

TransitCare NEWSLETTER

May 2018

A MESSAGE FROM OUR CEO

I was fortunate to attend some of the track and field events at the recent Commonwealth Games and as you would expect I watched in awe as elite athletes achieved amazing results. I also watched in awe as an army of volunteers made the occasion an experience of a lifetime for many because of their commitment to promoting community. Some of our TransitCare staff members were amongst this special group of people and we have a snapshot of their time at the Gold Coast on page 3. A huge pat on the back to these drivers for their outstanding efforts. Recently I was honoured to recognise and celebrate our Community Flyer volunteers at luncheons both here in Brisbane and in Townsville; undoubtedly two of my favourite events of the year.



For all of our clients under 65 you would have received a letter or email from us explaining the fare structure under NDIS funding. Please have this letter with you when you participate in your planning session with an NDIS Partner. If you have not contacted the NDIA yet and are unsure what to do, give our team a call. Your transport services will continue with us until your individual NDIS plan has been issued. Once your plan has been finalised you must contact us to arrange a service agreement so that quality and safe transport services continue without interruption.

As mentioned in newsletters over the past year, we are striving to become cashless from July 1st. Thank you to all those clients who have already completed paperwork and are receiving monthly

IN THIS EDITION

A MESSAGE FROM OUR CEO
COMMUNITY FLYER ADVENTURES
OUR VOLUNTEERS AT THE COMMONWEALTH GAMES
CLIENT NOT RESPONDING PROTOCOL
SOCIAL SUPPORT CALENDARS

invoices. Please get in touch if you have any questions about this process.

July will also see a fare increase. The increase is modest and I believe our pricing reflects the value that clients receive from our door to door service. Please check the table on page 5.

Now, a favour. To assist us (and the environment) when sending letters, invoices and newsletters, I am asking that you provide us with your email address if you have one. Significant savings will be made with postage costs and employee resources if we can move from physical mail to email. Just let the team know next time you book and they will add your email address to your details.

Finally, we are moving into the cooler months and if you have not already done so, please consider the benefits of getting a flu shot. Remember, the vaccine will reduce the risk of the disease but it is also important to keep warm and look after yourselves.

Until next time,

Terry O'Toole
Chief Executive Officer

COMMUNITY FLYER ADVENTURES

JULY 2018

TWIN TOWNS SERVICES CLUB

Always entertaining, endlessly vibrant, perfectly positioned, simply iconic!

If you love music, you will fall in love with The Stage at Twin Towns. Free live music is available



every day of the week and there's plenty of room to move and groove to classic hits and favourites from yesterday and today.

With an array of dining options, pizzeria, carvery, bistro, yum cha, coffee and cakes (the list is endless), there is something there for everyone.

You will have to sign in when we arrive so remember to bring your ID.

Cost: \$50 includes morning tea & door to door transport.

There are three dates for this outing depending on your area: **Tuesday 10 July, Tuesday 17 July and Tuesday 24 July.**

Call us on **1300 153 636** to make your booking.

SEPTEMBER 2018

CARNIVAL OF FLOWERS

Join us on a trip to the Garden City of Toowoomba when it is in full bloom.

The Carnival of Flowers is recognised as one of Australia's best events attracting tourists from across Queensland, interstate and internationally.

We will enjoy morning tea on the way to view the spectacular flowers in Laurel Bank Park where there is a scented garden especially for the vision impaired.

AUGUST 2018

CATCH A CRAB TOURS

... an experience of a lifetime!

The original Tweed Gold Coast crabbing adventure tour. Fun, Food & Adventure.



Join us on board the multi-award winning tour providing an unforgettable Australian outdoor lifestyle experience.

Witness the entertaining, educational crab show and sit back and enjoy the spectacular scenery. Following the tour enjoy a scrumptious fish and chips lunch and then have your photo taken with the giant crab!

Cost is \$80.00 including door to door transport, morning tea, cruise and lunch.

These are the dates for this outing depending on your area: **Tuesday 7 August, Tuesday 14 August and Tuesday 21 August.**

Call us on **1300 153 636** to make your booking.

Then we will make our way over to Queen's Park where there are endless photo opportunities before lunch at a local restaurant.



Cost is \$90 per person and includes door to door transport, morning tea and lunch.

One trip only for all areas on **Tuesday 25 September.**

Call us on **1300 153 636** to make your booking.

OUR VOLUNTEERS AT THE COMMONWEALTH GAMES

A few of our wonderful staff and volunteers had the opportunity of Volunteering at the recent Commonwealth Games held on the Gold Coast. Here are a couple of highlights from their time at the Games:



TORY

“I volunteered at the Anna Meares Velodrome in Chandler. Losing my voice on the second day but going back for more spectator fun and games... those memories will last a lifetime! My daughter, Kिरrily (17), was also a dancer in the Opening Ceremony.”



NARELLE

“Volunteering at the Games was one of the best experiences of my life, I enjoyed every single moment!”



TRACEY

“First time volunteering at a scale of this size to a worldwide community. Enjoyed welcoming different races and got to chat about their countries and their sports.”



WENDY

“I have been asked, was it worth it and would you do it again? Yes it was and yes I would do it again in a heartbeat!”

CLIENT NOT RESPONDING PROTOCOL

TransitCare has contractual obligations under our government funding to ensure that there is a procedure in place when we arrive at a client's home and there is no answer.

The driver will make best efforts to get a reply: knocking at the door, calling out and even checking with neighbours.

The driver then calls base and informs the team that the client is not responding. At this point, we are worried about you: you may be unwell or you may have had a fall.

The team will phone your landline, your mobile and if necessary your nominated emergency

contacts until we are satisfied that all is well. With our duty of care in mind, please update your information when it changes.

At the time of booking a trip you can let us know that phone numbers have changed, you have a new GP or you would like to provide a different person as an emergency contact. If it is easier, send us an email or ask a family member or friend to send us an email on your behalf **intake@transitcare.com.au**.

Remember your safety is of the utmost importance to us!

THE NATIONAL DISABILITY INSURANCE SCHEME

If you are a person with disability and want to join the NDIS, you need to meet the access requirements.

These include: availability of the Scheme where you live; your age (you must be under 65); your residency status; your disability and in some cases your early intervention requirements.

If you think you meet these criteria, contact the NDIA on 1800 800 110. If you are confused and not sure what to do, give us a call here at TransitCare for assistance.



Terry has been in Canberra this month to lobby for consistent, fair and equitable transport funding for NDIS Participants

GRANT

We have been fortunate enough to have received a grant for a Bioreactor Recycle Treatment Plant through the Queensland Government's Gambling Community Benefit Fund. This new treatment plant saves water through a recycling and purifying process removing chemicals and other impurities from car washing. This is part of our ongoing environmental impact improvement plan.



Hon Shannon Fentiman and Terry O'Toole

CASHLESS SYSTEM



Cashless is almost here!

As previously advised, we will be “cashless” effective from 1 July 2018 which means you will no longer pay cash to the drivers. At the end of each month, you will receive an invoice for your trips for the previous month. Each trip will be detailed on the invoice. There are a number of payment options available to you:

- Direct Debit
- EFT to our bank account
- Payment via our website
- Debit/Credit Card payment over the phone
- Deposit funds to our bank account at a Westpac branch
- Cheque in the mail

The payment options will all be listed on your invoice.

Our most efficient means of communicating to you is via email. Unfortunately, given the slowness of the postal system we are not always able to respond quickly to you via conventional mail. Therefore, if you do have an email address, please ensure that you let us know. You can either let our staff know the next time you make a booking or send an email to us to finance@transitcare.com.au or use the contacts page of our website.

At the same time, vouchers will no longer be able to be used for paying for your trips. At 30 June 2018, if you still have some unused vouchers, please return to us in the mail and we will refund you for any unused vouchers.

If you would like to take up the direct debit option now, please complete the Direct Debit Request Form and return to us for processing. You can get a form from a driver or request one to be sent to you. Once we receive your completed form, we will then change your details in the system and you will no longer need to pay cash.

FARE INCREASES, EFFECTIVE 01/07/2018

CURRENT FARES	NEW FARES	CARER FARES	DISTANCE
\$6.00 co payment	Increases to \$7.00	Becomes \$3.50	0 - 10.9 kms
\$12.00 co payment	Increases to \$14.00	Becomes \$7.00	11 - 20.9 kms
\$18.00 co payment	Increases to \$21.00	Becomes \$10.50	21 - 30.9 kms
\$36.00 co payment	Increases to \$42.00	Becomes \$21.00	31 – 40.9 kms

Longer distances are negotiable

SOCIAL SUPPORT CALENDAR JUNE 2018

CALL 1300 153 636 TO BOOK

MOVIES AT VICTORIA POINT

AREA 1 Tuesday 12 June

AREA 2 Wednesday 13 June

AREA 3 Friday 1 June

Big screen, popcorn and watching the latest movie with friends! Add lunch at the Harvest Café and you have the makings of a wonderful day out!



Time: 9:00am - 3:00pm (*be ready by 7.30am*)

Cost: \$16.00 (*covers transport & morning tea*)

Walking: Low Level

Lunch: Own Cost

CASTLE RUMBLE

AREA 1 Wednesday 6 June

AREA 2 Thursday 07 June

AREA 3 Friday 22 June

One of Logan's hidden gems! Come with us to see this medieval style castle: gargoyles, sculptures, statues, stunning stained glass windows all set on four hectares with magnificent views. Don't miss this one!



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$15.00 (*covers transport & morning tea*)

Walking: Medium level

Lunch: Own cost

RSPCA

AREA 3 U65 Tuesday 05 June

See how animals are rescued, rehabilitated and re homed. Then a leisurely look around the Op shop, followed by a scrumptious buffet lunch at Redlands Feast.



Time 9:00am - 3:00pm (*Be ready by 7:30am*)

Cost \$10.00 (*covers transport & morning tea*)

Walking: Low Level

Lunch: Own cost

WINE TASTING AT IRONBARK RIDGE VINEYARD

AREA 3 Friday 8 June

Gorgeous little spot just out of Ipswich. Very warm and welcoming host who shared the local history with us. Amazing wines - loved them all. But also loved the breads, cheeses and olives too!



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$15.00 (*covers transport & morning tea*)

Walking: Low Level

Lunch: Own Cost

Welcome to the 'new look' social outings and entertainment calendar.

Determine your area based on the suburb list on page 9, then have a browse through the bus outings, entertainment and exercise programmes. To check eligibility and availability, call the team at TransitCare to make your booking.

REDLANDS SPORTS CLUB & GOLDEN CIRCLE FACTORY OUTLET

AREA 1 Wednesday 20 June

AREA 2 Tuesday 26 June

AREA 3 Friday 15 June

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.



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$10.00 (*covers transport & morning tea*)

Walking: Low Level

Lunch: Own cost

JAPANESE GARDEN MT COOT-THA

AREA 3 U65 Tuesday 19 June

The Japanese Garden at Brisbane Botanic Gardens, Mt Coot-tha contains a combination of native and exotic plants. Visitors should expect to be impressed by the ever-present aura of mystery.



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$10.00 (*covers transport & light lunch*)

Walking: Medium level

Lunch: Own cost

BOOKFEST

AREA 1 Wednesday 27 June

AREA 3 Friday 29 June

Whether you are a book worm, a dedicated reader, a book



collector or someone searching for that long lost book to make your book series complete, Lifeline Bookfest Brisbane is the place for you.

Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$10.00 (*covers transport & morning tea*)

Walking: High Level

Lunch: Own cost

LIVE ENTERTAINMENT

AREA 2 Thursday 28 June

Jay is a local singer songwriter with a huge repertoire to get your toes tapping and hands clapping.



Time: 10.30am - 1.30pm (*be ready by 9:30am*)

Cost: \$15.00 (*covers transport & morning tea*)

Walking: Low level

Lunch: Own Cost

SOCIAL SUPPORT CALENDAR JULY 2018

CALL 1300 153 636 TO BOOK

NORTH LAKES

AREA 3 U65 Tuesday 03 July

Come and experience the fabulous facilities at North Lakes Sports Club: restaurants, cafes and lots of entertainment to choose from...you won't be bored here!



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$20.00 (*covers transport & morning tea*)

Walking: Low Level
Lunch: Own Cost

DFO AIRPORT

AREA 1 Wednesday 04 July

AREA 3 Friday 06 July

All your favourite local and international brands under one roof. Join us for some bargain hunting!



Time: 9:00am - 3:00pm
(*be ready by 7:30am*)

Cost: \$10.00 (*covers transport & morning tea*)

Walking: Low Level
Lunch: Own cost

CITY CAT AND BBQ NEW FARM PARK

Area 1 Wednesday 05 July

Area 2 Thursday 11 July

Area 3 Friday 13 July

Area 3 u65 Tuesday 17 July

Take a ride on one of Brisbane's iconic City Cats followed by a lovely bbq at New Farm Park.



Time: 9:00am - 3:00pm
(*be ready by 7:30am*)

Cost: \$22.00 (*covers transport, morning tea and BBQ*)

Walking: Medium level
Lunch: BBQ

REDLANDS SPORTS CLUB & GOLDEN CIRCLE FACTORY OUTLET

AREA 1 Wednesday 18 July

AREA 2 Thursday 12 July

AREA 3 Friday 27 July

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.



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$10.00 (*covers transport & morning tea*)

Walking: Low Level
Lunch: Own cost

Full area list below

IPSWICH COUNTRY DRIVE

AREA 1 Wednesday 25 July

AREA 2 Thursday 19 July

AREA 3 Friday 20 July

Come with us when we take the road less travelled! A beautiful scenic drive exploring the hidden pockets of nature followed by a hearty lunch!



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$15.00 (*covers transport & morning tea*)

Walking: Low Level

Lunch: Own cost

LIVE ENTERTAINMENT

AREA 2 Thursday 26 July

Colleen South is an all round musician & entertainer. She plays guitar, accordion, piano, ukulele and sings songs you are sure to remember.



Time: 10.30am - 1.30pm (*be ready by 8:30am*)

Cost: \$15 (*covers transport, entertainment & refreshments*)

Walking: Low level

Lunch: Refreshments provided

AREA LIST

AREA 1

Acacia Ridge	Pallara
Algester	Richlands
Annerley	Robertson
Archerfield	Rocklea
Calamvale	Runcorn
Chelmer	Salisbury
Coopers Plains	Seventeen Mile
Corinda	Rocks
Darra	Sherwood
Doolandella	Sinnamon Park
Durack	South Brisbane
Dutton Park	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
Oxley	

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

SOCIAL SUPPORT CALENDAR AUGUST 2018

CALL 1300 153 636 TO BOOK

NIELSEN'S NATIVE NURSERY

AREA 1 Wednesday 01 August

AREA 2 Thursday 23 August

AREA 3 Friday 10 August

Discover the award winning range of natives, rainforest tropical, exotics, fruit trees, water plants and general plants. If that is not enough take a stroll through the Marine Aquarium and then enjoy some coffee and cake!



Time: 9:00am - 3:00pm *(be ready by 7:30am)*

Cost: \$15.00 *(covers transport & morning tea)*

Walking: Low Level

Lunch: Own cost

FISH & CHIPS AT WELLINGTON POINT

AREA 1 Wednesday 08 August

AREA 2 Thursday 2 August

AREA 3 Friday 17 August

Bordered by Moreton Bay on both sides and with views across the water to the islands, join us for fish and chips at Wellington Point.



Time: 9:00am - 3:00pm *(be ready by 7:30am)*

Cost: \$10.00 *(covers transport & morning tea)*

Walking: Low Level

Lunch: Own cost

OSPREY HOUSE

AREA 1 Wednesday 29 August

AREA 2 Thursday 16 August

AREA 3 Friday 03 August

Osprey House is in a lovely spot. It is located on the banks of the Pine River beneath a large shade sail alongside the car park. Look at the animals then take a tour of the house, followed by a delicious bbq.



Time: 9:00am - 3:00pm *(be ready by 7:30am)*

Cost: \$30 *(covers transport, morning tea and BBQ)*

Walking: Medium level

Lunch: BBQ

REDLANDS SPORTS CLUB & GOLDEN CIRCLE FACTORY OUTLET

AREA 1 Wednesday 15 August

AREA 2 Thursday 09 August

AREA 3 Friday 31 August

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.



Time: 9:00am - 3:00pm *(be ready by 7:30am)*

Cost: \$10.00 *(covers transport & morning tea)*

Walking: Low Level

Lunch: Own cost

HARBOUR TOWN

AREA 1 Wednesday 22 August

AREA 3 Friday 24 August

Harbour Town is a very popular place to shop. It has many shops, all with genuine bargains. There is a large car park, a cinema complex and many nice little places to eat. It is well laid out, wheelchair friendly, a non smoking environment, and worth a visit.



Time: 9:00am - 3:00pm (*be ready by 7:30am*)

Cost: \$30 (*covers transport & morning tea*)

Walking: High Level

Lunch: Own cost

MOVIES AND LUNCH AT VICTORIA POINT

AREA 3 U65 Tuesday 28 August

Big screen, popcorn and watching the latest movie with friends! Add lunch at the Harvest Café and you have the makings of a wonderful day out!



Time: 9.00am -3.30pm (*be ready by 7:30am*)

Cost: \$16 (*covers transport & morning tea*)

Walking: Low level

Lunch: Own Cost

LIVE ENTERTAINMENT

AREA 2 Thursday 30 August

Back by popular demand - Robbie Peter Dunn, the well-known Irish folk singer songwriter. Join us for an entertaining morning with a light lunch.



Time: 10.30am - 1.30pm
(*be ready by 9:30am*)

Cost: \$15.00 (*covers transport, entertainment & light lunch*)

Walking: Low level

TAI CHI

Tai Chi is often described as “meditation in motion”. This gentle form of exercise can help maintain strength, flexibility, and balance. For just \$10.00, TransitCare can take you to an hour of this ancient form of Chinese exercise and then take you home! Classes are held on Tuesdays and Fridays depending on your area. Ring the team now to secure your spot, places will go quickly!

We also have other activities to keep you busy: arts and crafts, Move for Life and Kevin’s Fitness and Fun, call the team for more details.



OUR VOLUNTEERS

We held our annual Volunteer Recognition on 19 May 2018 to thank our Volunteers for their valued service to our organisation, clients and the community.

We were fortunate to have Deputy Mayor Cr Cherie Dalley join us on the day. Thank you Deputy Mayor Cr Cherie Dalley and most of all, thank you to all of our volunteers!



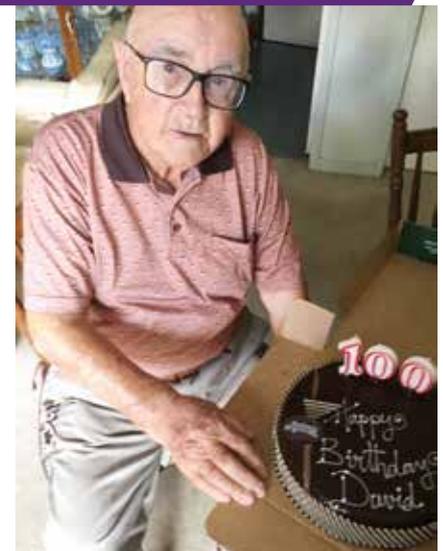
HAPPY 100TH BIRTHDAY!

Congratulations to client, David Russell, who celebrated his 100th birthday recently!

David grew up in Greenock, near Glasgow, Scotland and he and his family moved to Australia in 1951. David loves to play bowls and enjoys good music.

There were big celebrations for David's special day including parties with family, friends and neighbours. There was also merriment with a Scottish flavour at the Bowls Club; a pipe band and highland dancers!

David's secret to a long life: healthy food, no drinking and no smoking.



PUBLIC HOLIDAYS

ROYAL QUEENSLAND SHOW DAY HOLIDAYS

LOGAN: Monday 13 August 2018

BRISBANE: Wednesday 15 August 2018

Our office and transport service will be operating with a skeleton staff on both days. Thank you for your patience.

TransitCare Ltd
PO Box 981
Marsden QLD 4132

 **1300 153 636**

 **admin@transitcare.com.au**

 **www.transitcare.com.au**