



St John



Chatter Newsletter

March 2026

Public Holiday Closures:

Good Friday
Friday 3rd April

Easter Monday
Monday 6th April

Labour Day
Monday 4th May

Fraser Coast Show Holiday
Friday 22nd May
(no services in Fraser Coast region)

Bundaberg Show Holiday
Thurs 28th May
(no services in Bundaberg)

Ekka Show Holiday
Wednesday 12th August
(Brisbane office closed)

From the General Manager

As we head into Autumn, I'd like to take a moment to share a short update and thank all of our clients for your continued support.

As you know we recently moved to a new invoicing process for client payments. Changes like this are important to help us improve our systems and ensure we can continue delivering reliable services into the future. We understand that any new process can take a little time to settle in, and we truly appreciate your patience and understanding while we work through the early teething issues. Our team is committed to making the process as smooth and straightforward as possible.

We also recently conducted our client feedback survey. Thank you to everyone who took the time to respond as your input is incredibly valuable to us. It was also lovely to read all of the positive feedback and comments. Our next steps are to collate and analyse the data so we can identify key areas for improvement and develop a plan to continue strengthening our services.

With Easter just around the corner, it's also a lovely time of year to reconnect with family, friends and community. Whether you're enjoying a social outing, visiting loved ones, or simply taking some time to relax, we hope the Easter season brings you moments of warmth, connection and enjoyment. Thank you, as always, for being part of our community. We look forward to continuing to support you over the coming months and helping you stay connected to the people and places that matter most.

Opal Halliday
General Manager – Community Services

Reminder to clients when booking transport to an appointment:

When booking transport for an appointment, it's important to focus on the drop-off time rather than the pick-up time. This helps make sure you arrive at your destination on time and without unnecessary stress. For example, if your appointment is at 11:00am, we recommend setting your drop-off time for 10:45am. If your appointment is at a hospital, you may even want to allow a little extra time so you can comfortably find your way to the right department.

Transport Tips: Helping Your Trip Run Smoothly

Our transport team works hard behind the scenes to keep everyone moving safely and on time. A few simple reminders can help make each trip run as smoothly as possible.

Be ready to roll!

When your driver arrives, please be ready to go. Drivers can only wait for a short time before they need to continue on to their next client. This also includes medical appointments that run overtime, so please allow extra time when planning your booking. If your driver needs to move on and your booking is forfeited, you will need to arrange your own way home.

Keep your phone handy

If you have a mobile phone, please carry it with you on the day of your trip. This helps us contact you quickly if there are any unexpected delays.

Book ahead

All transport bookings should be made by 12pm on the business day prior to your trip. This allows our team time to schedule trips and ensure everyone gets where they need to go. Bookings can be made up to 3 months in advance.

Changes to bookings:

If you need to change an existing booking, please let us know by 12pm on the business day prior. After this time, we can't guarantee changes can be made, and unfortunately we're unable to facilitate same-day booking changes.

Finished early?

If your appointment or activity finishes earlier than expected, please only call our team if it is more than one hour before your booked return time. We can certainly let the driver know that you are ready early, but in most cases you will still need to wait until your originally booked return time as drivers will already be scheduled with other clients.

Need to cancel?

Plans change and that's okay — just let us know as soon as possible. Please note that cancellations made with less than 24 hours' notice will attract a 50% cancellation fee.

Thank you for helping us keep our transport service running smoothly for everyone!



Get Our Newsletter on Your Phone!

Great news! Our newsletter is now available via text message. If you have a mobile phone, you'll receive a text with a link to access the latest updates anytime, anywhere. You can zoom in and out for easy reading. Prefer a paper copy? No problem—our vehicles have a paper version on board that you can read during your ride.

Important notice about invoices

If you are paying your invoice by Bank Transfer (online/internet banking) or depositing payments in person at a Bank Branch, it is important to include either your Invoice Number, Customer ID, or Full Name with your payment.

By including this information it helps us to identify your payment quickly, correctly apply it to your account, and avoids and delays or confusion.

Without a reference or name, we cannot verify who the is from and will be unable to apply it to your account.

Where can I find my reference number on my invoice?

- Invoice Number – top left-hand side of your invoice or
- Customer ID Number – top left-hand side of your invoice or
- our Full Name – First Name and Surname

If you are unsure which option to use, or if you do not know your reference number, please contact the finance team before making your payment, and we will be happy to guide you step by step.

Phone: 1300 785 646 (Option 4)

**Email: accountsreceivable@stjohnqld.com.au
Office Hours: 8am to 5pm (Monday to Friday)**

Speaking Up in Aged Care: Whistleblower Protections

Did you know the new Aged Care Act 2024 includes stronger protections for people who speak up about concerns or wrongdoing in aged care services? These are known as whistleblower protections. A whistleblower is someone who reports information about conduct they believe may breach aged care laws or standards.

These protections are designed to help create a safer and more transparent aged care system by encouraging people to raise concerns without fear of negative consequences. Anyone can make a disclosure, including clients, family members, volunteers, workers or members of the community.

If someone reports a concern about aged care services, the law protects them in several ways. This includes protection from punishment, unfair treatment, threats or victimisation. People can also choose to remain anonymous, and their identity must be kept confidential except in limited circumstances.

Disclosures can be made to a number of authorised people or organisations, including an aged care provider, an aged care worker, the Department of Health and Aged Care, the Aged Care Quality and Safety Commission, a police officer, or an independent aged care advocate.

Whistleblower protections play an important role in improving aged care by helping identify issues early and ensuring services remain safe, respectful and accountable. If you ever have concerns about aged care services, speaking up can help protect the wellbeing and rights of older Australians.

For more information about St John QLD's Whistleblower procedure, please see the Client Handbook on our website.

<https://www.stjohnqld.com.au/community-services-resources>.

Did You Know About Our Accompanied Activities Service?

Our Accompanied Activities service is a wonderful way to get out and about with the support of a friendly, first aid trained support worker. Whether it's visiting a café, attending a class, exploring a local attraction or simply enjoying a day out, our team is there to provide one-on-one support so you can take part in the activities you enjoy.

For complete peace of mind, transport is included, with pick-up from your home and drop-off again at the end of your outing.

Recently, one of our lovely clients told us she had always wanted to visit Mt Tamborine. We were delighted to help make it happen! A support worker accompanied her for the day where they explored the Mt Tamborine Botanic Gardens and even took in the views along the Tamborine Mountain Skywalk. It was a fantastic day out and a great example of how this service can help clients enjoy meaningful experiences in the community.

Our Accompanied Activities service is available through the Commonwealth Home Support Programme (CHSP) with a referral through My Aged Care, through Support at Home, or you can choose to access the service as a self-funded client.

If you've been thinking about a special outing or simply want some company while getting out and about, our Accompanied Activities service could be the perfect option.



Community Connections Transport

Have you seen our Community Connections Transport booklets? Find them in our vehicles or join our email list.

Inside you'll find:

- Group transport to events
- Shopping Centre trips
- Team member spotlights
- And much more!

Contact us today on 1300 785 646 to find out more.


Photo Gallery



Readers Special:

Save \$5!

Get our Patch & Go Kit for just \$20 (RRP \$25).

 **Shop at:** <https://shop.stjohn.org.au/>
or call 1300 785 646.



Contact Us

The only number you need to contact us on is **1300 785 646**.

Select Option 1 for Community Services then listen carefully to the sub-menu options that best suit the reason for your call.

OPTION 1:

Bookings

OPTION 2:

New Registrations

 **1300 785 646**

 **St John**