



St John



Chatter Newsletter

June 2026

From the General Manager

As we move further into the year, I'd like to take a moment to reflect on some of the wonderful things happening across our Community Services programs.

In May, we celebrated National Volunteer Week, providing us with the perfect opportunity to recognise and thank our incredible volunteers. Whether they are visiting clients through our Aged Care Volunteer Visitors Scheme, driving clients to appointments, supporting our social trips, assisting in the office, or providing phone support, our volunteers make a genuine difference every single day. Their generosity, kindness and commitment help reduce social isolation and create meaningful connections throughout our community. To each and every one of our volunteers, thank you. We simply couldn't do what we do without you.

I'm also delighted to share that we have been successful in securing funding for another five years under the Aged Care Volunteer Visitors Scheme. This is fantastic news for our organisation and, most importantly, for the many clients who benefit from the companionship, friendship and connection that our volunteer visitors provide. We look forward to continuing this valuable program.

Our Social Trips program has also been thriving, with clients enjoying a wonderful range of outings across our regions. From scenic drives and delicious lunches to performances, museums, shopping trips and special events, it's been wonderful to see so many smiling faces. These outings are about much more than simply getting out for the day—they provide opportunities to make new friends, reconnect with others, build confidence and create lasting memories. Seeing the joy, laughter and friendships that develop on these trips is a wonderful reminder of the positive impact that staying socially connected has on our wellbeing.

Thank you for being part of our community. We look forward to sharing many more experiences with you throughout the rest of the year.

Opal Halliday
General Manager – Community Services

Public Holiday Closures:

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

Shared Smiles: A Successful Pilot

St John Queensland was delighted to launch the Shared Smiles pilot program, bringing together seniors and young children for a series of heartwarming intergenerational visits.

Over five visits, six St John clients spent time with around 20 kindergarten-aged children each fortnight, sharing stories, playing games, getting creative with arts and crafts, and simply enjoying each other's company. What began as a new initiative quickly grew into something truly special, with friendships, laughter and meaningful connections forming along the way.



The feedback from clients, parents and centre staff has been overwhelmingly positive, with participants of all ages looking forward to each visit.

Client Tony reflected on his experience, saying, “I really surprised myself. I didn’t know what to expect, but this was so much more than anything I thought it might be. It has been wonderful.”

Denise also spoke about the impact of the program, saying, “The program has been wonderful. Just to make a small difference to the children’s day brings a smile to everyone’s face.”

For Maureen, the experience was equally rewarding. “I really appreciate the opportunity to give something back, but they have given me so much more,” she said.

Shared Smiles has highlighted the incredible value of bringing generations together, creating benefits not only for the children but also for the seniors who participated.

As the pilot concludes, St John Queensland will review the program and explore funding opportunities to continue and expand Shared Smiles to more communities and more clients in the future.

If this sounds like something you would enjoy, keep an eye on future client communications. We hope to offer more opportunities for clients to get involved and experience the joy of Shared Smiles for themselves.



1300 785 646



St John

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.

Making a booking!

Bookings can be made by calling us on **07 3632 9907**, texting your booking details to **0428 799 085** or emailing your booking details to **transportbookings@stjohnqld.com.au**. Bookings must be made by 12pm the business day prior. When making a booking be sure to let us know:

- Your pick up location and exact destination
- Your appointment time (if applicable) and what time you need to be at your destination (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.)
- If a carer is travelling with you
- If you are bringing a mobility aid and what type
- If you require a return trip, the time you will be ready to return home

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.

Be respectful

Our drivers and staff are trying to help as many people as possible to access their community. We ask you to respect our drivers, volunteers, staff and other passengers. Rude or aggressive behaviour will be reported and may lead to termination of services.

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

Be ready to roll!

When your driver arrives, please be ready to go. We ask that you're ready 45 minutes to 1 hour prior to your requested drop off time. 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. If it's less than an hour before your scheduled 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.



St John

Important notice about invoices

If you are paying your invoice by Bank Transfer (online/internet banking/phone 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
- Your 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.

We also please ask to not send cash through the post to pay for your invoice as this poses a risk.

Did you know you can also pay your invoice by credit card online?

If you receive your invoice by email then open the invoice and click on the Yellow box at the bottom that says 'PayPal'. This will open a new window in a browser. Enter in the amount you wish to pay and your Invoice Number. On the right hand side click on the button that says 'Debit or Credit Card'. You will then be prompted to enter your card details.

Phone: 1300 785 646 (Option 4)

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

The Importance of Speaking Up and Raising Concerns

Everyone has the right to feel safe, respected, and heard. Speaking up when something doesn't seem right is an important part of ensuring quality aged care services and protecting the rights of older people.

Raising a concern doesn't have to mean making a formal complaint. It can be as simple as asking a question, sharing feedback, or letting someone know that a service isn't meeting your needs or expectations. By speaking up, you help service providers understand what is working well and where improvements can be made.

The Aged Care Act recognises the importance of older people having a voice in the services they receive. The Aged Care Statement of Rights reinforces this by stating that every person receiving aged care has the right to:

- Be treated with dignity and respect.
- Have their identity, culture and diversity valued.
- Make decisions about their own care and services.
- Raise concerns and complaints without fear of reprisal or negative consequences.
- Have concerns dealt with fairly and promptly.

Creating a culture where people feel comfortable speaking up benefits everyone. Feedback and complaints provide valuable opportunities to improve services, strengthen relationships, and ensure care remains focused on the needs and preferences of older people.

If something doesn't feel right, or if you have an idea that could improve a service, we encourage you to speak with a staff member. Your voice matters, and your feedback helps us provide the best possible care and support.



1300 785 646



St John

What is Community Transport?

Community Transport is about helping people stay connected to the things that matter most in their lives. Whether it's attending medical appointments, going shopping, visiting friends, participating in social activities, or accessing essential services, community transport helps people remain active and engaged in their community.

Because community transport services are designed to assist as many people as possible, trips are often shared with other passengers travelling in the same direction. This means pick-up and drop-off times may be flexible, and journeys may take a little longer than a private transport service. By sharing vehicles and coordinating trips, community transport can support more people who need assistance getting around.

Community transport is about more than just providing a ride. Drivers and transport staff can assist by:

- Meeting you at your front door to pick you up
- Helping you get in and out of the vehicle if needed
- Walking you to the door of the hospital, clinic or venue
- Carrying your shopping bags
- Assisting with loading and unloading mobility aids and personal belongings
- Taking you safely to your front door when you return home

While community transport provides a supportive door-to-door service, it is important to remember that it is a shared service designed to help as many people as possible access their community.

If you require a more personalised, one-on-one service, you may like to explore our Accompanied Activities service. Unlike community transport, Accompanied Activities are provided individually, with a dedicated staff member supporting you throughout the entire outing. Your support worker can stay with you for the duration of your appointment, shopping trip, social activity, or other community visit, providing assistance and companionship every step of the way.

At its heart, community transport is a service built around care, support, and inclusion—helping people maintain their independence and continue participating in the community they call home.



Celebrating National Volunteer Week

National Volunteer Week was held from 18-24 May and is an opportunity to recognise and thank the incredible volunteers who generously give their time, skills and compassion to support our community.

Within our Community Services programs, volunteers play a vital role in helping us deliver services and create meaningful connections for our clients. We are fortunate to have volunteers assisting in a wide range of roles, including volunteer drivers who help people access appointments and community activities, volunteer visitors who provide companionship through our Aged Care Volunteer Visitors Scheme, social trip volunteers who support clients on outings, office and administration volunteers who assist behind the scenes, and phone service volunteers who provide friendship and security calls.

Our volunteers make a real difference every day. Their dedication, kindness and willingness to help enable us to support more people in our community and enhance the wellbeing of those we serve. To all our volunteers, thank you for your valuable contribution. Your generosity of spirit and commitment to helping others is truly appreciated.



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**



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