

Client rights

- The client, or with their permission their carer or advocate, has access to information about themselves held by Mudgee Community Transport.
- In cases where a client 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 to the extent stipulated in the guardianship or advocacy arrangements.
- Clients should be made aware of the standard of service which they can expect. Services should be provided in a safe manner which respects the dignity and independence of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer.
- Clients' access to services should be decided only the basis of need and the capacity of the service to meet that need.
- Clients have the right to refuse a service and refusal should not prejudice their future access to services.
- Mudgee Community Transport will conduct an annual survey and open and honest input is requested from its clients.
- Clients have the right to complain about the service they are receiving without fear of retribution.

- Complaints by clients will be dealt with fairly and promptly. The client may involve an advocate of their choice to represent his/her interests.
- Clients' views will be taken into account in the planning and evaluation of the service.
- Clients' right to privacy and confidentiality will be respected.

Client responsibilities

- Clients, or if appropriate, their carer, should provide reasonable notice if the service is not required. Where possible a minimum of 2 working days' notice is required for cancellations thus allowing reassignment of vehicles to clients awaiting transport.
- Clients must utilise seatbelts and other vehicle safety devices as required by law.
- Clients should act in a way which respects the rights of other passengers and the volunteer driver.
- Clients should respect the confidentiality of information about other passengers or the volunteer driver that they may obtain whilst using the service.
- Clients need to take responsibility of the results of any decision they make.
- Clients are at all times to treat Mudgee Community Transport property in a respectful and appropriate manner.
- Food and drink (with the exception of bottled water) are not to be consumed in the service vehicles.

Phone 6378 2710

88 Market Street

MUDGEE www.midwestern.nsw.gov.au

MUDGEE COMMUNITY TRANSPORT

Phone 6378 2710

*Information valid from 1 July 2021 –
30 June 2022*



Mudgee Community Transport is administered by Transport for NSW and proudly auspiced by Mid-Western Regional Council.

Funded by the Australian Government Department of Health. Visit the Department of Health website (www.health.gov.au) for more information.



Charges for long distance services

Dubbo/Lithgow/Bathurst	\$70.00
Orange / Katoomba	\$100.00
Penrith	\$120.00
Parramatta / Westmead	\$130.00
Sydney	\$140.00

Discount charges/shared vehicles

Dubbo/Lithgow/Bathurst	\$50.00
Orange / Katoomba	\$65.00
Penrith	\$85.00
Parramatta / Westmead	\$90.00
Sydney	\$100.00

Please note:

These fares are to and from Mudgee only. If you live outside of Mudgee town limits, please contact the office to obtain an exact charge to and from your address.

Prices quoted include GST.

These charges are not applicable to NDIS participants.

Although funding for Mudgee Community Transport has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Charges for local services from Mudgee

Approx radius	Return charge	Single charge
Zone 1 (5kms)	\$11.00	\$5.00
Zone 2 (15kms)	\$19.00	\$11.00
Zone 3 (25kms)	\$28.00	\$15.00
Zone 4 (30kms)	\$34.00	\$18.00
Zone 5 (40kms)	\$40.00	\$22.00
Zone 6 (45kms)	\$47.00	\$25.00
Zone 7 (50kms)	\$52.00	\$25.00

Please note:

If there is more than one pick up or drop off point, an additional charge of \$2.00 is applicable per each pick up/drop off.

These charges are not applicable for NDIS participants.

Workplace safety

Pursuant to workplace health and safety guidelines, Mudgee Community Transport vehicles will only be rostered to travel during daylight hours.

Clients should ensure that they are mindful of daylight hours when scheduling appointments.

Methods of payment

- Payments by cash or cheque (made payable to Mid-Western Regional Council)
- Prior to the journey at the Mudgee Community Transport office.
- Payment the driver on the day of transport (clients will be issued with a receipt by the driver).
- Department of Veterans Affairs clients may be covered for transport for medical appointments.
- Alternate methods of payment may be negotiated prior to travel with the Coordinator.

Booking procedures

- Clients must be eligible and registered with Mudgee Community Transport.
- New elderly clients will need to be referred through the Federal Government's My Aged Care program (1800 200 422).
- Bookings are to be made directly with the office (not with the drivers), either in person or by telephone.
- Resources are limited; the greater notice provided, the greater chance of a vehicle and driver being available.
- Where possible, cancellations require as much notice as possible.
- When making a booking, please have ready the date, time, address and approximate length of your appointment.