



# CONNECT YOU TOO

## YOUR GUIDE TO OUR SERVICES



**CLARENCE  
MEALS**

**A2B TRANSPORT  
SOLUTIONS**

**CLARENCE  
COMMUNITY  
TRANSPORT**



**MOVING PEOPLE | CONNECTING PEOPLE | CONNECTING COMMUNITIES**

## WHO ARE WE?

**CONNECT YOU TOO IS A COMPANY THAT OPERATES A NUMBER OF SERVICES FOR THE BENEFIT OF THE COMMUNITY INCLUDING:**



### CLARENCE MEALS

This service is for any person in the community who wishes to receive meals home delivered by our volunteers in Iluka, Maclean & Yamba areas.

Although meals are available to everyone, you may be eligible for subsidised meals if you have been assessed by My Aged Care.



### CLARENCE COMMUNITY TRANSPORT

Services are provided for medical transport (travel to specialists, hospital admission and discharge, allied health, pathology, dentists, medical centres, general practitioners, health clinics, tests such as Xrays and scans).

We also provide services for shopping trips, bus transport and social outings.



### A2B TRANSPORT SOLUTIONS

A2B Transport Solutions provides charters, private hire, transport if you are not eligible for community transport and just want to get to the services you want, transport for NDIS participants and those on Home Care Packages who want the choice of who provides their transport.

We offer an airport transfer service from the Clarence Valley to Ballina Byron Gateway Airport or Coffs Harbour Airport and return through A2B Transport Solutions. This is a door to door prepaid, vehicle hire service.

Connect You Too is partnering with HART

Services to provide locally managed Home Care Packages in Iluka, Yamba and Maclean.

HART Services is a not for profit organisation based in Lismore with its roots in community transport.



*We acknowledge the traditional owners of this land and pay our respects to elders past and present.*

# WELCOME

*Our Guide goes through each of these services and what they offer. If you have any further enquiries please contact our friendly staff to assist you.*



Our service can provide private services for anyone in the community. Some examples of this includes:

- Purchase and delivery of frozen meals from Clarence Meals.
- Home care package customers – the package can pay for the service
- NDIS participants – your package can pay for services
- Airport Transfer Service
- Hiring of buses for private groups

For our Community Transport and Clarence Meals services we are supported by the Australian Government under the Commonwealth Home Support Program (CHSP) for people 65 years and over and 50 years and over for people who identify as Aboriginal or Torres Strait Islander.

We also receive financial assistance from the NSW government for the Community Transport Program (CTP) and for Health related transport. The aim of community transport and Clarence Meals is to assist people to maintain their independence and quality of life.

Connect You Too is accredited/certified for:

- Aged Care accredited
- Bus Operators Accreditation Scheme
- Food Safety Standards
- Point to Point

All our staff and volunteers have current National Police checks and Working with Children Checks where applicable. Our bus drivers hold their bus authority and have driver record checks.

Connect You Too (CU2) welcomes people with diverse backgrounds and provides services that respects each person's identity.

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## DONATIONS AND BEQUESTS

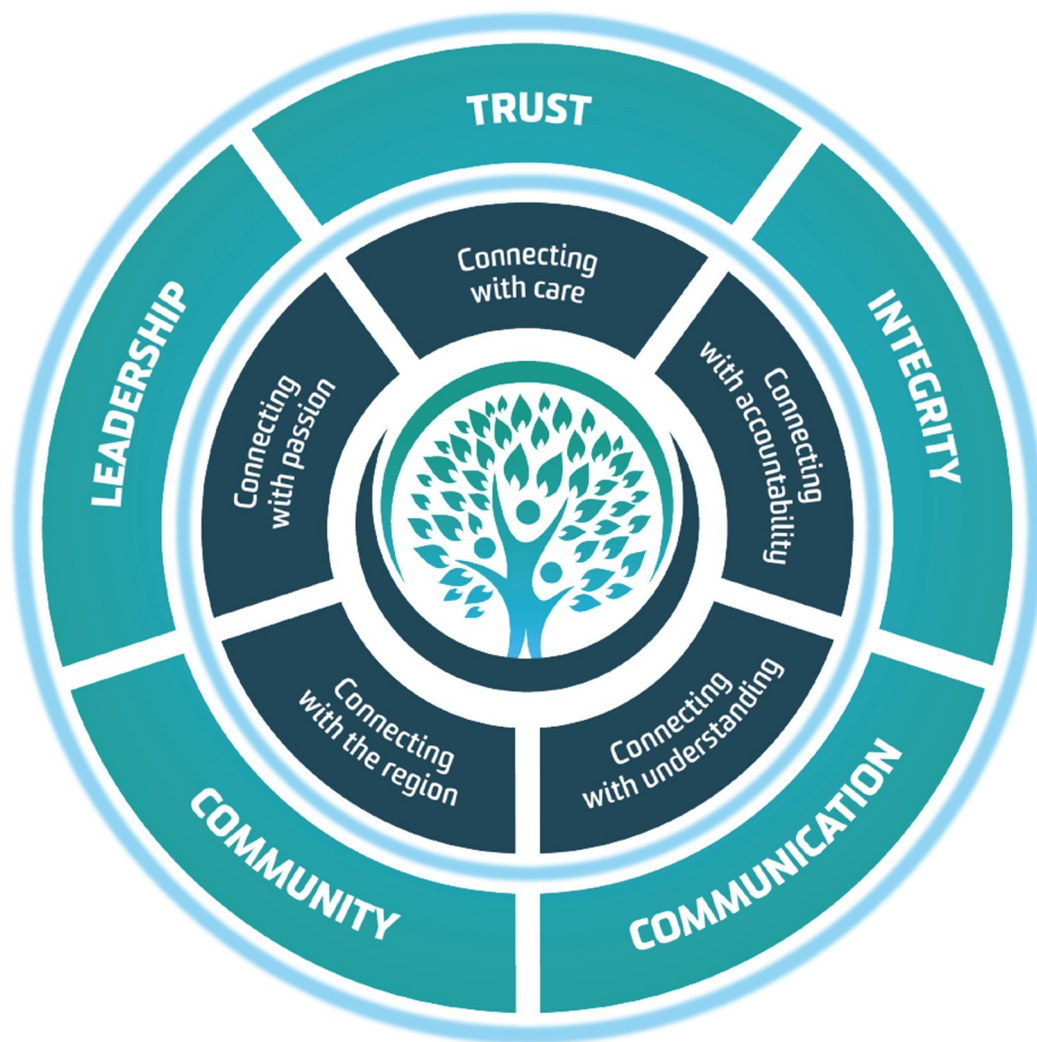
**Connect You Too is a registered charity and donations are fully tax deductible. Donations and Bequests are very much appreciated and put back in to maintaining our services.**





## OUR VISION

We will always strive for quality services that connect our communities.



## OUR MISSION

Our mission is connecting people so they achieve quality of life and choice of community support services.

## STRATEGIC INITIATIVES

QUALITY CORPORATE GOVERNANCE	BUILDING SOCIAL CAPACITY AND OPPORTUNITIES	DEVELOPING SERVICES AND TEAMS	INNOVATION AND DEVELOPMENT	FINANCIAL MANAGEMENT AND EXCELLENCE
<ul style="list-style-type: none"> <li>• Government reforms</li> <li>• Best practice quality management system</li> </ul>	<ul style="list-style-type: none"> <li>• Business growth</li> <li>• Diversity in services</li> <li>• Social enterprise development</li> <li>• Targeted marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise and reward volunteers</li> <li>• Cultural diversity</li> <li>• Succession planning</li> <li>• Board responsibilities</li> <li>• Continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for change</li> <li>• Growth through technology</li> <li>• Environmental responsibilities/ leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Rural and regional service provider</li> <li>• Financially responsible</li> </ul>

# CLARENCE MEALS

This service is for any person in the community who wishes to receive meals home delivered by our volunteers in Iluka, Maclean, Yamba and surrounding areas.

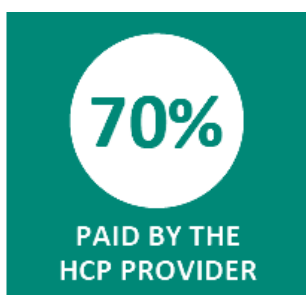
Although meals are available to everyone, you may be eligible for discounted meals if you have been assessed by My Aged Care.

## MY AGED CARE – 1800 200 422

This is the government entry point for aged care services such as meals and transport and when assessed they will provide you with an Aged Care number. Our staff can assist you to arrange this. Having this number ensures you will receive aged care services at the subsidised rates.

## WHAT IF I AM ON A HOME CARE OR NDIS PACKAGE?

Clarence Meals partners with Home Care Package (HCP) providers across the Clarence Valley. If you are a client of a Home Care Package Provider, you may be eligible to receive subsidised meals from Connect You Too, delivered free by our friendly volunteers.



To organise meals, contact us on 6645 3200.



## WHAT TO EXPECT WHEN MY MEALS ARE DELIVERED

- Your Connect You Too meals volunteer will be in uniform and will be carrying their ID card when delivering your meals.
- They will deliver any paperwork including new menus; newsletters or calendars.
- You can let your meals volunteer know if you are having any problems, if you are going away or if you want to let the office know anything.
- If you are not home when a delivery arrives, your meals will be taken back to the depot. (See "What if I am not home" section for more information).
- Please place your meals into your freezer as soon as possible.

## MENU CHOICES

We have a monthly menu with many choices to select from. Our menu is available on our website - [www.connectu2.org.au](http://www.connectu2.org.au)

You can also receive a copy via post, email or asking your volunteer meal delivery driver.

Meals on our menu are supplied by Gourmet Meals; Meals On Wheels Grafton and Lite n' Easy.



Soup and dessert options are available from Gourmet Meals.

Gluten free meals are highlighted with a 'GF' on the menus. For specific ingredients of each meal, please ask your Clarence Meals staff for information.

## WHAT IF I HAVE A SPECIAL DIET TO FOLLOW?

Talk to our co-ordinator so we can order the meals required. Phone 6645 3200 or email: [meals@connectu2.org.au](mailto:meals@connectu2.org.au)



## WHAT IF I AM NOT HOME WHEN MY MEALS ARE DELIVERED?

If you are not home when your meals are delivered, the meals cannot be left at your residence. The meals volunteer will put a slip on your front door handle to advise you that your meals could not be delivered.

## HOW TO FILL IN YOUR MENU ORDER FORM

We have a monthly menu with each month clearly marked on the top right corner of the form.

Please write your name and any special requirements in the sections provided.

We have meals available to order from three suppliers. On page 1 of our menu - Gourmet Meals are coloured red; and on page 2 - Lite n' Easy are coloured green and Grafton Meals on Wheels meals are coloured blue.

Soup and dessert options are available from Gourmet Meals. You will find these on the bottom half of page 1.

Each menu form includes four or five week columns (depending on the month). Each week begins on a Monday.

Please enter the amount of meals you wish to order for each specific order week, in the column that corresponds to the weeks you wish to receive them.

Once completed, hand in your menu order form to your volunteer meal delivery person for processing. You can also email, phone in your order or order online.

Order forms are available from our website, at our offices, or we can deliver or email one to you. If you would like to order online, please let us know to set up your access.



**CLARENCE  
MEALS**

## HOW TO PAY FOR YOUR MEALS

We will discuss the best payment option for you.

You can choose to pay for your meals as you receive them, via EFTPOS; over the phone or in person at our offices; or you can choose to receive a monthly invoice sent via email or delivered.

For HCP customers, your Home Care Package provider will be invoiced for 70% of your meal cost and you will owe the remaining 30%. You can pay this outstanding amount via EFTPOS; over the phone or in person at our offices; or you can choose to receive a monthly invoice sent via email or delivered.

## GOING AWAY?

If you are going away for a period of time, please let your volunteer meal delivery person know of the dates so they can advise the office to put a temporary hold on your service. Otherwise, call the office on 6645 3200 and let us know the dates you will be away. Your service will resume on your return date.

## NEED TO CANCEL?

If your circumstances have changed and you need to cancel your meal service, please advise your volunteer meal delivery person of the date you wish to cease your service so they can advise the office. Otherwise, call the office on 6645 3200 to advise Clarence Meals staff of your decision. Any monies outstanding will be due to pay, but there will not be any cancellation fees charged.

## CAN I DROP IN TO THE OFFICE TO PICK UP MY MEALS OR PAY?

You are most welcome to pick up your meals from our offices in Townsend or Iluka. Your meals will be pre-packed into a Clarence Meals bag as per your placed order. Please advise the office staff what week day you wish to pick up your meals, so they can be ready for collection.

If you wish to pay while visiting the office, a customer care officer will assist with this process via our EFTPOS machines. Please advise them if you require a receipt.

Need more information? Call 6645 3200.



# A2B TRANSPORT SOLUTIONS

This service provides charters, private hire, transport if you are not eligible for community transport, transport for NDIS participants and those on Home Care Packages who want the choice of who provides their care.

This can be for regular transport like getting to a TAFE course, going to an airport or one off including trips out of area.

## HOW TO BOOK

Contact us with your information on what you require. At first you may want to have a chat to find out more. We will give you a quote for the costs. So make sure you contact us with time to organise a quote, a suitable vehicle and trained driver.

## HOW MUCH WILL IT COST?

We charge a set rate per km for our service. This rate will depend on the type of vehicle you may require. Our rates commence at \$2.50 per km for 2025-2026.

There is no set eligibility for this service. We will register you with our service so that we have the details required to meet your needs.

MINI-BUS SERVICES are offered for outings or for regular routine trips. Mini-buses in our fleet are air-conditioned and fitted with seatbelts and seat up to 12 people. This is less if a wheelchair is used. Some are fitted with wheelchair hoists if you require this type of access.

LARGER BUS SERVICES this is useful if your group has more members - 20 seats.

CAR SERVICES are arranged either in a modern fleet car or a vehicle owned and supplied by a volunteer driver.

We can quote for travel throughout NSW and to Brisbane and surrounds.

## WHAT IF I AM ON A HOME CARE PACKAGE?

As you are receiving funding from the Commonwealth government you cannot receive the subsidised rate from Connect You Too as well. Therefore, the full cost of a trip may be \$30 (subsidised is \$15) and we are required to charge the full fee of \$30 to your package if you agree. HCP customers can also access our social and shopping bus trips.



## AIRPORT TRANSPORT

A2B Transport Solutions can provide an airport transport service from the Clarence Valley to Ballina Byron Gateway Airport or Coffs Harbour Airport. This is a door to door service from the Clarence Valley. This is a prepaid service and operates on bookings only.

- Door to door service in the Clarence Valley
- Friendly professional drivers
- Safe, reliable and stress-free travel
- 24 hours notice is appreciated
- Book and pay by card by phoning 6645 3200 during office hours (8:30am to 5:00pm)
- Cost is charged per vehicle (1-5 people/6-10 people/10-20 people).

## HOW TO BOOK

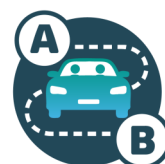
Phone – 02 6645 3200

Email – [bookings@connectu2.org.au](mailto:bookings@connectu2.org.au)

Website - [www.connectu2.org.au](http://www.connectu2.org.au)

## HOW MUCH WILL IT COST

Vehicle hire (includes driver) starts from \$350 (Monday to Friday - up to 5 passengers); \$395 (Saturdays - up to 5 passengers) and \$460 (Sundays - up to 5 passengers). For 6 passengers or more; or public holiday rates, phone 6645 3200 for a quote.



**A2B TRANSPORT  
SOLUTIONS**

# CLARENCE COMMUNITY TRANSPORT

## SERVICES PROVIDED ARE:

- Medical transport – travel to specialists, hospital admission and discharge, allied health, pathology, dentists, medical centres, general practitioners, health clinics, tests such as scans and Xrays.
- Shopping trips – via our buses or individual transport.
- Bus transport – buses leave from Iluka, Yamba, Wooli, Maclean, Brooms Head, Grafton to major shopping centres on a regular basis.
- Social outings – regular bus outings, visit hairdressers, family & friends.

## WHO IS ELIGIBLE?

The funds received from the Commonwealth government allows us to provide these transport services at subsidised rates for people in the Clarence Valley:

- who have a My Aged Care referral, are over 65 years or over 50 years for Aboriginal or Torres Strait Islander peoples.
- are under 65 years and have limited access to transport for medical needs.
- have ongoing health needs and may be eligible for other types of funding.

## MY AGED CARE – 1800 200 422

This is the government entry point for aged care services such as meals and transport. We will require you to provide your Aged Care number. If you have not been assessed our staff can assist you to arrange this. Having this number ensures you will receive aged care services at the subsidised rates.

## WHAT IF I AM A VETERAN?

We can provide your transport for a fee or phone Veteran's Affairs on 1800 555 254.

## WHAT IF I AM ON A HOME CARE PACKAGE?

Yes, you can use our services.  
See A2B Transport Solutions for the details.

## HOW TO ACCESS OUR SERVICE FOR COMMUNITY TRANSPORT

Phone us on 6645 3200 - Mon to Fri 8:30am to 5:00pm.

## TIPS WHEN MAKING A BOOKING

- Have all your paperwork for your appointment handy when phoning
- Let us know if your carer is coming
- Do you need to take anything with you e.g. walker, oxygen
- Let us know about your condition and needs so we can allocate a vehicle that suits you
- Let us know if you have more than one appointment to attend
- Sharing a vehicle may be required so let us know if this causes a problem
- Be flexible about the time if you can
- When booking appointments let them know you travel with community transport
- Allow for travel time so do not book too early or too late in the day
- Give us as much notice as you can to arrange a vehicle and driver
- Specialist appointments – try to get a referral closest to your location
- Notify us immediately if there is a cancellation or change in appointment time.

## GOLD COAST APPOINTMENTS

For appointments at Gold Coast specialists and hospitals you will need to book in the middle of the day to avoid the vehicle driving too early or too late. In the event that appointments run over time or have to be later you may be required to stay overnight.

Clarence Community Transport limits its transport north to the Gold Coast area and no further than Coffs Harbour in the south. All other areas in the Far North Coast are covered.

## WHAT IF I HAVE AN URGENT REQUEST?

Connect You Too is not an emergency service and we do not provide carers to support people on the trip or go into appointments. To avoid disappointment, give us as much notice as you can.



**CLARENCE COMMUNITY  
TRANSPORT**

## TRANSPORT FOR ABORIGINAL PEOPLE AND COMMUNITIES

We liaise with many Aboriginal health workers, elders groups, AMS and Lands Councils to provide transport services for Aboriginal and Torres Strait Islander peoples. Please feel free to contact us if you wish to discuss this or let us know about needs in the community.

# CLARENCE COMMUNITY TRANSPORT

## HOW MUCH WILL THE SERVICE (COMMUNITY TRANSPORT) COST?

At the time of your registration, you will be given information about the contributions that apply to our services. Please note that if you are experiencing financial hardship or feel you cannot afford the service, please advise us so we can work with you to ensure you get the services you need. Our contribution to care policy can be sent to you on request.

## HOW DO WE COMPARE?

EXAMPLE: Trip from Maclean to Grafton:

Taxi	\$173.00 ONE WAY
CU2 Transport FULL COST	\$117.50 ONE WAY
CU2 Transport SUBSIDISED IN A CAR	\$30.00 RETURN
CU2 Transport SUBSIDISED IN A SHOPPING BUS	\$10.00 RETURN



## Other important information

### WHAT ABOUT SMOKING?

All our vehicles are non-smoking and non-vaping. This includes volunteer vehicles.

### WHAT ABOUT EATING/ALCOHOL IN VEHICLES?

There is no eating or drinking in our vehicles unless prior arrangement has been made.

Transport will be refused to anyone under the influence of drugs and/or alcohol.

### SAFETY

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

We cannot physically lift or carry people, but we can take the time to assist people using wheelchairs or other mobility aids to ensure you are safe while travelling with us.

Should you fall our volunteers and staff are not allowed to lift you. If you are unable to get up by yourself the driver will call for an ambulance. We will also call your emergency contact to advise them. If you become unwell on the trip, then an ambulance will also be called for your wellbeing.

Please be mindful of the weight of any grocery shopping you may have. Our drivers are not able to lift heavy items for you.

Seatbelts must be worn. If you have a medical certificate exemption we must receive a copy prior to your trip. Extension seatbelts are available if required.

### INFECTION CONTROL

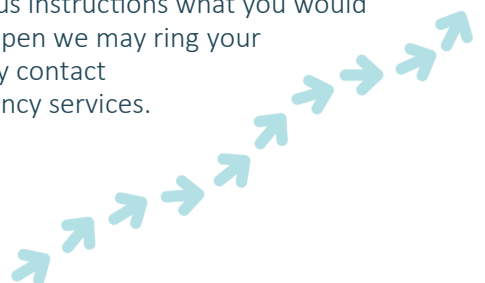
CU2 applies all safety rules in regards to infection control and you may be asked to use sanitiser, wash your hands, wear a mask or other control methods. This is for the safety of all people and we ask that you follow these rules if requested.

### PERSONAL HYGIENE

For the comfort of all passengers and drivers we ask that people travelling with our service ensure they are clean and their clothes are laundered. Problems can occur due to medical problems which you can discuss with our staff. We can also provide protective sheets, sick bags, masks and wipes.

### WHAT HAPPENS IF I'M NOT AT HOME/AT MY DESTINATION WHEN THE TRANSPORT ARRIVES?

- It is important that you let the Service know if you are not going to be at home.
- When you are assessed for the Service you will be asked what we should do if you are not at home when we call.
- If we are concerned for your safety and you have not given us instructions what you would like to happen we may ring your emergency contact or emergency services.





## WHAT HAPPENS WHEN THE SERVICE IS UNABLE TO MEET YOUR NEEDS?

***There may be reasons why we cannot provide a service. This may include:***

- you do not live in the Clarence Valley;
- you do not fit the criteria as set by the government;
- CU2 do not have the resources to provide the service. For example all vehicles and drivers are booked out for that time.
- It may be necessary to stay overnight and accommodation assistance may be sourced through IPTAAS. Please see your GP or Hospital for information.

***Services may change due to:***

- You no longer require our service
- If you move out of the area
- If you enter fulltime care in a residential aged care facility
- If your care needs are above the level of CHSP services (entry level)
- If a risk is identified for you or our team members that cannot be resolved.

## PRIVACY & PERSONAL INFORMATION



As a customer it is your right to have confidentiality about your care and needs maintained. When seeking information about your service your privacy will be considered at all times. You have the right to access your file, decide what information you give us and to have your information protected and only released with your permission.

If you require any further information about the Privacy Act or our policy contact us or:

Website: [www.privacy.gov.au](http://www.privacy.gov.au)  
Enquiries: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)  
Hotline: 1300 363 992  
Mail: GPO Box 5218  
SYDNEY NSW 2001

If you need assistance with other languages call the Translating and Interpreting Service on 13 14 50 and ask for the Office of the Federal Privacy Commissioner on 1300 363 992.

## WHAT INFORMATION WILL BE PASSED ON TO THE GOVERNMENT?

In order to support our communities, the government provides funding to many community services.

At the time of assessment you will be asked if you are willing to consent to your de-identified data being sent to the government. The government requires us to report on the number of customers, meals delivered and trips.

## WE ARE ALL DIFFERENT AND HAVE DIFFERENT NEEDS

We live in a diverse community and our service supports and recognises individuality and diversity. You may have specific needs that are important to you such as:

- Your mobility;
- A health condition or a disability;
- Your culture;
- Your language;
- Your religion;
- Your preference for male/female team member;
- Your preference for the times you are provided service; or
- Your sexual identity/preference;
- We will listen to you and respond to your needs as much as possible.

Our service can provide the following options:

- To use interpreters;
- Provide information in plain English format; and
- The choice of team member gender to provide service, when available.

So please make sure we are aware of what is important to you – so we can provide you with the best service we can.

## WE WANT TO HEAR FROM YOU

We will always be pleased to hear feedback from you. Any suggestions or complaints give us a chance to improve so please feel free to talk to any of our staff.

Why not let us know what you think by calling or emailing us or by making a note on a Feedback Form. These forms are in each vehicle, just ask our driver for one.

If you feel your rights are not being respected or if you have any other complaint or concern about the services you are receiving you can try any of the following:-

- you can discuss the situation with the team member concerned - this may lead to a quick resolution of the difficulties;
- if this is not successful you can contact the Manager;
- if you feel uncomfortable about speaking of your concern, ask a friend who could speak on your behalf.
- Compliments and suggestions are appreciated as well.

Retired? Between jobs?  
Spare time on your hands?

# VOLUNTEER

## DO YOU LIKE ...

- Driving people to appointments?
- Working on computers or tablets?
- Delivering meals?
- Helping people & the community?
- Assisting with bus trips and events?

**THEN WE WANT  
YOU TO USE YOUR  
SKILLS TO HELP US!**

**CAN YOU ONLY SPARE  
A DAY OR TWO?**

**We let you choose the  
days you volunteer**

## WANT TO KNOW MORE?

CALL CONNECT YOU TOO  
on 6645 3200 or email:  
bookings@connectu2.org.au  
to receive an information pack.

## CONTRIBUTION TO CARE POLICY

This policy outlines how CU2 determines fees and charges for its services.

## WHISTLEBLOWER POLICY

CU2 has a whistleblower policy to protect any person who wishes to report any issues.

## STRENGTHENED AGED CARE QUALITY STAND- ARDS

CU2 follows the aged care standards for all services

**IF YOU WOULD LIKE MORE SUPPORT, SEE THE CONTACTS BELOW:**

Name	Contacts	Phone
Aged Care Quality and Safety Commission	E: info@agedcarequality.gov.au Postal address: GPO Box 9819 IN YOUR CAPITAL CITY	1800 951 822
NSW Ombudsman	Online complaint form at: www.ombo.nsw.gov.au Level 24, 580 George St, Sydney NSW 2000	1800 451 524
NDIS Quality and Safeguards Commission	Online complaint form at: www.ndiscommission.gov.au	1800 035 544 TTY 133 677
Office of the Commonwealth Ombudsman	Online complaint form at: www.ombudsman.gov.au	1300 362 072
OPAN – Older Peoples' Advocacy Network	www.opan.org.au	1800 700 600

## CAN SOMEONE ELSE SPEAK ON MY BEHALF?

Yes! You can have a family member or friend to advocate on your behalf. Just talk to our team and we can arrange it. You can change your advocate at any time.

You can also contact an Advocacy service such as: OPAN – Older Peoples' Advocacy Network 1800 700 600 or NDAP – National Disability Advocacy Program www.dss.gov.au

## CODE OF CONDUCT FOR AGED CARE

The Code of Conduct for Aged Care describes how aged care providers, and the people providing your care must behave and treat you. It includes the 8 elements below:

1. Respect your rights to express yourself and make your own decisions about how you want to live.
2. Treat you with dignity and respect and value your diversity.
3. Respect your privacy.
4. Provide high quality care in a safe and competent manner.
5. Act with integrity, honesty and transparency.
6. Take action promptly about matters that may impact on the safety and quality of your care.
7. Provide safe care free from all

forms of violence and abuse.

8. Prevent and respond to all forms of violence and abuse.

## SERVICE USER RESPONSIBILITIES

As a customer of our service you have a responsibility to:

- let the service know if you are not going to be at home when the service is due;
- respect the rights of other customers, staff and volunteers;
- take responsibility for the results of any decisions you make including the choice not to make a decision;
- wear seatbelts and other vehicle safety devices as directed by staff and volunteers;
- to respect the confidentiality of information of other customers, staff and volunteers;
- to inform the staff of any significant change in your circumstances which could affect how we provide your service;
- to give adequate notice if a service is not required; and
- to pay any fees or contributions within the agreed terms.

Connect You Too staff are people too, so:

- Please treat staff with respect. Abusive, rude or threatening behaviour may result in cancellation or non-provision of services.

# STATEMENT OF RIGHTS

## 1. INDEPENDENCE, CHOICE AND CONTROL

You have the right to make your own decisions and have control over:

- what funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings.

You have the right to get support to make these decisions if you need to.

You also have the right to choose how you live, even if there is some personal risk.

## 2. FAIR ACCESS

You have the right to a fair and accurate assessment to find out what funded aged care services you need. This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and any trauma
- cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it. This includes palliative care and end-of-life care.

## 3. SAFETY AND QUALITY

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect. This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

## 4. RESPECT FOR YOUR PRIVACY AND INFORMATION

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances
- allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

## 5. COMMUNICATION THAT MEETS YOUR NEEDS

You have the right to:

- get information in a way you understand
- give feedback.

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

## 6. SUPPORT TO RAISE ISSUES QUICKLY AND FAIRLY

When there are issues with your funded aged care services, you have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

## 7. SUPPORT AND CONNECTION WITH PEOPLE AND COMMUNITY

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like.

Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

## HOW TO MAKE SURE YOUR RIGHTS ARE UPHOLD

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the Aged Care Quality and Safety Commission website for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

OPAN has free, independent and confidential advocates to help you.



## **CONNECT YOU TOO**

1/134 Jubilee Street,  
Townsend NSW 2463

**P: 02 6645 3200**

Monday to Friday 8:30am to 5:00pm

## **CLARENCE MEALS**

54 Spenser Street,  
Iluka NSW 2466

**P: 02 6646 6742**

Monday to Wednesday 8:30am to 12:00pm

**Email: [bookings@connectu2.org.au](mailto:bookings@connectu2.org.au)**

**[www.connectu2.org.au](http://www.connectu2.org.au)**

## **HART SERVICES**

41 Conway Street,  
Lismore NSW 2480

**P: 1300 874 278**

Monday to Friday 9:00am to 4:00pm

**[www.hartservices.org.au](http://www.hartservices.org.au)**

***Artwork 'Our Community & Country' designed by local artist  
Krystal Randall***

