



2018/2019 ANNUAL REPORT

TransitCare

Connecting people to their communities



TransitCare's youngest volunteer, Blake, is presented with his Certificate of Appreciation and a TransitCare gift by CEO, Terry O'Toole, in thanks for all his work to date as part of our National Volunteer Week celebrations.

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Section 1: Executive Summary

About TransitCare Limited

TransitCare Limited is a not-for-profit organisation that provides community transport and other services to eligible clients in the Brisbane South, Logan and Redlands areas, as well as in Townsville through the TOTTS service.

We are funded by the Department of Health and the Department of Communities, Child Safety and Disability Services. These programmes provide transport and support services to assist frail and elderly people, people with disabilities, NDIS participants and Home Care Package holders so that they can live independently in their own homes and remain connected to their communities.

Our Vision

Connecting people to their communities.

Our Purpose

Supporting access to community inclusion, participation and independence.

Our Values

Safety: We will not compromise safety – we work to protect ourselves and others and aim to achieve an injury-free workplace.

Service: We maintain the highest levels of service and act with integrity, empathy and professionalism.

Relationships: We work collaboratively with our colleagues, clients, partners and suppliers to promote growth and opportunities for all.

Quality: We work within a quality framework to continuously improve our service provision.

Sustainability: Our actions are sustainable and ethical. Our first priority is to ensure the longevity of our service. We look for ways to minimise our environmental impact on the communities in which we work.

Our Pillars

A CLIENT FOCUSED ORGANISATION

To continually focus on providing services and solutions to our customers' and partners' needs.

INNOVATION

TransitCare will be synonymous with the delivery of innovative solutions and services.

BUSINESS BRAND AND IDENTITY

TransitCare will be recognised as the trusted and pre-eminent provider of quality services that are safe and reliable.

WORKFORCE OF THE FUTURE

To build, evolve and maintain a culture and workforce that is value driven and outcomes focused.

FINANCIAL SUSTAINABILITY

To be fiscally responsible to ensure the organisation's ongoing success and sustainability.

Our Services

TransitCare Community Flyer operates a shared-use mobility centre for coordinating transport services for transport disadvantaged, frail aged and people with disability who live in the Brisbane South, Logan, Redlands and Townsville areas.

Customers can access our services by registering with us or through My Aged Care and having their eligibility and individual needs assessed. If eligible, customers can use the Community Flyer for shopping and banking, social outings, medical or health related appointments and visiting friends.

Bookings can be made by phone, email or online.

Agency Transport

We have built mutually-beneficial relationships with several different agencies including the Queensland Ambulance Service and have provided brokered or contracted transport to their clients for a number of years.

We cover the Brisbane South, Logan, Redlands and Townsville areas and can tailor transport solutions to the specific needs of agencies including the management of their fleet vehicles.

We provide point-to-point transport for agency clients and group transport including social support outings. This means agencies can purchase empty seats on our transport infrastructure at a lower price than operating their own fleet. Bookings can be made electronically or by phone.

Social Support

Our Social Support outings go to a variety of destinations. We provide both half-day and full-day trips. These trips include a drive in the country, lunch and entertainment at a club, a visit to the seaside for fish and chips, or a mystery trip, which is always popular.



2018/2019 Highlights



2,138,335km
travelled



Almost 200 suburbs
serviced in South-
East Queensland



97.31% of trips were
on-time (within our
benchmark)



Each trip took an
average of 27.65
minutes



A dead-running
percentage of 18.72%



15,751 trips per
month



2.63 clients
transported per
revenue hour



72 volunteers who
provided hours of
time to our service



80 staff (44 full- time,
13 part-time, 23
casual)

*Phil has been coming along
to our Social Support programme for
over five years. He has joined the Men
on the Move “blokes only” bus trips
and Carol loves the Community Flyer
Adventures and Fifty Plus Fitters exercise
group.*

*“We both love TransitCare - we think it’s
a great service. Phil loves his Tuesdays –
they are lots of fun and he has
made some great friends.*

Carol and Phil



From the Chairman

This year marked our twenty-fifth anniversary and we celebrated in style. For any business to survive for that time is an achievement and we are justifiably proud of the journey that has established us as a leading community transport provider. From very humble beginnings we have grown to a significant business operating in both Brisbane and Townsville with considerable potential elsewhere.

The challenge for us the past year has been the impact of NDIS which has affected our revenue and resulted in some loss of clients. That said, we have gained in other ways and the result is a credible financial surplus of \$908,982. We have grown our balance sheet and that will sustain us in the face of funding uncertainties and other events.

Our patronage has remained loyal and steady at 175,172 trips over the past financial year travelling approximately 2,138,335 kilometres. Our client satisfaction is very high in recognition of the superior and caring service we provide.

The TOTTS operation has also had a successful year. They continue to steadily reduce the debt owed to TransitCare and they are well on their way to self-sufficiency.

We received good news on the litigation initiated against us by our former CEO. Judgement was substantially in our favour and we can put this unfortunate and distracting event behind us.



My usual thanks go to our CEO Terry O'Toole, the entire management team, our drivers and our volunteers. TransitCare is nothing if not a team effort. My thanks also to my colleagues on the TransitCare board. We have been joined this year by Bob Morton and Scott Dorries who bring considerable skills and experience. Sadly, we have said goodbye to Mariae Leckie, Shane Griffiths and Helen Abrahams. Their service over the years has been invaluable and we miss them. Of course, final thanks go to our clients without whom there would be no business.

I have no doubt that challenges lie ahead of us, but I expect us to meet those as we always have and look forward to the continued support of our staff, clients and community.

Peter Emery
Chairman

*... my thanks to our
clients without whom
there would be no
business.*

From the Chief Executive Officer

As CEO of TransitCare, the indulgence of delivering my fifth Annual Report is still a humbling experience, and to continue to deliver upon the legacy of our Founder, Ann Langley is a huge privilege and honour.

This year has also seen us celebrate our 25th birthday - and what a wonderful celebration it was. Our guests of honour included the daughter and grandson of our Founder, Ann Langley, in addition to a number of local politicians and Council members. We continue to deliver the services that Ann would have wanted us to provide. We would never have believed, 25 years ago, that we would be the size that we are, delivering the trip numbers that we do. As we reflect on this, we look forward to delivering the same, if not better services to even more clients. As part of our 25 year celebrations our marketing undertook its own transformation with a new look website and new vehicle wraps on some of our Community Flyers. We will continue to rollout more of these vehicles until each one is in the new design. The feedback on these certainly has been nothing short of fantastic.

The rollout of the NDIS has unfortunately not progressed as we would have liked - not just for ourselves, but also for our clients. We must remember that this transformational programme is just six years old, so it is still in its infancy in terms of business maturity. I am hopeful that one day soon the programme and the vision behind this programme comes to fruition for everyone.

Whilst 2018- 2019 has provided TransitCare with the normal challenges that transformational changes bring, this year is no exception.

We have consolidated our position within the market and we remain the premier transport provider in Queensland.

... my heartfelt thanks go to all of our employees, whether they be full-time, part-time, casual or volunteers, your work is amazing and you all do amazing things every day.



Digital disruption continues to be a source of technological advancement as well as intrusion and sometimes not for the client. Services such as ours come at a cost and we must continue to maintain the high quality of service that our clients depend upon us to deliver.

I continue to agitate for better funding for the entire sector for those clients who do not fit the criteria for the NDIS but still need transportation to remain active in the communities in which they live. Whilst I have been successful this year rest assured I will keep the pressure on government beyond next year.

As I stated last year, confirmation of our existing contract with the Department of Health federally has been extended further until 2022. We are advocating the need for this funding to continue well past 2022. The consultation with the Federal government continues to show the need for transport funding to remain under the current structure beyond 2022.

I am also pleased that the litigation that this organisation and its employees and Board members have had to endure is mainly over and the business and its employees have rightfully been acquitted of any wrongdoing which is a far better result than the previous CEO expected.

Once again my heartfelt thanks go to all of our employees, whether they be full-time, part-time, casual or volunteers, your work is amazing and you all do amazing things every day. Thanks also must go to our Board members who all volunteer their time and experience. Without this dedicated team of people, TransitCare wouldn't be the special place it is delivering services that are vital for communities to survive.

Terry O'Toole
Chief Executive Officer

About our Organisation

The story of TransitCare

Founding chairman, the late Ann Langley, helped form a support group for people with Multiple Sclerosis in 1992. The group aimed to help each other with transport to the Royal Brisbane Hospital and to physiotherapy at the MS Centre at Dutton Park.

The initial service was voluntary, with passengers simply reimbursing the fuel cost to the driver. However, as the needs of the group grew, so too did their concerns about the risk of litigation in the event of an accident. This led to the group making a submission for funding to create a formal transport service for people with disabilities to get to medical appointments.

In 1994, Logan and Albert North Disability Services was incorporated and within a short time, vehicles were purchased, volunteer drivers found and community transport was up and running. In 1995, an agreement was made with Queensland Ambulance Service to carry some of their customers too, which made the organisation the first community transport organisation to provide non-urgent medical transport.

LANDS officially rebranded to TransitCare in 2012 to better reflect the organisation's service offering and plans for the future and has since grown into South- East Queensland's leading community transport service.

In 2014, we made the transition from an Association to a Company Limited by Guarantee.



IN MEMORY

"Our consumers' needs must reign supreme. Always."

Ann Langley, founding chairman, passed away 2012

"I have been coming to TransitCare since the beginning of this year. I was referred through My Aged Care and I just love it! I love the Social Support programme and love all the little trips, as well as the Community Flyer Adventures. I go on as many outings as I can.

Everyone is so friendly and courteous - the drivers, the volunteers, the staff. I also love the 50 Plus Fitter exercise group and come each week."

I hope I can keep coming for a long time."

Vicki

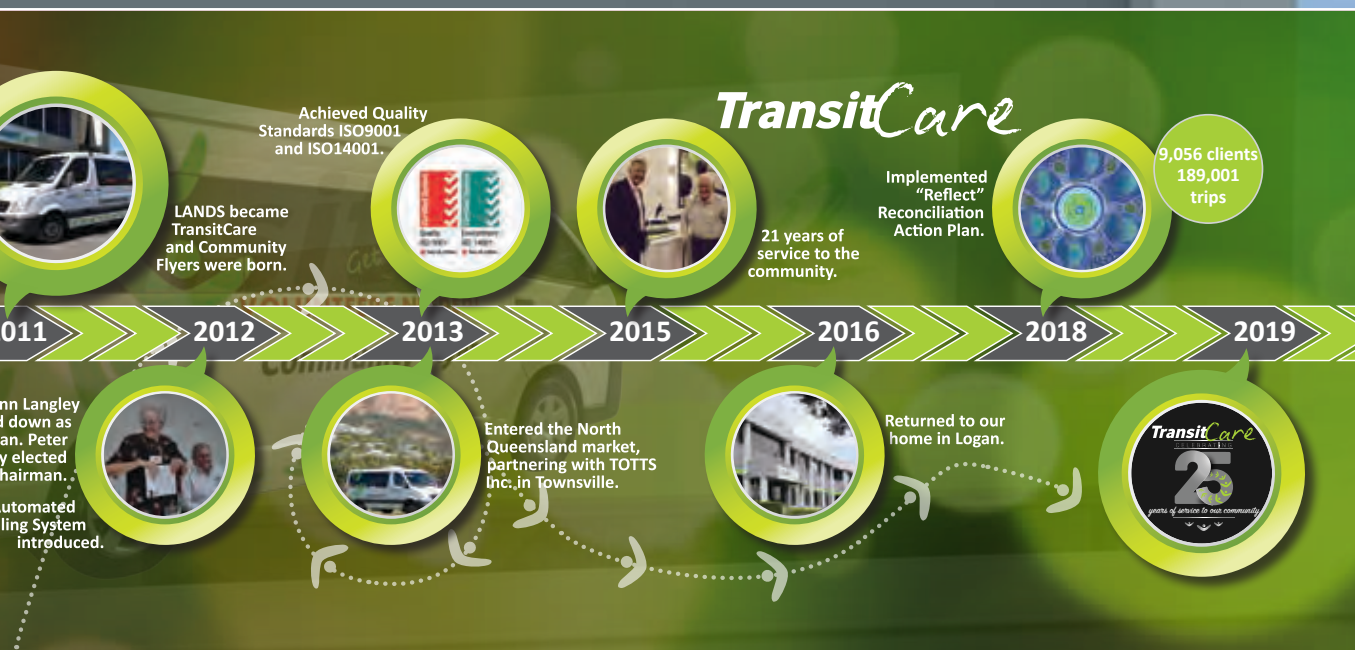


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Celebrating 25 Years of Service to our Community





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Board Members

Chairman: Peter Emery

BA, LLB, Grad Dip Mgt, FAICD, FFIN, FIML, FGIA, FCIS, Member of the Queensland Law Society – Chair

Peter is a qualified lawyer who has over forty years' experience in business management as a company director, general manager & consultant. He has extensive knowledge of and lectured in law at Macquarie School of Management for the MBA program and also presents in the areas of governance, directors duties and Not for Profit for the Australian Institute of Company Directors.

Peter was the CEO of a listed company and has wide experience serving with not-for-profit organisations and currently serves as Chairman of the Board of TransitCare Ltd as well as being a current director of Aftercare and experience as the interim CEO of RSLCare.



Director and Secretary: Alan Warren

(appointed to position of Secretary 30 April 2019)

Alan is a former Divisional Manager and CFO of Brisbane Transport, a \$400 million business unit of Brisbane City Council. The business comprised 2,600 staff, 1,220 buses and carried up to 80 million passengers per year. Prior to moving to Brisbane Transport, as the Manager, Financial Planning for Brisbane City Council, Alan coordinated the development and monitoring of Council's \$1.4 billion budget.

He is a graduate of Macquarie University and a qualified accountant. He has a passion for promoting great customer service in the organisations he has served, with friendliness as the key focus.



Director: Noel Lord

MAICD, DFP, SFFIN

Noel has many years of experience in the financial planning and management sectors, and is well experienced in coaching people and leading business development. He is currently the Queensland State Manager of CommSec and has worked as a consultant to a number of businesses throughout his career.

Previously Noel has been on the board of Autism Queensland and was a member of the Juvenile Diabetes Research Foundation advisory board. He is a Senior Fellow of the Financial Services Institute of Australasia and a Member of the Australian Institute of Company Directors, and holds a Diploma of Financial Planning. Noel recently completed the NeuroLeadership Institute Brain Based Coaching and is passionate about making a difference in the organisations he works with.



Director: Bob Morton

Bob is currently co-founder and General Manager of Client Engagement with the Property Clearance company. A position he has held since 2016. His prior roles include several executive roles with IBM over a 14 year period, including General Manager of IBM Queensland.

Before joining IBM in 2001 he had a successful 10 year career at gen-i Ltd in New Zealand holding positions including General Manager of Client Marketing and General Manager of the Southern Region.

Bob holds a Bachelor of Commerce and Administration degree from Victoria University in Wellington New Zealand.



Director: Nadia Taylor

BA (IR), LLB, EMBA, FAIM, CAHRI

Nadia is an Executive Director of Livingstones & SHR Group, a national Industrial Relations, Human Resources and Organisational Development consulting firm. Nadia has delivered industrial relations and human resources services to organisations nationally for nearly 20 years across many industries, with specialties in education, business services, utilities, transport, health services, and not-for-profit. She is focused on aligning an organisation's operations with its strategic vision through innovative human resource practices, including courageously addressing the most challenging aspects of people management. Nadia has a passion for innovation and cutting-edge business solutions and her strength lies in being able to see into the horizon. Her charismatic and natural transformational leadership style motivates and inspires all those who work with her to go along the journey with her.

Since her appointment as Director in 2008, Nadia has led the Livingstones & SHR Group marketing, growth and innovation board profiles, and now oversees all strategy and business operations. Nadia has significant hands on management and board experience. In the past 2 years, Nadia has successfully reviewed and restructured Livingstones & SHR Group leadership and service teams to create broader specialised teams better able to deliver the best possible people solutions. She has also led the Livingstones & SHR Group expansion into Sydney. Nadia is also a Director for a start-up Leadership measurement and development business, MLQplus.



Mariae Leckie

MTM, GAICD

Deputy Chairman (resigned 27 February 2019)

Mariae is the National Project Manager for End of Life Directions for Aged Care Project, an Australian government initiative. After a successful public sector career in executive services, Mariae spent a number of years as a strategic business analyst and project management consultant. She deploys an intrapreneurial skill set and emotionally intelligent leadership style and looks forward to helping TransitCare Ltd and not-for-profits that are evolving and transitioning to deal with change.



Helen Abrahams

MBBS, FACOM, GDURP, MAICD

(resigned 30 November 2018)

Helen is a former Councillor for The Gabba Ward of Brisbane City Council, having served in this position from 2003 to 2016. She graduated as a medical practitioner and has worked in rural, women's and occupational health. She has served on the board of West End Community House and the Queensland Maritime Museum. She was the Deputy Opposition Leader and Opposition Spokesperson for the Neighbourhood Planning and Development Assessment Committee. Helen was a Civic Cabinet member from 2003-2008. She is a member of a number of environmental organisations. Helen believes the personal is political so she commutes by bike whenever possible and has adapted her home to be as sustainable as possible, seeking to reduce her carbon footprint at all times.



Shane Griffiths

CPA, MAICD, BBusAcctg

Director and Secretary (resigned 30 April 2019)

Shane is a qualified accountant, and experienced leader with more than 20 years' experience in roles as Chief Executive Officer, Chief Financial Officer, Non-Executive Director and consultant, spanning both commercial and not-for-profit organisations. In 2016 Shane stepped down from his senior executive role to focus on a portfolio of targeted clients and non-executive positions. Shane is providing tailored executive c-suite consulting that covers a broad range of industries throughout Australia and abroad. Shane is a commercial pragmatist and a creative and innovative thinker who offers expertise in strategic planning, leadership, operations, business development and account management, finance, risk, information technology, mergers and acquisitions and shareholder/board engagement.



Key Staff

Chief Executive Officer: **Terry O'Toole**

Dip Bus Mgt

Terry is a vastly experienced corporate executive. He was COO of a national waste management and transport operation for six years before joining TransitCare Ltd. Previously, Terry spent 25 years in retail management (fast moving consumable goods) and logistics with a national retailer. His position was State Manager, Administration and Services.

Terry provides hands on management experience to the organisation and mentoring to the executive management team. Terry has overseas and local experience in starting and growing businesses in the area of transport and logistics. He is accomplished at change management and has grown businesses from infancy to having national and international reach.

He is an operational expert who is focused on providing TransitCare the internal capability to be NDIS compliant and to grow its reach and scale.



People and Quality **Manager: Francine Wicks**

B Bus Mgt

Francine is a human resources practitioner who adds value through her people and systems focus, driving quality outcomes.

Francine has a Bachelor of Business and more than 20 years' experience managing human resources, safety and quality systems. She has worked in both the private and not for-profit-sectors in a career that has spanned transport, manufacturing, automotive safety and mining industries.

Francine's mission is three fold: to make our quality systems as simple and accessible as possible; to use those systems to improve the level of service we provide to our clients; and to provide our employees and volunteers with the safest possible environment and work processes.



Operations Systems **Manager: Gary Panlook**

Dip Mgt, Dip Aerospace Engineering

Gary has had an eclectic career, having previously worked for Griffith University Facilities Management for six years before joining TransitCare in 2016. Gary has previously worked in the aerospace industry for more than 30 years, sharing his time between defence and commercial enterprises.

Gary has travelled extensively throughout Australia and overseas examining management systems of successful companies including; change programmes, quality management systems and the resulting computerisation of the workplace. Gary has technical attitude with an eye for detail and is resolute on augmenting the technical aspects of scheduling and dispatch technologies.



Finance Manager: **Kerryn Prentice**

Bus (Acc), CPA, GIA (Cert), JP (Qual)

Kerryn is a qualified accountant with more than 25 years' experience in government, private and not-for-profit organisations. She has previously held positions as Finance and Corporate Services Manager and Financial Accountant at two not-for-profit organisations. Her career has covered all aspects of finance and administration with other positions including Auditor and Company Accountant.

Kerryn is experienced in the preparation of board and management reports, as well as in the drafting and implementation of policies and procedures. Kerryn previously served as a Board member and Chair of the Finance, Risk and Audit Committee at YWCA Queensland.

Kerryn is interested in financial accounting, governance and providing value to an organisation with both financial and non-financial information. She enjoys working in the not-for-profit sector as it gives her greater purpose by assisting the wider community.

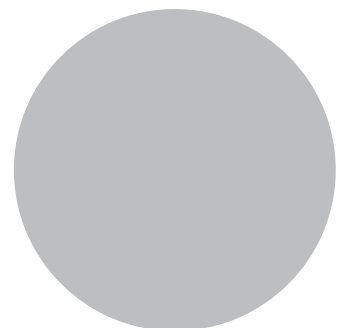
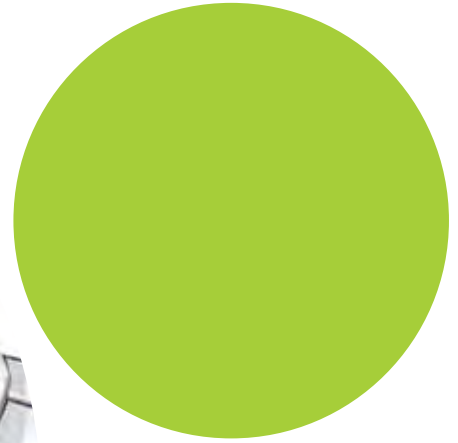




TransitCare's Reconciliation Action Plan (RAP): The Journey so far...

Since the implementation of our RAP in 2018 we have realised our commitments to Reconciliation Australia by: proudly beginning meetings with Acknowledgement of Country and for 'big events' organising a Welcome to Country; being involved in celebrations for National Reconciliation Week and NAIDOC Week; ensuring our marketing collateral reflects diversity; featuring our RAP design on staff uniforms; providing cultural awareness training across the whole Organisation; forging new partnerships and delivering employment opportunities. TransitCare also trialled NATSIC's (National Aboriginal and Torres Strait Islander Corporation) competency assessment tool. We were delighted to assist them and evaluate how we are travelling. It is apparent that having a RAP in place positioned us to be assessed from a standpoint of "doing".





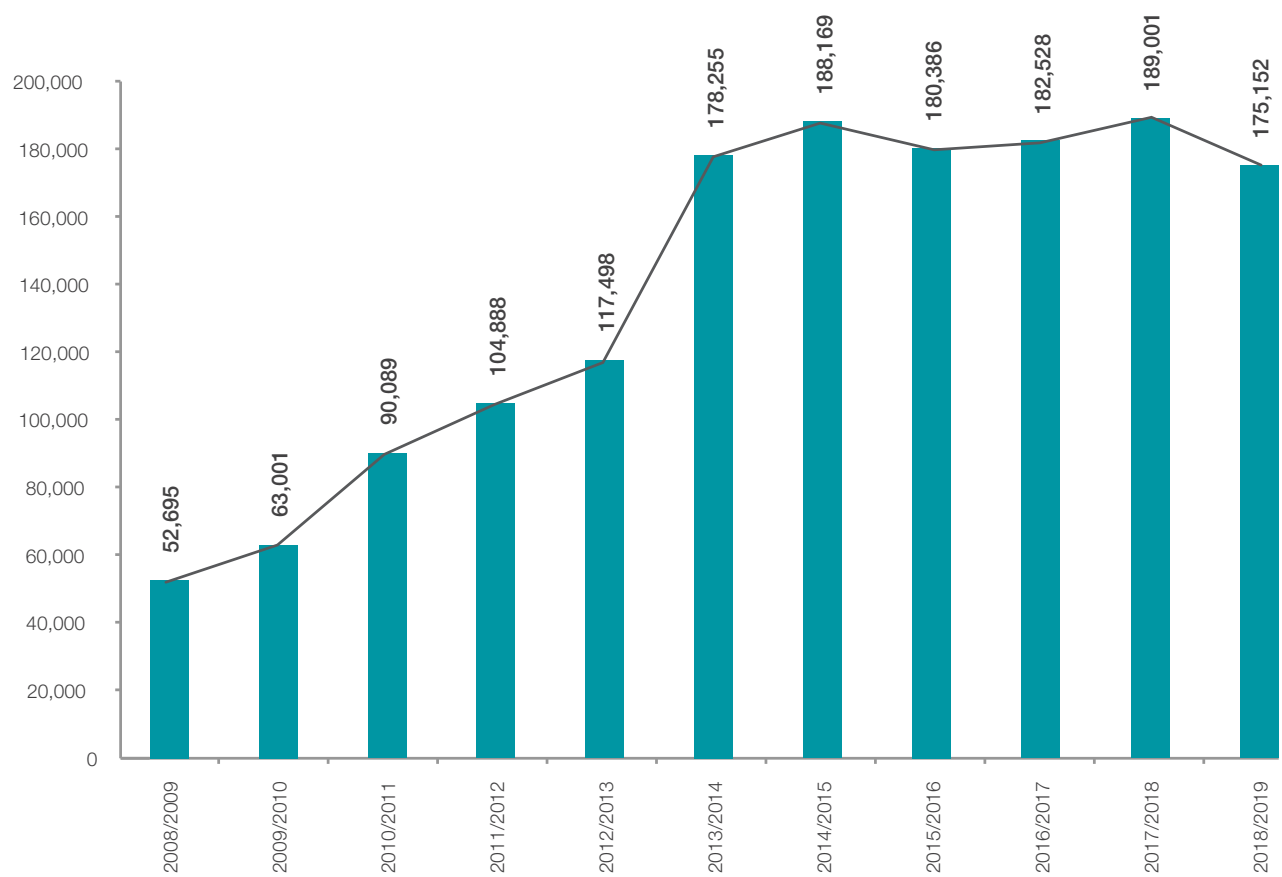
Section 2: Performance Trends

Background

We have collected data on patronage from a number of sources, primarily the RouteMatch software. RouteMatch data provides a range of data for analysis and managing bookings, scheduling, fleets and costs to a certain extent. This section provides an analysis on patronage data between July 2018 and June 2019, with comparison to the previous year where data is available, together with an analysis of specific components within the organisation.

2018/2019 Patronage Data

Annual patronage



Monthly Patronage

We have compared our monthly patronage for the past five years.



Mira and Eva are both from Croatia and live in the same residential complex. Eva has been coming along to TransitCare for eight years, and two years ago, brought Mira along.

They both come along to the Monday Craft Group and the Tuesday Social Support Programme.

"We think TransitCare is the best service in Australia and we both love coming here!"

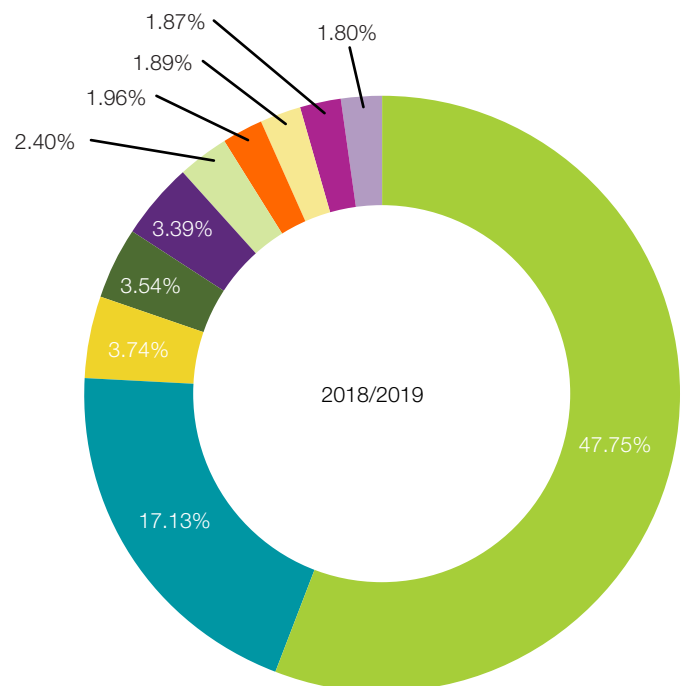
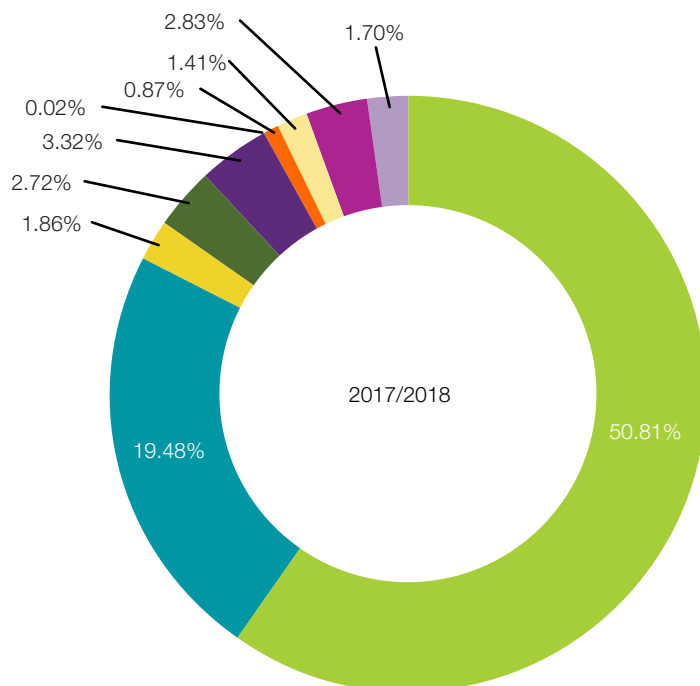
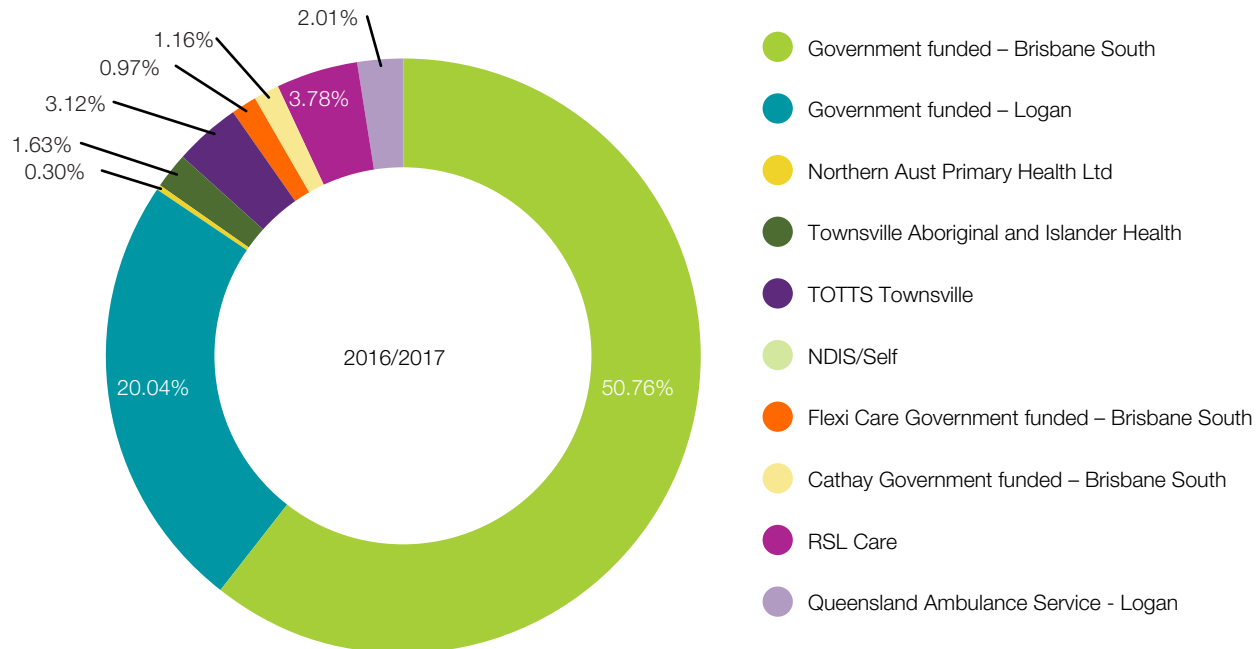
Eva and Mira

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Income Sources

Any client that uses the TransitCare service must be attached to an income source which enables us to track our revenue sources.

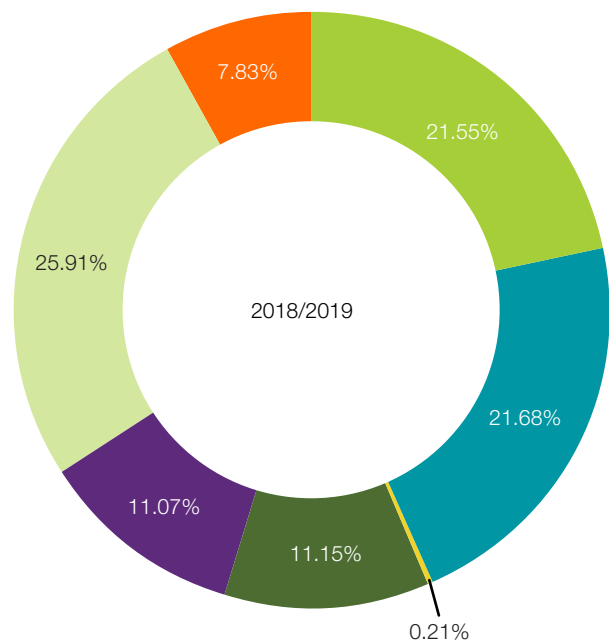
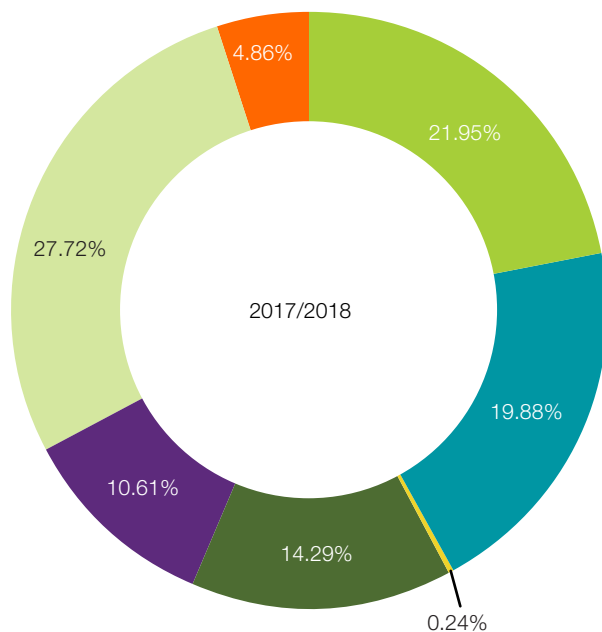
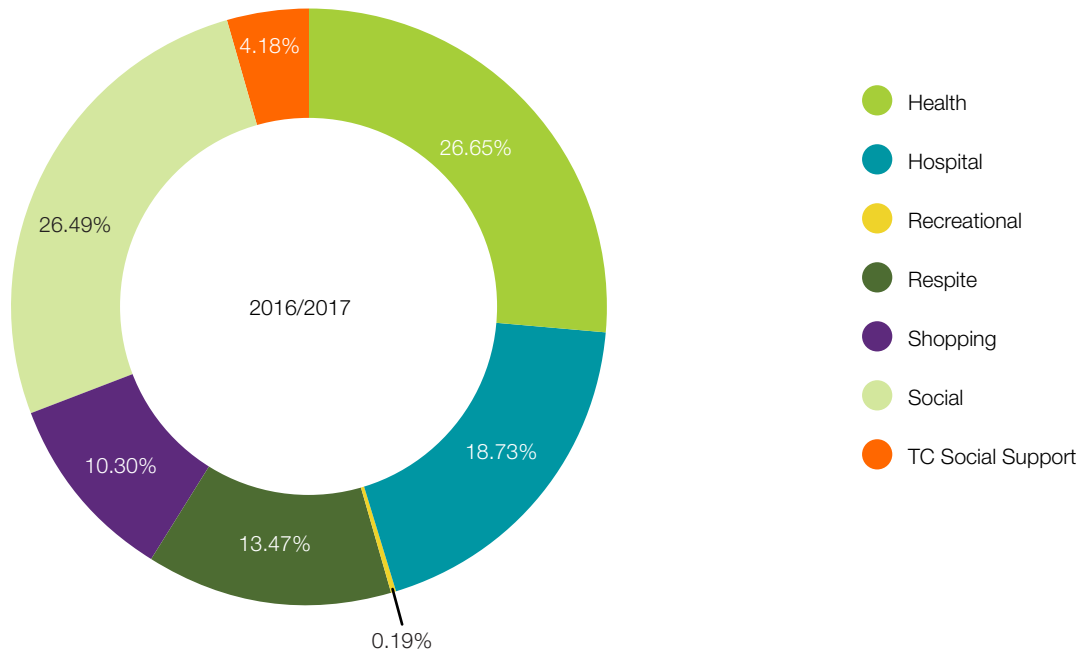
TOP 10 FUNDING SOURCES



Trip Purpose

Each booking is attributed to a reason for travel, or trip purpose. This defines our markets and assists in designing changes to our service schedules to better meet our client needs.

While these percentages vary slightly with the seasons, the following information provides an average for the year with comparisons to previous years.



Trips per Driver

A basic measure of productivity is the number of trips a driver performs in a day. The information below indicates the average tips achieved daily per driver group on a monthly basis and provides indications of trends in improving efficiency across the system.

TRIPS PER DRIVER (DAILY AVERAGE)

	Sth East Qld paid	Sth East Qld volunteer	Townsville paid	Townsville volunteer
Jul-18	12.02	7.79	16.92	9.91
Aug-18	12.31	8.63	17.33	10.52
Sep-18	12.26	7.84	15.49	11.01
Oct-18	12.44	7.87	17.19	10.17
Nov-18	13.11	8.34	17.18	10.57
Dec-18	12.90	8.52	15.99	13.40
Jan-19	11.60	7.93	15.78	11.65
Feb-19	12.22	8.07	16.65	10.11
Mar-19	12.10	7.89	17.76	12.40
Apr-19	11.93	8.03	15.12	11.75
May-19	11.92	7.83	16.03	11.54
Jun-19	11.80	7.34	17.02	10.72

Distance Travelled

Distances are a key component of service data, costs and analysis and the counterpoint to the Trips per Driver measure. Monitoring the average trip distance enables us to ensure clients are not subject to unnecessary extra trip distances as a result of share riding efficiencies.

The following breakdown is extracted from detailed analysis and provides a snapshot to average trip distance over the last year. Taxi use is excluded from this data.

AVERAGE TRIP DISTANCE (KM)

	Sth East Qld	Townsville
Jul-18	12.36	16.92
Aug-18	12.27	17.33
Sep-18	13.18	15.49
Oct-18	13.82	17.19
Nov-18	13.68	17.18
Dec-18	13.78	15.99
Jan-19	14.49	15.78
Feb-19	13.49	16.65
Mar-19	13.49	17.76
Apr-19	13.98	15.12
May-19	14.07	16.03
Jun-19	14.30	17.02



Dead-running

A pivotal cost of providing transport is in the allowance for dead-running, or the distance a vehicle travels while not earning revenue e.g. from base to a pick up and back to base or in between aggregated trips.

This is an efficiency measure with lower dead-running indicating greater efficiency in the scheduling.

The information below indicates the percentage of dead-running over the past year for both service areas. Ongoing monitoring of this measure is a key performance indicator.

DEAD-RUNNING (PERCENTAGE)

	Sth East Qld	Townsville
Jul-18	19.47%	18.81%
Aug-18	19.06%	21.03%
Sep-18	20.39%	19.43%
Oct-18	19.96%	20.73%
Nov-18	19.43%	19.82%
Dec-18	19.50%	19.46%
Jan-19	20.64%	18.65%
Feb-19	20.53%	18.67%
Mar-19	20.17%	16.98%
Apr-19	21.33%	22.00%
May-19	20.78%	20.37%
Jun-19	20.39%	20.50%

Trip Times

The amount of time a client is on a transport service is critical given the demographics of our client base.

Extended trip times may cause fatigue in elderly clients or health issues for medical clients. This is a core KPI for assessment of scheduling and scheduling changes.

AVERAGE TRIP TIMES (MINUTES)

	Sth East Qld	Townsville
Jul-18	27.71	23.75
Aug-18	27.53	25.11
Sep-18	27.26	24.51
Oct-18	26.61	25.79
Nov-18	27.20	24.31
Dec-18	28.16	25.85
Jan-19	25.51	22.33
Feb-19	27.55	26.17
Mar-19	27.47	24.94
Apr-19	25.93	28.23
May-19	27.00	26.97
Jun-19	27.13	27.59



Fleet Usage

The fleet is the largest fixed cost of our operation. It is critically important that it be utilized efficiently. This is a measure used to understand how much of the fleet is idle or unavailable for any reason e.g. maintenance and repair.

The use of taxis in the vehicle pool mix enables maximum use of our vehicles without oversupply. Fleet shortages are taken up by the taxi fleet but the use of this external resource is managed closely.

FLEET USAGE (PERCENTAGE)

	Sth East Qld	Townsville
Jul-18	93.59%	75.66%
Aug-18	95.22%	85.51%
Sep-18	95.90%	84.44%
Oct-18	94.64%	83.84%
Nov-18	94.29%	82.32%
Dec-18	97.61%	85.09%
Jan-19	88.89%	74.60%
Feb-19	91.41%	72.22%
Mar-19	91.82%	86.77%
Apr-19	89.61%	91.81%
May-19	92.89%	83.43%
Jun-19	94.10%	99.81%

Use of Volunteers

An essential element in our operations, volunteers perform a range of important duties including operational transport and social support. They play a key role in delivering our required services. All volunteers are comprehensively trained for the duties they undertake.

Volunteer numbers change daily due to availability and work is scheduled differently to accommodate the variability. This information indicates volunteer contribution on a monthly basis for both areas.

It is noteworthy that volunteers also provide these essential services on Saturdays to accommodate client's needs.

TRIPS DONE BY VOLUNTEERS (PERCENTAGE)

	Sth East Qld	Townsville
Jul-18	11.09%	35.13%
Aug-18	13.63%	40.73%
Sep-18	10.37%	47.33%
Oct-18	12.37%	42.03%
Nov-18	12.35%	48.00%
Dec-18	14.08%	56.82%
Jan-19	15.30%	48.54%
Feb-19	13.64%	45.19%
Mar-19	12.33%	52.42%
Apr-19	12.47%	45.30%
May-19	10.91%	45.32%
Jun-19	10.87%	37.70%





Volunteer Recognition

To celebrate National Volunteer Week, we recognise the years of service that our volunteers generously give for the community's benefit. We greatly appreciate the efforts that help our organisation and our clients







Section 3: Financial Reporting

Finance Director's Report 2019

Despite the complexities and uncertainties of transitioning to new NDIS procedures TransitCare recorded an increased profit of \$908,982 for the year ended 30 June 2019. This result was primarily driven by expenditure rationalisation and constraint.

While revenue decreased by \$159,219, largely due to the gradual cessation of Department of Child Safety and Disability Services funding, expenditure reduction strategies implemented by the organisation also contributed to the favourable result.

Prime examples of this were:

1. The initiative to reduce taxi usage. This provided a two pronged benefit:
 - a) a reduction of \$296,592 in expenses;
 - b) an increase in personalised customer friendly service to you, our clients.
2. Procedures implemented to increase the number of jobs our TransitCare drivers are able to undertake per day.

These examples are indicative of the dedication displayed throughout the year by all staff and volunteers of TransitCare as well as the initiative and enthusiasm of the leadership team.

As a result, we are well placed for the future to meet the ongoing challenges of adapting to the changing business climate under the NDIS environment. Total Assets are \$7.995 million and Net Assets a healthy \$5.834 million - an increase of almost one million dollars (20%) over last financial year.

The commitment of the Board and TransitCare to continue to support TOTTS both financially and operationally is now paying dividends, with TOTTS providing great service in the Townsville region. During the year TOTTS paid down their debt to TransitCare by \$180,000, leaving a residual debt of \$155,000 which is expected to be extinguished by the end of December 2019. This is a great example of the two organisations working effectively together for the benefit of customers in need of mobility/transport support.

TransitCare has forecast a continued surplus of \$572,967 in 2019/20 despite the ongoing uncertainties surrounding NDIS arrangements. In doing so we will continue to set challenging key performance targets to enhance the quality and friendliness of services to our clients.



Our external auditor BDO have provided an efficient and helpful approach to our annual audit, especially in the face of difficulties arising from our transition to a new accounting package and the inherent teething problems. In relation to this, my thanks to Kerryn Prentice and her financial team in addressing these challenges. The audit has not presented any matters of concern for the Board and as such acknowledges the sound financial practices of TransitCare.

Thanks to my fellow board members for freely giving their time and expertise in support of TransitCare and TOTTS.

Finally, my sincere thanks to everyone who has contributed to another successful year for TransitCare and TOTTS in a challenging environment. We thank you, our clients, for your continued support and I especially thank our volunteers, Terry O'Toole and his dedicated teams for providing a fantastic service which belied the challenges being faced "behind the scenes".

Alan Warren
Director and Secretary

Income and Expenses

INCOME BREAKDOWN

	2019		2018		Variance	
	\$	%	\$	%	\$	%
Grants	7,281,238	80.24%	7,569,581	81.97%	(288,343)	-3.81%
Fundraising	10,621	0.12%	19,669	0.21%	(9,047)	-46.00%
Trading Activities	1,682,375	18.54%	1,310,851	14.20%	371,524	28.34%
Other Income	100,647	1.11%	333,999	3.62%	(233,352)	-69.87%
Total Income	\$9,074,881		\$9,234,099		(\$159,219)	

EXPENSES BREAKDOWN

	2019		2018		Variance	
	\$	%	\$	%	\$	%
Employment Costs	4,606,039	56.41%	4,755,360	56.19%	(149,321)	-3.14%
Operating Costs	491,189	6.02%	556,371	6.57%	(65,182)	-11.72%
Motor Vehicle costs	666,082	8.16%	746,173	8.82%	(80,091)	-10.73%
Client Support Costs	1,183,703	14.50%	1,234,770	14.59%	(51,067)	-4.14%
Facility and Administrative Costs	765,120	9.37%	732,763	8.66%	32,358	4.42%
IT and Communications	453,766	5.56%	437,054	5.16%	16,712	3.82%
Total Expenses	\$8,165,899		\$8,462,490		(\$296,592)	
SURPLUS / (DEFICIT)	\$908,982		\$771,609			

Statement of Financial Position

	2019		2018		Variance	
	\$	%	\$	%	\$	%
ASSETS						
Current Assets						
Cash and Cash Equivalents	5,901,304	92.47%	4,821,296	91.01%	1,080,007	22.40%
Trade and Other Receivables	402,577	6.31%	342,621	6.47%	59,956	17.50%
Other Current Assets	77,716	1.22%	133,772	2.53%	(56,056)	-41.90%
Total Current Assets	\$6,381,597		\$5,297,690		\$1,083,908	
Non-current Assets						
Property Plant and Equipment	1,439,170	89.20%	1,799,295	87.70%	(360,125)	-20.01%
Intangible Assets	-	0.00%	12,848	0.63%	(12,848)	100.00%
Trade and Other Receivables	174,193	10.80%	239,570	11.68%	(65,377)	100.00%
Other Non-current Assets	-	0.00%	-	0.00%	-	100.00%
Total Non-current Assets	\$1,613,363		\$2,051,712		(\$438,349)	
TOTAL ASSETS	\$7,994,960		\$7,349,402		\$645,558	
LIABILITIES						
Current Liabilities						
Trade and Other Payables	603,546	48.55%	582,391	50.37%	21,155	3.63%
Employee Benefits	345,457	27.79%	291,944	25.25%	53,513	18.33%
Lease Liability	294,161	23.66%	282,006	24.39%	12,155	100.00%
Total Current Liabilities	\$1,243,164		\$1,156,340		\$86,824	
Non-current Liabilities						
Employee Benefits	106,126	11.57%	133,281	10.51%	(27,155)	-20.37%
Lease Liability	811,448	88.43%	1,134,540	89.49%	(323,092)	100.00%
Total Non-current Liabilities	\$917,574		\$1,267,821		(\$350,248)	
TOTAL LIABILITIES	\$2,160,738		\$2,424,162		(\$263,424)	
NET ASSETS	\$5,834,223		\$4,925,241		\$908,982	
EQUITY						
Retained Surplus	5,834,223		4,925,241		908,982	18.46%
TOTAL EQUITY	\$5,834,223		\$4,925,241		\$908,982	

Directors Declaration

TransitCare Limited
Directors' Declaration
For the Year Ended 30 June 2019

The Directors of TransitCare Limited declare that in the Director's opinion:

The financial statements, comprising the statement of profit or loss and other comprehensive income, the statement of financial position, statement of changes in equity, and statement of cash flows and accompanying notes, are in accordance with the *Australian Charities and Not for Profits Commission Act 2012 (ACNC 2012)* and:

- comply with the Australian Accounting Standards - Reduced Disclosure Requirements, *Australian Charities and Not for profits Commission Regulations 2013 (ACNC Regulation 2013)*; and
- give a true and fair view of the company's financial position as at 30 June 2019 and of its performance for the financial year ended on that date.

There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *ACNC Regulation 2013*.

On behalf of the Directors



Peter Emery
Chairman

Brisbane
9 October 2019



Alan Warren
Secretary

Brisbane
9 October 2019

Statement by Auditors



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INDEPENDENT AUDITOR'S REPORT

To the members of TransitCare Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of TransitCare Limited (the registered entity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of TransitCare Limited, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the Director's report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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Statement by Auditors cont.



In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of responsible entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit Pty Ltd

A handwritten signature in black ink, appearing to read 'C R Jenkins', is written over a white rectangular background.

C R Jenkins

Director

Brisbane, 09 October 2019

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2018/2019

ANNUAL REPORT
ABN 17 156 534 513
ACN 601 588 774

TransitCare

Connecting people to their communities