

TransitCare

NEWSLETTER



Introducing The Lady Ann, named after our founder, Ann Langley.

TRANSITCARE WELCOMES NEW BUS FOR GREAT ADVENTURES!

Do you live in a retirement village or are you part of a social club looking to go on some group outings?

Our brand new 40 seater bus has now joined our fleet and we are looking forward to some great adventures in 2021. We are offering group travel packages for people living in retirement villages or seniors' communities and those who belong to social clubs or senior citizen clubs looking to get out and about.

If you reside in an independent living facility or belong to a community social group, please let your Lifestyle Manager or Social Club Co-ordinator know. We are happy to send a TransitCare representative out to your facility to talk to residents or social club members about how we might help get your group out and about.

Please note we do not hire out our bus. We tailor outings at set prices, to locations of your choice, to meet the needs of your group. Give our Contact Centre a call on **1300 153 636** and let us organise this for you.



HAPPY ANNIVERSARY JUNE AND NOEL!

Our wonderful clients, June and Noel Miller, recently celebrated their 50th wedding anniversary. These teeny boppers were married on 30 January 1971 on a sunny New Zealand day.

June and Noel celebrated with 20 family and friends at home during COVID restrictions on 30 January 2021.

AN UPDATE FROM THE CEO

Welcome to the Autumn edition of the TransitCare newsletter.

Emerging from Reduced Capacity

Finally, and with greater confidence, I am happy to say that we are now able to operate at full capacity across our transport and social support services with our COVID safe plan in place.

With the roll out of the vaccines, I believe that restrictions will ease around hospital and medical appointments in particular. With our entire fleet now back on the road, it is great that, where drivers were working from home, we have now been able to welcome them all back to the office environment.

We are extremely proud of our drivers and their dedication in ensuring that our clients were, and continue to be able to travel safely and securely.

New Community Flyer Bus

In preparation for life after COVID, we have purchased a brand new 40 seater bus which will be available to take clients on social support trips and Community Flyer Adventures.

This bus has been named *The Lady Ann*, in honour of our founder, the late Ann Langley (1932 – 2012). In 1992, Ann helped form a support group for people with Multiple Sclerosis to assist them with transportation to their medical appointments. This initial service was voluntary but as the needs of the group grew, so did the need for funding to create a formal transport service for people with disabilities to get to medical appointments. Within a short time, vehicles were purchased, volunteer drivers found and the community transport service then known as LANDS (Logan and Albert North Disability Services) was up and running. LANDS became known as TransitCare in 2012, to better reflect the services offered by the organisation and the plans for future growth. From Ann's vision and our humble beginnings servicing clients from Logan, we are now proud to be one of Queensland's leading community transport providers.

We will remain with the "hub" system of booking where clients from Redlands / Eastern suburbs / Bayside will travel on Mondays, clients from the Brisbane South area will travel on Tuesdays, Western suburbs clients will travel on Wednesdays and Logan clients will travel on Fridays. Thursdays will be reserved for Community Flyer Adventures, Men on the Move and Women who Wander.

The calendar for the next three months is included in this newsletter, so please note the dates that you wish to travel and book your trips as soon as possible as they do book out quickly.

Vaccination Roll Out

Queensland's COVID-19 vaccines will become available in phases and identified priority groups will get the first available, safe and effective doses.

Most of our clients will fall into Phase 1b which includes elderly adults aged 70 and over, Aboriginal and Torres Strait Islander people older than 55 and adults with an underlying medical condition, including those with a disability.

TransitCare is available to take you to your vaccination appointment by booking through our Contact Centre as you would do for all of your regular travel appointments.

If you have any questions regarding COVID-19 and the vaccination programme, the National Coronavirus and COVID-19 vaccine helpline is available 24 hours a day, 7 days a week by calling 1800 020 080.

New Services

We are in the process of applying to government to become eligible to be a provider of Home Care Packages, initially in the Brisbane South, Bayside and Logan regions. This service will be an exciting and much needed addition to our business.

We are also introducing a seamless payment system, where clients will be able to pay through direct debit or via a TransitCare Card which can be topped up by clients or their families.

Work is also underway to develop a TransitCare App and our own portal so that clients are able to manage their business with us more efficiently and effectively. Of course, nothing will take away from always being able to make a phone call to our Contact Centre.

As always, please don't hesitate to contact us on 1300 153 636 if you have any issues, concerns or feedback.

Terry O'Toole

Chief Executive Officer



DRIVER OF THE YEAR ANNOUNCED

We are pleased to announce that the TransitCare Driver of the Year for 2020 is Bill Simpson.

This award was created in 2016 to celebrate the extraordinary work of our most important asset - our Drivers and is the only annual award given by TransitCare.

All paid drivers are eligible and there are strict criteria. They all start with the same number of "points" and there is a deduction of points for a number of items including negative client feedback, traffic infringements or "at fault" incidents. All client compliments attributed to drivers apply bonus points to the drivers concerned.

A short list of 10 is determined, based on the final points standing. The feedback and point scoring exercised is completed by Managers and the members of the dispatch and scheduling team. This then identifies the top five drivers eligible for the Driver of the Year.

As our 2020 winner, Bill was a first year driver who joined us as a volunteer before being asked if he would convert to a paid position.

He is perhaps best described by this comment from one of his colleagues:

Photo: TransitCare CEO, Terry O'Toole presents Bill Simpson with the Driver of the Year Award



"An amazing driver from the very first day. No job is too hard. Always offers to do more. Always puts the clients first. Always working to give the clients a wonderful day."

We count ourselves exceedingly lucky to have had Bill Simpson happen along our way.

Congratulations and thank you Bill!!

IMPORTANT INFORMATION

How does TransitCare differ from a taxi service?

We pride ourselves on being one of the most reliable, registered community transport providers in Queensland and provide a "white glove", pre-booked and door-to-door service.

However, we operate very differently to the taxi system and are not an "on demand" service. At times, people may phone our Contact Centre and ask to be collected by a driver for "right now".

For us to retain our license we are not able to collect our clients, for example, in the next 45 minutes. Bookings must be made by 10am, the morning prior to the travel date. This is one of the biggest differences between a taxi service and our Community Flyers!

Front seat passenger requests

We have a range of vehicle types across our fleet to cater for small, medium and larger groups when travelling. These fully customised vehicles include cars, wheelchair accessible vehicles, mini buses and our recent addition, our full sized bus. If you require a front seat for medical reasons, we ask that you talk to your doctor and provide something in writing from them to guarantee a front seat when travelling with TransitCare.

Our 1300 phone number

When calling our 1300 number, please be aware that this is NOT a free call and that call charges vary, depending on the phone carrier service. Charges may be higher when calling from mobile phones.

CLIENTS OUT AND ABOUT

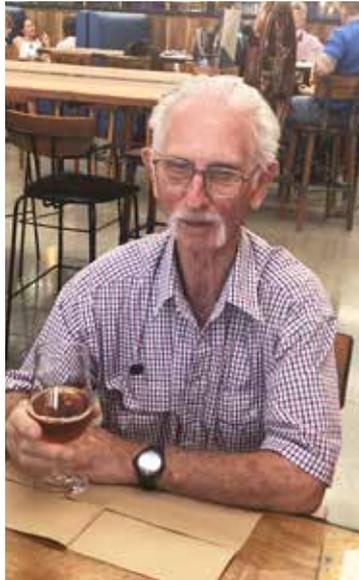
Our clients have once again enjoyed getting out and about around Brisbane and surrounding areas.

After returning from the Christmas break in February, our **Community Flyer Adventurers** have enjoyed trips to The Star Casino on the Gold Coast, Botanic Gardens and Bird World in Maleny and Sea Life and Mooloolaba Wharf on the Sunshine Coast.

Our **Men on the Move** travelled to Brew Dog Micro Brewery at Murarrie, the Southport Yacht Club on the Gold Coast and to the Beenleigh Rum Distillery.

The **Women Who Wander** enjoyed a shopping trip to Pacific Fair with lunch at the Outback Steakhouse and High Tea at Room with Roses in the Brisbane Arcade.

If you have not yet joined us on one of these adventures, give us a call and join in for some fun on the run!





EXPRESSIONS OF INTEREST – UPCOMING ACTIVITIES

We are planning our events and activities for 2021 and are seeking expressions of interest from clients who may be interested in attending the following, which will be planned for the latter half of this year.

AUSTRALIAN OUTBACK SPECTACULAR

Are you interested in a Sunday matinee show? Australia's Outback Spectacular is a heart-warming and immersive arena show accompanied by a three course meal and beverages, incredible special effects, inspiring animal performances and a star-studded cast, set in an iconic red barn and featuring a cast of talented Australian actors and the latest technology.

Photo: Australian Outback Spectacular



OVERNIGHT ADVENTURE, MT TAMBORINE

We are considering an overnight adventure to Mt Tamborine in Spring 2021. This would include boutique accommodation, a tour of the mountain, some amazing meals and great entertainment!

Photo: rainforestskywalk.com.au



ALBION PARK HARNESS RACING CLUB

Are you interested in joining us for lunch at the Albion Park Harness Racing Club and then spending an afternoon at Brisbane's home of harness racing?

Photo: Albion Park Harness Racing Club



SPIRITS OF THE RED SAND

Would you like to enjoy an unforgettable experience that connects you with the world's oldest living culture? At 60,000 years in the making, meet the Aboriginal elders and mobs of this great Southern Queensland region as you embark on a cultural journey like no other. Discover ancient Aboriginal customs and rituals from Dreamtime to the rhythms of the didgeridoo, to participating in all aspects of traditional Aboriginal life including boomerang painting and bush tucker tasting.

Photo: spiritsredsand.com



If you are interested in being put on the mailing list for any of these activities, please give our Contact Centre a call and ask to be added to our Expressions of Interest list for the events you are interested in.

MEN ON THE MOVE

Our "blokes only" group is once again gathering momentum after returning from COVID restrictions. This is now a monthly event, held on the FIRST Thursday of each month. If you would like to meet up with mates and visit some great locations, give us a call and have your name added to the Men on the Move mailing list.

WOMEN WHO WANDER

Our "ladies only" group started late last year and we travel on the THIRD Thursday of each month. If you would like to meet up with women who love to browse and have lunch, give us a call and have your name added to the Women who Wander mailing list.

SEE PAGES 8 and 9 FOR UPCOMING OUTINGS, DESCRIPTIONS AND COSTS.

CALENDAR OF EVENTS – PERFORMANCES

Silver Series Live Music– Logan Entertainment Centre

After the forced cancellation of a number of shows due to Covid-19 in 2020, these concerts have been rescheduled for the 2021 programme.

Light up your day with live music and dance at Logan Entertainment Centre this year. The Silver Series is a full programme of outstanding daytime entertainment with a wide variety of talented musicians and performers.

Please note that these tickets are only available to clients from Logan and the Logan-side Brisbane South suburbs and Ipswich.



BOOKINGS: **COST:** \$35 which includes ticket to the show, cabaret seating at round tables, a sumptuous morning tea and door-to-door transport.
TIME: Doors open at 10 am, show commences 11 am, concluding at 12.30 pm.

Phone our Contact Centre on 1300 153 636 to reserve your ticket and book your transport.

DESTINATION	DATE	DESCRIPTION
BROADWAY TO PAVAROTTI	23 April	Broadway to Pavarotti is a tribute to the great opera singer of our time and celebrates the life and anniversary of the great Luciano Pavarotti – The Man and his Music. Enjoy the voices of three world-class voice combinations with songs by Andrea Bocelli and Sarah Brightman, along with the best of Broadway songs from shows like West Side Story and Phantom of the Opera.
A SONG FOR YOU	21 May	Celebrating the music of stage, screen and beyond, Thomas Armstrong-Robley shares an up-close and personal glimpse behind the curtain of famed stages from around the globe. This show features performances of hits made famous by Michael Bubl�, Leon Russell, Elvis Presley, The Bee Gees, Frank Sinatra and beyond.
DUSTIER THAN EVER (A SHOW IN HONOUR OF SLIM)	25 June	This show pays tribute to the life and music of Slim Dusty with songs, memories and a showcase of musicianship including energetic country guitar, playing, skilful and toe-tapping fiddle and highly polished bluegrass/ hillbilly banjo. With double bass, drums and percussion, Slim’s career is traced from his early days at Nulla Creek through to his recognition as an international performer.
LIZA MEETS BASSEY	17 September	Liza meets Bassey is a sensational show consisting of the iconic tunes of two living legends - Dame Shirley Bassey and Liza Minnelli. Backed by a brilliant live band and singing through their most famous hits, this is a tale of two to be shared along the way. Channelling these amazing artists, you will be moved by her passionate, fun and cheeky portrayal.
BLOOM SINGS STEVIE NICKS, CAROL KING, LINDA RONSTADT SONGBOOK	12 November	This latest production show features the music of the boy bands of the last century including the iconic songs of The Beatles, Bee Gees, The Platters, The Drifters, The Temptations, The Stylistics. Righteous Bros, The Four Tops, Frankie Valli & The Four Seasons – the list is endless!
HOME FOR CHRISTMAS (DARREN COGGAN)	17 December	Home for Christmas is a fun and engaging performance full of laughter and sing-a-long songs that promise to be the gift of the season. As his thoughts turn to home, strumming a guitar, award winning performer, Darren Coggan celebrates much loved Christmas favourites, through a collection of songs and stories that embrace the festive spirit of Christmas in Australia.

CALENDAR OF EVENTS

BOOKINGS FOR ALL TRIPS CAN BE MADE BY CALLING OUR TRANSITCARE TEAM ON 1300 153 636.

Community Flyer Adventures

Community Flyer Adventures are suitable for people with higher levels of mobility. These trips are generally longer days and travel further afield than other trips.

COST: \$90 which includes morning tea and lunch at a venue, door-to-door transport, associated activities and fabulous company!

TIME: Travel times will be confirmed prior to your travel date.



Men on the Move

Men On the Move is for “blokes only”. If you’d like to meet up with mates, book your trips together to ensure you don’t miss out. You are also welcome to book in and bring another mate or two!

COST: GENERALLY \$50 which includes door-to-door transport, lunch at a venue and at times, an activity. This cost may be subject to change depending on the cost of meals and activities.

TIME: Travel times will be confirmed prior to your travel date.

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 trips ASAP to ensure you don’t miss out.

COST: GENERALLY \$60 which includes door-to-door transport, lunch at a venue and an activity. This cost may be subject to change depending on the cost of meals and activities.

TIME: Travel times will be confirmed prior to your travel date.



** All events and destinations may be subject to change depending on the ever changing health environment and any potential restrictions.*

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.

PLEASE NOTE: Community Flyer Adventures now take place twice a month, generally to the same location. These trips now travel in AREAS. Please book your trip for the date applicable to the area you live in - LOGAN or BRISBANE SOUTH.

15 APRIL

WOMEN WHO WANDER

Paddington, Brisbane

Paddington is the place to be for boutique shopping and delicious dining. We will wander through the suburb and soak up the village lifestyle, stopping for lunch at one of the many restaurants along the way.

22 APRIL

COMMUNITY FLYER ADVENTURE

**Botanic Gardens / Bird World
(overflow from March)**

Brisbane South clients

29 APRIL

COMMUNITY FLYER ADVENTURE

Sea Life, Mooloolaba

This multi-award winning attraction offers a fascinating journey from the coast to the ocean depths. We will then enjoy lunch at one of the restaurants at the iconic Wharf.

Logan clients

6 MAY

MEN ON THE MOVE

Gold Coast Motor Museum

This brand new museum was built as a tribute to the father of the founders. Located on 12 acres in the hinterland, it houses 75 cars and bikes spanning from 1900 – 1988, plus Stanley restaurant, where we will enjoy lunch.

13 MAY

**COMMUNITY FLYER
ADVENTURE**

Mt Tamborine

We will visit Gallery Walk, take in the views from the Main Western Road and enjoy lunch at the iconic St Bernard's Hotel.

Logan clients

20 MAY

WOMEN WHO WANDER

Maleny

Maleny is renowned for its lush environment, crisp autumn air, numerous scenic spots, arts, crafts and great eateries. We will taste some cheeses, stroll the main street and enjoy lunch at one of the local restaurants.

27 MAY

**COMMUNITY FLYER
ADVENTURE**

Mt Tamborine

We will visit Gallery Walk, take in the views from the Main Western Road and enjoy lunch at the iconic St Bernard's Hotel.

Brisbane South clients

3 JUNE

**MEN ON THE MOVE
Tamborine**

We will escape the busy city and enjoy a trip to Tamborine with lunch at the great country put – the Bearded Dragon Hotel at the base of the mountain.

10 JUNE

**COMMUNITY FLYER
ADVENTURE**

The Ginger Factory, Yandina

The iconic Ginger Factory offers fun rides, fascinating tours, a unique retail precinct and café surrounded by beautiful sub-tropical gardens.

Logan clients

17 JUNE

WOMEN WHO WANDER

Ipswich

Ipswich offers experiences for everyone so why not join us on this nature lovers, history, heritage and food lovers trail, taking in boutiques and quirky places along the way.

24 JUNE

**COMMUNITY FLYER
ADVENTURE**

The Ginger Factory, Yandina

The iconic Ginger Factory offers fun rides, fascinating tours, a unique retail precinct and café surrounded by beautiful sub-tropical gardens.

Brisbane South clients

SOCIAL SUPPORT CALENDAR

Social Support trips will run on Mondays, Tuesdays, Wednesdays and Fridays. The location for the trips will be the same for the entire week. Community Flyer Adventures. Men on the Move and Women who Wander will alternate each Thursday.

Please phone 1300 153 636 to book the weeks you'd like to travel.

APRIL

DESTINATION	DATES	HUB	DESCRIPTION	DETAILS
Nerang	Monday 05 April Tuesday 6 April Wednesday 7 April Friday 9 April	Public Holiday Brisbane South Western Suburbs Logan	Nerang Op shops followed by lunch at a local pub.	TIME: 9am - 3pm COST: \$25 LUNCH: Own cost
DFO	Monday 12 April Tuesday 13 April Wednesday 14 April Friday 15 April	Redlands Brisbane South Western Suburbs Logan	Drive to DFO.	TIME: 9am - 3pm COST: \$10 LUNCH: Own cost
Victoria Point	Tuesday 20 April Wednesday 21 April Friday 23 April	Brisbane South Western Suburbs Logan	Movie at Victoria Point followed by lunch at Sharks Sporting Club.	TIME: 9am - 3pm COST: \$20 LUNCH: Own cost
Fernvale	Monday 26 April Tuesday 27 April Wednesday 28 April Friday 30 April	Public Holiday Brisbane South Western Suburbs Logan	Country drive around Fernvale with lunch at the pie shop.	TIME: 9am - 3pm COST: \$20 LUNCH: Own cost

MAY

DESTINATION	DATES	HUB	DESCRIPTION	DETAILS
Wynnum	Monday 3 May Tuesday 4 May Wednesday 5 May Friday 7 May	Public Holiday Brisbane South Western Suburbs Logan	Wynnum Op Shops followed by lunch at Wynnum Manly Leagues Club.	TIME: 9am - 3pm COST: \$10 LUNCH: Own cost
Beenleigh	Monday 10 May Tuesday 11 May Wednesday 12 May Friday 14 May	Redlands Brisbane South Western Suburbs Logan	Tour Beenleigh Historical Village with lunch at the Tin Cup Café.	TIME: 9am - 3pm COST: \$20 LUNCH: Own cost
Redlands	Tuesday 18 May Wednesday 19 May Friday 21 May	Brisbane South Western Suburbs Logan	Lunch at Redlands Sports Club and shopping at Golden Circle Warehouse.	TIME: 9am - 3pm COST: \$10 LUNCH: Own cost
Brisbane	Monday 24 May Tuesday 25 May Wednesday 26 May Friday 28 May	Redlands Brisbane South Western Suburbs Logan	Ride the City Cat see the sights from the Brisbane River. Don't forget your Go Card.	TIME: 9am - 3pm COST: \$10 LUNCH: Own cost

JUNE

DESTINATION	DATES	HUB	DESCRIPTION	DETAILS
Mount Coot-tha	Tuesday 1 June	Brisbane South	See the sights of Mount Coot-tha	TIME: 9am - 3pm COST: \$10 LUNCH: Own cost
	Wednesday 2 June	Western Suburbs		
	Friday 4 June	Logan		
Loganholme	Tuesday 8 June	Brisbane South	Visit Nielsens Nursery for plants and lunch.	TIME: 9am - 3pm COST: \$10 LUNCH: Included
	Wednesday 9 June	Western Suburbs		
	Friday 11 June	Logan		
Laidley	Monday 14 June	Redlands	Enjoy a country drive to Laidley.	TIME: 9am - 3pm COST: \$30 LUNCH: Own cost
	Tuesday 15 June	Brisbane South		
	Wednesday 16 June	Western Suburbs		
	Friday 18 June	Logan		
Richlands	Tuesday 22 June	Brisbane South	Enjoy a trip to Hans Butcher, Adams Small Goods and lunch.	TIME: 9am - 3pm COST: \$10 LUNCH: Own cost
	Wednesday 23 June	Western Suburbs		
	Friday 25 June	Logan		
Gold Coast	Monday 28 June	Redlands	Shopping at Harbour Town and lunch.	TIME: 9am - 3pm COST: \$30 LUNCH: Own cost
	Tuesday 29 June	Brisbane South		
	Wednesday 30 June	Western Suburbs		
	Friday 2 July	Logan		

iPAD CLASSES – A BIG HIT!

You loved it and asked for more! The iPad classes that commenced in 2020 are continuing and in high demand. Classes will be offered to residents of both Logan and Brisbane South from July, 2021. Brisbane South classes will run on the first and third week of each month from 11am -1pm. Logan classes will run on the second and fourth week of the month from 11am - 1pm.

What do you need to know?

- All sessions, for all regions, will be held in the comfort of our Loganlea headquarters.
- Transport will be arranged to get you to and from our venue on each day of class.
- iPads are provided to all attendees (subject to eligibility).
- Morning tea is provided.
- Garry Lock – our experienced and patient trainer will remain as our iPad Trainer.
- There is no cost to you to attend iPad training.



Here's what our clients said!

"Thank you so much for the opportunity to learn to use an iPad. Garry is such a great teacher and I think that I am going okay. It will change my life being able to use the iPad now. Transport and everything has worked out well. Many thanks."

"All going well here, learning s l o w l y but enjoying it immensely."



DO YOU LIVE IN THE SCENIC RIM OR WEST MORETON AREAS AND NEED COMMUNITY TRANSPORT?

Come along for the ride with our new service in your area!

We are working with our partners to expand our transport service areas and now offer transport in the following areas:

- Beaudesert and surrounds including Canungra, Cryna, Gleneagle, Jimboomba, Josephville, Kooralbyn, Laravale, Veresdale, Veresdale Scrub, Woodhill.
- Ipswich and surrounding West Moreton suburbs including Brassall, Bundamba, Churchill – Yamanto, Karalee – Barellan Point, Karana Downs, Leichhardt – One Mile, North Ipswich – Tivoli, Raceview, Ripley, Riverview, Bellbird Park – Brookwater, Camira – Gales, Carole Park, Collingwood Park – Redbank, Goodna, New Chum, Redbank Plains, Springfield, Springfield Lakes.

The following suburbs are available for transport but are subject to West Moreton Health Services - Hospital Runs. These include Boonah, Lowood, Rosewood, Laidley and Esk.

For pre-booked, door-to-door transport please call our Contact Centre on 1300 153 636.

PUBLIC HOLIDAY CLOSURES

EASTER – GOOD FRIDAY 2 APRIL, EASTER MONDAY 5 APRIL

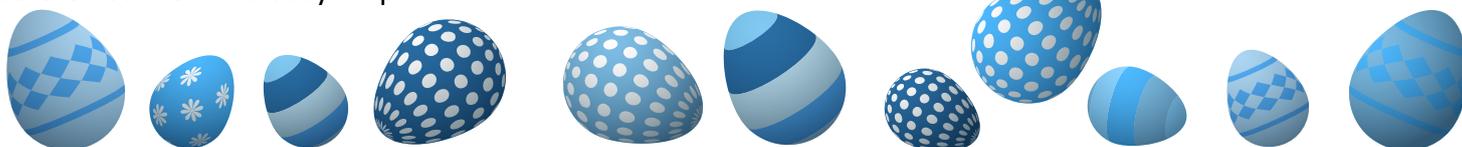
TransitCare will be closed for business from 5pm on Thursday 1 April 2021, re-opening on Tuesday 6 April at 7.30am. Any bookings for Tuesday 6 April must be made before 10am on Thursday 1 April.

ANZAC DAY (OBSERVED)

TransitCare will be closed for business from 5pm on Friday 23 April 2021, re-opening on Tuesday 27 April at 7.30 am. Any bookings for Tuesday 27 April must be made before 10am on Friday 23 April.

LABOUR DAY – MONDAY 3 MAY

TransitCare will be closed for business on Monday 3 May. Bookings for Tuesday 4 May must be made prior to 10am on Friday 30 April, 2021.



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