

## BOOKING PROCEDURES



When making a booking please ensure you call 2 WORKING DAYS prior to your appointment before 3pm and that you have all the correct booking details, including destination point, forward and return times, and correct dates.

It is important to confirm your booking between 3pm and 5pm, the working day before your booking, so we can ensure that we have the correct destination, and pick up times. (Please note: pick up times are not exact, your pick up could be 15 minutes either side of the given time).

Please Note: The drivers only have change of \$20, so if you can have close to the exact change for your trip it would be much appreciated.

## Memberships 2010

### THIS IS A VOLUNTARY CONTRIBUTION

LANDS Transport Options has changed the membership year from a financial year to a calendar year membership. All clients who have paid their membership will have the expiry date extended to the end of December 2010. For all other clients, memberships become renewable on the 01/01/2010. We would appreciate your early payment. As you may, or may not be aware, your memberships help to fund your organisation, and assist us in providing you with the best service possible.

Your membership to the organisation also entitles you to vote at the Annual General Meeting, and enables LANDS to invite you to client forums, which helps shape the direction of Transport services for the future.

Once again, despite rising costs, we have managed to maintain your membership levels as in previous years. Despite ridiculously high petrol prices, our fares still remain the same, which is quite an achievement.

With a very dedicated team of drivers, and office staff, we strive to give you a safe, punctual trip. LANDS is forging ahead in leaps and bounds. Although we are growing rather quickly, we still give the same personalized service to each and every one of you. Remember, your memberships help fund your organisation, so please help us to help you.

Enclosed is a membership renewal / application form. Please complete and return to either a LANDS driver or post to PO Box 4007, Eight Mile Plains Qld 4113.



## PAYMENT OF FARES

Concerning those who query our drivers when they asking clients to sign the blue docket for fares. The blue dockets are for auditing purposes and are required to be completed to meet our funding requirements. If you have any questions or concerns, please call the office on 3422 7999 and we will answer any questions you may have.

**If you have been paying please don't panic. Nothing will have changed for you . However, we have only a few who constantly forget so don't get upset when a driver asks...**

# TRANSPORT SERVICE POLICY REVIEW

## Privacy and Confidentiality

LANDS Transport Options seeks to ensure that services are provided to the highest possible level of safety, and dignity, to people in its target group. It will be necessary for LANDS Transport Options to collect and hold a range of information about individuals. LANDS Transport Options will ensure that personal information is used only to provide safe, comfortable, and dignified services, to people in LANDS Transport Options target group, and to ensure the efficient administration of LANDS Transport Options services and activities.

LANDS Transport Options is committed to the principles outlined in the Privacy Act (Amendment 2001) and has in place procedures, that ensure the privacy, and confidentiality of client information is respected at all times.

### PROCEDURES

The types of information that will be treated as confidential include:

- ◆ Names and home addresses of staff members;
- ◆ Names and addresses of people in the target group, details of their needs and any assessments;
- ◆ Financial status of clients;
- ◆ Financial records of LANDS Transport Options / Lands Community Services.

This protocol applies:

- ◆ In the workplace;
- ◆ At home;
- ◆ When talking with members of other organisations;
- ◆ In social environments;
- ◆ When dealing with other clients;
- ◆ When dealing with other agencies.

The key guidelines for respecting client privacy in LANDS Transport Options are:

- ◆ Client files are kept in a secure place;
- ◆ All information relating to clients is confidential, and will not be disclosed to any other person, or organisation, without the permission of the client;
- ◆ Permission to share information will be sought, only when sharing information is necessary to ensure appropriate services are delivered;
- ◆ Only information necessary for delivering effective services is collected. That is, only the information required on the assessment form is obtained;
- ◆ Information is collected in a way that makes it clear, who it is collected for, and what it is used for;
- ◆ Staff receive ongoing training, that they are not to discuss clients outside of the service;
- ◆ **The assessment and reviews of clients are always conducted in a manner that ensures the client's privacy of information;**
- ◆ The provision of information to people outside the service must be authorised by the Coordinator;
- ◆ Any discussions between staff, about clients, are held in a closed office.

Procedures for protecting specific types of information, and records, are spelt out in Access to Client Records 2.3 and Referral Policy 2.1.4.

# CALENDAR OF EVENT DATES FOR 2010

## PUBLIC HOLIDAY CLOSE DOWN DATES TO MARK ON YOUR CALENDAR:

- ◆ Australia Day Tuesday 26th January
- ◆ Good Friday Friday 2nd April
- ◆ Easter Monday Monday 5th April
- ◆ Anzac P/H Monday 26th April
- ◆ Labour Day Monday 3rd May
- ◆ Queens Birthday Monday 14th June
- ◆ Ekka Show Day - Logan Monday 9th August
- ◆ Ekka Show Day - South Bris Wednesday 11th August.
- ◆ Last Day of Service Thursday 23rd December
- Christmas Eve Friday 24th, December
- Christmas P/H Saturday 25th December
- Boxing Day P/H Monday 27th December
- New Years day Saturday 1st January 2011

## LANDS TRANSPORT OPTIONS WILL BE CALLING YOU!!



As part of our funding requirements LANDS Community Services must complete a re-assessment of all current clients every 18 to 24 months. This will mean for you, that we will need to contact you at least every 2 years, to ensure all your details are up to date.

As part of our continued service to you, client assessments will allow us to ascertain if your living needs have changed. LANDS can then assist you by referring you to the correct services. If you have any questions, please call transport information team on 3422 7999 and the staff will answer any questions you may have about the assessments.

## SERVICE BEHAVIOUR

As you are all aware LANDS Transport Options is not a taxi service. LANDS Transport Options is a scheduled service. This means you may have to wait until the next scheduled pick up time. Any clients exhibiting abusive, or aggressive behavior to the drivers or office staff, will have services terminated.

## LOGAN FLEXI SHOPPING BUS SERVICE

Operates weekly in 2 areas (see enclosed schedule) every *Wednesday & Thursday* in Logan. Bookings are taken before 3pm, 2 days prior to day of travel - you may book ahead. Cost for shopping service is \$ 4 one way / \$8 return.

See attached schedule for 2010. Any questions regarding the shopping services please call the office on 3422 7900.



