

TransitCare

Connecting people to their communities

TransitCare Information

**COMMUNITY TRANSPORT
GROUP TRAVEL
SOCIAL SUPPORT**



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WELCOME TO TRANSITCARE

At TransitCare, we understand that you may prefer to live independently, surrounded by friendly faces, local shops and a familiar environment. We also know that there may be a time that you are no longer able to drive, and that relying on family and friends to get around can be difficult.

People often ask if they can travel with us even if they still have their own car and drive around their local area. The answer is YES! Even if you feel confident driving yourself locally, you can still use the services of TransitCare to travel further afield. We are here to support your independence and to help you stay connected to your community. We will ensure that you can continue to visit your family and friends, get to your appointments and keep up with your social activities.

As a not-for-profit organisation, we provide a range of services to assist older adults, people with disabilities and those who have difficulty getting around. These include community transport, social support programmes (Brisbane South, Logan City, Gold Coast and Townsville) and group travel (Brisbane South, Logan and Redland Cities and Gold Coast).

Our fleet of Community Flyers including cars, wheelchair accessible vehicles and buses, travel throughout Brisbane South, Logan City, Redlands City, Ipswich, Scenic Rim, Townsville, Charters Towers, Ingham, Gold Coast, Cairns and surrounding areas. Our service is pre-booked, shared and door-to-door.

There are some suburbs in Brisbane outside of our service parameters. These include suburbs just north of the Brisbane River (Eg Toowong, St Lucia, Taringa, Spring Hill, Newstead, Bowen Hills) and all suburbs on the Northside of Brisbane. We may transport to hospitals in some of these locations on a case by case basis.

Inside your welcome pack is a card that gives you instructions about how to make a booking. We ask that you put this card near your phone so that you have all of the information readily available when you phone to make your booking.

CONTACT US

Phone: 3422 7900

Email: intake@transitcare.com.au

Website: www.transitcare.com.au

TransitCare Ltd is supported by the Commonwealth government through the Department of Health and Aged Care and the State government through the Department of Families, Seniors, Disability Services and Child Safety.



BOOKING AND CANCELLING TRANSPORT

Bookings

Phone TransitCare on 3422 7900. Our team members are available to take your calls between 7.00 am and 6.00 pm. Please allow us as much notice as possible when booking your trip. Bookings can be taken up until 10.00 am on the business day before you travel. For non-urgent matters, please call the Contact Centre between 11.00 am and 2.00 pm (this is outside of our peak times). If you are registered, you can email your bookings to bookings@transitcare.com.au

Please have ready:

- Your full name;
- Address;
- Day, date, time and destination you are travelling to;
- Whether you are travelling with a carer/others;
- Whether you are using a mobility device (wheelchair or wheelie walker).

If you call us for “on the day” bookings or other urgent matters, please listen to the recording for the urgent option and follow the prompts.

Cancellations

If you need to cancel your transport out of business hours we have a voice message facility available from 3422 7900 after 6.00 pm.

Please leave the following information:

- Your full name;
- Date of travel to be cancelled;
- The booked pick up address;
- The booked destination;
- Whether cancellation applies to both legs of the trip or only one.

Please let us know as soon as possible if you need to cancel as fees may apply.

Messages

When phoning the Contact Centre, if you prefer to leave a message, listen for the option and follow the prompts. Please note that we operate Monday to Friday from 7.00 am to 6.00 pm. Messages left over the weekend will not be listened to until Monday morning.

TRANSITCARE SERVICES AND LOCATIONS

Brisbane South, Redland and Logan Cities

TransitCare, formerly Logan and Albert North Disability Services (LANDS) was initially formed in 1993 by the late Ann Langley to provide much needed transport for special needs patients accessing medical services in Brisbane. From these humble beginnings, we have grown into the largest community transport provider in the country.

Mail: PO Box 981, Marsden QLD 4132

Office hours: Monday to Friday 7.00 am to 6.00 pm (excluding public holidays)

Phone: 3422 7900

Transport: Monday to Friday between 7.00 am and 5.00 pm.

In South East Queensland we offer four core services which include:

- **Community Transport**

Transport is available for a variety of purposes and can be used for shopping (a limit of four large canvas bags) and banking, social outings and visits, medical and health-related appointments and set destinations outside of local areas. We are not a hospital discharge or emergency transport service. However, we can take you to hospital for your general health needs, including outpatient appointments, GP and specialist visits and x-rays, to name a few.

Our service is pre-booked, shared and door-to-door. We are not an on demand (taxi) service. Where we face difficulty resourcing all transport requests in a specific time period, priority will be given to medical appointments. Clients travelling for social reasons may be asked to amend a pick up time.

A carer is welcome to accompany you but must travel with you from your address and may travel at half of your fare, unless you are on a Home Care Package or NDIS.

Special transport needs will be discussed at the time of your booking. You can make return or one-way trips but you must advise the operator if it is a one-way trip. Please note that trips over 20 kilometres are normally only arranged for medical purposes.

- **Social Support**

TransitCare Community Hub is a friendly and entertaining programme running four days a week and is scheduled around an exciting calendar of group-based activities. You will enjoy art, craft, music, entertainment, brain training, trivia and meet like-minded people as you learn new skills. We provide transport to and from our centre and morning tea and lunch are provided.

Our weekly bus trips include outings to a variety of local destinations. These might include drives in the country, a trip to the beach for fish and chips, or lunch and entertainment at a club. The costs are dependent on the distance travelled and cover

the cost of transport and morning tea. The cost of lunch is the responsibility of the client. While a lunch venue is always included, clients are welcome to bring their own.

- **Group Travel**

Clients enjoy a variety of group travel adventures. These include Community Flyer Adventures (for all clients over 65) to interesting and beautiful locations, Men on the Move (our men's group), Women who Wander (our women's group) and Fun on the Run for Seniors (our retirement village and social club travel group).

Townsville, Charters Towers, Ingham

Mail: PO Box 1938, Aitkenvale, QLD, 4814

Office hours: Monday to Friday 7.30 am to 5.00 pm (excluding public holidays)
We travel within the Townsville region and to Ingham and Charters Towers.

Phone: 4774 5497

Transport: **Townsville** Monday to Saturday between 5.30 am and 9.30 pm, including all public holidays excluding Christmas Day and Good Friday. (Earlier, by request, for medical appointments).

Ingham and Charters Towers Monday to Friday between 6.00 am and 5.30 pm.

We offer the following services:

- **Community Transport**

We travel within the local Townsville region and to Charters Towers, Ingham and Ayr. Fares are based on the destination to which you are travelling.

- **Social Support Activities**

Social support services are organised for our clients to enhance their wellbeing. We host two hourly lunches from 11.30 am to 1.30 pm on the first Monday of each month with bookings required one week in advance. Clients pay for their own meal or refreshments on the day and are invoiced for the cost of transport on a monthly basis.

We hold a weekly drop-in centre activity afternoon every Thursday afternoon between 1.30 pm and 3.30 pm at the Riverside Gardens Community Centre. Light refreshments are provided. There is a nominal fee plus the cost of transport to and from the venue.

Cairns

Mail: PO Box 981, Marsden QLD 4132

Office hours: Monday to Friday 7.30 am to 5.00 pm (excluding public holidays)

Phone: 3422 7900

Transport: Monday to Saturday between 7.00 am and 8.30 pm.

- **Community Transport**

Our community transport service in Cairns extends from Gordonvale in the south to Palm Cove in the north.

Gold Coast

Mail: PO Box 981, Marsden QLD 4870

Office Hours: 6.00 am – 4.00 pm

Phone: 3422 7900

Transport: 7.00am to 5.00pm

We offer the following services:

- **Community Transport**

Our vehicles provide a pre-booked and door-to-door service, servicing all suburbs across the Gold Coast, taking you to hospital, medical and allied health appointments, shopping, social and recreational outing and to visit family and friend

- **Social Support**

Our Social Support programme is for people who feel socially isolated and enjoy some time away from home in the company of new friends. We offer small group travel in our bus with outings to different locations around the Gold Coast and South East Queensland.

- **Residential Aged Care**

We work with RAC providers to support residents to ensure they can attend their hospital, medical and allied health appointments. Transport for other activities can be arranged (eg shopping or returning home overnight to stay with family). Transport must be approved by the RAC facility.

FUNDING

Our service is subsidised by the Commonwealth Government through My Aged Care for clients over 65 and the Queensland Government under Community Transport for clients under the age of 65, which aims to ensure a fair and equitable approach to user charging.

Transport Costs

There is a client contribution cost involved which varies depending on the distance travelled.

The client contribution is:

| Distance | Cost per trip |
|-------------|---------------|
| 0-10.99kms | \$10.00 |
| 11-20.99kms | \$18.00* |
| 21-30.99kms | \$26.00 |
| 31-40.99kms | \$50.00 |
| 41-50.99kms | \$66.00 |
| 51kms+ | Negotiable |

*Social trips are restricted to 20km. We also request that local GP/Health visits are within 20kms. Please speak to our Contact Centre team for any exceptions.

Prices are subject to change. Cancellation fees may apply. If you have any queries, call our Contact Centre on 3422 7900.

NDIS

As an accredited NDIS provider we can help you get to your destination safely and efficiently. You are eligible for our services if you have a permanent significant disability and qualify under the National Disability Insurance Scheme (NDIS).

Fees for these services are based on a cost per kilometre that is set within your service agreement and charged after the service has been completed.

Home Care Packages

Fees for these services are based on a cost per kilometre that is set within your Home Care agreement and charged after the service has been completed.

Payments

TransitCare accepts the following payment methods; direct debit, credit card, electronic funds transfer, cheque/money order.

EFTPOS payments on the day is a payment option for the Gold Coast only.



RELEVANT POLICIES AND OPERATIONAL PROCEDURES

“No Entry” Policy

TransitCare staff members are not permitted to enter a client’s home, **except under the following circumstances:**

- to deliver groceries to your front door;
- when it is obvious the person inside maybe in physical danger;
- when a client is in obvious need of routine assistance because of injury or a disability. This may occur only after provision of written authority to enter, which details the exact circumstances for entry and the activities to be undertaken. e.g. where the goods are to be delivered into the home.

Please have any mobility aids at your entry door ready for pick up. On return to your home, our team will put these items immediately inside your entry door.

TransitCare staff members are not permitted to lock or unlock premises, except when a client has an injury or a condition that prevents them from doing so, and a written authority has been provided.

If you need any further information about Authority to Enter, please contact TransitCare on 3422 7900.

Privacy and Confidentiality

Our Privacy and Confidentiality Policies and Procedures apply to all TransitCare team members and any person who obtains information through the activities of the organisation. We believe it is important to protect your privacy and properly store information at all times. If you would like further information please select option 4 at the menu when you next call through.

Confidential information includes but is not limited to:

- names, addresses and phone numbers
- disabilities or special needs
- health conditions
- behavioural conditions
- occupations or lifestyles
- financial dealings or status
- acquaintances or friends
- religion or cultural background
- team member personal details
- disciplinary, appraisal or grievance procedures against team members

In the interests of the safety of both our clients and drivers, all vehicles have been fitted with in-vehicle cameras. The footage from these cameras will not be stored unless there is a specific report of a complaint, concern or incident. Any such storage will be maintained under our Privacy and Confidentiality Policies and Procedures.

Your Information

We will only hold information about you to provide an effective service and ensure your safety and any information required by our funding body for statistical purposes. Please ensure the information we have about you is relevant and up-to-date.

We will not share information about you with another agency without your permission, or that of your legal guardian or advocate, except where your direct safety is compromised, or under common law. Information about you will not be discussed with any person in the workplace, except in relation to ensuring your safety and comfortable use of our services or organisational incident/accident reporting requirements.

You have the right to read any personal information we keep about you. You can refer requests to access files to our Contact Centre, who will ensure that assistance is provided for you to access information on your file within 28 days. A staff member can be made available upon request to explain any terminology to you.

Information about you will be stored in a secure location, which is kept locked when the office is unattended, or in a secure computer database and this information is only accessible to authorised team members.

Data Collection for Statistical Purposes

Some funding bodies may require client data collection for statistical purposes. In this case you will need to verbally authorise an information release, stipulating what the information is to be used for and the departments or agencies it is to be released to.

Please note that you have the right to withhold part, or all of this information for privacy reasons. In this case the particular information, such as your date of birth, or all of the information on you will be excluded from collection.

Car Travel

If you have a mobile phone, please take it with you when you travel. If there is any delay in service we may contact you on it. Changes to your transport requirements cannot be made when you are in the vehicle.

Front Seat Only Car Travel

A number of our clients prefer travelling in the front seat of our cars. We only have 32 cars in our fleet and those front seats need to be available for people with physical disability which prevents them sitting anywhere else. All other clients are therefore asked to sit in the back to leave the front seats available for those with these impairments. Clients who have a physical disability requiring front seat travel must have their Doctor complete a medical declaration form. Forms are available from the Contact Centre.

Wearing a Seatbelt is the Law

All passengers in a vehicle must wear a seatbelt when the vehicle is moving or stationary (e.g. when stopped at traffic lights). When travelling with TransitCare, you will be required to wear your seatbelt to travel unless you have on your person, a seatbelt exemption certificate. See your GP if you require a seatbelt exemption.

Rights and Responsibilities

Your Rights

As a service user, you have rights that you should be aware of:

- you, and with your permission, your carer, have access to all information about you held by TransitCare;
- where applicable, the rights of your guardian or advocate will be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements;
- you, and with your permission, your carer, will be made aware of all the service options available and any associated charges;
- services will be provided in a safe manner which respects your independence, is responsive to your social, cultural and physical needs and the needs of your carer;
- your access to services should be decided only on the basis of need and the capacity of the service to meet that need;
- you have the right to refuse a service and refusal will not prejudice your future access to services;
- you have the right to complain about the service you are receiving without fear of retribution;
- complaints by you will be dealt with fairly, promptly and without retribution - you may involve an advocate of your choice to represent your interests;
- you have the right to have your views taken into account in the planning and evaluation of the service;
- your right to dignity, privacy and confidentiality will be respected.

Your Responsibilities

- you, or, if appropriate, your carer, should provide reasonable notice if service is not required;
- you must use seat belts and other vehicle safety devices, as directed by authorised team members;
- you should act in a way that respects the rights of other clients and team members;
- you should respect the confidentiality of information about other clients, or team members;
- you need to take responsibility for the results of any decisions you make;
- you are responsible for payment of the agreed fees. If you are experiencing financial hardship please call the office to discuss payment options;
- you need to advise in a timely manner any changes to NDIS individual service plans where applicable.

FURTHER INFORMATION

Service Delivery Changes

We will advise you of any proposed changes that may impact your access to our service, including:

- service fees and charges;
- service parameters;
- major shift in policy and procedure;
- changes to individual service plans.

Changes will be advised either through the TransitCare magazine, correspondence or verbally via staff communication or on-queue messages.

You are welcome to provide feedback on any changes actual or proposed via the Contact Centre or a written submission.

Complaints

TransitCare strongly encourages client feedback as a way of improving the quality of service delivery and all clients have the right to contribute. Feedback can be made either via a phone call or in writing and will be used to help identify opportunities for improvement. No client should feel that feedback will result in retribution or being removed from the service.

TransitCare will ensure that all client complaints are assessed, prioritised and properly investigated.

If the issue is not satisfactorily resolved, the issue should be raised in writing to the attention of the Operations Manager.

If the issue is still not satisfactorily resolved, it may be raised with the CEO or the Chair of the TransitCare board, in writing.

Written complaints can be emailed to intake@transitcare.com.au or mailed to:

PO Box 981, Marsden, QLD 4132

If after approaching the above people, the issue is still not resolved, you can refer the complaint to:

- the Queensland Ombudsman on 3005 7000 if under 65
- the Age Care Quality and Safeguard Commissioner on 1800 951 822
- NDIS Commission on 1800 035 544.

Please remember that it is your right to make a complaint. Service will not be withdrawn and you will not be made to feel uncomfortable because you have made a complaint.

Advocacy

You may appoint an advocate to act on your behalf at any time while accessing services from TransitCare. Your advocate may be a family member, friend, advocacy service or other service provider.

You may stipulate that an advocate can access information about your service delivery, negotiate service on your behalf, represent your opinions or point of view on service delivery and assist in any complaints process, depending on your wishes.

You can change your advocate at any time.

Review for Services

We will contact all clients periodically for a review of your services. This review enables us to offer you the best possible service to meet your needs.

TransitCare Magazine

Once you are registered, you will receive a copy of our Together Magazine every quarter. These magazines are important, as they let you know what is happening in the organisation, provide you with information on upcoming trips and inform you of any changes that may impact on your service.

Exclusion from Services

We will not exclude anyone from accessing TransitCare services on the grounds of gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, financial circumstances or the circumstances of their carer.

We reserve the right to refuse a service and or withdraw a service or activity from a client for the following reasons:

- you no longer meet the eligibility requirements;
- we do not have resources available to provide the service you need;
- where a client may pose a risk to the safety or wellbeing of other clients or team members;
- where there is a declining level of capacity to participate that may affect your safety or that of others and/or impair the ability of others in the programme to enjoy themselves.

ADDITIONAL HELP

A good first step is to discuss the issue with your family or friends. They may be able to provide help, at least for a short time. Your doctor will be able to help by reviewing your medical condition.

If you are worried about financial or emotional abuse or require other information or support, these contact numbers may assist you:

| | |
|------------------------------------|---------------------|
| 13 HEALTH | 13 43 25 84 |
| Lifeline 24 Hour help Line | 13 11 14 |
| The Elder Abuse Help Line | 1300 651 192 |
| My Aged Care | 1800 200 422 |
| Veterans Home Care Services | 1300 550 457 |



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TRANSITCARE LTD

PO Box 981

Marsden QLD 4132

Phone: 3422 7900

Fax: 07 3805 5475

Email: intake@transitcare.com.au

Web: www.transitcare.com.au



Acknowledgement of Country

TransitCare recognises Aboriginal and Torres Strait Islander Peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society. We pay our respects to Elders past, present and emerging.