Lismore 02 6628 6000
Casino 02 6628 6000
Kyogle 02 6632 3751

Aboriginal Transport Program 02 6628 0260
Lismore Social Support Program 02 6628 0265
Youth On Wheels Ink 02 6628 0024
Travel Training 0468 951 007
Welcome to HART Services now in our 30th year of providing Community Services throughout the Northern Rivers.

We are proud to say that we continue to grow and expand the suite of person centred services we offer. Our team of over 100 volunteers and 40 staff delivered 75,000 trips and 12,000 hours of Social Support to over 3,700 clients in 2016.

If you would like a copy of the Annual Report phone 6628 8806 or download from the home page of our website www.hartservices.org.au

It is time to undertake a Client Survey, please assist us to assist you by taking a few minutes to complete the enclosed survey. You can return it to a driver when you are next out with us (no cost that way) or you may post it back. This lets us know what we are doing well, what we can improve on and what services you would like us to develop. It informs our planning and assists us in continuous improvement.

It is through your feedback that we learn and grow and modify services to suit your needs.

“We have time for you” is our motto and we mean it, your views are what shapes services so please take the time to complete the survey.

Due to your input over the last few years we have implemented: Able Gardens; Driving Assistance; Carers outings; short local outings for people who can’t manage long travel; capacity to do a little shopping when attending a medical appointment; expanded use of taxi vouchers for people with disabilities; Travel Training; additional social outings, with format and destinations advised by you; the ‘Fishing Line’ monthly fishing outing; Personal Care and Domestic Care, including cleaning ceiling fans!
About us

Home Assistance & Regional Transport Incorporated is a strong sustainable not for profit, non-government organisation.

We pride ourselves on being inclusive and welcome diversity. We actively create access for people from Aboriginal and Torres Straight Island (ATSI), Culturally and Linguistically Diverse (CALD) and Lesbian/Gay/Bi/Transgender/Intersex, (LGBTI) backgrounds. For example:

- 25% of our staff are ATSI as are 25% of our clients.
- HART have a designated LGBTI contact person and we are a member of the local Northern Rivers LGBTIQ Interagency/Alliance
- HART provide group outings for the Italian, Sudanese and Filipino Communities, as well as other prominent CALD minorities.

We hope people from all walks of life and backgrounds feel at home using our services.

Our personalised services support people to meet the challenges of ageing, disability, transport and social isolation.

Services Provided

- **PERSONALISED MEDICAL TRANSPORT**
  TO DOCTORS, HOSPITALS, REHAB AND OTHER HEALTH PROFESSIONALS, INCORPORATING OTHER IMPORTANT ACTIVITIES

- **ABORIGINAL TRANSPORT**
  (BOTH INDIVIDUAL & GROUP) FOR MEDICAL, SHOPPING AND ACCESS SERVICES, ASSISTANCE TO UPGRADE VEHICLE LICENCES

- **SOCIAL SUPPORT**
  FLEXIBLE SERVICES SUPPORTING SOCIAL PARTICIPATION AND INDEPENDENT LIVING, INCLUDING ONE-TO-ONE ASSISTANCE FOR PEOPLE WITH HIGHER NEEDS

- **BUS BUDDIES AND MORE**
  FOR PEOPLE UNDER 65 WITH A DISABILITY - SOCIAL OUTINGS IN SMALL GROUPS AND INDIVIDUAL TRANSPORT TO YOUR CHOICE OF ACTIVITIES

- **SHOPPING AND SOCIALS**
  DOOR TO DOOR PICK UP FOR A VARIETY OF SHOPPING AND SOCIAL OUTINGS

- **VISITING VOUCHERS**
  TO ASSIST WITH VISITING SUPPORT GROUPS AND LOVED ONES

- **SUBSIDISED YOUTH TRANSPORT (YOWI)**
  PROVIDING BUS HIRE SUBSIDIES FOR YOUTH AGED 12-20

- **WAR VETERANS TRANSPORT**
  FOR ALL DVA CARD HOLDER APPOINTMENTS

- **TRAVEL TRAINING**
  FREE TRAVEL TRAINING AND MENTORING TO BUILD CONFIDENCE USING PUBLIC TRANSPORT

- **ABLE GARDENS**
  GARDENING SERVICE TO HELP MAINTAIN AND CREATE LOW MAINTENANCE GARDENS

- **PERSONAL CARE & SUPPORT**
  SHOWERING, DRESSING, FOOD PREPARATION DOMESTIC ASSISTANCE, LAUNDRY, MEDICATION MANAGEMENT

- **DRIVING ASSISTANCE**
  SPECIALISED DRIVER TRAINING AT YOUR OWN PACE WITH QUALIFIED INSTRUCTORS
New Services

In-Home & Home Care Services...

In March 2017 HART Services launched several new services.

HART Services enjoys helping people to remain independent, healthy, active and connected to their community. Having delivered services for 30 years we have long and trusted relationships with our clients and understand that people wish to remain in their own homes for as long as possible. Needs change over time and it is a natural progression for us to move into providing in-home personal and domestic assistance services that support and enable safe and independent living.

...there are 2 ways to obtain these new services.

1. Simply call us, book the service required and pay a fee for service, or
2. Choose HART as your Home Care Package provider, once you have been assigned a Home Care Package.

Eligible clients can receive Commonwealth financial assistance by being approved for a Home Care Package. There are various levels of assistance depending on individual requirements, the Government usually asks most clients to also contribute. Examples of the types of services a package may include are:

- **Personal Care**: e.g. showering, dressing, transfers, food preparation.
- **Support Services**: e.g. domestic help, laundry, social activities, medication management, shopping assistance, gardening and transport to activities.
Clinical Services: e.g. nursing, wound dressing, hearing services.

Other Services: e.g. aids and equipment, safety or security devices, digital technology. You might like to learn how to do internet banking or shopping or keep in touch with loved ones through Facebook.

People who receive an Aged Care Package can select the provider of their choice. HART Services is a registered Home Care Provider and in 2016 successfully met the Home Care Standards, as assessed by the Australian Government Aged Care Quality Review Agency. This ensures ‘Consumer Directed Care’ and high-quality service delivery.

Assessment for a package is carried out by the Aged Care Assessment Team (ACAT). They discuss eligibility and determine the appropriate support level.

HART Services are happy to provide you with information as to how to get started.

For further information phone (02) 6628 6000 and ask to speak to our Client Care Manager.
New Services

Driving Assistance

Our in-house instructors and duel control vehicle ensure safety and security.

As people age they can lose a little confidence with driving or encounter difficulties with new road rules, especially after a health set-back. At HART we offer confidential and sensitive driving-refresher sessions.

We also offer beginner lessons. Younger people with disabilities or barriers have enjoyed learning to drive at their own pace with sensitive and supportive tuition in a safe and secure environment.

Free Travel Training

Are you daunted by the prospect of catching a bus? Do timetables look confusing? Well, you are not alone! This is why Angela will travel with you and work with you one-on-one to establish confidence and safety. She will design an individual travel plan to suit you. This is funded by Transport for NSW and is a FREE service. Independence in travelling on local buses can open new opportunities and is very affordable with the RED TICKET for pensioner concessions.
Welcome to the
Co-designed
Goal Oriented
Person Centred
Consumer Driven
Consumer Directed
Reablement and Wellness
NEW WORLD

What does all the jargon mean? Actually it is good news for clients, or should I say consumers? In the past services have been provided with a focus on what a person can’t do for themselves and services have been delivered in a way that suit the service provider.

In the new world the consumer is the focal point, with a focus on what they can do rather than what they can’t. Goals are important and consumers will be encouraged to have as much input into their plans and services as they are able and desire.

Further, services will be ‘doing with’ rather than ‘doing for’ so that consumers' strengths, skills and independence are maintained and promoted. If you wish to know more please contact our Client Care Manager on (02) 6628 6000

Able Gardens

People can find their yards and gardens ‘getting away’ and it can be difficult to tackle the weeding, mulching, pruning or to get loads to the tip. ‘Able Gardens’ was chosen as a name to reflect a positive model that increases safety and access, and creates gardens and surrounds that clients are Able to enjoy and maintain. Able Gardens now has over 80 clients and is receiving wonderful feed-back.
NDIS

The National Disability Insurance Scheme

is being rolled out across the Northern Rivers and people with disabilities and their families are asking us what this means for them.

People already receiving disability services are currently being contacted by an NDIS representative to ascertain their eligibility.

If you are eligible the next step is to develop a plan for the next 12 months - your ‘First Plan’.

To get ready for the NDIS, people can start thinking about their immediate support needs and what their current and future goals might be.

Planning discussions can happen by phone or by face to face interview at the NDIS office or at the clients’ home. If you prefer to talk face to face you should ask for that.

If you would like a HART worker to help you get ready or accompany you to an interview we are happy to assist.

The plan is then submitted for approval and once approved you will be contacted by the NDIS.

With an NDIS Plan ready to go the next step is putting plans into action with a service you trust. HART Services is an approved NDIS Service Provider and can offer:

- A local organisation with local knowledge
- Not for profit values and commitment to making a difference
- Over 30 years experience in the Northern Rivers
- Experienced, trained and dedicated staff and volunteers with time for you
- Quality services that put people first

We look forward to working with you in the new NDIS environment. We hope the NDIS will prove to be an exciting time of increased opportunity for people with disabilities - whatever your needs and goals are, once your plan is ready to go, come and talk to us.

Develop Life Skills: Travel Training, I.T. (internet, mobile phones and more)
Specialised Driver Training, enjoy learning to drive at your own pace
Transport and Individual support to get you where you want to go
Small Group Outings and Activities
Personal Care: Showering, Hygiene and Grooming
Household Tasks: Cleaning, Laundry, Food Preparation and Gardening
Increase your Confidence and Independence in things important to you
Make the most of your NDIS Plan with Support Connection and Coordination
**Telehealth**

It can be very tiring and expensive to travel long distances for routine follow-up specialist appointments. There is now the option of ‘Telehealth’. Medicare recognises this method and many specialists are participating. The more clients request this type of appointment, the more specialists are likely to participate.

HART can transport you to a local hospital where they have a comfortable, confidential, Telehealth room, equipped with video-conferencing facilities. The call is pre-booked, by your specialist and you will have a visual and audio link-up. If a nurse is required e.g. to undress a wound, this can also be arranged by your specialist.

HART Services hope in future to be able to offer this in the comfort of your own home!

**We know you love HART volunteers!**

Every day we hear how these wonderful people help keep you healthy, independent and connected. It is natural to want to show appreciation, however, HART have restrictions on what staff and volunteer personnel may receive from clients. Our procedure limits any monetary gift to a maximum of $50 but we like to stay away from monetary gifts if possible, as these can create difficulties for both volunteers and clients.

When surveyed, Volunteers said that all they want is to know that the time they give, ‘Makes a Difference’. If you can find a way to let them know that it does, that is the best thanks they can receive. However, if you are determined to demonstrate gratitude by gifting, here are a few ideas for gifts or donations.

- Produce is fine, e.g. a jar of pickles/jam, fruit or eggs.
- A posy of flowers or a cutting from your garden.
- A donation to HART towards the Volunteers’ appreciation day event, held in May during National Volunteers Week.
- A card or letter of thanks to the volunteer.

Volunteers and staff are required to list all gifts on the gift register.

**Doctor on Duty**

**Byron, Ballina & Lismore**

Doctor on Duty BBL (Ballina, Byron and Lismore area) is a BULK BILLING after hours and weekend home visiting Doctor service. Whilst it sounds too good to be true, we have only had good reports about this service. Call **1300 225 547**
**Flood Procedures**

After recent events I don’t need to explain how devastating to lives, homes and Communities floods can be. The speed at which water levels rose caught everyone off guard and the losses were horrendous. HART Services carefully watch all weather warnings and alerts and make decisions based on the best knowledge available at the time, with a view to keeping everyone safe.

We cover the 3 local government areas of Lismore, Richmond Valley and Kyogle, 7,400 square kilometres full of rivers, valleys, streams, creeks and culverts. We have a lot to consider, and often also have runs scheduled to the Gold Coast and further afield. If at times we err on the side of caution and cancel buses and individual trips unnecessarily, be patient with us, as it is ‘Safety First’ with us always.

**Gift Vouchers**

Dear Mum,

Hope this gift voucher comes in handy for those not so little jobs that are building up.

Love
Dave and Annette xoxo

gift voucher

Gift Vouchers starting from $50.00
contact Karen or Maria
on (02) 6628 8806
to arrange a Gift Voucher
HART SERVICES CELEBRATED 30 YEARS PROVIDING COMMUNITY SERVICES IN 2017

HART Services fleet vehicles form a cavalcade to the 30th celebration event.
Sponsorship

In 2016-2017 we were fortunate to have extensive sponsorship from several generous organisations.

Newcastle Permanent Charitable Foundation donated a new Nissan X-Trail for the Able Gardens project as well as work shirts and equipment.

The Northern Rivers Community Foundation granted HART Services $6,500 toward driving lessons for people with barriers who are financially disadvantaged.

Bunnings Warehouse Lismore and Xerox Northern Rivers both donated teams of workers and materials to undertake yard and garden makeovers for clients who were finding things had ‘gotten away’ and who were unable to undertake the work themselves. A morning’s solid effort from these remarkable businesses has transformed people’s lives.

Our landlord, Serge Benhayon donated his exceptional training centre for our use on several occasions to conduct training and client activities.

We are ever so grateful to all of our sponsors for the support and the goodwill this generates throughout our Communities.
PERSONALISED MEDICAL TRANSPORT

HART SERVICES PROVIDES HIGH QUALITY TRANSPORT SERVICES FOR ELIGIBLE PEOPLE WHO ARE TRANSPORT DISADVANTAGED LIVING IN LISMORE, KYOGLE, RICHMOND VALLEY AND SURROUNDING AREAS.

Volunteer drivers provide personalised transport in fleet or private cars.

Transport to your medical appointments can incorporate other important social activities such as: time at the shops, banking, the post office, the library, a hairdressing appointment or Centrelink.

Short notice of a booking is difficult for us to schedule. We will try our best to accommodate your needs however please remember we are a non-emergency service.

We are happy to take bookings months in advance so please call us as soon as you have made your medical appointment, or at least 2 working days before.

Our phones are extremely busy, so when contacting us to make your booking, if you happen to go to our telephone answering service it is important to leave your name and phone number so that your call may be returned at the first available opportunity.

Above left to right: Medical Transport Team, Gerry, Michelle, Lynda & Barb
PLEASE TELEPHONE YOUR LOCAL COORDINATOR BY 12 NOON AT LEAST 2 WORKING DAYS BEFORE YOUR APPOINTMENT TO ENSURE WE CAN MEET YOUR APPOINTMENT REQUIREMENTS.

Sharing Cars
If clients are going to a similar destination at a compatible time, it may be necessary to share a vehicle. If this could cause aggravation due to a medical condition please advise your local coordinator.

Carers and Companions
Bringing a companion to your appointment is quite acceptable and they travel free of charge. However, please be aware that our volunteer drivers are not responsible for caring for those who have accompanied you.

Cancellations and Appointment Changes
Please notify your local coordinator immediately if you need to cancel or change an appointment time, so they may make the necessary arrangements.

N.B. HART Services may have to cancel transport if weather conditions are deemed to be potentially unsafe, e.g. flooding.

Please Advise the Coordinator if:

>> YOUR APPOINTMENT IS LIKELY TO BE LENGTHY

>> YOU HAVE MORE THAN ONE APPOINTMENT OR IF YOU WANT TO SCHEDULE IN A QUICK SHOP, CHEMIST STOP ETC.

>> YOUR SPOUSE, CARER OR FRIEND ARE ALSO TRAVELING

>> YOU WOULD PREFER AN UNIDENTIFIED VEHICLE (I.E. NO HART SERVICES SIGNAGE VISIBLE)

Pick-up times on your return home journey
Please be aware there may be short delays on pick-up times for your return to home journey. Volunteer drivers make every effort to pick you up as soon as they are called, however delays and unexpected extensions to appointments can impact on schedules.

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<th>MAKE YOUR BOOKING BY</th>
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PERSONALISED MEDICAL TRANSPORT

Travel Costs
Passengers are asked to make a nominated contribution. Your local coordinator will discuss this when you are arranging your booking.

The volunteer driver will collect your contribution on your day of travel. A spouse, friend or carer may travel at no additional cost.

If you are experiencing financial hardship please advise your local coordinator, as the contribution can be lessened or waived and service will not be declined.

Extra Apparatus
If you require extra apparatus for your journey (e.g. a baby seat, a wheelchair) please inform the coordinator when you book your trip. If you require oxygen to travel please let us know so that we can assess your situation.

Consumption of Food/Drinks
Please do not eat, drink or smoke in the car. No Alcohol is to be consumed while travelling on a HART Services journey.

Seatbelts
Seatbelts must be worn. If you have a current medical exemption from your doctor please ensure the coordinator at your local branch has a copy prior to your trip.

Individual Long Distance Trips
Long Distance Trips to health facilities out of the local area, e.g. Southport, Brisbane are available on a Cost Recovery basis. Please discuss with your local coordinator and take into account travel time when making your appointment i.e. not too early in the morning or late in the afternoon.

Travelators
HART Services drivers cannot provide assistance on travelators for clients who are using a wheelie walker. If you are at a shopping centre which has a lift, you will be asked to use the lift instead.

War Veterans Transport
The Department of Veterans’ Affairs provides funding to Community Transport and other organisations to transport War Veterans to attend medical appointments. Veterans with a Gold Card are not required to give a contribution and can use our service free of charge. You will be asked to sign the authorisation form carried by the driver.
If you are a non English speaking person, there is a translating and interpreter service (TIS) on 131 450
TTY users phone 133 677 then ask for 1800 550 552
HART also has a 'text' line for people with speech or hearing difficulties 0432 277 852
VISITING VOUCHER SCHEME

HART Services can issue vouchers for travel by taxi within Casino, Lismore & surrounding areas for special purposes, such as:

To visit a loved one who is in Hospital, a Nursing home or Housebound
To attend Support Groups
To visit a Cemetery or Crematorium
To attend a Funeral

Each voucher is worth $5.00, and we can issue vouchers in bulk amounts each month depending on your needs and circumstances.

They can be combined with Taxi Transport Subsidy Scheme (TTSS) Vouchers if you have them.

Enquiries, call (02) 6628 6000

SOCIAL & SHOPPING BUSES

Provide a variety of Social and Shopping Buses throughout the Northern Rivers. These services include:

Door to door pick up from your home
Assistance with shopping
Door to door drop off and help with parcels to your door
Our buses are wheelchair accessible and there is room for wheelie walkers. Various community groups use our buses to access Day Care or to go on group outings.

There are a variety of mixed social outing opportunities in both large and small groups. Mates Out'n'About outings are specifically for men. They visit destinations pertaining to male interests, and are staffed by male drivers and assistants.

Margot Mair - Group Services Manager
(02) 6628 0127
margot@hartservices.org.au
Provide group transport to community events (celebrations, sport, Elders outings and funerals). Individual transport is available for medical appointments. The service is available in Lismore, Kyogle, Muli Muli / Woodenbong, Casino, Box Ridge / Coraki, Bonalbo, Jubullum / Tabulam and Nimbin. A contribution is requested towards the cost of the service provided usually based on the distance travelled.

**Bus Services:**
- Tabulam to Casino / Lismore
- Bonalbo to Casino / Lismore
- Muli Muli to Kyogle / Lismore

**Aboriginal Transport Program**
Lesley Mye - Aboriginal Transport Development Officer

Barrie Jenkins - Assistant

(02) 6628 0260
lesley@hartservices.org.au
barrie@hartservices.org.au

YOWI (Youth On Wheels Ink) offers affordable transport for groups of young people aged 12-20 living in Lismore, Kyogle, Richmond Valley and surrounding areas.

Destinations include beaches, birthday parties, festivals, galleries, movies, music events, National Parks/camping, rainforest tours, shops, skate parks, sporting events and Theme Parks as long as they are alcohol and drug free events.

**YOWI**
Heather Gillard - Coordinator

(02) 6628 0024
yowi@hartservices.org.au

Below: RED Inc camp at Bald Rock
Photo compliments of Cathy Dosba, RED Inc.
ABLE GARDENS

HART Services’ Able Gardens can help with the creation and conversion to affordable, low maintenance gardens by:

- Reassessing the yard with the aim of lowering maintenance
- Creating raised garden beds at waist or wheelchair height
- Making vertical gardens that will reduce bending,
- Pruning and removal of green waste,
- Cleaning paths to remove mould and slip hazards,
- Installing solar lighting to improve visibility on paths and steps,
- Installing irrigation systems to cut down on watering,
- Providing regular lawn mowing services
- Minor external home maintenance.

As Able Gardens does not receive funding, the goodwill donated by volunteers and the support of our sponsors is imperative.
SOCIAL OUTINGS
LISMORE SOCIAL SUPPORT PROGRAM

This is a flexible program designed to enhance connection and independence for clients living in the Lismore district, aged over 65 or under 65 if they have a disability.

Eligibility is determined individually by interview with the coordinator.

Services are generally provided by volunteers and include:

- **SOCIAL OUTINGS SUCH AS A MORNING TEA, LUNCH, SHOPPING, BANKING OR OTHER APPOINTMENT.**
- **TRANSPORT TO RECREATIONAL ACTIVITIES**
- **HOME VISITS PROVIDING COMPANIONSHIP, E.G. A CUPPA AND A CHAT, HELP TO WRITE A LETTER.**
- **SOCIAL BUS OUTINGS FOR WOMEN’S GROUPS, MEN’S GROUPS.**
- **BUS BUDDIES SOCIAL ACTIVITIES FOR PEOPLE WITH A DISABILITY AGED BETWEEN 30 AND 65.**

Clients are asked for a small contribution.

Lismore Social Support Program
Anita Dow - Coordinator
(02) 6628 0265
anita@hartservices.org.au
SERVICE USER RIGHTS

HART Services celebrates diversity and actively creates access for people who: are Aboriginal and/or Torres Strait Islander people, are LGBTI, live in rural/remote areas, are financially disadvantaged, have dementia, are from culturally and linguistically diverse backgrounds.

Access to services is based on need and people are not compromised on the grounds of their: Gender, marital status, religious or cultural beliefs, political affiliation, sexuality or sexual preference, particular disability or ethnic background.

1. Every Service User has the right to be treated with respect and dignity and to receive services that foster wellbeing and independence.
2. Every Service User has the right to services free of harm, neglect, abuse, exploitation or violence.
3. Service Users have the right to know what their rights are, and to receive appropriate information.
4. 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 and independence of the Service Users and is responsive to any social, cultural or physical needs.
5. Service Users have the right to self-expression and being respected as valuable Community members.
6. Service Users or (with the Service User’s permission) their carer/family member, have access to all information about themselves held by the Service.
7. Service Users’ rights to privacy and confidentiality will be respected.
8. 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.
9. Service Users have the right to Consumer Directed Care, whereby they are integral to the decision making process regarding their services, plans or care arrangements.
10. Home Care Clients are to be made aware of all options available and any fees to be charged. (Additional rights available on request).
11. Service Users’ access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
12. Service Users have the right to refuse a service and refusal will not prejudice their future access to services.
13. Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent their interests.
SERVICE USER RESPONSIBILITIES

1. A Service User should provide reasonable notice if a service is no longer required.

2. Service Users should act in a way which respects the rights of other Service Users and Team Members.

3. Service Users need to take responsibility for the results of any decisions they make, including the choice not to make a decision.

4. Service Users must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members.

5. Service User should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.

6. Service Users should inform the Service of significant changes in their circumstances, e.g. health status, mobility decline.

7. Passengers must not be under the influence of illegal drugs or alcohol and must be reasonably presented (i.e. hygienic and without provocative messages or logos on clothing).

8. We ask that areas concerning culture, politics, religion etc. be treated with due discretion by all concerned and that clients refrain from swearing.

9. If a service User continually refuses to abide by their responsibilities they may be exited from the Service.

10. HART Services have zero tolerance of aggression. Please be respectful when phoning or talking with HART team members. We will do our best to look after your needs but we will not tolerate aggression.

11. Please participate fully with our Workplace Health and Safety procedures, including infection control, e.g. vehicles are equipped with hand sanitiser, tissues and masks if required for flu control.
**COMPULSORY AMBULANCE ATTENTION**

Please be aware our volunteers and staff must call an Ambulance if a client has a fall, becomes injured or exhibits a marked change in condition while in our care. On arrival of the Ambulance the client may decline service if they so desire and there will be no charge. The Ambulance service is free to Pensioners and those receiving Centrelink Benefits.

**CONFIDENTIALITY**

Your confidentiality will at all times be respected. We do, however, have to give your name, address and phone number to the volunteer car or bus driver taking you to your appointment.

We ask all clients to respect the confidentiality of information about other clients, volunteers and staff.
YOUR INFORMATION - IT’S PRIVATE

WHAT INFORMATION DO WE COLLECT ABOUT YOU?
We keep your name and contact details on your client record. Other details such as your goals (care plans) and information about your health are recorded and reviewed regularly.

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. We also use the information to better manage and plan the services we provide.

WHO ELSE SEES YOUR INFORMATION?
All important information is kept strictly confidential and is only accessed by authorised staff. As part of our client induction we ask for your permission to use personal information in our statistical reports to government. At no time are you individually identified in these reports.

WHAT SAY DO YOU HAVE IN WHAT HAPPENS TO YOUR INFORMATION?
You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

HOW WILL YOUR INFORMATION BE PROTECTED?
We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest of confidence and store it securely.

CAN YOU ACCESS YOUR INFORMATION?
Yes, you have the right to request access to your information and ask for it to be corrected if necessary.
ADVOCACY

WHAT IS AN ADVOCATE?
An advocate is a person who represents and works with people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

WHERE CAN I FIND AN ADVOCACY OR INFORMATION SERVICE?
Advocacy is supported by both Federal and State government.

The National Aged Care Advocacy Line is 1800 700 600. Please note that the number may not be available from mobile phones. For alternative contact details see below:

Seniors Rights Service Inc.
Phone: 1800 424 079
Email: info@seniorsrightsservice.org.au
Website: http://seniorsrightsservice.org.au/our-services/#advocacy

Advocacy and information services perform a crucial role in the disability sector by helping people to make informed decisions about their lives and help them to choose how they wish to engage with their communities.

See more at: https://www.adhc.nsw.gov.au/individuals/support/directing_my_own_life/advocacy_and_information_services

SCENTED PRODUCTS

Many people suffer allergic reactions to perfumed products. Perfume induced symptoms include sinus, breathing difficulties and migraine. For this reason we ask Clients, Volunteers and staff to leave their perfume off when travelling with HART Services.

Perfumed products may be actual perfume (including men’s cologne), but also deodorant, shampoo, etc.

We particularly ask that you observe the No Perfume Policy if you are coming to the Wollongbar HART Services office for any reason.
DONATIONS & BEQUESTS

There are many projects which are made possible only through the kind contributions of our supporters. Home Assistance & Regional Transport Services Incorporated is a registered charity and as such donations and bequests are fully tax deductible. They are also very appreciated.

OTHER SERVICES

There are other services available that may be pertinent to you:

DAISI Ph: (02) 6686 7887
Free Call: 1800 800 340

DAISI is a free confidential service providing information on services and supports available to assist the aged and those of all ages with a disability, their families, carers and advocates.

However, if you would prefer, our staff are happy to help you with your enquiries.

NSW Elder Abuse Helpline:
1800 628 221

Elder Abuse is any act within a relationship of trust, which harms an older person. It includes financial, psychological, physical, verbal, sexual abuse & neglect.
COMPLAINTS & CONCERNS

Home Assistance & Regional Transport Services welcomes feedback & suggestions & we would certainly like to hear from you should you have any complaints regarding the service we provide.

All complaints will be dealt with in a fair and confidential manner and the service you receive will not be compromised in any way. In some instances however there is a legal requirement and/or duty of care to disclose information to an external body e.g. if harm to self or others seems likely or if there are legal implications inherent in the complaint.

You have the right to use an advocate (family member, friend or advocacy service) and we can assist with finding someone to represent you if needed. Please refer to Advocacy Information on page 24.

PROCEDURE

In the first instance, if you feel comfortable, raise your complaint with the staff member concerned with the service you use. You may also speak directly to the Chief Executive Officer on (02) 6628 6000.

Should the complaint be related to the Chief Executive Officer, if you are not comfortable raising your concerns with them you can contact the Chairperson of the Board of Management (see contact details further on).

Each person has the opportunity to nominate the person they want at the service as the key contact regarding the complaint.

After raising your complaint you will be contacted within 1 week to acknowledge the complaint and outline time frames for investigation and resolution. While we aim to resolve complaints as quickly as possible, if your complaint cannot be resolved within 1 month you will be provided with progress reports.

At the end of this process the final outcome will be discussed with you, we will ask for feedback as to your satisfaction with the resolution and any improvement to the overall process you may be able to suggest.

If the matter is not resolved to your satisfaction, you may raise the issue with the Chairperson of the Board of Management by way of phone conversation or written letter if you prefer. To arrange this phone (02) 6628 600 or write to The Chairperson of the Board of Management, PO Box 1788, Lismore NSW 2480. Please mark the envelope CONFIDENTIAL.

If further action is required, please refer to the following page.
AGED CARE COMPLAINTS COMMISSIONER - from the website

The Aged Care Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

TELEPHONE, 1800 550 552
A free call from fixed lines; calls from mobiles may incur charges

If you need an interpreter
>> Tell us when you call and we will arrange to use the Translating and Interpreting Service (TIS) or, for people who speak an Indigenous language, the Aboriginal Interpreter Service (AIS) or the Kimberley Interpreting Service (KIS).
>> Alternatively, please call the TIS directly on 131 450 and ask them to transfer you to our number 1800 550 552.
>> People who speak an Indigenous language can contact the AIS on 1800 334 944 or the KIS on 08 9192 3981.

If you are hearing or speech impaired contact us through the National Relay Service:
>> TTY users: phone 1800 555 677 then ask for our number 1800 550 552
>> Speak and Listen users: phone 1800 555 727 then ask for our number 1800 550 552
>> Internet relay users: connect to the National Relay Service and enter 1800 550 552

ONLINE, via the Internet http://agedcarecomplaints.gov.au

LETTER, you can write to:   Aged Care Complaints Commissioner
GPO Box 9848, SYDNEY NSW

Make sure your letter includes:
>> your name, address and telephone number
>> the date you lodged your complaint
>> details of your complaint, including specific dates of events and relevant comments
>> the name of the aged care home or service and the state/territory in which it is located
>> the name of the person receiving aged care that your complaint relates to.

People with Disabilities, may choose to contact the Ombudsman NSW.

>> Phone 1800 451 524
>> Web: www.ombo.nsw.gov.au
>> Email: nswombo@ombo.nsw.gov.au
HOME ASSISTANCE & REGIONAL TRANSPORT SERVICES BRANCHES

LISMORE, NIMBIN, CORAKI & CASINO

PH: (02) 6628 6000
FX: (02) 6628 6973

Office is open:
8.30 to 4.30
Monday–Friday

Wollongbar Head Office
37 Converys Lane,
Wollongbar 2477

PO Box 1788,
Lismore 2480

Bookings:
reception@hartservices.org.au

General Enquiry:
admin@hartservices.org.au

KYOGLE & WOODENBONG

PH: (02) 6632 3751
FX: (02) 6632 1202

Office is open:
8.30 to 1.00
Monday–Thursday

Phone contact outside these hours,
please leave a message.

Kyogle Family Support Service
8 Geneva St,
Kyogle 2474

PO Box 298
Kyogle 2474

kyogle@hartservices.org.au
HART Services is always grateful to hear from people considering becoming a volunteer with the service. There are many different roles to be filled, including:

>> **MEDICAL TRANSPORT DRIVER**  
>> **BUS DRIVER**  
>> **CLIENT ASSISTANT**  
>> **SOCIAL SUPPORT**  
>> **GARDENING**  
>> **TRAVEL & DRIVING MENTOR**

All NSW volunteers are required to undergo a National Police Check. Volunteer Drivers are also required to undergo a health check (fitness to drive assessment) with their own Doctor and obtain a Certified Driver History Report from the RMS. (Costs are covered by HART).

**Volunteer Recruitment**

Maria Gillam  
Administrator  
(02) 6628 8806  
maria@hartservices.org.au
TRANSPORT FOR ABORIGINAL COMMUNITIES

ABORIGINAL TRANSPORT DEVELOPMENT OFFICER

PH: (02) 6628 0260

Head Office
37 Converys Lane,
Wollongbar 2480

Fax: (02) 6628 6973
Email: lesley@hartservices.org.au

MULI MULI

PH: 0467 958 881
Community Bus Driver
Muli Muli,
Box Ridge / Coraki
Communities.

JUBULLUM

PH: 0477 184 831
Administrator
Jubullum Community.

PH: 0457 529 987
Community Bus Driver
Jubullum Community.

BONALBO

PH: 0487 820 144
Community Bus Driver
Bonalbo Community.
OUR ATP COMMUNITY TRANSPORT BRANCHES
Home Assistance and Regional Transport Services

37 Converys Lane
Wollongbar
NSW 2477

www.hartservices.org.au

Aboriginal Transport Program (02) 6628 0260
Lismore Social Support Program (02) 6628 0265
Youth On Wheels Ink (02) 6628 0024
Travel Training 0468 951 007

Lismore  (02) 6628 6000
Casino   (02) 6628 6000
Kyogle   (02) 6632 3751

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NSW Government
Family & Community Services
Aging, Disability & Home Care
NSW Transport for NSW

This Organisation is supported by
Aging, Disability and Home Care, Family and Community Services