

DISPATCH DISCOUNTS

Frequently asked Questions for RAAV & Signal 8 members

1. Why did RAAV seek this partnership opportunity?

The Committee saw the need to add value to being a member of RAAV.

Facilitating luncheons and the associated camaraderie is valuable to all, as is the Wellness & Welfare support RAAV assists to source for those in immediate need.

In these days of an ever-increasing Cost of Living, the Committee saw an avenue by which we could help our members decrease those costs a little every day.

A cafe meal, a lawn mowing contractor, a painter, even a lawyer should you need one, or simply a cup of coffee, it's possible to save in all aspects of daily living using your Dispatch Discounts membership.

2. Why did RAAV set up an account for me?

Since the first announcement was made regarding the RAAV-DD partnership it was noticed that RAAV members have a widely varying familiarity with the internet and experience completing forms online.

The decision was made to create the accounts so that joining was simpler and that no one was disadvantaged.

This ensures that all RAAV members have access to the discounts on offer.

3. Is my information secure?

When each member account was created it was done so with the barest minimum of information.

Just your first & family names along with your email address listed with RAAV.

Further to that Dispatch Discounts is entrusted to hold the information on behalf of members of all the Australian Armed Forces & the Police Forces. Dispatch Discounts have satisfied the security requirements of those organisations.

4. Privacy Policy.

The Retired Ambulance Association Victoria and Dispatch Discounts are bound by a formal Non-Disclosure Agreement that binds both Organisations to the formal provisions listed with each organisations Privacy Policy and Procedures document.

If you wish to keep your member profile information to a minimum you can or it can be as extensive as your profile permits within the account framework.

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5. I am a Signal 8 member and NOT with RAAV. Can I still join Dispatch Discounts?

Yes. Please go to this [Dispatch Discount page](#).

Also.....

When signing up select “Signal 8” from the list of occupations.

This allows access to further benefits.

Then complete the form as you normally would.

6. How much will a Member account cost me?

There are no fees charged to subscribe to membership on the DD website if you are an individual private member.

If you operate a small business and wish to subscribe and offer discounts to members, DD offer RAAV members 50% discount off the cost of a commercial membership.

7. How do RAAV Members Login for the first time?

To login in go to the [Member login page](#)

Using your email address listed with RAAV and A TEMPORARY password consisting of your RAAV membership number and the first three letters your first name.

In this format:

- type of membership
 - full members use just your RAAV number and the first 3 letters of your first name.
 - associate members use the prefix **A**
 - honorary members use the prefix **H**
- RAAV member number
- the first 3 letters of your first name
 - the first letter is a capital, the other 2 are normal small letters
- examples of logins for Steven using his membership number 9999
 - Full member 9999Ste
 - Associate A9999Ste
 - Honorary H9999Ste

Once logged in, navigate to your account page and **change** your Password to one of your choosing.

8. What if I don't want to take advantage of these discounts?

Your first option is to simply leave your membership dormant/unused.

That way if you find yourself in the position of wanting to take advantage of a discount from a local supplier your account is ready for you for you to use.

Secondly, if you do not want to be involved then cancel your membership.

Simply log into your account using the password you were initially issued. Scroll to “Delete account” and click on “Confirm” to remove your account and details.

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9. I operate a small business can I join as a supplier or contractor?

Yes, it is possible to be both an individual AND a commercial subscriber.

If you operate a small business and wish to subscribe to offer discounts to members. Dispatch Discounts offer RAAV members a 50% discount off the cost of a commercial membership.

For further information go to this [Dispatch Discounts page](#).

10. Why are there so few or no businesses listed offering discounts in my local area?

Dispatch Discounts is an emerging business platform, therefore there will be locations where commercial subscribers offering their services at a discount will be limited or non-existent.

As members, you can encourage a business to make their goods and services available to other members through Dispatch Discounts.

Simply send the Name of the business, the Owner or Manager's name, contact details either a mobile or phone number, an email address to Dispatch Discounts using the form [available here](#).

Dispatch Discounts will endeavour to recruit that business to participate with the program.

11. Have a favourite café, coffee shop etc? How can I get a discount from them?

Provide the details of the business including contact details to Dispatch Discounts, who will endeavour to recruit that business to the program.

[This form can be used](#) if you wish.

The details can then be emailed to hello@dispatchdiscounts.com.au

Dispatch Discounts where possible support their clients who support the program. For example, in a small urban area only one business may provide members with a discount. Whereas in a larger urban area two similar businesses may provide members with a discount.

RAAV & Signal 8 Contacts for further information or assistance:

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