



ST JOHN QUEENSLAND COMMUNITY SERVICES

Client Handbook



Client Handbook



St John

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Welcome to St John Queensland Community Services

This handbook has been designed to provide you with information about our organisation and our services, to enable you to make informed choices about your services and support.

Our contact details

Phone: 1300 785 646

Email: intake@stjohnqld.com.au

Postal address: PO Box 540, Virginia QLD 4014

ABOUT ST JOHN QUEENSLAND

St John Queensland (St John QLD) is a charitable organisation dedicated to helping people in sickness, distress, suffering, or danger. We have been active for more than 130 years and internationally are part of a wider organisation with a long and honourable history.

Our Mission

For over 140 years, the nature of how we support individuals, employers, associations and the broader Queensland community continues to grow and evolve. However, our mission has always stayed the same. We are dedicated to enhancing the lives of Queenslanders, their families, and the community through the delivery of innovative training, first aid, and community social support services.

We live and work by our values every day:

- Humanity
- Excellence
- Respect & Integrity
- Diversity
- Collaboration & Innovation

COMMUNITY SERVICES

St John QLD has a proud history of providing community support services since 1997. Today, our community care and support services operate Queensland-wide. We pride ourselves on our person-centred approach, and it's our goal to empower all our clients to be independent and socially connected.

We envision a diverse and inclusive community, where people are respected and enabled to make informed choices about the types of care they receive, in order to live their lives as they choose – regardless of age or disability.

Our staff and volunteers are passionate about the community and helping people. At the core of our values is humanity. We treat everyone who uses our services with integrity, respect, care, dedication and compassion.

Whilst St John QLD brings skills, experience and dedication to the provision of its services, we recognise that you have a wealth of experience and knowledge that can assist us in our mission. We look forward to

working with you to maximise your independence and wellbeing.

You can contact St John QLD by calling 1300 785 646. You will be given a range of options to select from so please listen carefully. Our Community Services team is available from 7:00am to 5:00pm, Monday to Friday.

Please note that you can leave a message at any time and our staff will endeavour to call you back as soon as possible.

You can also email us at intake@stjohnqld.com.au or transportbookings@stjohnqld.com.au.

Our team have access to your notes and preferences so we can ensure that you receive the service you have requested at all times. It is therefore important that you advise us of any changes to your circumstances, including health, mobility, accommodation setting, or whether you are in receipt of a funding package such as Support at Home or the National Disability Insurance Scheme (NDIS).

Diversity and inclusion

St John QLD and its staff and volunteers are respectful of each individual's specific needs and ensure that everyone is treated with sensitivity and respect. Under our funding arrangements, the following groups may require tailored support according to their needs:

- People who identify as Aboriginal and Torres Strait Islander;
- people from culturally and linguistically diverse backgrounds;
- people who live in rural and remote areas;
- people who are financially or socially disadvantaged;
- people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran;
- people who are homeless, or at risk of becoming homeless;
- people who are lesbian, gay, bisexual, transgender, intersex, queer/questioning and or asexual (LGBTIQA+);
- people who are Care Leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations);
- parents separated from children by forced adoption or removal.

This list is not exhaustive, and there are additional diverse groups such as people with disability, people with mental health problems and mental illness, and people with cognitive impairment including dementia.

Service pathways and acceptance

St John QLD is committed to making sure that access to our services is fair, equitable, and based on individual need and the resources available. We do not discriminate in our decision-making about who can access services.

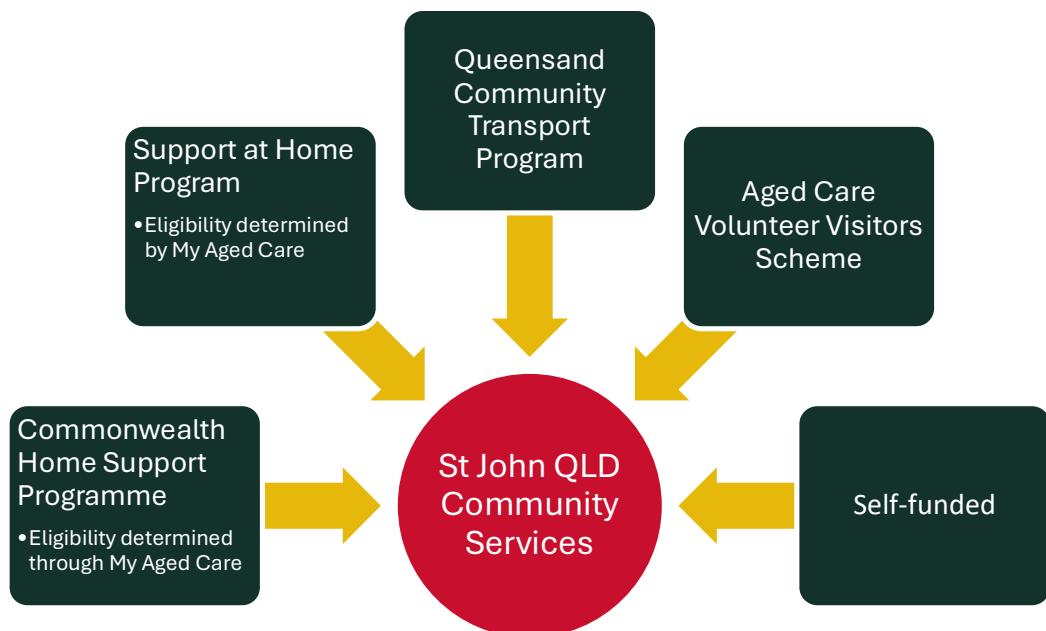
The services that St John QLD provides are:

- Community transport

- Group transport and social trips
- Accompanied activities
- Telephone services
- Volunteer visitors

We receive referrals in different ways, depending on the program and its eligibility requirements:

- Commonwealth Home Support Programme (CHSP): Referrals must come through My Aged Care, with the required approvals in place (except in special circumstances under the Aged Care Act 2024).
- Community Transport Program (Queensland Government), Aged Care Volunteer Visitors Scheme, or self-funded services: Referrals can be made directly to St John QLD by potential clients, carers, health professionals, or other service providers.
- Support at Home: Referrals can be made by your Support at Home Provider, with an agreement in place before we can deliver services.



My Aged Care	My Aged Care is the Australian Government's central point for accessing government-funded aged care services.
Commonwealth Home Support Programme (CHSP)	Funded by the Australian Government, the Commonwealth Home Support Program provides a range of entry-level aged care services for older people who need assistance to keep living independently at home and in their community.
Support at Home Program	Funded by the Australian Government, the Support at Home offers a wide range of support so you can continue to live well at home. Based on your aged care assessment and eligibility, you will have access to an approved list of services. You will be supported to choose the mix of services you can access within your budget.
Community Transport Program	Funded by the Queensland Government, the Community Transport Program supports people aged under 65 who have trouble accessing transport options to get around their local community.
Aged Care Volunteer Visitors Scheme	Funded by the Australian Government, the program supports regular volunteer visits to give friendship and companionship to older people receiving government-subsidised residential aged care or the Support at Home Program.

Intake Assessment and Care and Services Plan

St John QLD undertakes an intake assessment with all clients and creates a client record. Information collected includes personal details and demographics, funding, client preferences, goals, health status and mobility, communication needs, legal directives, and emergency contact details. These details ensure that we are delivering a service that meets your needs and preferences.

If you are receiving services under the CHSP, we'll work with you to create a care and services plan. This plan sets out your needs, goals, and preferences, and explains how we'll support you.

- Your plan will be ready when you start services (or within 28 days in some cases).
- We'll develop it together with you, and can involve your family, carer or advocate if you choose.
- The plan will be reviewed at least once a year, or sooner if your needs change.
- You'll always get a copy of your plan when it's made, updated, or whenever you ask.

Your plan is designed to reflect what's important to you and help you get the right care and support.

Monitoring and review

Once you are registered as a client of St John QLD, we will conduct a re-assessment of your needs and Care Plan (if applicable) at least once a year. You or your representative/supporter may request a review at any time if your needs change.

Staff providing services to you will continually monitor your status and will report any changes to your health status or support needs to the Customer Care Team. Services may be changed, modified or terminated in response to this monitoring and review. You will be informed of any changes which will be discussed with you and documented in your personal file and Care Plan if relevant.

You are obliged to advise St John QLD of any changes to your personal circumstances (including address, contact details or health changes) by contacting our office at your earliest convenience.

Consent Form and Service Agreements

Before we can begin providing services, we need your consent. All clients are asked to sign a consent form.

If you are receiving services under the CHSP, the Queensland Community Transport Program, or on a self-funded basis, you will also be asked to sign a Service Agreement.

These documents will be included in your welcome package for you to read, sign, and return.

Fees and charges

When you begin using our services, we will explain the costs involved. Fees and charges vary depending on the type of service and whether it is government funded, subsidised, or self-funded. We encourage you to review this information carefully, either on your own or with someone you trust to support you.

If you are receiving subsidised services through the CHSP or the Queensland Government Community Transport Program, you will be asked to contribute to the cost of those services. More details can be found in our Client Contribution Policy.

Once you agree to receive a service, the quoted fees will apply. All clients receive a monthly invoice, with payment required within 7 days of the issue date.

Financial hardship

If at any time you are experiencing financial hardship, we ask that you communicate this with St John QLD so that we can support you to complete a financial hardship application and discuss with you ways for you to continue to receive services. Options may include a temporary reduction in fees. Please note that these arrangements are made on a case by case, individual basis and are time-limited and reviewed regularly.

You can also receive free financial information and education through Services Australia's Aged Care Specialist Officers (ACSOs) and the Financial Information Service (FIS).

FIS is available to everyone. You don't need to be receiving government payments or services to access FIS.

For more information call Services Australia on 132 300 or visit
<https://www.servicesaustralia.gov.au/how-to-contact-financial-information-service?context=21836>.

Funding

St John QLD receives funding from State and Federal Governments to provide a subsidised rate for services to eligible clients.

Transport services: St John QLD receives funding from the Australian Government Department of Health, Disability and Ageing to provide transport services under the CHSP. This service also receives funding from the Queensland Government Department of Families, Seniors, Disability Services and Child Safety. Eligible clients can access subsidised transport under these programs.

Telephone services: St John QLD receives funding from the Australian Government Department of Health, Disability and Ageing to provide telephone services under the CHSP. Eligible clients can access a subsidised service under this program.

Accompanied activities: St John QLD receives funding from the Australian Government Department of Health, Disability and Ageing to provide accompanied activities under the CHSP. Eligible clients can access subsidised services under this program.

Home visiting: St John QLD receives funding from the Australian Government Department of Health, Disability and Ageing to provide home visits under the Aged Care Volunteer Visitors Scheme (ACVVS) and the CHSP. Eligible clients can access free visits through ACVVS or subsidised services under CHSP.

Self-funded: If you are not eligible for any government funding or have reached your funding limit, you can use your own money to pay for St John QLD services.

Support at Home: Clients in receipt of Support at Home funding can use services provided by St John QLD with agreement from their Support at Home Provider. Please speak to your Support at Home Care Partner if you would like to use your Support at Home funding to access services from St John QLD.

Privacy and confidentiality

St John QLD respects your right to privacy and confidentiality. We take great care to protect your personal information and prevent unauthorised access, use, or disclosure.

We follow the *Privacy Act 1988*, the *Privacy and Other Legislation Amendment Act 2024*, and the Australian Privacy Principles. This means:

- You will be told why we collect information about you and how it will be used.
- Your information is stored securely and disposed of safely when no longer needed.
- You can request access to your personal information.
- Information is only used for the purpose it was collected.
- We will not share your information without your consent, unless required by law.

All staff are trained in privacy and data security and must follow our privacy policies. These are reviewed regularly to ensure they remain up to date.

At times, State or Federal Government staff or their auditors may review client information to ensure we

meet funding and legislative requirements. Government staff and auditors must also follow strict privacy rules.

We are also required to provide de-identified (non-identifiable) information about clients receiving government-funded services. Details about the services you receive will be disclosed to government authorities through secure channels. If you receive services through the CHSP, please also read the Privacy Notification: Collection of your My Aged Care ID at the back of this handbook.

If you have any questions or concerns about your privacy, please contact us at privacy@stjohnqld.com.au. A copy of our full Privacy Policy is available at www.stjohnqld.com.au/privacy-policy/.

Refusal and ceasing of services

There may be occasions where St John QLD may decline to deliver services. Examples of where this may occur include:

- concerns about client/staff safety;
- public holidays;
- inclement weather or natural disasters;
- other situations, determined as necessary by management.

You will always be advised of any change to service delivery as soon as possible, prior to the next service commencing.

St John QLD will only stop providing services in certain circumstances, and we will always give you notice before this happens.

Services may stop if:

- Your care needs change and can no longer be met safely with the resources we have available.
- You no longer need the service, or your needs can be better met through another type of service (e.g as assessed by My Aged Care or another approved assessor or through the National Disability Insurance Scheme).
- You cause serious harm to, or prevent a staff member from working in, a safe environment.
- You do not pay agreed fees or contributions (and do not arrange an alternative payment plan or discuss the matter with us).
- You decide to move to an area where we do not deliver services.
- You don't actively use our services for 12 months.
- You tell us that you no longer wish to receive services from St John QLD.

If any of these situations arise, we will talk with you about your options and explain the process clearly before services are ceased.

If St John QLD needs to stop providing services, we are required to give you notice at least 14 days in advance. This notice will explain:

- The decision to stop services.

- The reasons for the decision.
- The date services will end.
- Your rights, including how to use our complaints and feedback process, accessing other complaint mechanisms, seeking help from independent advocates.

Rights and responsibilities

As St John QLD provides services funded by different Government bodies, there are standards, codes and legislation we are required to abide by. This includes the Aged Care Statement of Rights, Aged Care Code of Conduct, Human Services Quality Framework, United Nations Convention on the Rights of Persons with Disabilities, Queensland Human Rights Act 2019, Queensland Anti-Discrimination Act 1991 and Australian Consumer Law.

Aged Care Statement of Rights

St John QLD fully upholds the Aged Care Statement of Rights, as per the *Aged Care Act 2024*.

Your rights include:

- making your own decisions about your own life.
- Having your decisions not just accepted, but respected
- Getting information and support to help you make decisions
- Communicating your wishes, needs and preferences
- Feeling safe, supported and respected
- Having your culture and identity respected
- Staying connected with your community

A copy of the Statement of Rights can be found in the back section of this handbook. We suggest you read this and contact us to discuss if you have any queries. As your provider, our team is here to help you understand what these rights mean in your day-to-day care and to make sure they're upheld.

Client responsibilities

To ensure optimal service experience, the expected responsibilities of clients include:

- Treat all St John QLD team members and volunteers with respect and courtesy
- Advise St John QLD if their circumstances change, including one off cancellations of service, suspension of services, or termination of services.
- Advise St John QLD of any changes to their information, including goals, health status, funding eligibility and contact details.
- Provide staff with relevant information in order to provide a safe and quality service.
- Observe safety procedures to ensure a safe environment for everyone.
- Maintain the confidentiality and privacy of staff and other service users, particularly in a group setting.
- Maintain any personal mobility aids or equipment to ensure it does not pose a risk to the client themselves, others, or St John QLD team members.
- Make timely payment of any applicable fees or contributions, or negotiate alternative

arrangements for the payment of fees or contributions.

A copy of our Client Rights and Responsibilities Policy can be found on the St John QLD website.

Compliments, complaints and suggestions

St John QLD Community Services is committed to delivering safe, respectful and high-quality services.

We value all feedback -whether it is a compliment, a complaint, or a suggestion for improvement.

Listening to feedback helps us continually improve the way we support you.

If you, your representative, carer or advocate have any concerns about our services, we want to hear from you.

Your rights when making a complaint:

- You have the right to make a complaint at any time without fear of negative consequences.
- Your privacy and confidentiality will be respected at all times.
- You can choose to make a complaint yourself or ask a representative, carer, or advocate to speak on your behalf.
- You have the right to be actively involved in how your complaint is handled and resolved.

Our approach to complaints:

- We will manage all complaints in a way that is fair, respectful and timely.
- If something goes wrong, we are committed to open disclosure—being transparent about what happened, why it happened, and the steps we are taking to prevent it from happening again.
- Wherever possible, we will work with you to achieve a restorative outcome—seeking to repair harm, rebuild trust, and make things right.
- We will support you throughout the process, including providing information about advocacy services if you would like independent support.

To make/pass on a compliment, complaint or suggestion, you can:

- Speak to a staff member or manager, in person or by calling us on 1300 785 646
- Email us at feedback@stjohnqld.com.au
- Write to us at:
Operations Manager
PO Box 540, Virginia QLD 4014
- Fill out a feedback form, hand it to a staff member or post it back to us
- Use our online form at: <https://www.stjohnqld.com.au/community-services/compliments-complaints-and-feedback/>

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your complaint, you can also lodge a complaint through:

- Aged Care Quality and Safety Commission – phone 1800 951 822 or visit www.agedcarequality.gov.au/making-complaint/lodge-complaint/online-complaints-form
- Queensland Government Department of Families, Seniors, Disability Services and Child Safety – phone 13 74 68 or visit <https://www.dsdsatsip.qld.gov.au/contact-us/compliments-complaints-and-feedback/>

complaints

- Older Persons Advocacy Network (OPAN): phone 1800 700 600 or visit opan.org.au
- Aged and Disability Advocacy Australia (ADA Australia): phone 1800 818 338 or visit adaaustralia.com.au
- Disability Advocacy Pathways: phone 1800 130 582 or visit disabilitypathways.org.au/

Please also see our Complaints Management Procedure on our website.

Whistleblower Protections

At St John QLD, we welcome all feedback. If someone reports serious concerns, such as abuse, neglect, fraud or breaches of the *Aged Care Act 2024*, they may be covered by whistleblower protections.

A whistleblower disclosure occurs when a person has reasonable grounds to suspect that serious wrongdoing has taken place. The matters go beyond general dissatisfaction. A disclosure typically relates to conduct that may be illegal, high-risk, or significantly harmful. A whistleblower disclosure comes with legal protections under the *Aged Care Act 2024*.

You can make a whistleblower disclosure to any of the following people:

- A staff member at St John QLD
- A manager or responsible person (e.g. a Board member) at St John QLD
- A designated Whistleblower Protection Officer
- Our third party whistleblower provider - Stopline
- Aged Care Quality and Safety Commission – phone 1800 951 822 or visit agedcarequality.gov.au
- Department of Health, Disability and Ageing – phone 1800 020 103 or visit <https://www.health.gov.au/about-us/contact-us>
- An independent aged care advocate – phone 1800 700 600
- A police officer

Internal contact details for reporting to the St John QLD Whistleblower Protection Officer:

- Email: whistleblowerofficer@stjohnqld.com.au
- In writing to:
Private and Confidential
Whistleblower Protection Officer – St John QLD
PO Box 540, Virginia QLD 4014

External contact detail for reporting to Stopline:

- Phone Stopline 1300 304 550
- Email: makeareport@stopline.com.au
- Website: <https://stjohnqld.stoplinereport.com/>

If you raise a serious concern as a whistleblower disclosure under the *Aged Care Act 2024*, the law is there to protect you. These protections are designed to make sure you can speak up safely, without fear of being treated unfairly:

- your identity must be kept private, unless it must be shared for legal reasons - for example, to

protect someone's safety. Even then, steps must be taken to protect your privacy.

- you cannot be bullied or treated badly because you spoke up.
- these protections also apply to family members, carers, or support people who help you raise the concern.

If anyone unlawfully shares your identity, tries to harm you, threaten you, just because you made a disclosure, the law allows for serious penalties.

Incident Management

Incidents can be serious injury or death of a person, abuse or neglect of a person, unlawful sexual or physical contact with, or assault, or sexual misconduct committed against, or in the presence of, a person receiving services including grooming of the person for sexual activity.

St John QLD has an Incident Management System designed to:

- Keep you and others safe, healthy and well.
- Identify, address, and prevent incidents.
- Ensure open communication and resolution between you and St John QLD.
- Continuously improve the quality of our services.

When an incident occurs:

- We assess the support you need and provide it to ensure your safety, health, and wellbeing.
- We involve you, and any supporter or advocate you choose, in managing and resolving the incident.
- We use an open disclosure process to keep you informed.
- We investigate what happened, take action to prevent it happening again, and report to the appropriate authorities if required.
- If there are reasonable grounds to report the incident to police, this will happen within 24 hours.

Your rights:

- You will be kept informed throughout the process.
- You can access support from family, carers, or an independent advocate.
- We aim to resolve incidents openly and fairly, and to improve our services as a result.

St John QLD is committed to safety, transparency, and learning from every incident to make our services better for everyone. For further information, see our Incident Management Procedure on our website.

Reportable incidents:

Some incidents are considered reportable, meaning they must be formally reported to the relevant authorities. This includes Serious Incident Response Scheme (SIRS) for funded aged care services, any incidents involving vehicles that must be reported to the Queensland Department of Transport and Main Roads, and incidents that need to be notified to government funding bodies. Reporting these incidents helps ensure safety, accountability, and continuous improvement of the services we provide.

Serious Incident Response Scheme:

The Serious Incident Response Scheme (SIRS) is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care services. The SIRS sets out arrangements for providers of aged care to manage and take reasonable action to prevent incidents with a focus on the safety, health, wellbeing and quality of life of consumers. For more information see <https://www.agedcarequality.gov.au/sirs>.

Freedom from Harm, Abuse and Neglect

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. St John QLD treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement (if applicable). If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a St John QLD staff member.

St John QLD employs skilled staff who respect the rights of all people, are aware of current policies and legislation pertaining to abuse, neglect and will support people and their families, guardians, supporters and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff and volunteers undergo comprehensive criminal history screening and other mandatory checks prior to employment.

Elder Abuse

If you are experiencing elder abuse, or suspect that an older person is being abused, it is important to know that help is available. The Elder Abuse Helpline (9am-5pm Monday to Friday) is free to call and provides confidential advice for anyone experiencing elder abuse or who suspects someone they know may be experiencing elder abuse. The phone number is 1300 651 192. In an emergency phone the police on triple zero (000).

Advocacy

You have a right to use an advocate of your choice to negotiate on your behalf with St John QLD. This may be a family member, friend or advocacy service. If you wish to appoint an advocate let us know in writing the name of the person you wish to be your advocate. We can also arrange for an advocate to assist you with services delivered by us.

The Australian Government offers free, independent and confidential support through the National Aged Care Advocacy Program (NACP). This program is delivered by the Older Persons Advocacy Network (OPAN). For more information contact OPAN on 1800 700 600.

If you have a disability you can find an advocate through the National Disability Advocacy Program (NDAP). You can also request disability advocacy support through Disability Advocacy Pathways. For more information contact Pathways on 1800 130 582.

Sign language and interpreting services

The delivery of safe, high-quality services relies on effective communication. Where required to support your interactions with us, interpreters and translators will be made available.

Translating and Interpreting Service:	131 450
National Relay Service:	Voice Relay 1300 555 727
	TTY 133 677
	SMS relay 0423 677 767

National Sign Language Program

Older Australians aged over 65 (or over 50 for First Nations people) who are deaf, deafblind or hard of hearing, and are not eligible for the National Disability Insurance Scheme (NDIS) can access free sign language interpreting services through Deaf Connect.

The program includes free interpreting and captioning for interaction with Aged Care Services, medical appointments, and social and professional settings including; banking and attending weddings, funerals and cultural activities.

Contact Deaf Connect on 1300 773 803, email interpreting@deafconnect.org.au or visit <https://deafconnect.org.au/services/interpreting/free-sign-language-interpreting-for-deaf-seniors> for more information.

Carers

St John QLD acknowledges the vital role carers play in the community. The *Carers (Recognition) Act 2008* defines a carer as "an individual who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.".

Carer Gateway is an Australian Government program providing free services and support for Carers. If you care for a family member or friend with disability, a medical condition, mental illness, or who is frail due to age, then Carer Gateway can help you. For more information call Carer Gateway on 1800 422 737 or visit www.carergateway.gov.au.

Supported Decision Making

Under the Aged Care Act 2024, a registered supporter is someone you nominate to help you make or communicate decisions about your aged care. This could be a family member, friend, or carer that you have registered with My Aged Care. A registered supporter can attend meetings with you, help explain things and support you in discussing your needs. But they cannot make decisions for you - only you, or a legally appointed decision-maker (like a guardian or enduring power of attorney), can do that.

You don't have to nominate a registered supporter, but if you want to, it's easy to do through My Aged Care by calling 1800 200 422.

Child Safety

St John QLD is committed to the safety and wellbeing of children and young people and has a zero-tolerance approach to child abuse.

St John QLD recognises that it has a responsibility for ensuring a safe and supportive environment for children engaged with St John QLD services, activities or programs. St John QLD staff and volunteers

should always respect and foster the dignity and self-esteem of children and empower them to speak out when they are worried or feel unsafe. In turn, St John aims to foster a culture where all employees, volunteers and contractors can raise concerns about child safety.

TRANSPORT SERVICES

St John QLD understands that dependable and accessible transport is a great enabler to independence and good quality of life. We're here to make transport easy for you, no matter your circumstances. Whether you need to get to the doctors, go shopping, visit family and friends, or are heading out socially – we can get you there and back.

Our transport services are available in Brisbane North, Redcliffe Peninsula, Caboolture, Maryborough, Hervey Bay and Bundaberg.

St John QLD Transport is shared and door-to-door. The service operates on a “book in advance” basis and requires clients to be medically fit for transport by community transport drivers. You should discuss your individual transport needs with office staff.

Occasionally St John QLD may utilise vehicles, staff or other resources from partner organisations, such as taxi companies. St John QLD may also hire or broker vehicles to assist in the delivery of services.

How to make a booking

When making bookings please call us on 1300 785 646 – Community Services (option 1) then Bookings (option 1). Alternatively, you can call our direct line on 07 3632 9907, text your booking request to 0428 799 085 or email transportbookings@stjohnqld.com.au.

When making a booking please provide the following information:

- Your name and address;
- the date and time of your appointment;
- your destination, including the exact address and the time you need to be there;
- the requested return time;
- if you are travelling alone or with a carer;
- if there are any particular preferences relating to the transport service that St John QLD might be able to accommodate, such as specific pick-up or drop-off instructions;
- please remember that if you no longer require your booked transport, contact the office as soon as possible to cancel your trip. If you do not give 24 hours (1 business day) notice for a cancellation, you may be charged a cancellation fee for that booking.

Please call by 12pm the working day prior, when making a transport booking. We may be unable to take same day bookings.

Please note all bookings are subject to availability. We always do our best to accommodate each booking.

Cancellation policy

If you no longer need your transport, please contact St John QLD as soon as possible to avoid cancellation fees.

- Cancellations more than 24 hours prior to booked transport – no charge;
- Cancellations less than 24 hours – 50% of the fee

Guidelines

To ensure we continue to operate a high-quality service, please note the following:

- St John QLD Transport Services is a pre-booked, shared, door-to-door service - all bookings must be made in advance. We are not a taxi or limousine service;
- To help us better manage our schedule and ensure timely service for everyone, you will need to prioritise either a pick-up time or drop-off time when making a booking. Whichever option you prioritise will have an arrival window of approximately 12 minutes (e.g if you prioritise a 9:00am drop-off, the driver can arrive up to 12 minutes before this time, or up to 12 minutes after this time). The other time (pick-up or drop-off) will be arranged around this priority and may not be known until your trip is scheduled.
- If you are travelling to an appointment, it is important that you prioritise the drop-off time. This helps ensure you arrive at your destination on time.
- Please ensure you are ready to go when the driver arrives. Drivers are only able to wait for a limited time. Drivers may be directed to move on to their next client and your transport booking may be forfeited unless there are mitigating circumstances.
- Clients traveling for social/recreational reasons may be asked to amend their pick-up times, especially when we face difficulty resourcing all transport requests within a specified time period.
- When clients are traveling to the same location or locations in a similar area, we may pick up multiple clients in the same vehicle before delivering everyone to their destination.
- If travelling from a hospital, please wait in the hospital transit/discharge lounge for your St John QLD driver;
- All clients must be medically fit to travel. In the interests of safety, we reserve the right to refuse transport to people with certain medical conditions, or unless accompanied by a carer;
- You must be able to self-transfer in and out of the vehicle (if not a wheelchair accessible vehicle). Our drivers can offer a helping hand but are not able to assist with lifting;
- As there will be multiple clients in the same vehicle, please inform us if you will be bringing a mobility aid or your carer. Failure to notify us in advance may affect our ability to provide you with transport.
- We are unable to transport clients who have any infectious disease which may be passed onto the driver, other passengers or the wider community;
- Please let us know if you will be bringing your service/assistance animal or pet. Pets must be restrained in a suitable animal carrier. All animals are the responsibility of the client travelling with them and must remain with the client at all times. Please be aware that if your pet soils or damages the vehicle you may be subject to a cleaning fee;
- Whilst we try to accommodate all bookings, we may be unable to accommodate your requested booking for logistical reasons. Providing plenty of notice for your booking will help us provide transport for you.

- If you have a mobile phone, please carry it on you so we can contact you if there are any delays to your booking.
- All clients must wear a seatbelt when in the vehicle – this includes while the vehicle is moving or stationary (for example, when stopped at traffic lights), but not when parked. If you are unable to wear a seatbelt, you must carry a current seatbelt exemption certificate, and notify St John QLD of your exemption prior to travel.

St John QLD reserves the right to change or alter the guidelines at any time. All updates to service provision will be advised through the quarterly client newsletter and other regular communication channels.

Other St John QLD Transport Services

Group transport and social outings - St John QLD organises a variety of social outings for eligible clients each month. Our group social trips cater to clients who are mobile, have low care needs, and relish the opportunity to explore and engage in activities outside the usual routine. Upcoming social outings are published in our quarterly flyer.

Community groups are also able to use St John QLD for transport. St John QLD can also organise transport for your group's social outings or, meetings and activities. Please contact us for a quote.

TELEPHONE SERVICES

St John QLD Telephone Services provide vital telephone calls assisting community members, particularly older adults, people with a disability and their carers, to remain at home safely. St John QLD Telephone Services operate Queensland-wide. St John QLD provides 3 types of calls which are:

- Security calls - A daily phone call to check-in on your wellbeing. If you don't answer the call, St John QLD will initiate action to make sure you're ok. Available Monday-Friday, excluding public holidays;
- Community calls – Enjoy a friendly chat over the telephone with a like-minded companion and improve social connections;
- Respite calls – These can be made after your return home from hospital, or while family or friends are away.

Guidelines

To ensure we continue to operate a high-quality service, please note the following:

- If you receive Security calls and do not answer your phone at the agreed time, volunteer callers will advise the office and staff will begin an activation procedure. This involves contacting next of kin, doctors, hospitals and if necessary, emergency services. The last stage of an activation process is an emergency services welfare check, where they may gain access to your property using any means necessary;
- If you receive Friendship calls and miss 3 consecutive calls, volunteer callers will advise the office and staff may decide to begin an activation procedure (as above).
- Security calls are NOT available on weekends or public holidays;
- St John QLD Telephone Services is not able to provide any counselling or medical advice;
- Please answer your calls at the agreed time;

- St John QLD Telephone Services is unable to provide medication or appointment reminders;
- If you know you will be unable to take a call due to illness, hospital admission or holidays, please contact the office at your earliest possible convenience to prevent any activations from being made;
- Please call the office if you have any concerns about your volunteer caller or are unhappy with the service being provided;
- St John QLD Telephone Services is only part of a care and safety regime. St John QLD cannot guarantee a client's continued health, wellbeing and safety through this service;
- St John QLD cannot be held responsible for adverse events affecting the running of the Telephone Services such as power outages or telephone disconnections;
- Clients must have approval from their emergency contact(s) to provide that person's name and contact details to St John and for St John to deal with that personal information as necessary to provide the Telephone Service;
- If the client elects not to provide certain personal information or health information, or neglects to update information stored by St John QLD, this may impact on the ability of St John QLD to respond to a security activation;
- This is a telephone reassurance service. St John QLD does not encourage or condone clients meeting with their volunteer callers.

St John QLD reserves the right to change or alter the guidelines at any time. All updates to service provision will be advised through the quarterly client newsletter.

ACCOMPANIED ACTIVITIES

Social support is integral to maintaining health and wellbeing, and is associated with improved quality of life, increased self-esteem and increased levels of happiness. If you need help to stay socially connected to your community then we can help.

St John QLD accompanied activities are delivered by a team of caring professional support workers who are sensitive to your individual needs. Accompanied activities are flexible and let you stay connected to your community in a way that suits you. Accompanied activities are available in north Brisbane, Redcliffe Peninsula Caboolture, Maryborough, Hervey Bay and Bundaberg and include:

- Day to day outings - This service allows you to still physically access shops, markets, the post office or bank within your local suburb while having the support and assistance of a friendly St John QLD support worker.
- Health appointments - Assistance and support to attend health and medical appointments such as going to the doctor, therapies, the pharmacy, getting a blood test or getting vaccinations.
- Social outings - Support to help you attend social, recreational or leisure activities such as seeing a movie, attending a craft class, or going out for a coffee.

How to make a booking

When making a booking for accompanied activities or supported shopping please call us on 1300 785 646 and inform us of the following information:

- Your name and address;

- the date and time of when you'd like to go for your outing or shopping;
- the destination, including the exact address/es;
- the requested return time.

Cancellations

If you no longer need your accompanied activities, please contact St John QLD as soon as possible to avoid cancellation fees.

- Cancellations more than 24 hours prior to booked service – no charge;
- Cancellations less than 24 hours – 50% of the fee

On rare occasions, we may need to reschedule or cancel a support visit due to unforeseen staff shortages. If this happens, we'll telephone you as soon as possible prior to the booking, to let you know and will endeavour to arrange a new time for your accompanied activity.

Guidelines

- We are unable to transport and accompany clients who have any infectious disease which may be passed onto the support worker, driver, other clients or the wider community;
- Whilst we try to accommodate all bookings, we may be unable to accommodate your requested time for logistical reasons. Please provide at least 48 hour's notice for all accompanied activity bookings.
- Minimum booking time is for 2 hours.
- It is the responsibility of the client to make any payments for parking on the day. Support workers cannot enter paid parking or park in paid parking spots unless the client pays first.

HOME VISITING SERVICES

St John QLD understands that connection, social interaction and friendship are essential for wellbeing.

St John QLD home visiting services aims to improve social connections by building companionship and friendship. Community visits are carried out by St John QLD community volunteers who set aside time at least once a fortnight to pay a friendly visit to either the person's home or residential aged care facility. The visit may be spent having a friendly chat, working on a hobby together, spending time reading, listening to music or playing board games.

Guidelines

- Please note that community volunteer visitors are there for social purposes only and cannot engage in any care activities such as shopping, cleaning, personal care etc including but not limited to:
 - Provide personal or nursing care, including any manual handling or assistance to take medications;
 - Provide domestic assistance or undertake any home maintenance;
 - Get involved in personal or family affairs;
 - Get involved in any financial matters;
 - Engage in activities outside of St John QLD services.
- We request that you do not smoke when a member of our team is visiting your home;

- If you have a pet that isn't an assistance or service pet, we ask that you please ensure your pet is restrained or confined to another room while a St John QLD community volunteer is in your home;
- We are unable to visit clients who have any infectious disease which may be passed onto the community volunteer. If you are unwell we may be able to facilitate an alternative social support service for you such as community calls.

Cancellations

If you no longer need your home visits, please contact St John QLD as soon as possible to avoid cancellation fees.

- Cancellations more than 24 hours prior to booked service – no charge;
- Cancellations less than 24 hours – 50% of the fee

Please note, cancellation fees do not apply to clients receiving visits under the Aged Care Volunteer Visiting Scheme as this is a free service.

On rare occasions, we may need to reschedule or cancel a home visit due to unforeseen circumstances. If this happens, we will contact you as soon as possible to let you know and will endeavour to arrange a new time for your visit.

COLLECTION OF YOUR MY AGED CARE ID – CHSP CLIENTS ONLY

Privacy Notification - Collection of your My Aged Care ID

The information that we collect from you includes your personal information. Your personal information is protected by law, including by 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 deidentified 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 the compliance purpose. 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 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 use 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: <https://www.dss.gov.au/using-our-website/privacy-policy>.

AGED CARE STATEMENT OF RIGHTS

The Statement of Rights clearly identifies client rights when seeking or receiving aged care services. Under the Aged Care Act 2024, St John QLD are legally obliged to deliver services in line with these rights.

Independence, choice & control



Older people have the right to make their own choices - about their care, relationships, lifestyle and taking risks - with support if they want it.

Fair & equitable access



Older people have the right to have their needs assessed in a way that works for them, including having their cultural background, past trauma or cognitive conditions, such as dementia, respected.

Safe, quality care



Older people have the right to be treated with dignity and respect by experienced aged care workers who value the person's identity, culture, spirituality and diversity.

Privacy & confidentiality



Older people must have their privacy respected and their personal information kept confidential, and be in control of who this information is shared with.

Communication & complaints



Older people have the right to be informed in a way they understand and to raise concerns without fear of reprisal. Their feedback must be dealt with fairly and promptly.

Support & connections



Older people can stay connected to important people, pets and culture, including independent advocates. Aboriginal or Torres Strait Islander peoples can stay connected to Country and Island Home.



St John