasonal outings calendar, or we can tailor an activity for you on your own, or to enjoy with friends and family. Participate your way.

For the more adventurous, we can also facilitate an overnight stay or weekend away.

Our options for social activities are endless. Examples include:

- Shows, plays, movies
- Zoos, Animal parks and working farms
- Cruises & boat rides along Sydney's many beautiful waterways
- Pubs, clubs, cafes & restaurants
- Shopping trips
- Picnics, markets, fetes & carnivals
- Gigs, festivals, & sporting events
- Galleries, museums, theatres
- Nurseries and gardens & parks
- Historical sites
- Scenic drives to the coast, mountains and highlands
- Courses, training and learning.

## We can help you access appointments and key supports

No matter where you need to go, we can get you there with care. Our NDIS services include helping you get to your key supports, such as appointments or activities that are funded in your NDIS package.

## Disability transport for NDIS community participation

Whether you work, study or volunteer, we can help get you there. We can also transport you to day programs, training sessions, or even take you to the polling booth to vote.

We don't just pick you up and drop you off. We help you access what you need, when you need it.





CONNECT:  
INNER WEST  
Community  
Transport  
Group Inc.



A WARNING  
PLEASE HOLD ON TO THE  
HANDRAILS AND SEATBELT  
AT ALL TIMES

CONNECT:  
INNER WEST  
Community  
Transport  
Group Inc.

02 9558 6800  
www.connectinnerwest.org.au



## Our Regular Services and Shuttles

### Social Outings

We have an exciting social calendar that helps you connect with your friends whilst exploring Sydney and surrounds. Our regular outings include visits to gardens and nurseries, scenic drives to the Illawarra, Central Coast, Northern Beaches, Blue Mountains, Southern Highlands and more. We take in shows and plays, visit historical sites, working farms, zoos, parks and often take a cruise along one of Sydney's many beautiful waterways. Exciting weekends away and overnight stays are also on offer regularly.

If you would prefer to coordinate a meeting with a group of your own friends or family, we can tailor an individual outing or event to your specific needs.

### Medical Transport

If you need to see your GP, a specialist, physio, occupational therapist, or any medical professional, we can help. We provide non-emergency medical transport anywhere you need to go. We will take you there, assist you throughout the appointment as much, or as little as you need. Once your appointment is complete, we will return you home safely.

### Individual Transport

We help you get to a wide variety of destinations. Whether it's visiting the bank, catch ups with friends and family or visiting the hairdresser, we can get you there.

### Shopping transport

We provide many shopping services in Sydney's Inner West to help you buy groceries, clothes and household items. We can take you on your own, or you can join one of our regular group shopping buses or shuttles.

### Jetstream Shuttle

The Jetstream is a door to door transport service for clients living south of Parramatta Road (the former Marrickville LGA). It combines features of both a door-to-door service with a route service. It's like a cross between a taxi and a bus service.

### TigeRider Shuttle

The TigeRider is a door to door transport service for Clients living north of Parramatta Road (the former Leichhardt LGA). It combines features of both a door-to-door service with a route service. It's like a cross between a taxi and a bus service.

# Why Choose Connect?

## Our accreditation

We are a registered NDIS provider and have regular, independent third-party audits.

We are assessed against the NDIS Practice Standards and Quality Indicators. We provide person-centred supports and help you maximise your independence.



## Our expert team

We have a team of friendly, highly trained and committed staff and contracted disability support workers. They are all trained in the NDIS Quality and Safeguards Commission Code of Conduct and have NDIS worker clearances. Everyone at Connect is fully trained in first aid and CPR.

For our wheelchair accessible vehicles, we train our staff in using hoists and other mobility devices to help you get safely on and off.

## Our modern fleet

We have a modern range of cars, vans and buses which are available to suit your individual needs.

Included in our Connect NDIS fleet are two buses and one van that are all wheelchair accessible and fitted with hoists.

## Our Flexibility

Connect can provide all the flexibility you need. We are available during the week, evenings and weekends to support your needs and get you where you need to go.

You are welcome to bring along a support animal or pet on an activity. However, you will need to provide a harness or carrier for the vehicle.



# What do I need to know?

## **Client choice of disability support worker**

NDIS clients may express their preference for specific staff to provide them with service/s. Connect will endeavour to meet NDIS client requests for a particular driver, or a driver with specific skills (or of a particular gender) where possible.

## **How do I book a service?**

Bookings **must** be made through the office, though you can request a quote via the website. Regular shopping services can be booked on a routine basis, such as a permanent fortnightly booking.

Where possible, bookings should be made at least 3 business days in advance. In the instances of booking for appointments, consider booking ahead as soon as you know your appointment time to ensure you secure your preferred time.

## **How do I cancel a service?**

If you need to cancel a booking, please contact us as soon as possible. Cancellation Fees may apply for late cancellations or 'no shows'.

## **What if Connect cancels a service?**

Unexpected mechanical problems or employee illness can occasionally occur. We have contingency plans in place, but despite best efforts a service may need to be cancelled. On the rare occasion this happens, we will always attempt to contact you and arrange an alternative.

## **How much do services cost?**

The price of your service will differ depending on several factors. Connect uses the NDIS price guide to calculate these costs, and you will be provided with a quote prior to accepting the service.

## **I have a carer. Do you need to know their details?**

Yes, whether your carer is a relative, a neighbour or a friend, we need to register their details so we may contact them if necessary. We like to ensure our services meet your expectations, as well as theirs.

## Transition to and from providers

If you are transitioning to Connect as a new client or moving on from Connect to another provider, we will identify the risks associated with the transition, and assess the risks (if any) for their likelihood and severity. Where appropriate, risk management strategies will be developed, implemented and evaluated. If you are transitioning from another provider, Connect may seek advice on risk management from the other provider. If transitioning from Connect, we may provide risk management guidance to the other provider.

We will ask for your consent to provide personal information before we ask you for personal information. We will always seek your consent and provide details on the nature of disclosure before disclosing any information to other parties.

## Participant Money and Property

Connect does not undertake any cash transactions with our NDIS client group, nor do we handle or manage participants' money, belongings or property.

Connect will not give participants financial advice under any circumstances.

Any items found aboard our vehicles will returned to their owner as soon as possible if they can be identified. Alternatively property will be retained for a period before disposal or donation to charity as appropriate.

## Complaints & Feedback

Any complaint made by an NDIS client will be treated in accordance with the requirements of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

For further policy information visit <https://connectinnerwest.org.au/ndis-clients/>



## What is an advocate?

An advocate is a person who, with your authority, represents your interests. You can use an independent advocate of your choice to negotiate on your behalf. This may be a family member, friend or an advocacy service.

If you don't know anyone appropriate, we can help find an advocacy service for you. It's important for us to know that someone has the right to speak on your behalf.

If you wish to use a person or a member of staff as an advocate or would like to change your nominated advocate, then you need to inform us. That's best done in writing, but if you prefer another method please call the office and we'll work out a way.



## Escalation of a Complaint

If you feel your complaint has not been correctly or appropriately addressed internally through the channels outlined, you can choose to escalate your complaint to the Ombudsman, or for our NDIS clients, the NDIS Quality and Safeguards Commission.

### NDIS Quality and Safeguards Commission

- Phone: **1800 035 544** (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for **1800 035 544**.
- Completing a complaint form online at <https://www.ndiscommission.gov.au/about/contact>

## Using the Ombudsman

The NSW Ombudsman's Office has an excellent online guide about making a complaint, and also an online complaint form - [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
You can also phone them on weekdays, 9am to 5pm, on **(02) 9286 1000**



## Discontinuing a service

Connect: Inner West strives to provide quality services that meet your needs. It's important to know, however, what should happen if you decide to discontinue using our services or the circumstances in which we may discontinue providing service/s to you.

In accordance with Connect: Inner West policy, the decision to discontinue a service may be taken by either you or Connect: Inner West. You may decide to discontinue a service due to a change in circumstances after which the service may no longer be appropriate, or you may have become dissatisfied with the service to the extent that you decide not to use the service further.

If you leave a service due to dissatisfaction or because of a dispute, Connect: Inner West will ensure that:

- you are aware of your rights and responsibilities;
- you are reminded of the feedback process;
- you are reminded of your right to an advocate and that you are provided with information on agencies that provide advocacy services;
- staff deal with the situation in a sensitive manner;
- future access to services is not jeopardised as a result of a dispute.

### **Connect: Inner West may withdraw a service for one of the following reasons:**

- the service ceases to operate;
- you are no longer eligible for the service;
- it has been determined that you no longer require the service;
- your behaviour has become too difficult for the service;
- your care needs exceed the capacity of the service to cater for them;
- Connect: Inner West determines that another client should have priority of access to the service in question;
- concerns about the health or safety of you, the staff or other clients.

## Personal Information / Confidentiality

In order to carry out our work efficiently and effectively, and to provide our clients with a safe and high quality service, Connect needs to collect personal information from clients to help Connect: Inner West to develop, deliver and review a service plan and offer a written agreement.

Clients are expected to abide by the terms of the written agreement. This includes accepting the conditions and limitations of any service you have chosen. You have the option to opt out of NDIS quality audits if you wish to do so.

The information we need to collect and record includes, but is not limited to: services provided; NDIS plan; personal details; language/s spoken; ethnicity; funding type/s; eligibility for funding – category of funding; emergency contacts; personal risk assessment – clients' needs/assistance; information updates; service updates. You have the right to access or update the personal information held by us at any time.

We will ask for your consent to provide this information before we ask you for personal information. We will always seek your consent and provide details on the nature of disclosure before disclosing any information to other parties.

The information we collect is generally recorded in written form. On occasion, we may take photographs and/or record our clients for marketing or other purposes. We will always seek permission before photographing or recording you.

Information collected is used, in the most part, as an aid to support provision; to make sure we are transporting the right person; in the event of an emergency; for Government reporting purposes; for insurance reasons and more generally to provide safe and high quality services to our clients.

We will not give your information to any other party unless required by law, there is a need to prevent a serious threat to the health or safety of you or another person, or if there is a need to report a serious crime.

Your information is stored on our RouteMatch dispatch system. This database is password protected and a perpetual record of staff access to the system is maintained.

You have the right to withhold some, or all personal information without prejudice. Keep in mind we may not be able to provide services to you in full or part if we lack the information to do so efficiently, effectively, or safely.

If for any reason a suspected or actual breach of privacy occurs, you will be informed immediately and about what has or may have happened, and what Connect is doing or will do to address the situation.

# Rights, responsibilities and risks

## What are my rights and responsibilities?

Naturally, when you use Connect: Inner West services, you have an expectation of how you'll be treated. Likewise, in providing services to you, a level of cooperation is important to Connect: Inner West, so the services run smoothly, and everyone gets treated fairly and equally. Connect: Inner West does not discriminate on the basis of race, ethnicity, religion, gender, sexual preference, age or political views.

Connect: Inner West is committed to ensuring that all its staff, volunteers and governing body members act ethically, responsibly and in the best interests of the organisation and its clients at all times. All staff, volunteers and governing body members are bound by the Connect: Inner West Code of Ethics which can be found on our website.

## Passenger rights

### What you can expect from Connect: Inner West:

#### 1. GENERAL

- To be treated and accepted as an individual, and to have your individual preferences respected.
- To be treated with dignity, with your privacy respected.
- To have your culture, values and beliefs treated with sensitivity.
- To receive care that is respectful of you, your family and home.
- To receive care without being obliged to feel grateful to those providing your care.
- To have full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your care.
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

#### 2. PARTICIPATION

- To be involved in identifying the assistance most appropriate for your needs.
- To choose the care and services that best meet your assessed needs within the limits of the resources available.
- To participate in making decisions that affect you.
- To have your representative participate in decisions relating to your care if you do not have capacity.

### **3. CARE AND SERVICES**

- To receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs.
- To be sent a Welcome Pack detailing the care and services available to you.
- To receive care and services that take into account, where possible, your lifestyle, other care arrangements and cultural, linguistic and religious preferences.
- To receive ongoing review of the care and services you receive (both periodic and in response to changes in your personal circumstances), and modification of the care and services as required.

### **4. PERSONAL INFORMATION**

- Privacy and confidentiality of your personal information.
- Access to your personal information including any incident reports lodged.

### **5. COMMUNICATION**

- To be helped to understand any information you are given.
- To be offered a written agreement that includes all agreed matters.
- To choose a person to speak on your behalf for any purpose.

### **6. COMMENTS & COMPLAINTS**

- To be provided with information on how to make comments, feedback and complaints about the care and services you receive.
- To provide feedback about the care and services you receive, without fear of losing the care or being disadvantaged in any other way.
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

### **7. FEES**

- To have your fees determined in a way that is transparent, accessible and fair.
- To receive invoices that are clear and in a format that is understandable.



# Passenger responsibilities

## You are expected:

### 1. GENERAL

- To respect the rights of Connect: Inner West staff, volunteers, and other passengers to their human, legal and industrial rights, including the right to work in a safe environment.
- To adhere to safety requirements, including utilising safety equipment as nominated by staff, including seat belts and asking staff to carry shopping and other items, only within reason and specified limits.
- To treat Connect: Inner West staff, volunteers, and other passengers without exploitation, abuse, discrimination or harassment.

### 2. CARE AND SERVICES

- To abide by the terms of any agreement in place. This includes accepting the conditions and limitations of any service you have chosen.
- To acknowledge that your needs may change and to negotiate modifications of care and service when your care needs do change.
- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

### 3. COMMUNICATION

- To give enough information to help Connect: Inner West to deliver and review your services. This includes cooperating with staff, communicating with staff about your needs, and advising Connect of any change in your circumstances or health that may affect your services and/or their ongoing delivery.
- To clearly communicate to staff the level of physical help you need.
- To communicate to Connect: Inner West and their staff any perceived problems with the care and services you are receiving.

### 4. ACCESS

- To allow safe and reasonable access for Connect: Inner West staff at the times specified, or otherwise by agreement.
- To provide reasonable notice if you do not need a service. This means providing the earliest possible notice of a cancellation so that we may reallocate disability support workers and/or vehicles accordingly.

### 5. FEES

- To pay any fees for services, as specified in the agreement, on or before the due date.



# Contacting us

**We are open every weekday, 8am to 5pm (excluding public holidays).**

Phone: **02 9558 6800**

email: **admin@connectinnerwest.org.au**

address: **unit C, 6 Carrington Road, Marrickville, NSW 2204**

You can contact the office in person by appointment only.

If you phone at a particularly busy time our staff may be on other calls so please leave a message and we will get back to you as soon as possible. If you need to tell us about a change to a booking out of business hours, leave a message.

From time to time we will send out important information on upcoming events via text message. You need a mobile phone to access these alerts, so please be sure to provide the office with these details.



## Follow us on Facebook

Don't forget to follow us on Facebook to keep track of all news and upcoming events. We also share pictures and stories from various outings that you can share with family and friends. <https://www.facebook.com/connectinnerwest.org.au>

# Get there with care.

We provide community  
transport in Sydney's  
vibrant Inner West.

Helping you get where  
you need to go.



02 9558 6800 ● [www.connectinnerwest.org.au](http://www.connectinnerwest.org.au)

31 Sydenham Road, Marrickville NSW 2204