



Peppercorn Community Care Client Handbook

July 2019



Peppercorn
BRINGING THE HAWKESBURY TOGETHER

Acknowledgement of country

Peppercorn Services Inc. acknowledges the Darug people as the traditional custodians of the land on which our organisation operates. We pay our respect to elders past, present and emerging.

We acknowledge the spiritual, physical, emotional, mental and economic connections of Aboriginal and Torres Strait Islander people to the land and seas. We acknowledge that the dispossession of country and the disruption to family relationships have resulted in a breakdown of social networks.

Peppercorn Services Inc. is committed to working in ways that support and empower Aboriginal people and their families and communities. We are responsible for ensuring that our services are culturally competent, safe and sensitive.

Peppercorn Services Inc.

ABN: 34 611 224 255

Peppercorn Place

320 George Street

WINDSOR NSW 2756

Tel: 02 4587 0222

Email: frontdesk@peppercorn.org.au

Web: www.peppercorn.org.au

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Welcome to Peppercorn's Community Care programs

Welcome to our Client Handbook for Peppercorn's Community Care programs. This Handbook is designed to help you understand how to use our services and answer some frequently asked questions. If you have further questions, please call our friendly staff who will be happy to assist you. Our team of staff and volunteers are here to help you.

Peppercorn's Community Care programs can help you maintain your independence and quality of life. There are three main parts to our Community Care programs:

- **Community transport** will help you get to and from medical appointments, go shopping, meet up with friends or family, and local tours to events and attractions;
- **Community meals** provides an opportunity for you to join with friends at a local community centre, club or restaurant and have a low-cost, nutritious and healthy meal; and
- **Community social support** where you can participate in social outings to local attractions and shows, join with others on community transport tours, or join in with social activities such as bingo or craft and handiworks.

Peppercorn's Community Transport services provides a door to door transport service connecting Hawkesbury residents to all these services, and to services offered by other agencies. Community transport can take you where you need to go in the Hawkesbury and surrounding areas. We are mainly focussed on getting you to various towns in the Hawkesbury, especially the main centres of North Richmond, Richmond and Windsor.

Peppercorn Community Care programs are supported by funding from the Australian Government under the Commonwealth Home Support Program (CHSP), and from the NSW Government under the Transport for NSW Community Transport Program (CTP) and the Health-Related Transport Program (HRT).

Eligible clients who have been assessed and referred to us by My Aged Care can access the CHSP program services without discrimination. Clients who are eligible for CTP or HRT services and do not receive support under other funding, for example Home Care Packages or the NDIS, can also access our services without discrimination.

The material contained in this handbook does not necessarily represent the views or policies of the Australian or NSW Governments, or of Hawkesbury City Council.

Peppercorn Community Transport Booking Line 02 4504 7022

For more information about Seniors Community Meals and Social Support call 02 4504 7055

**Our Vision at Peppercorn Services:
A connected, healthy and inclusive Hawkesbury**

Where can I go with Peppercorn Community Transport?

Peppercorn Community Transport covers the whole of the Hawkesbury local government area, from Upper Macdonald and St Albans in the north to Windsor Downs in the south, and out to Bilpin and Berambing in the west. That's almost 2,800 square kilometres!

Peppercorn Community Transport supports you to remain connected to your community and to participate in civic life as much as you are able. We can help you get to shopping centres to buy groceries and clothing or attend to banking or other essential services.

Peppercorn Community Transport can get you to activities and programs run by other service agencies such as Council programs at libraries or take part in activities run by neighbourhood and community centres. We also provide social outings for eligible clients to places as far afield as The Entrance on the Central Coast, south to Kiama, and west to Lithgow.

Peppercorn Community Transport can help you to get to your GP or hospital, medical specialists, dentists, podiatrists, and other health professionals. We can transport Hawkesbury residents to medical appointments at Blacktown, Westmead and Baulkham Hills Private, and as far as Royal North Shore Hospital. If you have a medical appointment, we can get you there and home again.

Regular services provided each week

| | |
|-------------------|--|
| Mondays | Shopping bus service for residents of Bilpin, Kurrajong, Blaxland's Ridge, North Richmond, Richmond, Bligh Park and Windsor. To Richmond Shopping Centres for grocery shopping, browsing or a cuppa with others. |
| Tuesdays | Peppercorn Seniors Community Meals Program is held at Hawkesbury Leisure and Learning Centre in Richmond, at local clubs or other local venues. |
| Wednesdays | Regular services to North Richmond Panthers, seniors' social groups and other social outings as planned. |
| Thursdays | Shopping bus service for residents of St Albans, Wisemans Ferry, Maraylya, Pitt Town, McGraths Hill, Lower Portland, Sackville, Glossodia and Wilberforce and Colo. Transport to Peppercorn Seniors Community Meals Program at local venues and clubs. |
| Fridays | Regular shuttle bus services providing flexible transport to the local destination of your choice. Seniors' social groups and other social outings as planned. |

How do I make a community transport booking?

If you are already registered with Peppercorn Community Transport, call our Transport Booking Line on 02 4504 7022 to book your appointment.

Our booking line will be answered between 9:00 am and 3:00 pm. If we can't get to your call, please leave a message. A recorded message service is always available even outside these hours. We will call you back, so please speak clearly and slowly when you leave your name and phone number.

If you have an appointment in the Hawkesbury, **please provide at least three (3) business days' notice.**

If your appointment is outside the Hawkesbury – such as to Penrith, Blacktown, Baulkham Hills or Westmead – **please allow five (5) business days' notice.**

Remember, we are not an emergency transport service. Please book in advance. Unfortunately there will be times where we are unable to arrange transport at short notice. .

The more notice you give us, the more likely we will be able to provide transport for you when it is required. With shorter notice we can only try to work around arrangements which have already been made. Usually, all our vehicles and our drivers are booked up two days in advance. Please help us help you by giving us as much notice as possible.

What do I need to tell the Community Transport team?

When you call the Peppercorn Community Transport line, please advise the Transport Coordination Team:

- Your name and your home address (or where you need to be picked up)
- The date and time of your appointment or visit
- The full street address for your appointment, or your destination
- The name of your doctor if it is a medical appointment and the phone number at your destination
- If the medical appointment is likely to take more than an hour
- If you have more than one appointment
- If your spouse or carer are traveling with you
- If you have any specific travel requirements e.g. you need a walker or a wheelchair

The Transport Coordination Team may also ask you other questions to make sure we know where to drop you off, and where to pick you up. Please tell the Transport Coordination Team if you want to go somewhere else other than your home after your appointment.

What do I do if want to cancel or change my appointment?

We all know that things don't always go to plan. Sometimes the weather is awful, and you just don't want to go out. Usually, you can cancel or change your booking at any time without charge. If you want to cancel or change your booking, please call our Transport Booking Line on 02 4504 7022 before the day of your journey.

Please note: if you frequently cancel your booking **without notice** or you repeatedly turn away the driver when they call for you, you will be charged a cancellation fee of \$10.

Please be aware that Peppercorn Community Transport may have to cancel transport if weather conditions are deemed to be potentially unsafe. For example, if there is flooding or

heavy rains making roads impassable, or bushfires are about, or if it is going to be a day with extreme temperatures. If you are unsure about the weather conditions for your journey, please call our Transport Booking Line on 02 4504 7022.

What happens if I'm not at home?

If you are not at home when our driver comes to pick you up, we must follow Government issued guidelines to find out if you are at home and not able to answer the door, or if you are somewhere else and safe and well.

Our drivers will knock on your door or ring your doorbell to see if you will answer. They may look through windows and call out to you. If you do not answer, we will call your emergency contact or the police to come and check that you are okay.

Please make every effort to be ready for your pick-up. If you are not at home, you will delay the service for all the other passengers, and some people may miss their appointments.

If you don't think you will need community transport on the day, please call our Transport Booking Line on 02 4504 7022 to cancel your trip the day before your journey.

What happens if I'm not at the pick-up place?

Just like when you are not at home, our drivers must follow Government issued guidelines to find out where you are if you are not at the pick-up point. We may need to call the police if you can't be found nearby.

If you want to be picked up from somewhere else, you must call our Transport Booking Line on 02 4504 7022 and let the Transport Coordination Team know where you will be. Don't just tell the driver who drops you off. The driver who picks you up could be a different driver in a different vehicle.

What happens if Peppercorn Community Transport cannot meet my needs?

Sometimes, Peppercorn Community Transport will not be able to provide transport for you. This can happen if:

- you live outside of the Hawkesbury local government area or the suburbs on our boundary; or
- your proposed journey exceeds the maximum number of hours a driver can work in a day; or
- we do not have a vehicle or a driver available at the time you need. At least once a week, we have every driver and every vehicle on the road and we aren't able to fit any more people onto our vehicles.

We will always try our best to provide the transport you need. If we do not have the resources to provide a service at that time we may ask you to be flexible with your time of transport. For example, if we are unable to transport you home from the shopping centre at 1.00 pm due to lack of available vehicles, we may ask if you are happy to return home at 1.30 pm or 2.00 pm.

Social activities and community meals for seniors

Every quarter, Peppercorn Community Care prepares a calendar of social outings and activities. The calendar is sent to every client who has asked for it, and it is published on our website.

Due to popular demand, we have increased the number of outings available for our clients and passengers. We have already gathered over 200 suggested destinations and our passengers keep finding more! We would love to hear your ideas and suggestions on where to go, and what events or activities interest you.

Spaces are often limited on our social outings, so book early to secure your spot.

How much does the Seniors Community Meals program cost?

You will be asked to contribute \$10 for your meal. We are required under our Government contracts to ask you to contribute to the cost of your meal. Your meal is subsidised and the payment you make goes toward ensuring that your service meets quality and safety standards and remains affordable to as many people as possible.

You will also be asked to contribute \$10 for transport to your meal venue, if you need community transport as well.

How much does community transport cost?

We are required under our Government contracts to ask you to contribute to the cost of your transport. Your journey is heavily subsidised and the payment you make goes toward ensuring that your community transport service meets quality and safety standards and remains affordable to as many people as possible.

We will tell you the cost of transport when you make your booking.

Payments are usually made in cash to the driver when you are picked up. Some social outings to pre-booked concerts and shows require payment before the event.

Fare contributions vary depending on distance from \$10 return to \$70 return per person (for example, a hospital visit to Westmead including tolls and parking).

Social outings are usually \$15 for destinations within the Hawkesbury. Social outings to Parramatta, Sydney or beyond will cost more.

All passenger payments and contributions towards the cost of providing transport and assist us to improve and extend available services.

If you are having difficulty meeting the cost of services, you can still travel with us. We will not refuse you an essential service – such as getting to a medical appointment – if you are unable to pay. Talk to our Community Transport Coordination Team and we will send you a Financial Hardship Assessment Form.

Reminders for all our clients

Personal hygiene

When you participate in Peppercorn's Community Care programs, we ask that you be clean and that your clothes have been washed. This is for the comfort of all our participants, passengers and our drivers.

Sometimes, odour problems can stem from health issues which you might not know about. If we become aware of this, we may call you, let you know that others have noticed an issue with your hygiene, and offer guidance and referrals to services that might assist you with the medical problem.

Compulsory ambulance attention

If you have a fall, our volunteers and staff are not allowed to lift you. If you are unable to get up by yourself, the driver or attendant will call for an ambulance. If you have a medical emergency during a trip, the driver will call an ambulance, and we will also call your emergency contact to advise them. Remember, the ambulance is free to pensioners and those receiving social security benefits.

Reassessing your needs

Sometimes your needs will change. For example, a passenger using a walking frame may start using a wheelchair. We will need this sort of information so that we can provide the right type of vehicle. If your transport needs change, please contact our team on the Community Transport Booking Line on 02 4504 7022 and let us know.

Refusal of services

Unfortunately, there may be times when we will suspend services or refuse to provide services to you. This will only happen if:

- You steal property or money from any Peppercorn worker including volunteers, or any other passenger;
- You wilfully damage Peppercorn's property;
- You verbally or physically harass any Peppercorn worker including volunteers, or any other client or passenger. This includes using bad language and swearing;
- You are physically violent toward any Peppercorn worker including volunteers, or any other client or passenger;
- You repeatedly cancel appointments without notice, don't show up, or are not at home;
- You tell other people private and confidential information about other passengers without their permission.

Exiting the service

Sometimes clients find that they no longer need our services. Family or friends may step in and take care of them. Let us know so we can close your record with us and free up services for others who may need support.

Sometimes your care needs may be beyond Peppercorn's capacity. We will work with you to transition you to another appropriate service. We will contact you to discuss your needs and the best way for you to get the supports you require.

You may also be exited from the service if you enter a residential aged care facility. You may also be exited from the service if you enter long term hospital care and require Non-Emergency Patient Transport or medical assistance while you travel.

You can choose to have a carer or an advocate present during any discussion about your care needs. If you do not agree with the outcome, you have the right to appeal any decision.

Reminders especially for passengers

Consumption of food and drinks in vehicles

Please do not eat, drink or smoke in the vehicles. No alcohol is to be consumed while travelling on a journey. If you are drunk or inebriated and become aggressive or behave inappropriately toward the driver or other passengers, the vehicle will be stopped and you will be asked to get out.

Seatbelts

Seatbelts must be worn. If you have a current medical exemption from your doctor please ensure the Community Transport Coordinator has a copy before your trip. Seatbelt extenders are available if the seatbelt does not fit you comfortably. Please let the Transport Coordination Team know you need one when you make your booking.

Sharing a vehicle

So that we can provide transport to as many people as possible, you will often find yourself sharing a vehicle with other passengers. Many of our clients find this a great way to meet new friends! If this could cause concern due to a medical condition, please advise us when making your booking.

Your safety

Your safety and that of our volunteers and staff is our highest priority, so please follow any instructions given by your driver or attendant.

All our drivers must meet the Community Transport Quality Safety Framework. Each driver has full police and driver history checks and must meet the driver medical assessments required by NSW Roads and Maritime Services.

Drivers must not physically lift or carry you, but they will take the time to assist you with a wheelchair or other mobility aids to make sure you can get in or out of the vehicle safely.

If you are going shopping, you will be limited to just two (2) shopping bags on any shopping trip. If you have more bags, think about getting home delivery from the store. Our drivers and attendants must not lift heavy items for you.

Mobility aids and walking frames

Please make sure that your walking frame or mobility aid can be folded up and safely stored when you get on a vehicle. If you have personal items in the carry basket, please put them into a bag to carry with you in the vehicle.

Discharge from hospital

If you have been in hospital for treatment, the hospital may ask for someone to sign for your release indicating that they will look after you when you get home. Peppercorn Community Transport drivers cannot sign for your discharge. Please make sure that you have a carer or friend to help you. Tell our Transport Coordination Team that your carer will also be travelling with you when you get out of hospital.

Your rights as a client

All Peppercorn Community Care clients and passengers have a right to:

- Be informed about available services;
- Be assessed for services without discrimination;
- Choose which services you want to receive;
- Have your complaints dealt with fairly and promptly;
- Have someone (a carer, family member, friend, or specialist advisor) speak on your behalf as an advocate.

Peppercorn Community Care programs operate under the Commonwealth Home Support Standards, and other recognised quality standards. These Standards ensure that:

- You will be treated and accepted as an individual, and have your individual preferences respected;
- You will be treated with dignity, and your privacy will be respected;
- You can expect to receive care that respects you, your family and your home;
- You can expect to receive care without being obliged to feel grateful to those providing the care;
- You will have full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding your care;
- You will have the right to access advocates and other avenues of redress;
- You will be treated without exploitation, abuse, discrimination, harassment or neglect;
- You have the right to be treated fairly when you use our service;
- You can take part in the community and feel included when you use our service;
- You are supported to make choices about what you want to do. You can work toward your goals;
- You can tell people what you think about the services you receive;
- You can access the services you need;

- You have access to services and receive appropriate services that are planned, delivered and evaluated;
- You are provided with information to assist you to make service choices and the right to be consulted and respected;
- You can expect our service to be managed well.

Your responsibilities as a client

All Peppercorn Community Care clients and passengers have a responsibility to:

- Respect the rights of other clients and passengers, Peppercorn staff and volunteers, including the right to work in a safe environment;
- Treat Peppercorn staff and volunteers without exploitation, abuse, discrimination or harassment;
- Give Peppercorn enough information to plan and deliver your services;
- Give adequate notice if a service is not required;
- Tell the Peppercorn Community Care Team if there are any changes to your health or mobility which could affect how we provide you with a service;
- Tell the Peppercorn Community Care Team about any problems with the care and services you receive;
- Pay any fees or contributions within the agreed terms;
- Use seatbelts and other safety devices and follow Road Safety regulations;
- Where necessary, to provide personal safety restraints for wheelchair transport (if Peppercorn Community Transport does not have restraints available);
- To be clean and odour-free when travelling with Peppercorn Community Transport or participating in Peppercorn's activities.

The Charter of Aged Care Rights

From 1 July 2019, the new *Charter of Aged Care Rights* provides the same rights to all consumers, regardless of the type of Commonwealth subsidised care and services they receive.

This simplified Charter declares that you have the right to:

- 1 safe and high-quality care and services
- 2 be treated with dignity and respect
- 3 have your identity, culture and diversity valued and supported
- 4 live without abuse and neglect
- 5 be informed about your care and services in a way you understand
- 6 access all information about yourself, including information about your rights, care and services
- 7 have control over, and make choices about, your care, personal and social life, including where choices involve personal risk
- 8 have control over, and to make decisions about, the personal aspects of your daily life, financial affairs and possessions
- 9 your independence
- 10 be listened to and understood
- 11 have a person of your choice, including an aged care advocate, support me or speak on your behalf

- 12 complain free from reprisal, and to have your complaints dealt with fairly and promptly
- 13 personal privacy and to have your personal information protected
- 14 exercise your rights without it adversely affecting the way you are treated

Signing the new Charter

As a provider of aged care services, Peppercorn will provide you with a copy of the *Charter of Aged Care Rights* and ask that you sign it or verbally acknowledge it to us over the phone. Please note, it is not compulsory for you to sign the Charter.

You can download the Charter for free direct from the Department of Health at: <https://agedcare.health.gov.au/publications-and-articles/guides-advice-and-policies/charter-of-care-recipients-rights-and-responsibilities-home-care>

You can also find the Charter in other languages at this site.

Maintaining your privacy and confidentiality

Your privacy and confidentiality will always be respected. However, we must give your name, address and phone number to the driver taking you to your appointment. And we must collect some basic information about you to provide the services you need.

When you register with Peppercorn Community Transport, we will ask you for your permission to collect this information. If you do not give us permission to collect this information and to share it with My Aged Care or Transport for NSW, we will not be able to provide you with a service.

We may also ask you for permission to use your photo in promotions and advertising about Peppercorn Community Transport. You do not have to give permission for this. Your refusal will not affect your service.

What information do we collect about you?

We keep your name and contact details on your client record. Other details such as information on your health are recorded and reviewed regularly. The information the Government would like to know includes:

- Your gender;
- 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 somebody who regularly helps you (a carer);
- 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

Why do we collect your information?

The information we collect helps us keep up-to-date details about your needs, so we can care for you in the best possible way and provide the best possible transport service. We also use the information to better manage and plan the services we provide.

Who else sees your information?

All your personal information is kept strictly confidential and is only accessed by authorised staff. When we register you as a client of Peppercorn Community Transport, we will ask for your permission to use personal information in our statistical reports to Government. At no time are you individually identified in these reports.

Can you access and change your information?

Yes, you have the right to request access to your information and ask for it to be corrected if necessary.

A full copy of our *Privacy and Confidentiality Policy* is available from the Community Transport Team.

How do I make a complaint?

All complaints will be dealt with in a fair and confidential manner. Often problems can be resolved through explanation or discussion. Any service you receive will not be affected in any way by your complaint.

Contact the Peppercorn Community Transport office and explain your complaint to the Transport Coordinator. This can be done by telephone, in writing or in person.

If you are not satisfied, you should write to the Executive Officer of Peppercorn Services at 320 George Street, Windsor NSW 2256. The Executive officer will then investigate your complaint and get back to you within 45 days.

If the matter is still not satisfactorily resolved, you may refer the complaint to:

NSW Ombudsman

Level 24, 580 George Street, Sydney 2000

Phone: 1800 451 524

Or write to:

Aged Care Complaints Scheme

Australian Department of Social Services

GPO Box 9848 Sydney

Phone: 1800 550 552

Or you can lodge a complaint using the online complaints form at

<https://www.agedcarecomplaints.gov.au/internet/accc/publishing.nsf/Content/online-complaints-forms/>

Can someone speak on my behalf?

You have the right to use an advocate (family member, friend or advocacy service) to speak on your behalf and we can assist with finding someone to represent you if needed. Advocacy is supported by both Federal and State Government.

The Aged Rights Advocacy Service (TARS)

Phone: (02) 9281 3600 or 1800 424 079 (free call)

Email: tars@tars.com.au

Website: www.tars.com.au

A full copy of our *Compliments and Complaints Policy* is available from the Community Transport Team.

How do I pass on a compliment?

We value your opinion. When we are doing well, we love to hear from you! If you want to give us a compliment, tell our Community Transport Team, or even write to the Executive Officer. If you have concerns with any changes we make to the service, please tell us. We share your feedback during team meetings as we learn how to provide the best service we can for you.

How do I contact Peppercorn?

Peppercorn Community Transport Booking Line 02 4504 7022

Monday to Fridays between 9:00 am and 3:00 pm

For more information about Seniors Community Meals and Social Support call 02 4504 7055

Monday to Thursdays between 9:00 am and 3:00 pm

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