

ndis National Disability
Insurance Scheme

Registered provider

Participant Information Book

A simple guide
for NDIS
Participants to
access safe and
secure **transport**
options.

 **1800 634 787**

SOUTH WEST

COMMUNITY TRANSPORT

TRADING AS

ACCESSIBLE TRANSPORT AUSTRALIA





**REGISTERED
NDIS
PROVIDER**

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About Us

South West Community Transport have been providing accessible transport solutions to people with a disability since 1988. With the introduction of the National Disability Insurance Scheme (NDIS) in 2015, SWCT pioneered an NDIS branch, now operating as **Accessible Transport Australia**.

This has allowed SWCT to continue supporting people with disabilities and their families and carers, in maximising their independence and quality of life.

Accessible Transport Australia understands the importance on the quality of life for our NDIS participants, ensuring that their transport needs are met and they can access the community independently.

At ATA we are committed to investing our expertise and resources in order to assist our valued participants.

ATA recognises every person is unique and places emphasis on the service and care planning of each individual to ensure that their transport goals and needs are met and their independence is maintained.

All ATA drivers are trained in First Aid and all ATA vehicles are equipped with portable first aid kits.

Where we operate

We provide services in our traditionally funded Local Government Area's of Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.

We also operate Australia wide through our partnerships with local taxi companies and private hire car companies.

Safe and Secure Transport Options

ATA's mission is ***"to lead the way in accessible transport"***. With our Mission always in mind, we strive to find new strategies for overcoming this challenge.

We have partnered with local taxi operators to assist us in providing our participants a professional door to door service, no matter your location.

All ATA vehicles, including those of our taxi partners, are fitted with the appropriate restraints to ensure that you're transported securely, every time. We have the ability to transport wheelchairs, oxygen concentrators, walking frames and service animals. If you are unsure if we can transport your mobility device, please contact us directly and ask us what we can do for you.



Your rights as a Participant

The Participant, or with their permission, their carer or advocate, has access to all information about themselves held by ATA.

The Participant, and with their permission, their carer or advocate, will be made aware of all the transport options available, and any associated charges.

Participants have the right to access/receive services free from discrimination, financial, sexual, physical, and emotional abuse, neglect and exploitation.

Participants shall 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 Participant while being responsive to their individual social, cultural and physical needs.

Participants' access to services shall be decided only based on need and the capacity of the service to meet that need. Participants have the right to refuse a service and refusal will not prejudice their future access to services.

Participants have a right to complain about the service they are receiving and have their complaints dealt with fairly, promptly and without retribution.

Participants have the right to make life choices/decisions and ATA will be respectful of those choices/decisions.

Participants' views shall be considered in the planning and evaluation of the service, and opportunities provided to participate in the development/review of processes, that promote strategies to ensure equality & human rights are respected.

Participants' rights to privacy and confidentiality shall be respected.

Participants have the right to use an advocate to represent their interest.



Your responsibilities as a Participant

Participants, or if appropriate the carer or advocate, shall provide reasonable notice if service is not required.

Participants must utilise seatbelts and other vehicle safety devices as directed by authorised team members.

Participants shall act in a way which respects the rights of other Participants and team members.

Participants shall respect the confidentiality of information about other Participants or team members which they may obtain whilst using services.

Participants need to take responsibility for the results of any choices/decisions they make.

Participants are to play their part in helping ATA to provide them with services.



NDIS Code Of Conduct

In providing supports or services to people with disability, ATA must:

- 1) Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions;
- 2) Respect the privacy of people with disability;
- 3) Provide supports and services in a safe and competent manner, with care and skill;
- 4) Act with integrity, honesty, and transparency;
- 5) Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability;
- 6) Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability;
- 7) Take all reasonable steps to prevent and respond to sexual misconduct.



Disability Principles & Disability Service Standards

There are six National Standards that apply to disability service providers. These standards help to promote and drive a nationally consistent approach to improving the quality of services. They focus on the rights and outcomes for people with a disability, their advocates, guardians and carers:

- 1. Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect, and violence.
- 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.
- 3. Individual Outcomes:** Services and supports are assessed, planned, delivered, and reviewed to build on individual strengths and enable individuals to reach their goals.
- 4. Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
- 5. Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal, and responsive way.
- 6. Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Privacy and Confidentiality

ATA values and respects the privacy, confidentiality and dignity of all participants and their families. ATA will only collect information necessary for safe and secure service delivery. This includes:

- Name, Address, Phone, Email and Fax
- Date of Birth
- Language and Ethnicity
- Gender
- Your health (i.e. information regarding your mobility and disability or injuries.)
- Information about assistance provided to you under the NDIS.

The Participant has the right to withhold information from ATA for privacy reasons. Information about a Participant will not be shared with another agency without the permission of the Participant or their legal guardian or advocate unless under duty of care unless it is a legal requirement.

Participant Information is stored electronically on Australian servers. This information is only accessible to authorised team members.

Participants have the right to read any personal information kept about them by ATA. Requests from Participants to access files should be made by contacting ATA's NDIS Team who will ensure that assistance is provided for the Participant to access information on their file within fourteen (14) days.

Release of information under duty of care

Information about a Participant will not be shared with another agency without the permission of the Participant or their legal guardian or advocate unless the organisation has a legal obligation to do so, examples include but are not limited to:

- Subpoena from a court
- Medical information given to emergency services to assist in the care of a person.



Complaints and Feedback

Participants have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly, promptly, and confidentially.

ATA's staff will take all steps necessary to ensure that Participants feel comfortable to continue accessing services after making a complaint or providing feedback. All information regarding complaints shall be kept confidential amongst ATA team members and other parties.

Participants can submit complaints or feedback:

Electronically - Visit www.ndistransport.com.au/feedback, or email your complaint to ndisteamleader@swct.com.au

Over the phone - Contact us directly on 1800 634 787

If you are not satisfied with how we have handled your complaint, or you wish to escalate your complaint, you can do so by:

Contacting the Executive Officer or Operations Manager

on 1800 634 787 or

Contacting our Board of Management at:

Board of Management, P.O BOX 5099, Minto, NSW, 2566

Participants have the right to lodge a complaint to the NDIS Commission across all models of services delivered, including services they receive from other service providers.

Mail: NDIS Commission, P.O BOX 210, Penrith, NSW, 2570

Phone: 1800 035 544 or via the NDIS Commission website at

www.ndiscommission.gov.au

Advocacy

The National Disability Insurance Scheme Act 2013 defines an independent advocate, in relation to a person with disability, to mean a person who:

- Is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability.
- Provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them.
- Acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights.
- Is free of relevant conflicts of interest.

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

For further information on disability advocacy and finding a disability advocate, please go to:
disabilityadvocacyfinder.dss.gov.au

In addition, information can be sourced through ASK IZZY, a free service connecting people in need with housing, financial help, family violence support, counselling and much more. Google and search askizzy.org.au

Participants aged over sixteen (16) years, and their legally appointed guardians as appropriate, are recognised by ATA as being competent and able to make their own decisions and choices. Each participant will be actively encouraged, supported, and assisted to play a primary role in all decision-making processes concerning the services directly or indirectly provided.

Participants Under 16

Participants under 16 years of age must be accompanied by a parent, or guardian, unless formal consent has been received by ATA.



Reporting an Incident

ATA manages incidents effectively as part of providing safe and secure transport, ensuring all incidents are identified, assessed, recorded, managed and resolved, and all necessary steps are taken to prevent such incidents from occurring again.

ATA is required to report to the NDIS Commission of all reportable incidents (including alleged reportable incidents) in connection with the provision of service we deliver.

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the provision of supports or services. This includes:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability.
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.
- Use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.

Please contact us immediately on 1800 634 787 to report an incident

Door to Door Transport

ATA provides participants with a door-to-door service. This means that our drivers will meet you at your door, and transport you to your destination, ensuring all assistance is provided to and from the vehicle. ATA drivers do not enter participants homes.

Making a Booking for Transport

TAXI CODES - NDIS Participants with a taxi code can make their bookings directly by phoning your local taxi company. You will be required to quote your individual taxi code. ATA will work with your local taxi company to ensure you are invoiced correctly.

COMMUNITY CARDS - Participants with a Community Card have the flexibility to book directly with a preferred taxi company. Eligible participants will be sent a NDIS Community Card Welcome Letter and Service Agreement which will need to be signed and returned prior to service.

Your card will have an agreed set limit, based on allocated Transport funds. Funds will be isolated in the NDIA Portal for NDIA management participants. Plan Managed and Self Managed Participants will be invoiced for trips.

ONLINE BOOKINGS FOR ALL AREAS

All non-urgent transport requests can be made via our website at www.ndistransport.com.au. In addition, You can contact our bookings department on 1800 634 787 between 8.30am and 5.00pm Monday to Friday.

Cancellations

Please advise us as soon as practicable if you wish to cancel your transport booking. If your cancellation is for a booking within 24 hours, you will be charged a cancellation fee of \$22.

Paying for services

All ATA quotes are based on the taxi estimators final fare plus a booking fee, with the final invoice based on the actual fare on the day.

ATA does not handle participants money, including small sums of money, nor will we provide our participants with financial advice beyond what is required to ensure the participant stays within their plan's budget.

On occasion, ATA may accept cash payment for services.

Portal Managed Participants

We will directly invoice NDIA where participants have funds available in their core package.

Plan Managers

We will invoice you or your Plan Manager directly for payment.

Self Managed

We will send you an invoice for services delivered.

Fees

We strive to deliver the best service we can whilst keeping the cost to you, the participant, as low as possible.

Fees will increase yearly by 5%, or by the Consumer Price Increase, whichever is greater. Increases are marginal, but necessary.

Isolating Funds

ATA will initially isolate \$1000 for transport. This will not be claimed until after the service is provided and will be automatically adjusted based on your average trip costs.

It is your responsibility to monitor your usage, as once these funds have been exhausted, we will then isolate further funds to ensure that there is sufficient money for your transport needs.

Community Card

Eligible Participants may be offered the option of a physical, or digital, Taxi Card. This Taxi Card will allow you to book your own transport using the taxi provider of your choice. Your usage will be monitored weekly, with a maximum spend limit to ensure that sufficient funds are available to continue transporting.

How to end your agreement

You must inform ATA by phone, or email, within 48 hours of the date that you want to end your Agreement.

Transitioning to another provider from ATA

We will conduct an Exit interview with you over the phone or via a Zoom call. This helps us to identify what worked well and what did not go well from your perspective. This gives us the opportunity to learn, improve, and provide better services in the future, showcasing a commitment to participant satisfaction and improvement.

Why choose us?

- Safe and secure door to door transport
- Clean and maintained accessible vehicles
- Vehicles fitted with appropriate restraints to secure transport mobility devices from wheelchairs to registered service animals
- Professional Drivers
- Hassle free booking service
- Transport quotes suited to your individual needs

Additional Services for NSW Participants

Participants living in the Local Government Areas of Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee and Wollondilly can access additional services directly through us. Some of these include:

- Regular social outings, including overnight outings
- Small group socials
- Fortnightly shopping
- Exercise Classes (Easy Moves for Active Ageing)
- Accessible Vehicle Hire at competitive rates

Travel Training

Would you prefer to catch public transport but aren't sure how? ATA can assist you to build the skills and capabilities that will allow you to catch public transport and remain active in the community.

Our skilled Travel Trainers can provide both one on one training or group training sessions.

Contact us on 1800 634 787 for more information.

NDIS Abuse and Neglect Hotline

The National Disability Abuse and Neglect hotline is a free, independent, and confidential service.

Anyone can contact the service including:

- people with disability
- family members
- friends
- service providers
- and others

You can contact them at: <https://www.dss.gov.au> disability abuse and neglect hotline, for assistance.

**Our office is open Monday to Friday from
7.30am to 5.00pm.**



1800 634 787



www.ndistransport.com.au



ndis@swct.com.au