



I need transport to get to my appointment.

This fact sheet is about the main HACC funded transport options available in the Sunshine Coast region and how to use them. These services cover Nambour, Maroochydore, Noosa, Gympie, Budderim, Glasshouse Mountains, Lansborough and the Caloundra regions.

Ok. How do I use this service?



If you live in these areas, and require transport to medical and/or social appointments, these services may be of some assistance. To use this service you must be registered, be on a Pension and be HACC eligible.



The Positive Directions will make a referral on your behalf to these services. Both services use a HACC assessment document called the ONI. Sun Coast Care will then contact you on the phone and complete the ONI assessment. Glasshouse Care will visit you at home and complete the ONI assessment. They will also discuss with you what other transport avenues are available to you and why you may not be able to utilise these.



Following this assessment you will be REGISTERED and given a brochure about their service and instructions on how best to contact them in the future with your transport needs.



Both services use a mixture of volunteers (with their own cars) and service cars. You must be able to: (1) Be mobile enough to get on the car yourself; (2) Require no physical assistance to getting in or out of the taxi; and (3) Be able to walk from the car to the building where your appointment is, unassisted.

So now that I am registered, what must I do when I want to use this service?



You must provide the service with AT LEAST two (2) or three (3) working days notice of your transport needs, however up to five (5) days notice is preferred.



Cost depends on the length of your trip. Prices for return trips are: 1-10 km is around \$5, 11-20 km is around \$20, over 40 km is around \$40. The service provider will discuss this with you before your trip is booked.

What about public transport?

Queensland Translink - <http://www.translink.com.au/>

Sun Bus - <http://www.sunbus.com.au/>

Am I eligible for the Taxi Subsidy Scheme?

Queensland Transport <http://www.transport.qld.gov.au/Home/Industry/>

Follow the Taxi and Limousine link

About Positive Directions

Spiritus Positive Directions is funded by Queensland Health to provide a state-wide care co-ordination, information and referral service for People Living With HIV (PLHIV) in Queensland.

Locations

Brisbane

101a Watson Street
Camp Hill QLD 4152
PO Box 3387
Norman Park QLD 4170
Ph 07 3900 8000
Fax 07 3843 4962

Gold Coast

18a West Street
Burleigh Heads QLD 4220
PO Box 590
Burleigh Heads QLD 4220
Ph 07 5576 8366
Fax 07 5535 2166

Sunshine Coast

Level 2, 15 Sydney Street
Nambour QLD 4560
PO Box 344 Nambour
Qld 4560
Ph 07 5441 1222
Fax 07 5441 1566

Townsville

Level 3, 155 Denham Street
Townsville QLD 4810
PO Box 5186
Townsville QLD 4810
Ph 07 4721 1384
Fax 07 4724 2491

Cairns

3b/151 Martyn Street
Cairns QLD 4870
PO Box 2975
Cairns QLD 4870
Ph 07 4051 1028
Fax 07 4051 0928

Email: PDinfo@spiritus.org.au

Web: www.positivedirections.org.au

Who do I contact?

Sun Coast Transport and Care Agency

Ph: 07-5437 9190 (8.30am-4.00pm)

Glasshouse Care Ph: 07-5494 6948
(8.30am-4.00pm)

What other Service could I try?

Noosa Day Respite Ph: 5449 0931

Nambour and District Care Ph: 5441 441