



*Information about  
our Community Flyer  
Transport Service*

**Transit***Care*

**Community Flyer** 

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## **ABOUT US**

TransitCare is an innovative not-for-profit organisation dedicated to assisting our clients to remain active in the community and live independently in their own homes. We achieve this through the provision of shared pre-booked transport and social support programs for people with disabilities; and older members of our community. Our service areas are within Brisbane; Logan and Townsville and surrounds.

### **CONTACT US**

**Phone:** 1300 153 636

**Email:** [intake@transitcare.com.au](mailto:intake@transitcare.com.au)

**Website:** [www.transitcare.com.au](http://www.transitcare.com.au)

TransitCare Ltd is funded by the Commonwealth and Queensland governments.

Clients need to be registered with the Community Flyer before accessing transport. You can call the Community Flyer office to complete an "initial contact request", which will then be followed up by a full assessment.



## ***HOW DOES TRANSITCARE'S COMMUNITY FLYER SERVICE WORK?***

While transport is available for a variety of purposes, we do not put a priority on the reasons. You can use the Community Flyer for shopping and banking, social outings and visits, medical and health-related appointments and set destinations outside of local areas. Community Flyer is a pre-booked shared service 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. Members travelling for social reasons may be asked to amend a pick up time.

Transport is provided by:

- cars, buses
- volunteers using their own vehicles
- volunteers using a service vehicle
- wheelchair-accessible service vehicles
- taxis

Special transport needs will be discussed at the time of booking.

The Community Flyer is not a hospital discharge or emergency transport service but we can take you to the hospital for your general health needs, including:

- outpatient appointments
- doctor visits
- specialist visits
- X-rays

You can make return or one-way trips with the Community Flyer, but you must tell the operator if it is a one-way trip.

Carers can only be picked up for transport from the same address as the travelling client and each registered member is only allowed one carer at any given time.

There is a limit of four large canvas bags when using the Community Flyer for shopping.

Inside your 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 it makes it easier for you to book with Community Flyer.



## **HOW MUCH DOES IT COST?**

Our service is subsidised by the Commonwealth Government for clients over 65. Under this funding it is required that all clients having the capacity to pay are to be charged fees and the revenue is used to enhance and/or expand our services. There is a cost involved which varies depending on the distance travelled. Carers travel with the client at half the fare of the client unless the passenger is on a Home Care Package. Trips over 20kms are normally only for medical purposes.

### **NDIS SERVICES**

Community Flyer is registered to provide supports for NDIS Participants to support the independence and social and economic participation of people with disability, and enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

Fees for these services are based on a cost per kilometre that is set within the Individual's personal plan and charged after the service has been completed.

## CANCELATIONS

If you need to cancel your transport out of business hours we have a voice message facility available from the usual number after 5pm. Please leave the following information:

- Your 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 cancellation fees may apply.

## OUR “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 and then only after provision of written authority to enter, which details exactly the 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 or suitcases 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 has been provided a written authority.

If you need any further information about Authority to Enter, please contact TransitCare on 1300 153 636.

## **TRANSITCARE - COMMUNITY FLYER BRISBANE SOUTH AND LOGAN**

TransitCare, Formerly Logan and Albert North Disability Services (LANDS) was initially formed in 1993 by Ann Langley to provide much needed transport for special needs patients accessing medical services in Brisbane as no alternative was available. For the ensuing years TransitCare has been providing transport solutions for people with disability; disadvantaged, frail and elderly members of the communities in which we serve, it has grown to be one of the largest Community Transport providers in the country.

**Address:** First Floor, 628 Kingston Road Loganlea QLD 4131

**Mail:** PO Box 981, Marsden QLD 4132

**Opening hours:** Monday to Friday 7.30am to 5pm (excluding public holidays)

### **FUNDING ARRANGEMENT**

TransitCare Ltd is supported by the Department of Social Services and the Department of Communities, Child Safety and Disability Services.

### **SERVICES AND OPERATIONS**

Transport is available between 7am and 5pm, Monday to Friday. Other hours may be available depending on the availability of resources.

### **SOCIAL SUPPORT**

The Social Support Program provides assistance in a range of services. These include friendly home visits, social functions, day trips; Tai Chi; Art & Craft ; Music and Trivia and helping with referrals to other services when needed.

### **LUNCH DATES**

Lunch dates are dedicated to short outings for lunch at a selection of restaurants. The transport fare is included in the cost of the outing, but the cost of lunch is the client's responsibility.

### **BUS TRIPS, FUNCTIONS AND OUTINGS**

Our weekly bus trips include outings to a variety of destinations. These might include drives in the country, a trip to the beach for fish and chips, mystery tours 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.

## COMMUNITY FLYER ADVENTURES

To accommodate clients who would like to participate in outings further afield, TransitCare offers the Community Flyer Adventure Trips twice monthly. Details available from the Contact Centre on request.



## **TOTTS - COMMUNITY FLYER TOWNSVILLE**

**TOWNSVILLE & THURINGOWA TRANSPORT SOLUTIONS INC** was a small, Townsville based charity. It began in 2005 with a single car, a dozen members and a handful of drivers. Over the organisation's lifespan we have grown our fleet both busses and cars, employed our first paid staff members and entered into a formal management arrangement with TransitCare Limited to deliver a professional, reliable service.

### **MEMBERSHIP COST**

TOTTS has a voluntary membership fee of \$25.00 (incl. GST) per person, per calendar year. You do not need to be a member to use the TOTTS Community Flyer.

Your membership helps to fund our organization and assists us in providing you with the best possible service. It also entitles you to vote at the Annual General Meeting.

We can take you within the local Townsville region and beyond. Quotes will be provided on application.

Fares are based on the destination to which you are travelling.



## **SOCIAL SUPPORT ACTIVITIES**

Townsville Community Flyer is not just about transport. We offer other social services for our members to enhance their wellbeing, including a drop-in centre, barbecues and social outings.

Our goal is to get socially isolated people out from behind four walls and bring them back into the community.

## **MONTHLY THEMED LUNCHEONS**

The TOTTs Community Flyer hosts a themed luncheon on the last Monday of each month. Bookings are required one week in advance. The event runs for two hours from noon to 2pm. There is a nominal fee plus the cost of your transport to and from the event.

## **WEEKLY DROP-IN ACTIVITIES**

The TOTTs Community Flyer holds a weekly drop-in centre activity afternoon every Thursday. The activities are run between 1.30pm and 3.30pm at the Riverside Gardens Community Centre and light refreshments are provided. There is a nominal fee plus the cost of your transport to and from the venue.



## PRIVACY & CONFIDENTIALITY

The TransitCare Privacy and Confidentiality Policies and Procedures apply to all Community flyer 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 more information please select option 5 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 members and drivers, all vehicles have been fitted with in-vehicle cameras. The footage from the cameras will not be stored unless there is a specific report of a complaint; concern or incident. Any such storage will be maintained under the organisations 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 Client Services Manager, 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.

## **YOUR RIGHTS**

As a service user, you also 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

## ***SERVICE DELIVERY CHANGES***

We will advise you of any proposed changes that may impact on your access to 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 Community Flyer newsletter, 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 our service. All clients have the right to provide feedback to help in improving the quality of service delivery.

Feedback can be made either via a phone call or in writing. No client should feel that feedback will result in retribution or being removed from the service. Feedback will be used to help identify opportunities for improvement.

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

If the issue is not satisfactorily resolved you should raise the issue in writing to the attention of the Manager People and Quality.

If the issue is still not satisfactorily resolved, you can raise the issue with the CEO or the organisation's Chair, in writing.

Written complaints can be emailed to [intake@transitcare.com.au](mailto:intake@transitcare.com.au) or sent 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 1800 068 908 if under 65 or
- The Age Care Complaints Commissioner on 1800 550 552 if 65 or over

**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.

## **NEWSLETTERS**

Once you are registered, you will receive a newsletter approximately every three months. These newsletters are important, as they let you know what is happening in the organisation and inform you of any changes that may impact on your service.

## **EXCLUSION FROM SERVICES**

We will not exclude anyone from accessing the service 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 program 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:

1300 HEALTH.....	1300 432 584
Lifeline 24 hour help .....	13 11 14
The Elder Abuse Protection Help Line .....	1300 651 192
My Aged Care.....	1800 200 422
Veterans Home Care Services .....	1300 550 450

# TransitCare

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