

TransitCare

NEWSLETTER

August 2019



A MESSAGE FROM OUR CEO

Welcome to our third newsletter for 2019. We hope that you are enjoying this beautiful winter weather and that you have not suffered during this cold and flu season. Please remember, if you live on your own and you have any concerns or need any support, don't hesitate to call our TransitCare team.



Funding for under 65s extended

We are excited to announce that funding for our non NDIS clients under 65 years of age has been extended for another 12 months! Please continue to book your trips with us as and when needed. I will continue advocating Government to keep this funding for you. I have also spoken to the State Opposition who have informed me that they will not remove the funding should they gain office.

New Charter of Aged Care Rights

Please find time to read about the simplified Charter of Aged Care Rights (the Charter) enclosed. TransitCare welcomes the new Charter which focuses on 14 high-level consumer rights and makes it easier for our clients and their families to understand what to expect from TransitCare. As always, if you have any questions, give us a call, we are here to help.

Over 65s – where do you want to go?

We want to get you out and about even more! Our Community Flyers are not just there to take you to doctors and hospitals. Do you need to visit family and friends? Take your pet to the vet? Go to the hairdressers or barbers? Visit the Men's Shed?

IN THIS EDITION

VOLUNTEER RECOGNITION CEREMONY
CLIENTS OUT AND ABOUT
TRANSITCARE UPDATES
CALENDAR OF EVENTS

Take part in some exercise? Go to the shops, bank, post office, chemist? The Club or Pub? Make TransitCare part of your social calendar - we love going on fun outings to great locations! If you are unsure of where you might travel, simply call our TransitCare team.

Membership

TransitCare has a voluntary membership fee which helps fund our organisation and assists us in providing you with the best possible service. It also entitles you to vote at the Annual General Meeting. Members are also invited to client forums which help shape the direction of transport services for the future. Membership is voluntary and does not impact access to any of our clients in using our services. If you are interested in becoming a member of TransitCare, please call our TransitCare team and they will assist you to join.

TransitCare phone number - please note!

Please note that for the past 12 months, our old 1300 number was diverted to the new number which is **1300 153 636**. That diversion has now CEASED and **1300 153 636** is the number that should be used for all phone calls to TransitCare.

Until next time,

Terry O'Toole

Chief Executive Officer

VOLUNTEER RECOGNITION CEREMONY

On Saturday 17 May, our volunteers were recognised as part of the National Volunteer Recognition week. They celebrated at a beautiful luncheon at the White House - Waterford.

Volunteers are the lifeblood of any organisation and we greatly value our volunteers who selflessly give of their time to help the elderly and those with disabilities remain connected to their communities.

We acknowledged each volunteer with a gift and a certificate as a token of our appreciation. We particularly recognised three of our longest serving volunteers who have provided 17, 18 and 19 years of valuable service. Thank you to Aunty Heather for conducting Welcome to Country and joining us in celebration.

Thank you also to the White House for the beautiful meal and to Aveo, B&W Cabs and Shannon Fentiman MP for your generous gift donations of lucky door prizes which were certainly loved by the winners!

Our CEO, Terry O'Toole, read the following poem in honour of our volunteers.

Dedicated Hearts

*Dedicated hearts like yours
Are not so easy to find.
It takes a special person to be
So generous and kind.
To care so much for your fellow man
Is a quality all too rare.
Yet you give of your time and talents
For all in need to share.
So thank you for being a volunteer
We're privileged to work with you.
We want you to know how appreciated you are
Not just today, but the whole year through.*



Clients out and about

Community Flyer Adventurers enjoyed a glorious day (apart from that unexpected shower) visiting the Tamborine Mountain Botanic Gardens.

Lunch was at the historic St Bernard's Hotel, where the resident St Bernard dogs greeted our clients and succumbed to the attention overload!



TransitCare updates

LAUNCHING MEN ON THE MOVE!

The launch of our *Men on the Move* Lunch Club was a huge success with 35 male clients joining us for the outing. Our CEO, Terry O'Toole, hosted lunch at the Breakfast Creek Hotel. The purpose of this new initiative is to ensure that blokes enjoy the company of other blokes for a few hours. Our male clients enjoyed a choice of beef and Guinness pies, steaks, fish and chips and desserts. Everyone enjoyed a talk about the history of the Breakfast Creek Hotel and enjoyed a beer or two as they listened!

If you are a bloke interested in meeting up with other blokes, please call our TransitCare team on **1300 153 636** and add your name to our *Men on the Move* list.



CHICAGO

THE RAZZLE DAZZLE BROADWAY MUSICAL



WEDNESDAY 13 NOVEMBER | 1PM

Join us as we take a trip to the theatre to see *Chicago the Musical* at QPAC

Cost: \$95

(includes the show, light lunch served beforehand and transport to and from QPAC)

To book your ticket, please call our TransitCare team on **1300 153 636** (limited seats available)

SCAMMING AND SENIOR SAFETY

There is a lot of discussion regarding scamming and Senior Safety in the media at the moment and clients should be aware that there have been recent reports of scammers targeting Home Care Package recipients via phone.

These scammers often start by offering a better Home Care Package and attempting to lure the client into making a payment of some description, including through the purchase of vouchers.

In one reported case, a scammer advised the client they could offer a better Home Care Package deal and that they were eligible to receive a sum of money, but in order to receive this money they had to pay upfront through the purchase of vouchers.

Service providers should encourage their clients to report any suspicious activity to them and the police.

Information on scams and the ability to report them can also be done via the Australian Competition and Consumer Commission's website www.scamwatch.gov.au

Officers from our local Crime Prevention Unit have offered to speak to you about scamming awareness and crime prevention and how you can protect yourself. If you are interested in attending one of these talks, please call our Contact Centre team on **1300 153 636**. They will take your name and advise you of the dates, times and locations of the talks, once we have them booked.

CHARTER OF AGED CARE RIGHTS

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards. From July 1st 2019 The Australian Government introduced a new and simpler Charter of Aged Care Rights (the Charter). This will replace the current charters of aged care rights and responsibilities.

The Charter will make it easier for aged care consumers (older people receiving aged care services), their families and carers to understand what they can expect from an aged care service provider, regardless of whether they are in residential care or receiving care in the home. The Charter places the consumer at the centre of care by giving them choice and recognising their right to be treated with respect. It acknowledges that identity, culture and diversity are to be valued and supported. Consumer responsibilities have also been revised. These changes will support aged care service providers in delivering care to consumers and provide protection for the aged care workforce.

We have enclosed a signed copy of the Charter. You do not have to sign the Charter. Your aged care services will not be affected in any way if you choose not to sign it. However, your signature will

show that we have given you a copy of the Charter and you understand these rights. If you choose to sign the Charter please return to us by:

- giving the signed copy to our staff when you next see them
- posting the copy to us at PO Box 981, Marsden, Qld 4132 (replied paid envelope is provided)
- scanning the signed copy and emailing it to us at intake@transitcare.com.au

If you wish to have a copy and do not have access to a printer please let the team know and we will post one out to you. Remember we are here to assist you, if you have any questions, please just give us a call.

Case Study

Mary is receiving Commonwealth Home Support Programme services from three different service providers: one for home cleaning, one for twice-yearly gutter cleaning and a third for community transport services. Each provider will sign the Charter, offer it to Mary to sign and give her a copy.



TransitCare updates

FROM SOLDIER TO SCIENTIST

TransitCare client and World War II veteran Dr John O'Hagan AM has been on an incredible journey since starting his studies at The University of Queensland in 1939, 80 years ago.

Our CEO, Terry O'Toole and Client Services Manager, Anna Harrison, visited John to congratulate him on being recognised for his AM in the Australia Day 2019 Honours List, for significant service to medical science and innovation, and to the community.



During the visit, the now 98 year old reflected on his military service, which contributed to an illustrious career as one of Queensland's pioneering medical scientists.

"I enrolled as an evening student at UQ in 1939, while working at a day job as a cadet draftsman at the Queensland Department of Public Lands," John said.

"I've always loved science, and I finally had the opportunity to learn more about the world, following my passion for chemistry.

"When the war broke out I decided to continue my studies while on active military service – taking a UQ textbook with me – eventually completing my Bachelor of Science in 1947."

On discharge, he graduated with his Bachelor's degree in 1948, soon followed by a Master of Science in 1950 and finally a PhD in 1959, all completed at UQ. John was the very first PhD graduate in biochemistry from a Queensland university.

Whilst still busy contributing to his community, John does find time to join TransitCare on bus outings, particularly those trips that take him further afield. John espouses the importance of connection to nature for both physical and mental wellbeing and has delighted in bonding with other TransitCare adventurers on visits to Mount Tamborine and Bribie Island.

John looks forward to being part of the *Men on the Move* excursions and has provided us with some great suggestions for future destinations.

AGE FRIENDLY COMMUNITIES

Recently TransitCare participated in one of the Age-Friendly Community Workshops facilitated by the Department of Communities, Disability Services and Seniors.

An age-friendly community is where older people are valued, respected and actively engaged in their community. They can stay in touch with people they care about and find the services and support

they need. Age-friendly communities are more liveable for everyone.

The B.OLD short film series, which was created to challenge stereotypes about ageing will be released later this year. TransitCare will host a screening of these films, along with refreshments and good conversation. Please let the team know if you would like to attend on **1300 153 636**.

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 business 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.

DESTINATION/DATE	DESCRIPTION	DETAILS
MURWILLUMBAH, the heart of the Tweed Valley Thursday 31 October 	Adventurers - we're off to the glorious Tweed Valley! Join us for a visit to the Margaret Olley Art Centre and the Tweed Regional Gallery at Murwillumbah. We have arranged a fully guided tour for you to hear about one of Australia's most significant still-life and interior painters. We will stop for morning tea on the way to this beautiful part of NSW and enjoy lunch following our Gallery visit. A scenic drive home rounds off a perfect day!	Cost: \$90 per person (price includes morning tea, lunch and door-to-door transport)
MALENY MAGIC Thursday 28 November 	Come with us to the Sunshine Coast Hinterland! Magical Maleny is our destination, a charming village with breathtaking views of the Glass House Mountains. Marvel at the rolling hills and dairy country. Lunch is at King Ludwig's Restaurant complete with authentic Bavarian hospitality. The Restaurant offers a selection of more than 35 German beers and imported fine wines.	Cost: \$80 per person (price includes morning tea, lunch and door-to-door transport)
GOLD COAST CRUISING Tuesday 17 December 	We are Gold Coast bound for a leisurely cruise and a veritable feast! Experience the best sightseeing this region has to offer while enjoying fresh local prawns, roast chicken, freshly baked ham off the bone, salads galore and fresh fruit platters. The perfect way to ease into the festive season!	Cost: \$80 per person (price includes morning tea, lunch and door-to-door transport)

MID-WEEK GETAWAY - STANTHORPE

Our team are looking at a mid-week getaway to Stanthorpe in October. This would include transport to and from home, one (possibly two) nights' accommodation and visiting the local attractions. If you would like to be included in this trip, please call our TransitCare team and get them to add you to our Stanthorpe list. We are also putting together a boutique events programme which will include trips to markets, performances, boutique dining, shopping and more.



Determine your Social Support area based on the suburb list in this newsletter, 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
SCENIC TOUR OF GOLD COAST	UNDER 65 – LOGAN Tuesday 3 September	Enjoy a scenic tour of the Gold Coast from the hinterland to the beach.	TIME: 9am – 3pm COST: \$30 WALKING: low LUNCH: own cost Be ready by 7.30am
	AREA 1 Wednesday 4 September		
	AREA 2 Thursday 5 September		
	AREA 3 Friday 6 September		
THAI BY THAI - ALGESTER	AREA 1 Friday 6 September	Thai By Thai at Algester offer the best modern Thai cuisine. Come with us and find out why.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
SCENIC TOUR OF MT TAMBORINE	AREA 1 Wednesday 11 September	Enjoy a scenic trip to Mt Tamborine, visiting the famous “Gallery Walk” and other places.	TIME: 9am – 3pm COST: \$15 WALKING: low LUNCH: own cost Be ready by 7.30am
	AREA 2 Thursday 12 September		
	AREA 3 Friday 13 September		
SPRINGWOOD FEAST	AREA 1 Friday 20 September	Enjoy all you can eat lunch at Springwood Feast.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
	AREA 2 Thursday 13 September		
VEND MARKET PLACE - VIRGINIA	UNDER 65 – LOGAN Tuesday 17 September	Discover the special homemade treasures at this quaint market place at Virginia.	TIME: 9am – 3pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 7.30am
	AREA 1 Wednesday 18 September		
	AREA 2 Thursday 19 September		
	AREA 3 Friday 20 September		
WYNNUM OP SHOPS TREASURE HUNT	AREA 1 Wednesday 25 September	Discover the special treasures hidden in the Op shops by the bay, then join your friends for lunch at Wynnum Leagues Club.	TIME: 9am – 3pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 7.30am
	AREA 3 Friday 27 September		
PELICANS NEST - WYNNUM	AREA 2 Friday 27 September	Come and enjoy fresh fish and chips by the bay at Wynnum.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
LIVE ENTERTAINMENT	AREA 2 Thursday 26 September	Enjoy lunch while listening to live music performed by Robbie Dunn.	TIME: 10.30am – 1.30pm COST: \$15 WALKING: low LUNCH: included Be ready by 9.30am

SOCIAL SUPPORT CALENDAR: OCTOBER

DESTINATION	DATES	DESCRIPTION	DETAILS
BBQ ON THE BAY AT SCARBOROUGH	UNDER 65 – LOGAN Tuesday 1 October AREA 1 Wednesday 2 October AREA 2 Thursday 3 October AREA 3 Friday 4 October	Come and relax on the beach at Scarborough, and enjoy a lovely BBQ with your friends.	TIME: 9am – 3pm COST: \$30 WALKING: low LUNCH: included Be ready by 7.30am
CHINA TASTE – SUNNYBANK HILLS	AREA 1 Friday 04 October	Come and join us for a taste of China and enjoy well priced and tasty food and great, friendly service.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
POHLMANS NURSERY	AREA 1 Wednesday 9 October AREA 2 Thursday 10 October AREA 3 Friday 11 October	Join us as we travel to Pohlman's plant nursery in Gatton. Whether you are thinking of a garden make over or grooming some potted plants, this is the place for you.	TIME: 9am – 3pm COST: \$30 WALKING: low LUNCH: own cost Be ready by 7.30am
THE COLMSLIE HOTEL	AREA 2 Friday 11 October	Enjoy lunch at Morningside's famous steak and seafood restaurant.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
MINI MATES MINIATURE HORSE AND PONY FARM - BURBANK	AREA 3 Monday 14 October UNDER 65 – LOGAN Tuesday 15 October AREA 1 Wednesday 16 October AREA 2 Thursday 17 October AREA 3 Friday 18 October	Come and play with the mini horses and enjoy a homemade morning tea in this picturesque pony farm.	TIME: 9am – 3pm COST: \$30.00 WALKING: High LUNCH: own cost Be ready by 7.30am
RICHLANDS TAVERN	AREA 1 Friday 18 October	Sit in air-conditioned comfort surrounded by a full indoor garden. Fresh, local and international foods are available.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
WYNNUM OP SHOPS TREASURE HUNT	AREA 1 Wednesday 23 October AREA 2 Thursday 24 October AREA 3 Friday 25 October	Discover the special treasures hidden in the Op shops by the bay, then join your friends for lunch at Wynnum League Club.	TIME: 9am – 3pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 7.30am

SOCIAL SUPPORT CALENDAR: OCTOBER (CONTINUED)

DESTINATION	DATES	DESCRIPTION	DETAILS
EASTS LEAGUES CLUB	AREA 2 Friday 25 October	The restaurant is a relaxed dining area that caters for a wide variety of tastes and budgets. The restaurant provides patrons with ready to eat roasts and chefs specials which are available for lunch.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
BOONAH SCENIC DRIVE	AREA 1 Wednesday 30 October	Come and enjoy a beautiful drive to Boonah and surrounds.	TIME: 9am – 3pm COST: \$25 WALKING: low LUNCH: own cost Be ready by 7.30am

SOCIAL SUPPORT CALENDAR: NOVEMBER

DESTINATION	DATES	DESCRIPTION	DETAILS
BOONAH SCENIC DRIVE	AREA 3 Friday 1 November	Come and enjoy a beautiful drive to Boonah and surrounds.	TIME: 9am – 3pm COST: \$25 WALKING: low LUNCH: own cost Be ready by 7.30am
ACACIA RIDGE HOTEL	AREA 1 Friday 1 November	Acacia Ridge Hotel is highly regarded for pub meals in Brisbane. Join us for lunch with a variety of meals to choose from.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
MOVIES	UNDER 65 – LOGAN Tuesday 5 November AREA 1 Wednesday 6 November AREA 2 Thursday 7 November AREA 3 Friday 8 November	Hop out of the heat and enjoy the big screen, and watching the latest movies with friends.	TIME: 9am – 3pm COST: \$16 WALKING: Low LUNCH: own cost Be ready by 7.30am
WESTLAKE CHINESE BUFFET	AREA 2 Friday 8 November	Join us in an All You Can Eat Chinese Buffet.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
HANS SMALLGOODS	AREA 1 Wednesday 13 November AREA 2 Thursday 14 November AREA 3 Friday 15 November	Come and buy your meat at Hans Smallgoods. They have knowledgeable staff, grass-fed beef, a great selection of prepared foods and local produce.	TIME: 9am – 3pm COST: \$15 WALKING: Medium LUNCH: own cost Be ready by 7.30am

SOCIAL SUPPORT CALENDAR: NOVEMBER (CONTINUED)

DESTINATION	DATES	DESCRIPTION	DETAILS
THE GLEN HOTEL	AREA 1 Friday 15 November	Come and join us for lunch on the Deck at the Glen Hotel, Eight Mile Plains.	TIME: 11.30am – 1.30pm COST: \$10 WALKING: low LUNCH: own cost Be ready by 10.30am
FISH AND CHIPS - WELLINGTON POINT	UNDER 65 – LOGAN Tuesday 19 November AREA 1 Wednesday 20 November AREA 2 Thursday 21 November AREA 3 Friday 22 November	Come with us and have fish and chips, take a walk along the jetty and enjoy the gorgeous views across the water to the Moreton Bay Islands.	TIME: 9am – 3pm COST: \$15 WALKING: Medium LUNCH: own cost Be ready by 7.30am
REDLANDS SPORTS CLUB AND GOLDEN CIRCLE FACTORY OUTLET	AREA 1 Wednesday 27 November AREA 3 Friday 29 November	Enjoy live music and a delicious meal at the Redlands Sports Club, followed by a visit to the Golden Circle Factory Outlet.	TIME: 9am – 3pm COST: 10.00 WALKING: Low LUNCH: own cost Be ready by 7.30am

AVEO COMMUNITY EVENTS – TRAVEL WITH TRANSITCARE!

EVENT	DATE AND TIME	COMMUNITY	DESCRIPTION
SENIOR LIVING MASTER CLASS	AREA 2 28 August, 10am – 12pm AREA 1 29 August, 10am – 12pm	Redland Bay Robertson Park	Information on key topics of moving into aged care or retirement including financial planning, solicitors (contracts), downsizing and more.
ACTIVE RETIREMENT EXPO	AREA 3 26 September, 10am – 12pm	Rochedale	Listen to the benefits of keeping mentally and physically active and visit stall holders to find out about active services in the local area.
FOOD AND WINE FESTIVAL	AREA 2 16 October, 10am – 12pm	Cleveland	Come and enjoy some decadent treats with entertainment and the opportunity to tour on the day.
AVEO CARNIVAL	AREA 2 20 November, 10am – 12pm AREA 3 28 November, 10am – 12pm	Redland Bay Rochedale	Join in on a fun, active day filled with entertainment and things to do.

SOCIAL SUPPORT CALENDAR AREA LIST

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

AREA 1

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

AREA 2

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

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

PUBLIC HOLIDAY CLOSURES

TransitCare will be closed for the following public holidays in 2019.

EKKA SHOW DAY HOLIDAY

Wednesday 14 August

Any bookings for Thursday 15 August must be made prior to 10am on Tuesday 13 August 2019.

QUEEN'S BIRTHDAY

Monday 7 October

Any bookings for Tuesday 8 October must be made prior to 10am on Friday 4 October 2019.

CHRISTMAS CLOSURE


**Wednesday 25 December to
Friday 3 January**

Any bookings for Monday 6 January will have to be booked before 10am on Tuesday 24 December 2019.

CHEMIST WAREHOUSE SPECIAL OFFER

Chemist Warehouse (CWH) offers discounted prices for pharmacy goods. For TransitCare clients CWH will provide you with a free assessment of your pharmaceutical items to highlight the savings you can expect. To access this special offer, please call the team at TransitCare.

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