



Let's get you started with Coast and Country Community Services

What's in this pack:

- **CCCS Service Brochure** – outlining our services.
- **Service Agreement** – you will need to sign this and return to CCCS via email, post or you can drop it in person to any of our outlets.
- **Our Privacy Statement** – lets you know how we handle your information.
- **New Aged Care Charter of Rights Fact Sheet**
- **Aged Care Code of Conduct Fact Sheet**

Optional Consent Documents to be signed by you:

1. **Media Release** – so that you can let us know if you are happy for Coast and Country Community Services (CCCS) to use your image on social media, newsletters, or our website.
2. **Consent to Release Information** – so you can nominate who we can share your information with, in the event of an emergency.

CCCS offers a range of CHSP services, to help you remain independent and healthy in your own home

- **Community Transport** offers door-to-door transport services that support you to maintain your independence, including medical appointments, shopping trips, social outings and we also offer a Cabcharge Card can help pay a portion of the cost of local taxis when Community Transport is not available (subject to your local taxi provider accepting Cabcharge cards).
- **Meals on Wheels (Hilltops)** delivers nutritious meals directly to your home. Alongside meal delivery, we provide regular welfare checks, social connection. Services include hot, chilled, or frozen meal options, dietary accommodations, and friendly visits from volunteers.
- **Social support** is assistance provided by a companion to help you participate in community life. This can include friendly visits, help with shopping, attending appointments, or simply providing company, either at home or out in the community.

- **Group social support** provides you with opportunities to participate in structured, group-based activities—such as social outings and centre-based programs that foster social connection, inclusion, and independent living. These activities support wellness and reablement goals, and may include light refreshments, transport, and personal assistance as needed.

Services delivered vary between regions, please speak to your local office about your individual service needs.

We operate in accordance with the Aged Care Quality Standards. If you would like more information about the Standards, please contact us or go to <https://www.agedcarequality.gov.au/providers/quality-standards>

We are committed to treating you as an individual and support any health, cultural, language, religious or sexual or gender identity needs that you choose to disclose. You can use Community Transport, as often as you like, until you move out of our local government area or no longer need our services. You pay a contribution, based on how far you travel. If you are struggling to pay, let us know and we may be able to reduce or waive your fees.

For the safety and comfort of other passengers and our driving team, it is important that you follow all safety rules, act respectfully to others and let us know if your plans change and you will not be at the designated pick up or drop off point.

How to book – Call 1300 411 345 to be connected to your local office. Our service books out quickly, so the more notice you can give us, the more likely we will be able to assist you. We will always try and be flexible but if you have any additional stops such as to the chemist after a doctor's appointment, try to let us know as soon as you can. You will receive an automated call or text message notifying you of your pickup times, the afternoon prior to transport. When you book, let us know:

- If you have mobility aids, such as a walking stick, walking frame, scooter, wheelchair, or any other special requirements.
- If you wish to travel with a carer, who may be eligible to travel free of charge.
- If you wish someone to speak on your behalf, such as a relative or friend.
- If you are bringing a registered service animal. We will also transport small household pets if you have a suitable pet cage.

Feedback – We would love to hear any feedback that you have about our service, good or bad, so that we can make sure we are doing everything we can to give you the best possible experience. We will treat any feedback that you have in confidence, and it won't affect your

service with us. If you aren't happy with how we handle your complaint and/or the result of your complaint, you can speak to:

- The Aged Care Complaints Scheme – 1800 550 552, or online at www.myagedcare.com.au
- The NSW Ombudsman – 02 9286 1000, or online at www.ombo.nsw.gov.au.

Advocacy – If you feel your voice is not being heard, a free advocacy service may be able to help. They can listen to what you have to say or support you to lodge a complaint on 1800 951 822 or at www.agedcarequality.gov.au. Community Transport can help connect you with a free advocacy service or you contact the National Aged Care Advocacy line directly on 1800 700 600.

Privacy Statement

At Coast and Country Community Services we *promise* to:

- **Follow the Australian Privacy Principles** to make sure we keep your information safe. You can have a look at the Principles at <https://www.oaic.gov.au/privacy-law/privacy-archive/privacy-resources-archive/national-privacy-principles>
- **Only collect the information we need** to provide you with a safe high-quality service.
- **Tell you why we need the information:**
- **Store your information responsibly.** We use ISO27001 accredited software to store your information. Our Team Members hold current NDIS Worker Check and have signed our Code of Behaviour and Confidentiality Agreements. Because we receive government funding, we are required to report information about our service delivery to Transport for NSW and the Department of Health and Aged Care. **Transport for NSW uses another company to store this information.** For information on how Transport for NSW protects your privacy please go to www.transport.nsw.gov.au/about/privacy.
- **Not give anyone access to your information** without your permission *unless* you are in danger (for example in the event of an emergency, we may supply information to Ambulance Officers) or we are required to under law.
- **Give you autonomy over your information.** Auditors for Aged Care may also access your files to ensure we are providing a quality service to you. If you do not want Auditors to have access to your file, please let us know.
- **Ensure the information we hold about you is correct.** We periodically review the information we hold, to ensure its accuracy. If you think we may have outdated information, please contact us.
- **Inform you of any data breaches.** If we have reason to believe your information may have been lost or stolen, we will let you know straight away and speak to you about options you may want to consider.

- **Never give or sell your information to anyone** (e.g., to marketing companies etc.)
- **Give you visibility on your information.** Just call us to arrange an appointment if you want to see your records.
- **Seek feedback about our service,** it helps us improve. If you would prefer to give feedback anonymously, please let us know.

If you have any questions or want more information, just call 1300 411 345 to be connected to your local office.

Collection of your My Aged Care ID

The information that we collect from you on this form includes your personal information. Your personal information is protected by law, including the Commonwealth Privacy Act.

The Department of Health, Disability and Ageing (DoHDA) provide grant funding to providers of aged care services under the Commonwealth Home Support Program (CHSP).

CHSP providers must report on the delivery of CHSP services to DoHDA via the Data Exchange (DEX).

This system is hosted by the Australian Government Department of Social Services (DSS).

DSS on behalf of DoHDA collects information (including information about the services you receive and an encrypted version of your 'My Aged Care ID') from your CHSP provider and stores this information as a de-identified record in DEX. This protected information is a mandatory requirement and is not used by DSS for any purpose.

Uses and disclosures of your My Aged Care ID in the Data Exchange

DSS on behalf of DoHDA discloses a subset of this information (including an encrypted MAC ID) to DoHDA periodically in order to monitor provider compliance with funding grant conditions (the compliance purpose). This is authorised under s 573(1) of the New Aged Care Act 2024 (NACA).

DoHDA will decrypt your My Aged Care ID in order to reidentify you and verify information about CHSP services provided to you for compliance purposes. DoHDA cannot undertake compliance monitoring activities without this information.

How DSS uses and discloses personal information other than My Aged Care ID in the Data Exchange

DSS on behalf of DoHDA uses your information in DEX to produce and share de-identified data and data visualisation reporting products to DoHDA and providers, for reporting and research purposes.

DSS uses your information in the Data Exchange to produce information for policy development, grants for program administration, and research and evaluation purposes. DSS also shares data with organisations and agencies for reporting and research purposes. DSS de-identifies all data before using or disclosure so that it cannot be used to re-identify you.

Further information

For more information about how DSS on behalf of DoHDA will manage your personal information, including how you can request access or correction of your personal information or make a privacy complaint, see the privacy policy published on the DSS website.

1. Media Release

At CCCSL, we are proud of the work that we do, and we sometimes use images of our clients in our promotional material. If you are happy for us to use your image, please let us know by ticking the boxes below.

I _____, give my permission to Coast and Country Community Services to use for use in promotional activities. Please tick below:

- ☐ All mentioned below
- ☐ Photograph
- ☐ Video
- ☐ First Name
- ☐ Last Name
- ☐ Voice
- ☐ None of the Above

2. Consent to Release Information

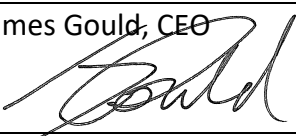
Community Transport is funded by State and Federal Government, and we are obligated to report on service delivery to these agencies, but we do not include any of your personal data.

As part of our duty of care, we may need to provide information about you to your family members and health care providers.

I _____, give my permission for Coast and Country Community Services to share my personal details and information with:

Please tick all that apply

- ☐ My partner (please name) _____
- ☐ My children (please name) _____
- ☐ Care providers (please name) _____
- ☐ Others (please name) _____
- ☐ Others (please name) _____

Service User	James Gould, CEO 
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