

# TransitCare

## NEWSLETTER

### CELEBRATING NATIONAL VOLUNTEER WEEK FROM AFAR!

During lockdown, we celebrated National Volunteer Week by putting up our hands to thank all of our wonderful TransitCare volunteers and waving a smile of appreciation from afar. We were sad not to see them all in person, but we greatly value them all and how they selflessly give of their time to help our elderly clients and those with disabilities remain connected to their communities. Our organisation would not exist without them. THANK YOU TRANSITCARE VOLUNTEERS!!



### AN UPDATE FROM THE CEO

As our world slowly returns and adjusts to the “new normal”, I’d like to welcome back our wonderful clients, many of whom we haven’t seen for at least four months.

It is good to see our Social Support clients back at TransitCare Head Office for their activities, our Fifty Plus Fitters enjoying their exercise classes and many other clients who have been enjoying trips out and about.

#### Social Support Trips and Community Flyer Adventures

Our new schedule means we are visiting the same places more often, using our own buses, taking less people at a time and, of course, continuing to practise social distancing. Until further notice, we have replaced Areas 1, 2 and 3 with Travel Hubs which take into account the suburbs where people live for ease of collection. These clients will be grouped together for travel to each location. We will also be using TransitCare buses for travel on Social Support trips and Community Flyer Adventures for the foreseeable future.

#### Business as Usual

TransitCare has continued to operate right through this current COVID-19 pandemic and has been very fortunate to be able to keep our entire team together and working during the crisis. We had to make a few operational changes, but all in all, we have enjoyed a remarkably smooth ride whilst managing to comply with all the various restrictions and limitations. **Continued on page 2**



## AN UPDATE FROM THE CEO (continued)

I would like to give a huge shout out and thanks to our staff and volunteers. I am so proud of how they have rallied to adjust to changing conditions, being flexible with their working hours, taking annual leave and unpaid leave and working from home to assist with social distancing in the office – all of this to help the most vulnerable in our community and our business.

Because of our strategic preparedness and planning, we were able to quickly adapt the way we did business during lockdown and our transition was seamless. Service delivery looked quite different. Instead of taking our clients to the pharmacy, we brought their medications to them; we picked up groceries; collected glasses from the optometrist; clicked and collected at Bunnings – you name it, we did it! We even collected pet medications from vets and delivered them. We also continued to take clients on essential outings, including the shops, the bank, the post office, the hospital and doctors anywhere that they could safely travel to.

In addition, our drivers, support staff and volunteers called clients right throughout to check up on their health and wellbeing during isolation. This was without doubt the best solution to continue to be connected and to ensure everyone's welfare was considered and addressed.

### Health and Hygiene

Client safety remains absolutely paramount and we take your health and wellbeing very seriously. We want to make sure you feel safe and cared for at all times when you travel with us. Our diligent infection control practices will remain in place with staff continuing to uphold the highest standards of hygiene and sanitisation.

Our vehicles will continue to be sanitised at the start and end of every shift and periodically throughout the day. This process, whilst always being part of our duty, has been taken to a much higher level.

### Invoices

As an organisation fully committed to sustainability and with a comprehensive environmental programme in place, we are looking at ways to reduce our printing around invoices. We currently post in excess of 3000 invoices each month. Presently clients who are paying via Direct Debit are also mailed an invoice. It is our intention to cease printing and mailing out invoices to these clients who Direct Debit. If you are not currently paying via Direct Debit, we urge you to begin to do so, to help us to reduce our environmental impact. If you believe this may cause you any issues, please phone our Contact Centre on 1300 153 636 to discuss further.

**We are funded by the Commonwealth and State governments to deliver a range of services and our funders have an expectation that clients contribute towards the cost of these services.** If you are having difficulties meeting the co-payment, please talk to our Contact Centre team.

On a positive note, I am happy to say that there will be no price increases for transport this year, and our last price increase was 1 July 2018.

### Public Holidays

Please be aware that the Ekka Public Holiday for Brisbane and Logan Cities has been moved to Friday 14 August. Redlands City remains on Monday 10 August.

Until next time...

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

## STOP PRESS!

### FUNDING FOR CLIENTS AGED UNDER 65 CONTINUES!

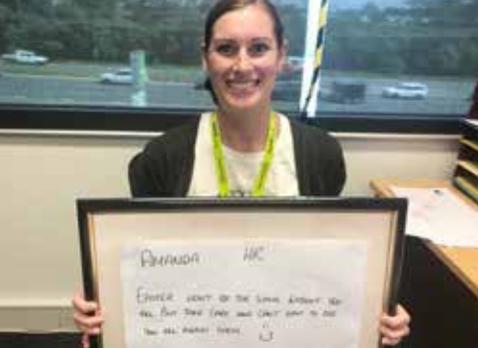
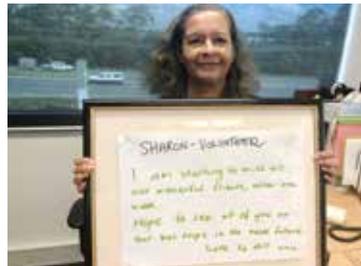
TransitCare has just received advice from the Department of Communities, Disability Services and Seniors that funding for our clients who are under 65 (under 50 for Aboriginal and Torres Strait Islanders) and who are ineligible for NDIS, will continue for 2020/2021. Our CEO, Terry O'Toole, has campaigned resolutely to ensure that our clients, who are not eligible for the National Disability Insurance Scheme, have access to services which help maintain their independence. Please continue to book your transport with us.

### NDIS FLEXIBILITY IN TRANSPORT FUNDING!

Participants under the National Disability Insurance Scheme now have more flexibility and increased choice for accessing transport to and from NDIS funded community-based activities by using core supports. Again, this change is a direct result of much lobbying by Service Providers and families to ensure fair and equitable use of funds. If you need more information about this, please speak with your Support Coordinator, Plan Manager or the Team at TransitCare.

# A SHOUT OUT TO YOU ALL FROM THE TRANSITCARE TEAM!

During this period of isolation, our team of drivers, staff and volunteers worked very hard to ensure that everyone who needed to get out and about to essential appointments, shopping and banking was able to do so. They were also busy calling clients each day to check on their wellbeing. We missed our clients so much that we did a little shout out to them all on our Facebook page to send them our good cheer messages!



# CALENDAR OF EVENTS

Social distancing restrictions and venue capacities mean that these events will run differently than previously until further notice. Please note that trips are subject to change without notice, depending on there being no reoccurrence of COVID-19 in the community, numbers permitted on buses in Stage 3 and beyond and venues remaining open.

**Bookings for all events can be made by calling the TransitCare team on 1300 153 636.**

## Community Flyer Adventures

**Community Flyer Adventures** will run every Tuesday, alternating with **Men on the Move** and **Women Who Wander**, until further notice. Clients will travel in our two TransitCare buses with a maximum of 18 per trip to meet social distancing requirements. Clients will be collected from home in our bus and will travel according to the suburbs they live in.

**COST: \$60-\$90\*** which includes the activity, lunch and door-to-door transport in a TransitCare bus (until further notice).

*\*price variation due to venue, activities and transportation.*

**TIME:** Travel times will be confirmed on booking.



## Men on the Move

**Men on the Move** is our “blokes only” group. If you’d like to meet up with mates, book your trips ASAP to ensure you don’t miss out! If you would like to receive an invitation each month, give our TransitCare Contact Centre team a call to make sure you are added to our mailing list.

**COST:** Costs will vary due to the activities that are included. The price for each trip includes the activity, lunch, a beverage and door-to-door transport.

**TIME:** Travel times will be confirmed on booking.

## Women Who Wander

**Women Who Wander** is for women who enjoy boutique dining, unique shopping and other divine experiences. If you’d like to meet up with like-minded women, book your trip ASAP to make sure you don’t miss out. If you are interested in being added to our mailing list, please give our TransitCare Contact Centre team a call.

**COST:** Costs will vary due to the activities that are included. The price for each trip includes the activity, lunch, a beverage and door-to-door transport.

**TIME:** Travel times will be confirmed on booking.



## GET OUT AND ABOUT!

Community Flyer Adventures, Men on the Move and Women Who Wander are ideal for clients with higher levels of mobility. Call our TransitCare team on **1300 153 636** to book your adventure.

### TUESDAY 21 JULY

#### COMMUNITY FLYER ADVENTURE

##### **Awassi Cheesery, Grantham**

The Awassi Cheesery is a family owned and operated dairy farm in the beautiful Lockyer Valley. Enjoy a tour of the farm and cheese tastings, followed by a sumptuous lunch and dessert served in the Avocado Orchard.

### TUESDAY 28 JULY

#### COMMUNITY FLYER ADVENTURE

##### **O'Reilly's Canungra Valley Vineyard and Alpaca Farm**

We will enjoy lunch at the restaurant, visit the Mountview Alpaca Farm and spend time feeding the cuddly alpacas and take a stroll through the lush and open vineyard grounds.

### TUESDAY 4 AUGUST

#### COMMUNITY FLYER ADVENTURE

##### **O'Reilly's Canungra Valley Vineyard and Alpaca Farm**

We will enjoy lunch at the restaurant, visit the Mountview Alpaca Farm and spend time feeding the cuddly alpacas and take a stroll through the lush and open vineyard grounds..

### TUESDAY 11 AUGUST

#### COMMUNITY FLYER ADVENTURE

##### **Harrigan's Drift Inn, Calypso Bay**

Harrigan's is an authentic Irish Pub which offers an emporium of fine food and beverage along with the famous Irish hospitality.

### TUESDAY 18 AUGUST

#### COMMUNITY FLYER ADVENTURE

##### **Awassi Cheesery, Grantham**

The Awassi Cheesery is a family owned and operated dairy farm in the beautiful Lockyer Valley. Enjoy a tour of the farm and cheese tastings, followed by a sumptuous lunch and dessert served in the Avocado Orchard.

### TUESDAY 25 AUGUST

#### COMMUNITY FLYER ADVENTURE

##### **Whale Watching – Gold Coast**

Enjoy a spectacular 2.5 hour Whale Watching Cruise including morning tea on board Spirit of Gold Coast, a 24 meter power Catamaran with '360 degree' viewing. This will be followed by lunch at a local restaurant.

### TUESDAY 1 SEPTEMBER

#### MEN ON THE MOVE

##### **Fox and Hounds English Pub, Wongawallan**

Fox and Hounds is Australia's only authentic English pub, located at the base of beautiful Tamborine Mountain. Enjoy authentic English food and beverage, a fireplace and a slice of English culture and history.

### TUESDAY 8 SEPTEMBER

#### COMMUNITY FLYER ADVENTURE

##### **Whale Watching – Gold Coast**

Enjoy a spectacular 2.5 hour Whale Watching Cruise including morning tea on board Spirit of Gold Coast, a 24 meter power Catamaran with '360 degree' viewing. This will be followed by lunch at a local restaurant.

### TUESDAY 15 SEPTEMBER

#### WOMEN WHO WANDER Samford Lifestyle Centre and Café Lagarto

Enjoy a trip to the Lifestyle Centre in Samford Valley. The Lifestyle Centre boasts a one of a kind, boutique gift and homeware store, an extensive nursery, beautiful lakeside walks and lunch at the onsite café.

### TUESDAY 22 SEPTEMBER

#### COMMUNITY FLYER ADVENTURE

##### **Carnival of Flowers – Toowoomba**

The Carnival of Flowers is an iconic Queensland event featuring two major displays of bulbs and flowering annuals at the Botanic Gardens, Queens Park and Laurel Bank Park. We will also visit some private homes and enjoy lunch at a local restaurant.

### TUESDAY 29 SEPTEMBER

#### COMMUNITY FLYER ADVENTURE

##### **South Stradbroke Island Cruise and Lunch**

Travel to Runaway Bay and take a ferry ride to Couran Cove Resort for Devonshire tea. Then enjoy the natural wonders of the island with a bus ride to the surf side and a rainforest walk followed by a roast buffet lunch and game of Trivia.

# Social Support Calendar

Due to social distancing requirements, our Social Support trips will take a new format until further notice.

All trips will be full day trips due to the fact that we are unsure when Clubs, Movie Theatres and Live Music will recommence (at time of publication). Clients will not travel under their regular areas but instead, will travel in hubs, according to the suburbs they live in. When phoning to book your trip, our

Contact Centre will let you know what day you will be travelling according to where you live and where others travelling around you live.

Social Support trips will run on Mondays, Wednesdays, Thursdays and Fridays. The location for the trips will be the same for the week. Clients will travel in our two TransitCare buses with a maximum of 18 per trip to meet social distancing requirements.

## JULY

LOCATION	DATES	DESCRIPTION	DETAILS
REDCLIFFE	Monday 13 July Wednesday 15 July Thursday 16 July Friday 17 July	Drive to Redcliffe, walk along the pier, and visit Bee Gees Way with lunch along the Esplanade.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost
IPSWICH	Monday 20 July Wednesday 22 July Thursday 23 July Friday 24 July	Drive to Ipswich country via the back roads with lunch at an Ipswich location.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$25 <b>LUNCH:</b> Own cost
WYNNUM	Monday 27 July Wednesday 29 July Thursday 30 July Friday 31 July	Drive to the Wynnum foreshore, walk along the esplanade and eat fish and chips for lunch.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$15 <b>LUNCH:</b> Own cost

## AUGUST

LOCATION	DATES	DESCRIPTION	DETAILS
BEENLEIGH	Monday 3 August Wednesday 5 August Thursday 6 August Friday 7 August	Drive to Beenleigh, spend the morning at the Beenleigh Historical Village, lunch at the Yatala Pie Shop.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$20 <b>LUNCH:</b> Own cost
WELLINGTON POINT	Monday 10 August Wednesday 12 August Thursday 13 August	Drive to Wellington Point, a walk along the jetty, fish and chips for lunch. (Note: No trips Friday 14 August as it is the Ekka Public Holiday for Brisbane and Logan)	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$15 <b>LUNCH:</b> Own cost
MT TAMBORINE	Monday 17 August Wednesday 19 August Thursday 20 August Friday 21 August	Drive to Mt Tamborine, visit Gallery Walk, lunch somewhere locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$20 <b>LUNCH:</b> Own cost
BRIBIE ISLAND	Monday 24 August Wednesday 26 August Thursday 27 August Friday 28 August	Drive to Bribie Island with lunch by the sea.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost
GLASS HOUSE MOUNTAINS	Monday 31 August	Drive to Glass House Mountains with lunch locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost

# SEPTEMBER

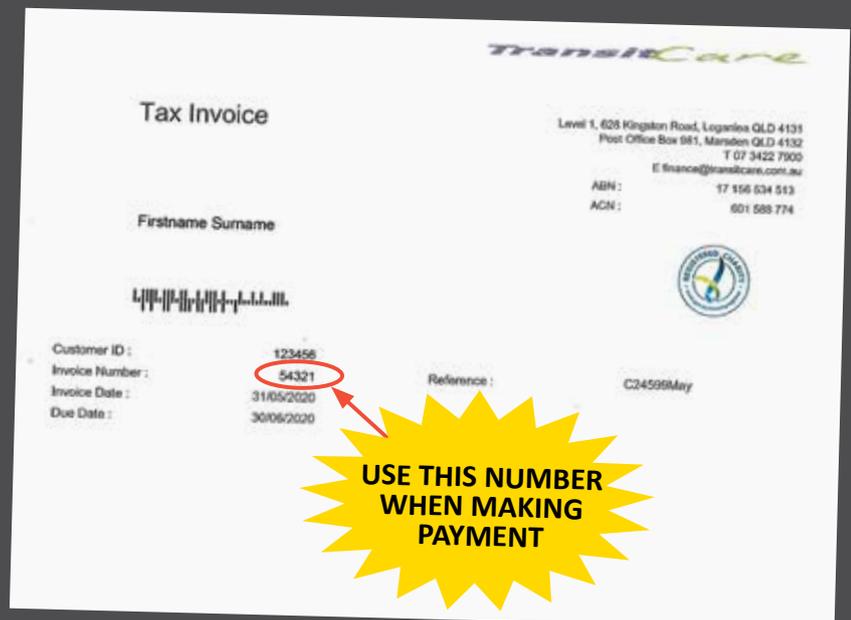
LOCATION	DATES	DESCRIPTION	DETAILS
<b>GLASS HOUSE MOUNTAINS</b>	Wednesday 2 September Thursday 3 September Friday 4 September	Drive to Glass House Mountains with lunch locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost
<b>GATTON</b>	Monday 7 September Wednesday 9 September Thursday 10 September Friday 11 September	Drive to Gatton, through the countryside, visit Pohlman's Nursery and lunch locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost
<b>GOLD COAST</b>	Monday 14 September Wednesday 16 September Thursday 17 September Friday 18 September	Drive to the Gold Coast, visit the shops at Coolangatta and lunch.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost
<b>BOONAH</b>	Monday 21 September Wednesday 23 September Thursday 24 September Friday 25 September	Drive to Boonah through the countryside, visit Moogerah Dam, pub lunch locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost
<b>MT MEE</b>	Monday 28 September Wednesday 30 September Thursday 1 October Friday 2 October	Drive to Delaney's Creek near Mt Mee, tour the countryside and lunch locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost

## URGENT INFORMATION: Payment of Invoices

We continue to have difficulties with a number of client accounts where we cannot match up the money paid by clients on the invoice to their accounts. This means that even though you may have paid your invoice, we have no record of you making the payment.

Our Finance team is spending many hours every month tracking money banked and trying to match this money up with invoices due. It also means that payments are sitting in the bank unclaimed against client invoices. It makes it appear as if clients have not paid their bills, when in fact the money is already in the bank. In addition, when we believe that an invoice is unpaid, our team phones or sends additional invoices to people who have already paid but have not referenced their payment correctly.

**We urge you – when paying your invoice either at the bank or electronically, can you please ensure that you**



**quote your INVOICE NUMBER only on the method of payment, not your name or your client ID number.** We only need your INVOICE NUMBER so that we can match this up with your account and record your payment. This is the **ONLY WAY** that we can match up the payment you have made with your account. Your assistance in completing your payment correctly will greatly assist us, saving us time and money every month.

Please refer to this image or if this is unclear, please ask your driver to explain or ring our Contact Centre and they will assist you.

# SONGS TO SING WHILE WASHING YOUR HANDS

As the Covid-19 coronavirus spread around the globe back in March, we learnt that hand-washing was one way that people could best protect themselves. However, COVID or no COVID, correct hand-washing is a fabulous skill to have at any time!

After using the bathroom, touching your face or sneezing, and before eating, scrub with soap and water for 20 seconds – or about the time it takes to sing Happy Birthday twice. But if Happy Birthday becomes an irritable earworm rather a helpful hand-washing tune, try mixing it up!

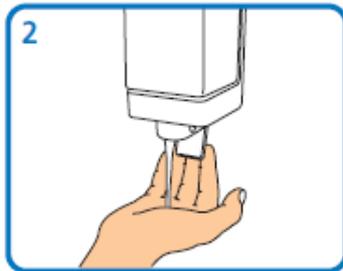
Here are the choruses of some popular songs that take about 20 seconds to sing while you scrub.

## Let's start with The Bee Gees – Stayin' Alive! (always a good tactic!)

Whether you're a brother or whether you're a mother  
You're stayin' alive, stayin' alive  
Feel the city breaking and everybody shaking, people  
Stayin' alive, stayin' alive



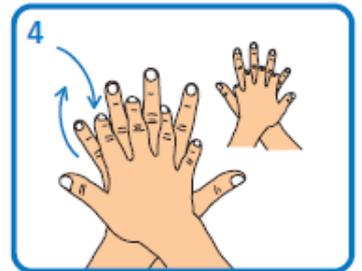
Well, you can tell by the way I use my walk



I'm a woman's man: no time to talk



Music loud and women warm



I've been kicked around since I was born

## For lovers of Country and Western – try Dolly Parton's Jolene...

Jolene, Jolene, Jolene, Jolene/ I'm begging of you please don't take my man/ Jolene, Jolene, Jolene, Jolene/ Please don't take him just because you can

## For a TV theme, Why not try Gilligan's Island

Just sit right back and you'll hear a tale, a tale of a fateful trip  
That started from this tropic port, aboard this tiny ship  
The mate was a mighty sailing man, the skipper brave and sure  
Five passengers set sail that day, on a three-hour tour  
A three-hour tour ....

For a little hip movement as you sing and wash, why not try **Shirley Bassey's Hey Big Spender** - The minute you walked in the joint (boom boom!)

And if you want to sing along with your Grandkids try **Hot Potato Hot Potato** or **Baby Shark Theme Song** (they will know the words!)

## HOLIDAY CLOSURES

### EKKA SHOW DAY HOLIDAY - FRIDAY 14 AUGUST 2020

Any bookings for Monday 17 August must be made prior to 10am on Thursday 13 August 2020.

### QUEENS BIRTHDAY - MONDAY 5 OCTOBER 2020

Any bookings for Tuesday 6 October must be made prior to 10am on Friday 2 October 2020.

## JOIN US FOR 50 PLUS FITTERS

**50 Plus Fitters** is a fun, fitness and social activities programme dedicated to improving mobility in people over 50. If you'd like to join a class, give our Contact Centre a call on **1300 153 636** to book your place. Classes currently take place in Logan, but we are looking to expand our venues to include the bayside and Brisbane South. No handstands or cartwheels required!

50Plus  Fitter

TransitCare Ltd  
Level 1, 628 Kingston Rd  
Loganlea QLD 4131

 1300 153 636  
 intake@transitcare.com.au  
 www.transitcare.com.au