

NEWCASTLE COMMUNITY TRANSPORT GROUP INC

What if I am not happy with the service?

We want to provide a high quality service to our passengers and welcome any concerns or complaints you may have. Your service will not be stopped if you complain and every endeavour will be made to resolve any concerns raised. Your complaints or suggestions are often a good opportunity for us to improve how we can better meet your needs.

As someone who uses Home and Community Care services you have the following rights:

- ◆ You have the right to be informed about what services are available.
- ◆ You have the right to an Advocate of your choice.
- ◆ You have the right to be assessed for access to services without discrimination.
- ◆ You have the right to choose from alternatives.
- ◆ You have the right to privacy and confidentiality, no information about you will be provided to anyone without your prior consent.
- ◆ You have the right to access information about you held by Newcastle Community Transport.
- ◆ You have the right to complain or express your concerns about a service without the fear of losing the service or suffering any other recriminations.

If you would like to raise a complaint or concern please try any of the following:

- ◆ If you feel comfortable about it, you could discuss the situation with a member of staff this may lead to a quick resolution of the problem.
- ◆ If this is not appropriate, please contact the Manager/Coordinator directly on **49 613 113** or use an advocate to speak on your behalf.
- ◆ If your concern is still not resolved to your satisfaction you may raise the issue with a member of the Management Committee or the Aged and Disability Services worker at Newcastle City Council on 4974 2855

If the above fails contact:

Ministry of Transport
Accessible Transport
Local and Community Transport Division
Locked Bag 5085
Parramatta NSW 2124

Telephone: **1800 010 123** Free-Call

Use an Interpreter

If you or the person you care for needs an interpreter please contact the Telephone Interpreting Service (TTS) on 13 1450