

**Client Rights**

**As a client of Tweed Byron and Ballina Community Transport you have a number of rights. You have the right to:**

* Access a service of consistently high quality;
* Access a service which is safe and free of discrimination, abuse and neglect;
* Have your independence supported and respected;
* Be assessed individually and make choices and decisions about using the services which we provide, based on your own needs and preferences;
* Receive information in a manner that is accessible to you, so that you can make choices about the options available. For example if you need information in large print, by email, or through the National Relay Service (NRS) please let us know;
* Respect for your cultural needs;
* Respect for your privacy and confidentiality. Your personal records will reflect only information which is needed to provide delivery of our services to you and will not be passed on to third parties without your consent. You have the right to access your personal records and if you make a request to do so, they will be made available within a reasonable time;
* Give feedback in the form of compliments and complaints about our service to help us plan improvements. Any complaints will be dealt with fairly and promptly, and your use of our service would not be restricted in any way due to you making the complaint;
* Clear communication about fees or contributions; and
* Have an advocate act on your behalf. We can assist you to find an advocate if required.

**Client Responsibilities**

**In order to provide a safe and pleasant environment for yourself, other passengers, volunteers and staff, we request you observe the following responsibilities:**

* Follow any requests made by TBBCT team members to act in a safe manner;
* Book transport at least **three working days** prior your appointment;
* Respect the rights of other clients, volunteers and staff for a safe environment, free from discrimination and abuse, including offensive language;
* Respect the confidentiality of any information you may obtain about other passengers, volunteers and staff and respect their privacy;
* Keep the office informed of any changes to your bookings, address, contact details, or the level of assistance you require;
* Ensure you tell the office approximately how long each appointment will be and of any related appointments and places you may need to visit on each trip; and
* Notify the office in advance of any trip, if you have a serious infectious disease eg tuberculosis, influenza, scabies or measles. Take reasonable precautions to reduce the risk of spread.

**On the day of the trip please:**

* Be ready on time for your driver;
* Have the correct money available. You may also talk to someone at the office about alternative forms of payment;
* Do not eat, drink or smoke in the vehicle;
* Bring your mobility parking card, if you have one;
* Tell the driver immediately if you are feeling unwell; and
* Wear a seatbelt. If you have a medical exemption, advise the office and carry it with you whenever you travel with community transport.