

# TransitCare NEWSLETTER

November 2018

## A MESSAGE FROM OUR CEO

### Additional Funding Received

TransitCare has recently received additional funding from the Federal Government, which means we can deliver more trips to our clients who are aged 65 years and over (aged 50 years and over for Aboriginal and Torres Strait Islander people). We encourage everyone to take advantage of this opportunity and book trips to get you out and about. Remember, our service is not just for taking you to medical appointments. We can take you to the shops, the hairdressers, the movies, the pool, the library and to meet friends, just to name a few.



### Community Flyer Adventures/Social Support Outings

Our Community Flyer Adventures have been hugely successful this year with visits including the Catch a Crab tour on the Tweed River, the Carnival of Flowers in Toowoomba and Whale Watching on the Gold Coast. The year will finish with a Gold Coast canal tour and seafood feast. We are currently planning the 2019 adventure schedule and look forward to taking you to fun and fabulous places!

Our Social Support Events Calendar was also packed with exciting trips including seeing behind the scenes at the RSPCA, exploring castles and rummaging at book fairs. Our clients enjoyed wine tasting and the beauty of the Japanese gardens at Mt Coot-tha. They attended shows, shopped till they dropped, enjoyed country drives, went fishing, admired sculptures, delighted in the views at lookouts and most of all, got involved and made friends!

Have you taken part in any of our travels yet? Don't forget to book your next adventure, and why not bring a friend? Details are included in this newsletter.

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QUEENSLAND COMMUNITY CARE  
SERVICE USERS

### 25th Anniversary Celebrations

Next year we will celebrate our 25th anniversary with a special event held on 9 March 2019 at the Logan Entertainment Centre from 5.30pm – 7.30pm. We invite any clients who are interested in attending to register with our Client Services Team. We will confirm availability as we get closer to the date.

### Client Feedback Surveys

Our client survey results are in and you will be pleased to see our reliance on taxis to fill our gaps has decreased by 30% over the past few months. We will keep striving for better efficiencies as we deliver more of our clients into our vehicles in coming months.

### The Phones, the Power, the Phones, the Power!

Over recent weeks we have had our sanity tested with both phone and power outages. Whilst these events are beyond our control, I thank you for your patience and understanding when trying to contact us.

**If you are 65 or over – please read the article from the Australian Aged Care Quality Agency on page 2.**

**If you are under 65 – please read the letter from the Department of Communities on page 11/12.**

On behalf of our TransitCare staff and volunteers, I wish you all a very Merry Christmas and a happy and safe New Year.

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

# Important information

## IF YOU ARE 65 OR OVER (50 OR OVER FOR ABORIGINAL AND TORRES STRAIT ISLANDER) YOU MUST READ THIS

### AUSTRALIAN AGED CARE QUALITY AGENCY AUDIT

An assessment team from the Australian Aged Care Quality Agency will be visiting our offices on 29 January 2019. The team will not be visiting you in your home.

The purpose of their visit is to assess the quality of care and services we provide to you and all of our clients. As part of the review, the team will talk to management and staff and will look at our systems and processes.

They are also interested in speaking to clients about the care and services they receive. You are welcome to meet with a member of the team to speak with them in confidence about the services you receive from us. If you wish to make an appointment to come into the service office to speak to the assessment team, or have the team phone you while they are on site, please ring 1300 153 636.

You may also provide feedback by contacting the Quality Agency directly on **07 3852 3100** or by emailing [qld.statemanager@aacqa.gov.au](mailto:qld.statemanager@aacqa.gov.au).

You can always ask someone else to speak with the assessment team on your behalf if you wish – like a relative or a friend.

Following the visit to our office, the Quality Agency will prepare a report about our performance against the Home Care Standards. We are happy to talk to you about how we meet the Standards.

Your personal comments will be taken into account by the Quality Agency when conducting their review, and also when they prepare their report about our services. However, it is important to note that the Quality Agency is unable to provide feedback to you personally, or include specific details of your comments in their report.

If you would like to know more about the Home Care Standards and what they cover, visit the Quality Agency website [www.aacqa.gov.au](http://www.aacqa.gov.au) or phone the Quality Agency on **07 3852 3100**.

## CHRISTMAS CLOSURE AND PUBLIC HOLIDAYS

You will see from our Christmas and New Year closure dates that our office is closed and the Community Flyer will not be available for two weeks over this holiday period.

If you need transport during this time to go shopping, visit friends, or attend appointments, please ring the Client Services Team who will assist you with your requests.

Please also keep in mind, with the warmer weather, that you remain aware of the heat and keep your hydration up. Also, remember to watch out for your neighbours during this festive season.



### CHRISTMAS AND NEW YEAR CLOSURE

**Monday 24 December 2018 to  
Friday 4 January 2019**

We will be closed for business from 5pm on Friday 21 December 2018 until 7.30am on Monday 7 January 2019. Any bookings for Monday 7 January will have to be booked before 10am on Friday 21 December 2018.

### AUSTRALIA DAY PUBLIC HOLIDAY

**Monday 28th January 2019**

Bookings for Tuesday 29 January must be made prior to 10am on Friday 25 January 2018.

# Beat the Heat

## BEAT THE HEAT – TRAVEL FREE

Are you 65 or over and wish to Beat the Heat and do your Christmas shopping on us?

Our Community Flyers will take you to your nearest shopping centre with **NO CO-PAYMENT CHARGED** so that you can get all of your Christmas shopping done early. We will get you to the shops by 10am and collect you by 1.30pm, avoiding the heat of the afternoon.

Call our TransitCare Team on 1300 153 636 to book your transport.



## SENIOR STARTUP PROGRAM BY FIFTYSIX CREATIONS

TransitCare

# COMPUTERS FOR SENIORS

- **The Very Basics.** Understand the basic functions of a keyboard, a mouse and a computer, including how to change settings and manage your files.
- **Email.** You will be invited to create an email address as a way of introducing the benefits of the digital economy.
- **Keeping in Touch with Friends.** You will be taught how to open up your very own Facebook Account to connect with friends and family from around the world.
- **Managing Money.** Manage Money safely with internet banking and learn about cyber security.

Call the TransitCare Team on 1300 153 636 for further information, to book your place and to book the Community Flyer.

**THURSDAY, 6 DECEMBER 2018**

TRANSITCARE HQ

10.00 AM to 12.00 PM

MORNING TEA PROVIDED





# Join us for Carols and Canapés

**Over 65s - travel for free, be entertained for free!**

To celebrate the season, our TransitCare Community Flyers will be travelling to various Aveo villages where you will be able to join in the Christmas festivities and be entertained with a beautiful performance from internationally acclaimed singer, Tim Mc Callum.

## **CLEVELAND AREA**

**Thursday 6 December 2-3pm**

### **Aveo Cleveland**

*Enjoy a happy hour Christmas Party with drinks, canapés and entertainment.*

## **LOGAN AREA**

**Thursday 13 December 10am-2.30pm**

### **Aveo Freedom Aged Care Tanah Merah**

*Enjoy a Christmas Party including morning tea, Christmas lunch and entertainment.*

## **ROCHEDALE AREA**

**Tuesday 18 December 3-4pm**

### **Aveo Rochedale**

*Enjoy a happy hour Christmas Party with drinks, canapés and entertainment.*

**Proudly bought to you by Aveo**



# *TransitCare*

*Connecting people to their communities*

**Call our TransitCare team on  
1300 153 636 to book your travel**

# Out and about

## CLIENTS OUT AND ABOUT

Our clients always have such fun on our various outings and events! We travel far and wide on our Community Flyer adventures and locally on our social support outings. We also have just as much fun at “home” in our TransitCare office.




If you have not yet taken part in any of our travels, make a plan to book to come on our next adventure with us.



# Calendar of Events

## COMMUNITY FLYER ADVENTURES

Community Flyer Adventure outings are ideal for clients with higher levels of mobility. 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>TOUR LIKE A LOCAVORE!</b> 	22 January 2018	<p>The Adventurers are off to the Scenic Rim where it's never been easier to eat and drink locally! Unique offerings include beer chutney, carrot bread, camel milk vodka and sheep and cow's milk stout. Not to mention fine wines and other beverages! Enjoy finding, tasting, buying, connecting and eating local food and wines as we visit a selection of the 57 newly accredited 'locavores' who champion Scenic Rim food and wine.</p>	<b>Cost:</b> \$85 (includes door to door transport, morning tea, lunch and samplings along the way included)
<b>BYRON BAY, NSW</b> 	26 February 2018	<p>Join us for an adventure to Byron Bay, home to Australia's most easterly point and the iconic Cape Byron Lighthouse. See if you can spot a celebrity as we drive through the trendy town with its international flavour. Views from the lighthouse are absolutely stunning, with rugged coastlines and pristine beaches to marvel at. Door to door transport, a scrumptious morning tea and hearty lunch is included.</p>	<b>Cost:</b> \$95 (includes door to door transport, morning tea and lunch)
<b>STRADBROKE ISLAND</b> 	26 March 2018	<p>When you get on the ferry to North Stradbroke Island you will feel a million miles away from the hustle and bustle of life. The ocean is a twinkling turquoise blue and the waves roll in day in, day out. Straddie (to the locals) is known for some of the most spectacular scenery found anywhere in Australia. Included in the price is door to door transport, a mouthwatering morning tea and a tasty lunch.</p>	<b>Cost:</b> \$95 (includes door to door 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: DECEMBER

DESTINATION	DATES	DESCRIPTION	DETAILS
CHRISTMAS SHOPPING  TK MAXX, MACGREGOR WITH LUNCH AT SUNNYBANK COMMUNITY CLUB	<b>AREA 1</b> Wednesday 5 December	TK Maxx is not an outlet store, but delivers exceptional value on an extensive range of items from clothing, footwear, beauty, homewares and gifts for a whole lot less than department store prices. Their rapidly changing assortments create the treasure hunting shopping experience that their customers love, especially with the prices!	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$15.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
	<b>AREA 2</b> Thursday 6 December		
	<b>AREA 3</b> Friday 7 December		
CHRISTMAS LUNCH – SPRINGWOOD FEAST	<b>AREA 1</b> Wednesday 12 December	The Feast all-you-can-eat buffet is all about celebration, sharing, choice and variety – something for everyone. Their buffet includes hot soups and entrées, succulent roasts with all the trimmings, pizza, pasta, traditional favourites, Asian specials and a selection of fresh salads. There is also a delicious choice of hot and cold desserts and ice-cream.	<b>Time:</b> 11 am – 2 pm <b>Cost:</b> \$20.00 <b>Walking:</b> low <b>Lunch:</b> included
	<b>AREA 2</b> Thursday 13 December		
	<b>AREA 3</b> Friday 14 December		
CHRISTMAS LIGHTS TOUR	<b>AREA 1</b> Wednesday 19 December	Enjoy driving around Logan City and surrounds and seeing the amazing Christmas lights.	<b>Time:</b> 3 pm – 9 pm <b>Cost:</b> \$10.00 <b>Walking:</b> low <b>Afternoon tea:</b> included
	<b>AREA 2</b> Thursday 20 December		
	<b>AREA 3</b> Friday 21 December		

# Calendar of Events

## SOCIAL SUPPORT CALENDAR: JANUARY

<b>MAYES COTTAGE</b>	<b>UNDER 65 – LOGAN</b> Tuesday 15 January	Mayes Cottage is a genuine relic of Queensland's pioneering age. It is almost exactly as it was when it was built in 1887.	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>WYNNUM OP SHOPS &amp; WYNNUM MANLY LEAGUES CLUB</b>	<b>AREA 1</b> Wednesday 16 January <b>AREA 2</b> Thursday 17 January <b>AREA 3</b> Friday 18 January	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> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>THE LIONS CLUB RICHLANDS</b>	<b>AREA 1</b> Friday 18 January	Join us for a delicious meal in a vibrant atmosphere	<b>Time:</b> 11.30am – 1pm <b>Cost:</b> \$10 <b>Walking:</b> low <b>Lunch:</b> Own cost
<b>REDLANDS SPORTS CLUB &amp; GOLDEN CIRCLE FACTORY OUTLET</b>	<b>AREA 1</b> Wednesday 23 January <b>AREA 2</b> Thursday 24 January <b>AREA 3</b> Friday 25 January	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> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>EASTS LEAGUES CLUB</b>	<b>AREA 2</b> Friday 25 January	Step into Drysdales Brasserie and you will be pleasantly surprised by our wide ranging menu, fantastic food specials and affordable, yet high quality meal options.	<b>Time:</b> 11.30am – 1pm <b>Cost:</b> \$10 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>MYSTERY TOUR</b>	<b>UNDER 65 – LOGAN</b> Tuesday 29 January		<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$15.00 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>MAYES COTTAGE</b>	<b>AREA 1</b> Wednesday 30 January	Mayes Cottage is a genuine relic of Queensland's pioneering age. It is almost exactly as it was when it was built in 1887.	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>LIVE ENTERTAINMENT ROBBY DUNN – MORNINGSIDE</b>	<b>AREA 2</b> Thursday 31 January	Listen to the dulcet tones of Robby Dunn and enjoy some of your favourite tunes!	<b>Time:</b> 10.30am – 1.30 pm <b>Cost:</b> \$15.00 <b>Walking:</b> low <b>Lunch:</b> included



# SOCIAL SUPPORT CALENDAR: FEBRUARY

<b>ACACIA RIDGE HOTEL</b>	<b>AREA 1</b> Friday 1 February	Acacia Ridge Hotel is highly regarded for pub meals in Brisbane. Join us for lunch with a variety of meals to choose from.	<b>Time:</b> 11.30am – 1pm <b>Cost:</b> \$10 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>MAYES COTTAGE</b>	<b>AREA 3</b> Friday 1 February	Mayes Cottage is a genuine relic of Queensland's pioneering age. It is almost exactly as it was when it was built in 1887.	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>MOVIES – VICTORIA POINT</b>	<b>AREA 1</b> Wednesday 6 February <b>AREA 2</b> Thursday 7 February <b>AREA 3</b> Friday 8 February	Enjoy the big screen, popcorn and watching the latest movie with friends!	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$15.00 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>SUNNYBANK HOTEL</b>	<b>AREA 2</b> Friday 8 February	Sunnybank Hotel's Graziers Steakhouse offers a family friendly and informal dining experience.	<b>Time:</b> 11.30am – 1pm <b>Cost:</b> \$10 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>KINGSTON BUTTER FACTORY</b>	<b>UNDER 65 – LOGAN</b> Tuesday 12 February	The refurbished Kingston Butter Factory building houses Butterbox Theatre, community arts centre, canteen and a museum.	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>BBQ AT HINZE DAM</b>	<b>AREA 1</b> Wednesday 13 February <b>AREA 2</b> Thursday 14 February <b>AREA 3</b> Friday 15 February	Enjoy a BBQ beside Hinze Dam, originally constructed in 1976, later raised 15 metres in 1989 and recently upgraded in 2011.	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$25.00 <b>Walking:</b> medium <b>Lunch:</b> included
<b>TAN THANH RESTAURANT</b>	<b>AREA 1</b> Friday 15 February	Join us for scrumptious Vietnamese cuisine that reviews suggest truly represent the flavours of Vietnam.	<b>Time:</b> 11.30am – 1pm <b>Cost:</b> \$10 <b>Walking:</b> low <b>Lunch:</b> own cost
<b>REDLANDS SPORTS CLUB &amp; GOLDEN CIRCLE FACTORY OUTLET</b>	<b>AREA 1</b> Wednesday 20 February <b>AREA 2</b> Thursday 21 February <b>AREA 3</b> Friday 22 February	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> 9 am – 3 pm <b>Cost:</b> \$10.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>NORTH LAKES</b>	<b>UNDER 65 – LOGAN</b> Tuesday 19 February	Come and experience the fabulous facilities at North Lakes Sports Club: restaurants, cafes and lots of entertainment.	<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$25.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>COLMSLIE HOTEL</b>	<b>AREA 2</b> Friday 22 February	Morningside's famous Steak and Seafood Restaurant at the Colmslie Hotel, stands out as a 4 star dining experience.	<b>Time:</b> 11.30am – 1pm <b>Cost:</b> \$10 <b>Walking:</b> Low <b>Lunch:</b> Own cost
<b>MYSTERY TOUR</b>	<b>AREA 1</b> Wednesday 27 February		<b>Time:</b> 9 am – 3 pm <b>Cost:</b> \$15.00 <b>Walking:</b> medium <b>Lunch:</b> own cost
<b>LIVE ENTERTAINMENT</b>	<b>AREA 2</b> Thursday 28 February	Enjoy lunch while listening to live music performed by Jay Turner.	<b>Time:</b> 10.30 am – 1.30 am <b>Cost:</b> \$15.00 <b>Walking:</b> low <b>Lunch:</b> own cost

# 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

**OUR NEW 1300 NUMBER  
1300 153 636.**

Find us on



TransitCare Ltd  
PO Box 981  
Marsden QLD 4132

 1300 153 636  
 [admin@transitcare.com.au](mailto:admin@transitcare.com.au)  
 [www.transitcare.com.au](http://www.transitcare.com.au)

# IMPORTANT INFORMATION FOR QUEENSLAND COMMUNITY CARE SERVICE USERS

## Changes to Queensland Community Care

The Queensland Community Care program is changing.

The program helps support people who have a disability or condition that affects their ability to manage independently at home or in the community.

You are currently getting support services under the Queensland Community Care program and there are some big changes you need to be aware of.

## What are the changes?

You may have heard about the National Disability Insurance Scheme (NDIS).

This is the new way all Australians with disability are supported. The NDIS is now available across Queensland and you may be eligible.

People with disability who are eligible for the NDIS will move across to the new scheme. The NDIS provides flexible and individual supports you need over your life time.

Queensland's transition to the NDIS means the current community care program will change. People who are not eligible for the NDIS will continue to receive support through the new Queensland Community Support Scheme.

## How do I know if I'm eligible for the NDIS?

To become a participant in the NDIS, you must:

- Have a permanent disability that affects your ability to take part in everyday activities.
- Disability may be intellectual, sensory, physical or resulting from a mental health issue.
- Be aged under 65 when you first apply for access. For people who are close to turning 65 it is important to note that you must be less than 65 years on the day of making an access request to be eligible to become a participant.

- You must also live in Australia and be an Australian citizen or hold a permanent Visa or Protected Special Category Visa.

You need to make an access request to find out if you are NDIS eligible by March 2019. You make an access request by calling the NDIS on 1800 800 110.

### **What happens if I am eligible for the NDIS?**

If you are eligible for the NDIS, you will need to move to the NDIS before the end of March 2019 to ensure your supports continue after that date.

You will talk to the NDIS to discuss your support needs and goals for the future and develop an NDIS plan.

However, your current service provider may be able to provide your NDIS services, you need to check this with them once you have a plan.

If they can provide your services, you can choose to continue with them or move to a new provider if you wish.

### **What if I'm not eligible for the NDIS?**

If you are not eligible for the NDIS you will continue to be supported and transition to the new Queensland Community Support Scheme.

To do this you will need to show your service provider the letter you receive advising that you were not eligible for the NDIS.

### **What do I do next?**

Contact the NDIS to make an application on 1800 800 110.

If you need help in making an access request talk to your service provider, GP, or your family and friends to help get you started.

These changes will come into effect at the end of March 2019.

That's why it's really important you start the process now so you know if you are moving to the NDIS or continuing to receive supports in the new Queensland Community Support Scheme.

For more information about the NDIS and making an access request go to their website at [www.ndis.gov.au](http://www.ndis.gov.au).