

# TransitCare

## NEWSLETTER

## A MESSAGE FROM OUR BRANCH MANAGER

### TOTTS Becomes Part of the TransitCare Family

I am excited to announce that from 1 July, TOTTS Community Flyer joined the TransitCare family. Our members attended a general meeting earlier in the year and the name change was voted in unopposed.

### COVID-19 Update

Townsville has been luckier than most towns of our size to have limited COVID-19 cases. We recommenced our drop-ins at the Riverview Community Centre last month and have found this to be once again very popular. Our drivers are cleaning and sanitising each vehicle before, during and at the end of every shift. Jenny and Bev are also spending additional time cleaning and sanitising the Centre before and after we have finished.

Please note if you have had a COVID-19 test we are unable to provide transport for you until you have had a negative result. These are not our rules, this is a government requirement in order for us to continue to transport clients.

### New Team Member

We would like to welcome our new team member, Paul Douglas, who has joined us as the Office Leading Hand. Paul will also be out and about driving and attending most events, so if you see him, please say hello and make him feel welcome!

### Men on the Move

We are starting a men's only group and they will go on monthly trips, visiting places such as one of Townsville's micro-breweries, followed by lunch. Transport will be \$15 return with food at own cost.

### Women who Wander

The women will not want to miss out, so not to be outdone, we are also starting a ladies only group for women who enjoy eating, shopping and other divine experiences! Transport will be \$15 return with food at own cost.



### Sunday Transport

We are once again transporting clients on Sundays, as a limited service, operating between the hours of 7am and 2pm. To book your Sunday trip, please phone before 10am the Friday before at the latest. We travel between 5.30am and 10pm, Monday to Saturday.

**Dean Warren, Branch Manager**

## A MESSAGE FROM THE CEO OF TRANSITCARE

To our valuable North Queensland clients,

On 1 July, TOTTS Inc merged with TransitCare Ltd and will now be known as TransitCare.

TOTTS was originally established to provide an alternative transport choice to assist the elderly, those with disabilities, the disadvantaged and Indigenous people to improve their quality of life by reducing isolation and enabling them to

contribute to and access their communities.

However, there have been substantial changes which have occurred in the not-for-profit sector and, in particular, the funding changes occurring in the disability services sector, as a result of the National Disability Insurance Scheme. These changes have resulted in a changing operational landscape for TOTTS, as well as commercial and financial pressures.

As members are aware, TransitCare took over the management of TOTTS on 1 September 2013, to assist with ongoing operations and the servicing of clients. Since then, a decision was made to formerly merge TOTTS with TransitCare and then wind up the TOTTS business.

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## A MESSAGE FROM THE CEO (continued)

Back then, TOTTS were averaging 65 trips per day and we have grown the business to now be servicing an average of 175 trips per day. In addition, we have expanded our services as well as the areas in which we deliver these services and have built strong relationships and connections within the community.

As always, we are sincerely grateful for the ongoing commitment and support of our long-term Patron, Brad Webb, who continues to support our service and has been most welcomed over many years.

### Who is TransitCare?

TransitCare is a not-for-profit community transport organisation, funded by the State and Federal governments and has a similar purpose to TOTTS.

In addition to transport, we provide a full social support programme to assist the elderly, the socially isolated and younger people with disabilities to live independently in their own homes and remain connected to their communities.

I look forward to continuing to work with our Townsville Branch Manager, Dean Warren, and to my ongoing visits to our Townsville Branch to meet with North Queensland clients, partners, staff and volunteers.

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

## MEN ON THE MOVE

TransitCare Townsville are about to start monthly outings for our gentleman members. The cost of transport will be \$15 for the round trip for most trips around town. If we go out of town there may be a small increase in charge. Any meals or refreshments will be at your own cost.

If our manly members would like to suggest anywhere they would like to go, please let our office know, and we'll do our best to have an outing there. A few suggestions we already have are the Air Force Heritage Centre, The Brewery, Cowboys Leagues Club and the Jezzine Army Museum.

## WOMEN WHO WANDER

Ladies, don't think you're missing out as we are also looking to have some 'girl's outings' with the same costs and conditions as above. Trip suggestions include Spotlight (for a bit of light shopping), visits to Craft Fairs (when they start up again), Shopping Centres (for a bit more light shopping), the Library (a little light reading), and a bit more shopping (just because we can). Any other suggestions would be appreciated.



**The next time you wash your hands and complain because the water isn't just the right temperature, think how things were in years gone by. Here are some facts about the 16th Century.**

They used to use urine to tan animal skins, so families would all pee in a single pot and sell it to the local tannery. If you had to do this to survive, you were 'piss poor'.

Even worse than that, the really poor folk couldn't even afford to buy a pot. They 'didn't have a pot to piss in' and were considered the lowest of the low.

Most people got married in June, because they took their annual bath in May, and they were still smelling



pretty good in June, but since the B.O. was starting to re-emerge, brides carried a bouquet of flowers to try to hide the body odour. Hence the custom of carrying the bouquet when getting married.

Baths were a big tub filled with hot water. The man of the house got the first use of the clean water, then all the sons had their turn, then the women and the children had a go. Finally the babies got a chance, but by then the water was so dirty you could lose someone in it.....hence the saying: 'don't throw the baby out with the bathwater'.

Now aren't you glad to be living in modern times...

# INTRODUCING PAUL DOUGLAS, OUR NEWEST STAFF MEMBER

In August this year I recently joined the Townsville branch of TransitCare in the Leading Hand role under the leadership of Dean Warren.

My previous role from 2016 to 2020 was the Assistant Venue Manager for the Fullers Sports Club, Edmonton which is a part of the Brothers Leagues Club Cairns.

I have been engaged with the hospitality industry for a period of over 30 years in various management roles throughout Queensland. The longest position was serving as a venue manager for the Star Hotel Group.



This year saw great challenges to the hospitality industry and I took this opportunity to change my career path and joined the Townsville Branch.

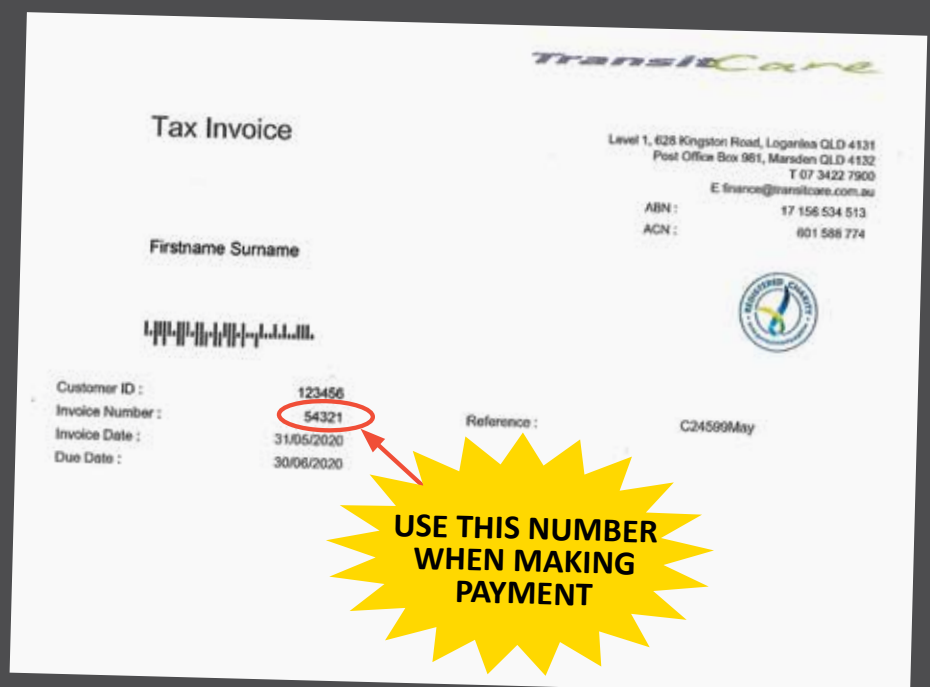
I'm excited at the opportunity to join TransitCare and the challenges ahead and look forward to meeting all of the clients very soon.

## 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.

# FUN AND GAMES

## HAVE A LAUGH

**What do you call a boomerang that doesn't come back?**

A stick



**What do acrobats like to drink?**

Anything in a tumbler

**What did the martian say to the petrol pump?**

Take your finger out of your ear when I'm talking to you

**When do spare parts from Japanese cars start falling out of the sky?**

When it's raining Datsun cogs

**What is yellow and white and goes down the train track at 100km per hour?**

The train driver's egg sandwich

**What did Cinderella say when her photos didn't arrive on time?**

One day my prints will come

**Why do birds fly south in the winter?**

Because they can't afford to take the train

## FIND-A-WORD

- BEES
- BIRDS
- BLOSSOM
- BUNNY
- BUTTERFLY
- CHICK
- EGGS
- FLOWERS
- GARDEN
- GREEN
- KITES
- NEST
- PICNIC
- RAINBOW
- SEASON
- SEEDS
- SPRING
- SUNSHINE
- TULIP
- WARM

## SUDOKU

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