

# TransitCare NEWSLETTER

August 2018

## A MESSAGE FROM OUR CEO

### **An NDIS update and the use of Taxis**

The roll-out of the NDIS into Brisbane South, Logan and Redlands has commenced. However, in these initial stages, there have been some inconsistencies between the NDIS planners and our clients. If you are an NDIS participant, unfortunately, under this new system, you may have been coerced into using taxis, rather than TransitCare. In some situations, you may not have been given a choice.



A situation was brought to my attention recently, following a meeting between an NDIS Planner and one of our clients and their family. This particular planner (and no doubt there are others) suggested to our client and family that TransitCare costs were “too expensive” and suggested to the family that, instead of using the TransitCare service that our client has been accessing for the past four years, that they now use a Taxi Subsidy Scheme Card to assist with transport costs. Uber was also suggested as an alternative. This discussion greatly upset our client and family as they now face disruption to the routine that has long been familiar to them. The family were also not provided with planning or coordination funding and were unaware of what funding they could actually access. Effectively, they no longer had choice nor control.

Recently, I was in Canberra once again, lobbying to ensure that all of our NDIS clients have choice and control. I've reminded our politicians that this is not a “dollars and cents” decision, and it is now long overdue that these inadequacies be addressed. I have let them know that the benefits of community transport with their strong local history, have long been recognised and that our service ensures

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that all of our clients remain connected to their communities. The services provided by community transport are unique and cannot be compared to any taxi service.

TransitCare ensures a fleet of immaculately maintained vehicles which are personalised and travel door-to-door, with drivers trained and matched specifically with you to ensure that your individual requirements are met. This safe and reliable service provides you and your family with independence and peace of mind, knowing that you have a familiar driver who greets you by name each day, and whom you can trust to deliver you to your various appointments on time and without anxiety or stress.

Please remember that the choice and control always remains with you. If you are not satisfied with the option you have been given by your planner, please don't accept it. This is NOT a desired outcome for clients of TransitCare.

### **Cashless**

Thank you to everyone who so willingly and generously supported our 'cashless' system, introduced on 1 July. Our staff are very appreciative that, in the majority, you transitioned almost effortlessly to this new system.

### **Client Survey**

Please take the time to complete the Client Survey on the back page and return it to us in the Reply Paid envelope. We really value your feedback.

Until next time,  
**Terry O'Toole** *Chief Executive Officer*

## OUR RECONCILIATION ACTION PLAN (RAP)

At TransitCare, we believe that we have a responsibility to explore opportunities for cultural understanding, and initiate meaningful and respectful working relationships with Aboriginal and Torres Strait Islander Peoples and organisations. Although we have a number of successful associations with the Aboriginal and Torres Strait Island stakeholders, we acknowledge that learnings must endure and we are grateful to be guided by Aboriginal and Torres Strait Islander voices.

Our inaugural Reconciliation Action Plan (RAP) defines our commitment to join national efforts towards reconciliation, strengthening relationships between Indigenous and non-Indigenous Australians. This RAP will add depth to our relationships with our partners and assist us to embed greater cultural awareness across TransitCare.

Our workplace is highly motivated and diverse and we hope to become an employer of choice for Indigenous Australians and build upon this diversity.

As part of the RAP, Aboriginal artist, Charlie Waters worked with us and produced a unique piece of artwork which combines traditional forms of Aboriginal art with contemporary digital effects.

The art work captures the presence of TransitCare within the new world of Aboriginal and Torres Strait Islander health. Connecting lines pave their way within circles of the communities, enabling



*TransitCare staff who attended a Cultural Awareness Training Day included: Gary Panlook , Charlie Waters (Trainer and Artist), David Taschke, Francine Wicks, Anna Harrison, Sharon Playford, Paul Woods, Kerri Greig, Terry O'Toole (CEO) and Ross Thompson*

TransitCare to expand across the universe, embedding a system of mutual values, belief and practices, whilst establishing strong partnerships.

From this major piece of artwork, components are used in many ways across TransitCare, including a small section on the sleeve of our uniforms.

TransitCare is proud to be joining the ever-growing movement of people making a difference and we look forward to sharing this exciting journey of Reconciliation with you.

## SAY HELLO TO OUR NEWEST TRANSITCARE FAMILY MEMBER...

Kylie from the Contact Centre gave birth to Peyton Amelia Goodluck on 24 June at 2.53am. Peyton weighed a healthy 3.6 kgs and is the perfect baby, sleeping through the night from 4 weeks old! Congratulations to Kylie, Tony, Jayden and Hollie, there are beautiful days ahead!



## HAPPY RETIREMENT TO OUR LONGEST SERVING STAFF MEMBER, BILL SIMPSON!

After an amazing journey spanning 22 years, Bill Simpson, the longest serving member of TransitCare, has retired from his role as a Community Flyer driver.

It takes a big-hearted personality to excel behind the wheel of one of our Flyers and Bill has certainly touched the lives of many thousands of local residents during this time. It is estimated that over the past 22 years, he has completed around 65,000 trips and well over a million kilometres. The lives of our clients have certainly been enriched as Bill has taken them shopping, to medical appointments and social activities, making sure that they remain connected to their community.

Bill started with the organisation, then known as LANDS (Logan and Albert North Disability Service) in 1996 as a casual driver before moving to a permanent position in 1997.

According to Bill, the best part about his job has been meeting all of the people he has driven across the years.

As Bill's TransitCare journey comes to an end, a new era and many more journeys are just beginning. Bill, along with wife Janice, will travel



Australia in their camper. There are so many places that they want to visit, with Uluru being at the top of their list. He also has England on his travel agenda!

TransitCare CEO, Terry O'Toole, believes that every organisation should have a Bill. Every organisation should, in fact have ten Bills. He is an absolute legend, a delight to work with and for. He is so well respected by everyone at TransitCare, and the respect from his clients is second to none. Bill is humble, he's selfless, and, with all of his family working here at various times, his retirement is the end of an era for us. We all wish Bill well on his next journey, wherever it takes him.

## ORCODA / COMMUNITY FLYER CARS JOIN THE FLEET

You will see the ORCODA/ Community Flyer cars out on the road delivering services. This is part of a new partnership aimed at reducing our need to use taxis. You have been very clear in last year's survey that you want us to look at this area and so we are working with ORCODA to deliver.

Their drivers have been trained by the TransitCare Mentor Drivers and their vehicles are required to be maintained and presented to the same level as our own. Please make them welcome to our Community and let us know how they are going.



# In the news



## ADVENTURERS CATCH A CRAB ON LATEST TRIP

Our Community Flyers are not just for transportation to hospital, medical appointments, shopping or banking – they are also up for some adventure! Every month, anyone in our community can join up with a Flyer and embark on a great trip to somewhere exciting!

In August, our Adventurers had a fabulous time on their “Catch a Crab” tour, and it was truly a day of fun, food and friendship! Our excited group boarded the Flyer to the Tweed and joined the boat on the Tweed River, fed pelicans, fished, visited an oyster farm, pulled up the crab nets

and caught yabbies from the sandbank. They also enjoyed an entertaining and educational crab show and relaxed and enjoyed some amazing scenery.

Following a tour, they enjoyed a scrumptious fish and chip lunch before setting off on the journey home.

Please call us on 1300 153 636 to find out more and to register your interest in our Flyer Adventures.

## CARE EXPO – FREE TICKETS AVAILABLE

TransitCare will be participating in the inaugural Care Expo, taking place at the Brisbane Convention and Exhibition Centre on Friday 14 and Saturday 15 September 2018 from 8.30 am – 5.00 pm.

This event is a first for Queensland, providing products, services and information in the areas of aged care, in home care and support, government agencies, employment, technology, care aids, training, mental health, not-for-profit

organisations, NDIS, healthcare, mobility support, disability support, family support, social and recreational services, advocacy and much more!

There is also a comprehensive speakers’ programme, with 32 key speakers across 28 a wide range of informative sessions.

Tickets are free and are available online from [www.careexpo.com.au](http://www.careexpo.com.au).

## NEED TO CANCEL YOUR TRANSPORT? YOU CAN DO THIS AT ANY TIME, PLEASE DON'T BE A 'NO SHOW'!

Our Community Flyers are available for your convenience to take you to your medical and health related appointments, for banking and shopping, on social outings and visits, and to set destinations outside of local areas. The service is pre-booked and often in high demand. When you ring to book the service, our call centre takes your booking and schedules your appointment with a vehicle and driver, depending on the nature of your travel. Our transport is funded either by the trip or by the hour, depending on which type of funding you access.

If you book our service and a driver comes to your door to collect you, and you no longer wish to attend your appointment or outing but haven't cancelled ahead of time, this funding is lost. In addition, someone else may be missing out on a trip because this service has been booked to you.

We would greatly appreciate it, if you do not wish to use the service at your scheduled time, that you phone us as soon as you know. If you have to cancel outside of business hours, you may leave a message on our voice mail message facility. This way, when our call centre staff arrive in the next morning, they are able to cancel the vehicle and driver and reallocate the transport to someone else who requires the service. Just simply leave your name, the date of travel to be cancelled, the booked pick up address, the booked destination and whether the cancellation applies to both legs of the trip or just the one.

Thank you for helping to ensure that the time of our drivers and vehicles are not wasted and are best meeting the needs of all of our clients.

## CONGRATULATIONS TO OUR COMMUNITY HIGH FLYERS, CHRISTIAN, KAY, BILL AND GREG

The benefits of TransitCare and our strong local history, have long been recognised. We ensure that people, particularly the elderly, the socially isolated, and those with disabilities remain connected to their communities. What makes us unique is our wonderful and dedicated drivers who provide a safe and reliable service to our clients and their families.

We often receive lovely feedback from our clients, regarding our drivers. This month, we recognise **Christian, Kay, Bill and Greg**.

Barbara used our service for the first time and wanted to thank the drivers for their prompt and friendly attention. She was driven to her appointment by Christian.

Hazel wanted to pass on compliments to TransitCare and Kay for providing a very good



service. Hazel has been using TransitCare for 17 years and says the service is getting "better and better".

Bill waited for Janice when she was delayed at the pool. Janice appreciated all the assistance we gave her and said that Bill went beyond expectations in his support.

Thelma told us that Greg was fantastic on the late hospital run, ensuring that he took each client to their door and shining a torch on their keys/lock etc. Greg had a lot of clients and it was late but Thelma said that he maintained his standards.

# Calendar of Events

## COMMUNITY FLYER ADVENTURES

Community Flyer Adventure outings are ideal for clients with higher levels of mobility. The payment method has changed as we will no longer be sending out invoices for the Community Flyer Adventure trips. Prior payment needs to be made at the time of booking and may be taken by the Contact Centre Consultant. The cancellation policy will be discussed at the time of booking and a cancellation for a Community Flyer Adventure trip needs to be given 48 hours prior to the event. Your booking is not confirmed until payment has been received.

Call us on **1300 153 636** to register an expression of interest. The three dates shown depend on your area.

DESTINATION	DATES	DESCRIPTION	DETAILS
<b>WHALE WATCHING ON THE GOLD COAST</b> 	Tuesday 2 October Tuesday 16 October Tuesday 23 October	Join the Community Flyer Adventures for a memorable and exciting event – Whale Watching on the Gold Coast! Sea World Whale Watch is committed to providing premium whale watching experiences while cherishing the twin values of hospitality to visitors and reverence for the natural world.	<b>Cost:</b> \$90.00 including door to door transport, morning tea, cruise and lunch.
<b>YANDINA GINGER FACTORY, SUPERBEE LIVE SHOW &amp; TRAIN RIDE</b> 	Tuesday 13 November Tuesday 20 November Tuesday 27 November	Come on a day tour to the Sunshine Coast visiting the Yandina Ginger Factory to discover how ginger is grown and processed. Get up close with honey bees, learn the importance they play in nature and sample some delicious treats. Then take a relaxed tour through 9 hectares of lush sub-tropical gardens on the beloved historic train Moreton.	<b>Cost:</b> \$90 per person including transport, morning tea, 2 shows, train ride and lunch.
<b>GOLD COAST LUNCH CRUISE</b> 	Tuesday 4 December Tuesday 11 December Tuesday 18 December	Join us for a leisurely cruise around the Gold Coast waterways and enjoy the best sightseeing that the region has to offer. A delicious lunch will be served which includes fresh local prawns, roasted chicken, freshly baked ham off the bone, garden salad, Caesar salad, coleslaw, damper style rolls and fresh fruit platters.	<b>Cost:</b> \$80 per person including transport, morning tea and lunch.

Determine your Social Support area based on the suburb list on page 10, then have a browse through the bus outings, entertainment and exercise programmes. To check eligibility and availability, call the team at TransitCare on **1300 153 636** to make your booking. All costs include transport.

## SOCIAL SUPPORT CALENDAR: SEPTEMBER

DESTINATION	DATES	DESCRIPTION	DETAILS
<b>ECO PARK FISHING PARK AND FARM STAY + BBQ LUSCOMBE</b>	<b>AREA 3 U65</b> Tuesday 4 September <b>AREA 1</b> Wednesday 5 September <b>AREA 2</b> Thursday 6 September <b>AREA 3</b> Friday 7 September	Hang the 'Gone Fishing' sign on your door and escape to EcoPark Fishing World for a relaxing and fun experience. Cast your line into the sparkling water or play a round of Mini Golf!	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$30 (inc. entry and BBQ) <b>Walking:</b> Medium Level <b>Lunch:</b> BBQ
<b>HARBOUR TOWN GOLD COAST</b>	<b>AREA 3 U65</b> Tuesday 11 September	Harbour Town is a popular place to shop with genuine bargains and great little places to eat. It is wheelchair friendly, non-smoking environment.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$20 (inc. morning tea) <b>Walking:</b> High level <b>Lunch:</b> Own Cost
<b>CITY CAT</b>	<b>AREA 1</b> Wednesday 12 September	Take a ride on one of Brisbane's iconic City Cats and enjoy the riverside views. A delicious BBQ in Wynnum will complete the day.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$15 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own Cost
<b>LAIDLEY MARKETS</b>	<b>AREA 3</b> Friday 14 September	Take home some fresh local produce and home-made treats from this local country market.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$30 <b>Walking:</b> High level <b>Lunch:</b> at Porters Hotel
<b>REDLANDS SPORTS CLUB &amp; GOLDEN CIRCLE FACTORY OUTLET</b>	<b>AREA 1</b> Wednesday 26 September <b>AREA 2</b> Thursday 13 September <b>AREA 3</b> Friday 28 September	One of our most popular outings: Live music and a delicious meal at the Redlands Sports Club followed by a visit to the Golden Circle Factory Outlet.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own Cost
<b>PARK RIDGE TAVERN</b>	<b>AREA 3 U65</b> Tuesday 18 September	A friendly atmosphere and tasty dining options at the Park Ridge Tavern. After a hearty lunch enjoy a drive around the rural suburbs.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>SWELL SCULPTURE FESTIVAL</b>	<b>AREA 1</b> Wednesday 19 September <b>AREA 2</b> Thursday 20 September <b>AREA 3</b> Friday 21 September	Visit the wonderful Swell Sculpture Festival at Currumbin Beach and see over 50 sculptures by various artists from all over the world.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$25 (inc. morning tea) <b>Walking:</b> Medium level <b>Lunch:</b> Own cost
<b>LIVE ENTERTAINMENT</b>	<b>AREA 2</b> Thursday 27 September	Listen to the dulcet tones of Ray Turner and enjoy some of your favourite tunes!	<b>Time:</b> 10.30am – 1.30pm (be ready by 9.30am) <b>Cost:</b> \$15 (inc. lunch) <b>Walking:</b> Low level <b>Lunch:</b> Light lunch

# Calendar of Events

## SOCIAL SUPPORT CALENDAR: OCTOBER

<b>MT COOT-THA &amp; LUNCH KUTA CAFÉ</b>	<b>AREA 1</b> Wednesday 3 October	Mount Coot-tha has a remarkable vantage point to view Brisbane and beyond. Set amongst beautifully manicured gardens, the lookout is a favourite destination.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
	<b>AREA 2</b> Thursday 4 October		
	<b>AREA 3</b> Friday 5 October		
<b>MOUNT TAMBORINE</b>	<b>AREA 3 U65</b> Tuesday 9 October	Tamborine Mountain is stunning! Come and experience the beauty and tranquillity of the Tamborine Mountain plateau.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$20 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>BRIBIE ISLAND LUNCH SYLVAN BEACH SEAFOOD CAFÉ</b>	<b>AREA 1</b> Wednesday 10 October	Wherever you go on Bribie Island, you'll find something special.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$30 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
	<b>AREA 2</b> Thursday 11 October		
	<b>AREA 3</b> Friday 12 October		
<b>WYNNUM OP SHOPS &amp; WYNNUM MANLY LEAGUES CLUB</b>	<b>AREA 1</b> Wednesday 17 October	Discover the special treasures hidden in the Op shops by the Bay, then join your friends for lunch at the Wynnum Manly Leagues Club.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> High level <b>Lunch:</b> Own cost
	<b>AREA 3</b> Friday 19 October		
<b>MT GRAVATT LOOK OUT &amp; BEACH HOUSE BAR AND GRILL</b>	<b>AREA 3 U65</b> Tuesday 30 October	Come and see Brisbane from the lookout at Mt Gravatt then have lunch at the Beach House Bar and Grill.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>REDLANDS SPORTS CLUB &amp; GOLDEN CIRCLE FACTORY OUTLET</b>	<b>AREA 1</b> Wednesday 24 October	One of our most popular outings: Live music and a delicious meal at the Redlands Sports Club followed by a visit to the Golden Circle Factory Outlet.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> Medium level <b>Lunch:</b> Own cost
	<b>AREA 2</b> Thursday 18 October		
	<b>AREA 3</b> Friday 26 October		
<b>LIVE ENTERTAINMENT JUDY JAMES</b>	<b>AREA 2</b> Thursday 25 October	Join us for a trip down memory lane with Judy James! All your old favourites!	<b>Time:</b> 10.30am – 1.30pm (be ready by 9.30am) <b>Cost:</b> \$15 (inc. lunch) <b>Walking:</b> Low level <b>Lunch:</b> Light lunch
<b>POHLMAN'S NURSERY</b>	<b>AREA 1</b> Wednesday 31 October	Come to the Pohlman's Plant Facility in Gatton. Whether you are thinking of a garden makeover or grooming some potted plants...this is the place for ideas!	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$30 (inc. morning tea) <b>Walking:</b> Medium level <b>Lunch:</b> Own cost



Determine your Social Support area based on the suburb list on page 10, then have a browse through the bus outings, entertainment and exercise programmes. To check eligibility and availability, call the team at TransitCare on **1300 153 636** to make your booking. All costs include transport.

## SOCIAL SUPPORT CALENDAR: NOVEMBER

<b>POHLMAN'S NURSERY</b>	<b>AREA 2</b> Thursday 1 November <b>AREA 3</b> Friday 2 November	Come to the Pohlman's Plant Facility in Gatton. Whether you are thinking of a garden make over or grooming some potted plants...this is the place for ideas!	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$30 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>TRAM GOLD COAST</b>	<b>AREA 3 U65</b> Tuesday 6 November	Ride the G to some of the Gold Coast's major destinations: Griffith University, Southport CBD, Broadwater Parklands and the new Gold Coast Aquatic Centre to name a few!	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$30 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>NEWSTEAD HOUSE</b>	<b>AREA 1</b> Wednesday 7 November <b>AREA 2</b> Thursday 8 November <b>AREA 3</b> Friday 9 November	Newstead house is Brisbane's oldest surviving home, established in 1846. This iconic landmark has evolved from a simple Georgian cottage into a grand residence.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$20 (inc. morning tea and entry) <b>Walking:</b> Medium level <b>Lunch:</b> Own cost
<b>DRIVE TO BOONAH</b>	<b>AREA 1</b> Wednesday 14 November <b>AREA 2</b> Thursday 15 November <b>AREA 3</b> Friday 16 November	A beautiful drive then lunch at Flavours Café. The cake/sweet cabinet is always stocked with delicious treats, all made in house to enjoy with your coffee or tea.	<b>Time:</b> 9am – 3pm <b>Cost:</b> \$25 (inc. morning tea) <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>REDLANDS SPORTS CLUB &amp; GOLDEN CIRCLE FACTORY OUTLET</b>	<b>AREA 1</b> Wednesday 28 November <b>AREA 2</b> Thursday 22 November <b>AREA 3</b> Friday 30 November	One of our most popular outings: Live music and a delicious meal at the Redlands Sports Club followed by a visit to the Golden Circle Factory Outlet.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$10 (inc. morning tea) <b>Walking:</b> Medium level <b>Lunch:</b> Own cost
<b>REDCLIFFE TRIP</b>	<b>AREA 1</b> Wednesday 21 November <b>AREA 3</b> Friday 23 November	Come join us at Redcliffe! Choose where you would like to have lunch on the Boardwalk and enjoy the sea views.	<b>Time:</b> 9am – 3pm (be ready by 7.30am) <b>Cost:</b> \$25 <b>Walking:</b> Low level <b>Lunch:</b> Own cost
<b>LIVE ENTERTAINMENT – COLLEEN SOUTH</b>	<b>AREA 2</b> Thursday 29 November	Live entertainment with Colleen South – back by popular demand!	<b>Time:</b> 10.30am – 1.30pm (be ready by 9.30am) <b>Cost:</b> \$15 (inc. lunch) <b>Walking:</b> Low level <b>Lunch:</b> Light lunch

# SOCIAL SUPPORT CALENDAR AREA LIST

Determine your area based on the suburb list below, then have a browse through the Calendar of Events on pages 6 – 9. To check eligibility and availability, call the team at TransitCare on 1300 153 636 to make your booking.

## AREA 1

Acacia Ridge	Oxley
Algester	Pallara
Annerley	Richlands
Archerfield	Robertson
Calamvale	Rocklea
Chelmer	Runcorn
Coopers Plains	Salisbury
Corinda	Seventeen Mile
Darra	Rocks
Doolandella	Sherwood
Durack	Sinnamon Park
Dutton Park	South Brisbane
Ellen Grove	Stretton
Fairfield	Sumner
Forest Lake	Sunnybank
Heathwood	Sunnybank Hills
Highgate Hill	Tarragindi
Inala	Tennyson
Jindalee	Wacol
Larapinta	West End
MacGregor	Westlake
Middle Park	Willawong
Moorooka	Woolloongabba
Mount Ommaney	Yeronga
Nathan	Yerongapilly

## AREA 2

Alexandra Hills	Morningside
Balmoral	Mount Gravatt
Belmont	Mount Gravatt
Birkdale	East
Bulimba	Murrarie
Cannon Hill	Norman Park
Capalaba	Ormiston
Carina	Ransome
Carina Heights	Rochedale
Carindale	Seven Hills
Chandler	Thornlands
Cleveland	Thornside
Coorparoo	Tingalpa
East Brisbane	Upper Mount
Greenslopes	Gravatt
Gumdale	Victoria Point
Hemmant	Wakerley
Holland Park	Wellington
Holland Park West	Point
Lota	Wishart
MacKenzie	Wynnum
Manly	Wynnum West
Manly West	Wynnum North
Mansfield	

## AREA 3

Beenleigh	Logan Reserve
Bethania	Loganholme
Boronia Heights	Loganlea
Browns Plains	Marsden
Buccan	Meadowbrook
Chambers Flat	Mount Warren
Cornubia	Park
Crestmead	Park Ridge
Daisy Hill	Park Ridge South
Drewvale	Parkinson
Eagleby	Priestdale
Edens Landing	Regents Park
Forestdale	Rochedale South
Greenbank	Shailer Park
Heritage Park	Slacks Creek
Hillcrest	Springwood
Holmview	Tanah Merah
Karawatha	Underwood
Kingston	Waterford
Kuraby	Waterford West
Logan Central	Woodridge

## PLEASE NOTE

### QUEEN'S BIRTHDAY HOLIDAY

**Monday 1 October 2018**

Any bookings for Tuesday 2 October must be made prior to 10am on Friday 28 September 2018.


### COMMUNITY FLYERS ARE ON FACEBOOK

Our community flyers have their own Facebook page. If you are part of the Facebook community, make sure you search for TransitCare Community Flyer and "like" our page to keep up to date with our latest adventures!

# Find us on



**TransitCare Ltd**  
PO Box 981  
Marsden QLD 4132

 **1300 153 636**

 **admin@transitcare.com.au**

 **www.transitcare.com.au**



COMMUNITY FLYER CLIENT SURVEY 2018

Service that you use:  Transport  Social Support

Approximate time you have been using the service: Less than 1 year 1 - 4 years 5 - 10 years more than 10 years

Section 1 THE ORGANISATION OVERALL	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
The drivers are friendly, helpful and professional					
The Community Flyer vehicles are always clean and well presented					
The vehicle sent for me is suitable for my needs					
The Call Centre staff are friendly, helpful and polite					
Calls are answered promptly and professionally					
I am informed of changes that will affect me					
The service provided meets my needs					
The Community Flyer team usually meet the promised service					
I am treated with dignity and respect					
All clients are treated the same regardless of gender, age, disability or cultural background					
I am satisfied that TransitCare places a high enough emphasis on my safety					
The Community Flyer team deal effectively with suggestions, problems or concerns					
I am able to raise complaints or concerns without fear of repercussions					
I feel that the Community Flyer team care about their clients					
I would recommend the Community Flyer service to a friend or relative					

Is there anything about our service that you would like to see improved? (Please describe)


**Section 2 – Our Services**

If a stranger asked you why you use TransitCare what would you tell them?

What are 5 words you would use to describe TransitCare?

**Section 3 – Future Services**

If TransitCare were going to expand into any of these services how useful would they be to you?  
 3. I would definitely use it      2. I might use it      1. I have no current or likely use for it

Service	Use Rank (3,2,1)	Service	Use Rank (3,2,1)
Saturday Transport Services		Sunday Transport Services	
Evening Transport Services		Event Transport Services ( shows/ sport events)	
Daily Welfare Check/Call Services		Online Grocery Shopping Service	

What sort of information would you like to receive about TransitCare?

How would you prefer to receive it?

Post   
  Email   
  Phone text/messaging   
  Facebook Posts   
  Website   
  In-Vehicle Screens

Have you visited the TransitCare Website?([www.transitcare.com.au](http://www.transitcare.com.au))     Yes     No    What changes/other information would you like to see ?