

What if I am not happy with the service?

If you would like to raise a complaint or concern please try any of the following:

- Contact the Co-ordinator who may resolve the problem promptly.
- Contact the Office Manager on 4960 8248 or use an advocate to speak on your behalf.
- Contact the ECC Executive Committee.
- If you are still not satisfied, contact the Commissioner for Community Services Division of the Administrative Decisions Tribunal on 1800 060 410.
- The NSW Ombudsman phone toll free 1800 451 524.
- Carer Support Section
Community Care Branch
Ageing and Aged Care Division
Department of Health & Ageing
GPO BOX 9848
Canberra ACT 2601

**Waratah Community Reserve
(Opposite Waratah Train Station)
2a Platt Street, Waratah, NSW 2298
Phone: 4960 8248
Fax: 4960 8249
Email: haccecc@optusnet.com.au**



December 2008



ABN: 66 516 562 944

ECC DAY CARE CENTRES BUS PROJECT

ETHNIC COMMUNITIES COUNCIL
PO BOX 152
MAYFIELD 2304

PHONE: 4960 8248

*Supporting People with a Disability, Frail
Elderly People and their carers in our
community to remain living independently
in their own homes for as long as possible.*

FUNDED BY

- Home and Community Care (HACC) Program—Department of Ageing, Disability and Home Care
- National Respite for Carers Program (NRCP) — Commonwealth Department of Health and Ageing

INFORMATION ABOUT OUR PROJECT

The ECC is a non profit organisation which auspices the Bus Project. This service provides door to door transport to frail elderly people, younger people with a disability and their carers to the ECC Day Care Centres. These include:

- Italian
- Macedonian
- Greek Holy Apostles
- Polish
- Greek
- Ukrainian

We service the Newcastle and where possible Lake Macquarie local area. We operate 2 mini buses. Both are fitted with handrails and an extra step.

How do we operate?

The service operates with a committed team of both paid and volunteer workers.

The office is open between 9:00am and 5:00pm weekdays, **ph: 4960 8248**.

How much will the service cost?

The cost of service varies according to the distance travelled. You will be advised of the charge when you book a transport service.

Please note that if you have difficulties with the cost, please ask to speak to the Co-ordinator. We can reduce the charge if you are experiencing financial hardship. All information provided is strictly confidential.

How can you access the service?

If you require transport to and from the Day Care advise the Centre Co-ordinator who will arrange transport for you. However, we must operate within the limits of our resources.

If we are unable to assist the Bus Co-ordinator will try to arrange through another transport service. It may be necessary for you to be placed on a waiting list which will be reviewed regularly.

If you are unable to attend due to illness, the Co-ordinator must be informed, otherwise the regular fee will be charged.