

HASTINGS MACLEAY

COMMUNITY TRANSPORT

Port Macquarie 02 6583 8644

Kempsey 02 6562 7488

Disability Services Standards

Hastings McLeay Community Transport (HMCT) is able to provide services for you if you have an NDIS plan.

For more information visit our website www.hmct.org.au or check out our Client Manual.

The ***Disability Services Standards*** are a set of rules that explain how you should be treated when you use disability services.

These rules are based on the ***United Nations Convention of the Rights of Persons with a Disability*** and the ***National Disability Strategy***.

Standard 1: Rights

You have the right to be treated fairly when you use disability services.

This means that you have the right to:



Receive good services



Make your own choices and have control over your life and the supports that you use



Be safe – no one is allowed to hurt you



Try new things and take risks sometimes



Speak up for what's right for you



Get help if you need it



Know that your information is kept private



HMCT will support you to make choices about the service we provide. When you talk to us, let us know what supports you need.

Here are some of the things HMCT does to make sure you are safe:

- We have staff, drivers and carers who are well trained and understand how to provide services in a respectful and appropriate way
- All our staff, drivers and carers know what your rights are and will make sure these are upheld
- Our staff, drivers and carers have been carefully chosen to make sure they are suitable to provide services for you
- If you are worried about anything, or you don't feel safe, you can talk to one of our staff members, drivers or carers and they will know what to do
- HMCT will make sure you have all the information you need to make a choice to do something that could have risks, or might not always be safe.

Here are some things that you can do to help you to be safe:

- If you don't feel safe talk to someone you trust; this could be a friend or family member, or it could be one of the HMCT staff, drivers or carers
- If a person makes you feel uncomfortable or unsafe, tell someone you trust as soon as you are able
- Let HMCT staff know who to contact if something goes wrong or you don't show up for a scheduled service

Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



You have the right to take part in your community.



You can decide how you will do this



And you can decide when and how you have contact with your family and friends

To make sure that you have every opportunity to participate in community events:

- You can ask the HMCT staff to let you know about trips and activities that you might like to go to
- You can check out the trips and activities that will be on at HMCT in the next few weeks www.hmct.org.au
- You can ask the HMCT staff about how you can catch up with friends at special events that you would like to go to.

Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



You have the right to make choices about what you want to do



You can make decisions about how you will work towards your goals



You can seek support from other people such as your family, friends or an advocate- if you want to



Your service should respect everything about you including:

- Your age
- Whether you are a man or a woman
- Your cultural background, religion or faith
- Your sexuality
- Whether or not you are married

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You can tell HMCT about your special likes and dislikes so they can provide the service in a way that is best for you.

Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



You have the right to tell people what you think about the services you receive.



Your feedback can be good or bad.



You can tell someone if there is a problem



And you can get support to do this. This can be a support person, lawyer or an advocate



Your problem should be fixed.



And you should not be made to feel bad because you said something is wrong with the service you use.



If you are not happy with the service that HMCT provides:

- You can make a complaint to an HMCT staff member, driver or carer
- You can ask a friend or family member to speak on your behalf
- You can contact the Operations Manager at HMCT and tell them about your concerns
- If you are not happy with what is done to deal with your complaint, you can contact the Ombudsman

Standard 5: Service Access

How you find and use services is fair. You can access the services you need.



You have the right to be able to find and use a disability service.



Everyone should be allowed to ask if they can use a service.



If you can't use a service, the reasons why should be clearly explained to you.



And the service should put you in touch with another organisation who may be able to help you. This is called a referral.

HMCT will be able to tell you if they can provide the service you want. To find out you can ring them on

HMCT will give you information about other organisations that may be able to give you the service you need.

Standard 6: Service Management

Disability services should be managed well.



You have the right to use a service that is managed well.



Good management includes things like:

- Having good staff



- Making sure there are no problems, or fixing problems if they happen



- Having good processes and ways of working.



- Communicating well.

HMCT would like to hear your ideas about how we can improve.

HMCT wants to hear what you think about our service and how it is managed and you can do this by:

- Asking about how HMCT manages its service
- Filling out surveys when they are sent around
- Telling an HMCT staff member, driver or carer what could be done better
- Asking to see the policies that HMCT has to provide services for people with a disability
- Writing a letter to HMCT (or asking someone to write on your behalf) to let them know what you think and what your suggestions for a better service are