

# TransitCare

## NEWSLETTER

### A MESSAGE FROM OUR BRANCH MANAGER

As 2020 comes to an end, we reflect on what a year it's been. COVID-19 is something no-one could have dreamed of. Some vehicles in Townsville were based away from the office in order to enable us to continue operating safely in the event of an outbreak in our city. Thankfully, this never happened.

These restrictions meant that our planned outings for the year had to be curtailed, but we are planning to be bigger and better in 2021! Our weekly Drop In has finished for the year and we will re-commence on 7 January 2021, once again at the Riverside Community Centre.

Our office will be closed from 2.00pm Thursday 24 December, re-opening at 7.30am on Monday 4 January. Our vehicles will still be operating during this period, with the exception of Christmas Day, but we will be unable to accommodate 'Will Calls' as the office will be unmanned. A return time will be required for all trips.

An extra bus and an extra car have joined our fleet, with another car due before Christmas. We are also expanding our services into Charters Towers and Ingham, and eventually hope to have a vehicle based in each town, once new drivers are trained. After a very

challenging year, there are exciting times ahead.

I would like to wish all our clients and their families a safe and happy Christmas and New Year. I would also like to thank all of our drivers and office team members. We would not be able to run our wonderful service without their loyalty and devotion.

**Dean Warren**  
*Branch Manager, Townsville*



### A MESSAGE FROM THE CEO OF TRANSITCARE

Welcome to the Summer edition of the TransitCare – Townsville newsletter.

What a year it's been! Like the tale about the little engine who could, TransitCare has been the community transport organisation who kept on keeping on, rising up against each challenge.

When other service providers were unable to meet client transportation needs during COVID restrictions, I am very proud to say that our team of drivers, contact centre, scheduling and administration staff rallied together to ensure that everyone was able

to attend essential appointments, go shopping, receive delivery of their medications and veterinary supplies among many things. Even though we have been travelling socially with limited numbers, we can finally see the roadmap back to hopefully a more "normal" world in 2021.

Our team in Townsville are to be commended on how they have been able to adapt to the new rules required during COVID. Our ability to be able to be extremely agile has allowed us to deliver even more services than before. Kudos goes to the whole team for

being extremely flexible in ensuring that our clients were still able to travel safely and freely.

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

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



# IMPORTANT NOTICE

## PLEASE HELP US TO HELP YOU!

Our Client Services Team needs your help:

### BOOKING INFORMATION

Have your booking information ready before you call the team. Start with your name. The operator will read back your booking: day, date, time and destination. They will also confirm whether you are travelling with a carer, any mobility aids and will confirm the cost of your transport. Please listen carefully to ensure that everything has been captured correctly.

### PLEASE ANSWER US WHEN WE CALL

**If you have booked a trip with us, please have your phone nearby.** If we are running late or we get to your destination and you are not where we thought you would be, we will call your mobile phone. **Please answer our call.** This is particularly important if your trip is for a medical appointment in a shopping centre, or if you are out shopping. If we cannot contact you, our staff will become concerned and will call your next of kin if they do not hear back.

### DOOR TO DOOR SERVICE

Our service is door to door. **Please wait inside until our driver comes to your door.**

### CONTACT CENTRE QUEUES

Our Contact Centre makes the best efforts to efficiently manage enquiries and bookings. However, sometimes our call queue can become very busy with clients checking where their vehicle is and when it will arrive. This is often before the scheduled pick up time. **Please only phone us if your transport has not arrived by the designated time.**

### BELONGINGS

**Please remember to take your belongings with you when you leave the vehicle!**

### 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.

# UPCOMING EVENTS

## TUESDAY 19 JANUARY TOWNSVILLE CASINO

**Where:** Townsville Casino for morning tea and a flutter!

**Cost:** \$15 return transport, morning tea at own cost

**Time:** 9.30am – 11.30am

## MONDAY 1 FEBRUARY MONTHLY MEMBERS LUNCHEON

**Where:** Bohle Hotel

**Cost:** \$15 return transport, lunch at own cost

**Time:** 11.30am – 1.30pm

## TUESDAY 16 FEBRUARY COWBOYS LEAGUE CLUB

**Where:** Cowboys League Club

**Cost:** \$15 return transport, lunch at own cost

**Time:** 11.30am – 1.30pm

## MONDAY 1 MARCH MONTHLY MEMBERS LUNCHEON

**Where:** Riverview Tavern

**Cost:** \$15 return transport, lunch at own cost

**Time:** 11.30am – 1.30pm

## WEDNESDAY 17 MARCH COFFEE CLUB

**Where:** Coffee Club, The Strand, and a stroll

**Cost:** \$15 return transport, morning tea at own cost

**Time:** 9.30am – 11.30pm

## 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 male 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.

## WOMEN WHO WANDER

Ladies, don't think you're missing out as we are also looking to have some 'women's outings' with the same costs and conditions as above.

## A MESSAGE FROM FINANCE

Due to the automation of the new invoicing system, there were some teething issues for the October and September invoicing runs.

We'd like to apologise to any clients affected by this situation. We have been working to iron out these issues.

Further to this automation, we will be issuing separate invoices for each funding source due to our government reporting requirements. If you have multiple funding sources, you will be receiving more than one invoice each month.



## CONNECTING WITH THE CHARTERS TOWERS COMMUNITY

As an introduction to the launch of our new service in Charters Towers, our Branch Manager, Dean Warren (left) and Leading Hand Paul Douglas (right) took part in the "Connecting Community" Information Day, held at the Arthur Titley Centre in Mosman St.

They were able to inform many members of the Charters Towers community about the range of services offered by TransitCare and how we are able to assist them with our new regional service.

# FUN AND GAMES

## HAVE A LAUGH

**What happens to a frog's car when it breaks down?**

It gets toad away.



**Did you hear about the kidnapping at school?**

It's OK, he woke up.

**Did you hear about the Irish Olympian who won Gold?**

He had his medal bronzed.

**Did you hear about the man who dreamed he ate a giant marshmallow?**

When he woke up his pillow was missing.

**The Past, Present and Future walked into a bar, it was tense.**

**Patient:** I get a terrible pain in the eye when I drink a cup of coffee

**Doctor:** Try taking the spoon out

**What should you do if you're attacked by a gang of clowns?**

Go for the juggler

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## HOLIDAY CLOSURES

### CHRISTMAS AND NEW YEAR CLOSURE

The TransitCare Contact Centre for bookings will be closed for business from 2.00pm Thursday 24 December 2020, re-opening Monday 11 January 2021 at 7.30am.

Our Townsville office will be closed from 2.00pm Thursday 24 December, reopening Monday 4 January at

7.30am. Any bookings for Monday 4 January must be booked before 10.00am on Thursday 24 December.

### AUSTRALIA DAY PUBLIC HOLIDAY

TransitCare will be closed for the Australia Day public holiday on Tuesday 26 January. Bookings for Wednesday 27 January must be made prior to 10.00am on Monday 25 January 2021.

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