

# TransitCare

## NEWSLETTER



*TransitCare celebrates with our volunteers.*



*CEO Terry O'Toole and Mr Bert van Manen MP, Federal Member for Forde present Bill Pearton with his award for 20 years of service.*

*Caption here*

## THANK YOU TRANSITCARE VOLUNTEERS

**TransitCare volunteers and staff celebrated National Volunteer Recognition Week this year after being unable to gather last year due to lock down restrictions.**

Our Volunteer Recognition Ceremony is about recognising and celebrating our wonderful TransitCare volunteers. We, like so many other organisations, are so very lucky that our volunteers have chosen TransitCare to assist our clients and our communities.

Our 53 Brisbane volunteers donate many many hours and assist and support our team members, but more importantly, and most importantly, our clients. We absolutely appreciate everything that they do.

The theme for NVW 2021 was Recognise. Reconnect. Reimagine. This acknowledges that it is time to:

- **RECOGNISE**, celebrate and thank volunteers for the vital role they play in our lives.
- **RECONNECT** to what is important by giving our time to help others and ourselves.
- **REIMAGINE** how we better support volunteers and communities they help.

The ceremony each year acknowledges and recognises the valuable contributions made by all of our volunteers. TransitCare is fortunate enough to have many long standing volunteers with recognition at significant periods of service including 5, 10, 15, 20 and 20 years plus years acknowledged at the Ceremony. We congratulate all deserving volunteers who received this level of recognition in the last year.

We recognised Bill Pearton for his 20 years of service. Bill started volunteering for TransitCare (LANDS at the time) in 2001 with his wife Elaine joining us in 2002. Bill was recognised as a Local Legend at the annual Logan Local Legends Awards in 2017.

Volunteers of TransitCare all contribute their time and bring skills to our organisation. These include advice, friendship, vision, leadership, rapport – and, of course, the wonderful smells that emanate from the kitchen. CEO, Terry O'Toole reflected on some words which recognised this gift of time - the most precious of resources - given by volunteers which are very pertinent in these ever changing times.

Thank you also to Fitzy's Hotel – Loganholme for your donation of a dinner voucher and to Black and White Cabs for your donation of two double passes to a Titans Rugby League match.

*See page 6 for more photos from the event.*

# AN UPDATE FROM THE CEO

We hope that you are enjoying this beautiful winter weather and that you have not suffered so far during this cold and flu season. Please remember, if you live on your own and you have any concerns or need any support, don't hesitate to call our Contact Centre team.

## Celebrating our Volunteers

On Saturday 15 May, our volunteers, partners and staff joined for lunch at Fitzzy's at Loganholme in honour of National Volunteer Week, the annual celebration to acknowledge the generous contribution of our nation's volunteers. We acknowledged each volunteer with a gift and a certificate as a token of our appreciation. It was great to all be together again after having to cancel our event last year due to COVID restrictions. We were also joined by Mr Bert van Manen MP, Federal Member for Forde.

Volunteers are the lifeblood of any organisation and we greatly value our volunteers who selflessly give of their time to help the elderly and those with disabilities remain connected to their communities. Thank you TransitCare volunteers. Please don't ever underestimate the hours and time that you donate to us.

## Vaccinations

As the vaccinations for COVID-19 continue to roll out and the flu vaccine is now available, we encourage you to book your trip to see your GP for your jab, if you haven't already done so.

## Home Care Packages

We have applied to government for funding to enable us to provide Home Care packages for our clients. We will keep you informed as to when these might roll out.

## Traffic on our Roads

Our drivers are reporting more and more congestion on our roads as life slowly returns to normal. We have learnt that, since COVID, over 40% of people who travel on public transport are no longer doing so and this has contributed to the road congestion. Unfortunately, this also affects our travel times. Please be assured that we are putting in place processes to ensure that our clients get to their appointments on time. We are also prioritising collection for hospital and medical appointments, which will take precedence over shopping trips. It would assist us greatly if you could book your trips to the shops to take place between 10.00 am and 2.00 pm.

## Contact Centre Calls

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. We ask that you please refrain from calling us to find out where your vehicle is. Please be assured that if you've made a booking, we will get you to your appointment.

Also, if you need to make changes to your trip booking, we'd appreciate it if you could call us during the middle of the day, and not during our peak call times of between 7.30 am and 9.30 am.

## Next Newsletter

Finally, the next edition of the newsletter will come to you in a magazine format, and will be called Together@TransitCare. Due to the increasing costs of printing, mailing and distribution, it will only be mailed to clients who travel.

Wishing everyone a safe winter, free of the flu, coughs, colds and COVID.

## Terry O'Toole

Chief Executive Officer



*TransitCare CEO, Terry O'Toole (left), welcomed some Logan City Councillors for afternoon tea and a site tour.*

# HOW CAN YOU HELP US GET YOU TO YOUR DESTINATION ON TIME?

Our TransitCare team always strive to be on time or early. Unfortunately sometimes, travel times may vary because of events that occur outside of our control. The two most common causes for drivers running late are traffic accidents/congestion and client delays. We are working on our planning processes to better compensate for the increased traffic but there are a number of things you can do to help keep the drivers on time.

1. Please don't make last minute changes to your destination. Our drivers' days are planned the evening before to enable the fleet to transport as many people as possible in similar directions. The vehicle booked to pick you up may also be planned to pick up others travelling to destinations on the way to where you want to go. Drivers cannot make these changes they have to be managed by the dispatch team. One change can effect up to 3 other vehicles and many other clients. It is not always possible to accommodate these last minute changes.
2. Please be ready from the time window you have been given. Our contact centre will give you a time to be ready from, it may be an hour before the time you wish to arrive. It does not mean the driver will be there at that time but from that time. We ask you to be ready as your driver may be picking up other people along the way. You do not need to be waiting outside. Please be comfortable and remain inside your home. We just need you to be up and dressed, had breakfast/ lunch, have all of your things with you and be ready to go when the driver knocks on your door.
3. Please listen carefully to our Contact Centre staff when we take your call for a booking. Our staff will read back your booking details – this is our chance to fix any mistakes we may have made. Please pay close attention to the Suburb as there are often the same street or business names in different Suburbs which most often causes our confusion.
4. If you are going to a medical clinic or other appointment in a shopping centre or multi storey building please give us the name of the Doctor or person you are visiting, the exact location eg suite 3, 4th floor and their contact phone number. This means if there are any problems with your transport or if the driver is unable to locate you upon arrival we have better information to contact you.
5. If you use alternate transport please call us as soon as possible and preferably before you leave so that our driver does not spend time searching for you. This is especially important when we are picking you up from home as our drivers are not allowed to leave until we have located you. If we are unable to locate you at home your next of kin and emergency services will be called.
6. If you are ready to go home early please find a place to be comfortable for between 45 minutes and an hour after you call us. Under our operator accreditation we are unable to effect a pick up any earlier and in peak times it is likely to take us an hour to free up one of our drivers from delivering planned trips for other clients to detour to you.
7. If we are picking you up from a shopping centre or hospital please ensure you are waiting at the set drop off/ pick up point at the booked time. In most cases these points have been mandated by the shopping centre or hospital and the drivers will wait there to collect you.
8. If you know you are going to be running late please let us know as soon as possible so that we can change your booking and our driver is not wasting time waiting instead of helping other clients.





# CLIENTS OUT AND ABOUT

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

Our Community Flyer Adventurers have enjoyed trips to the Botanic Gardens and Bird World in Maleny, Sea Life and Mooloolaba Wharf on the Sunshine Coast, to Mt Tamborine with lunch at the iconic St Bernard's Hotel and to the The Ginger Factory at Yandina.

Our Men on the Move enjoyed a day at the Gold Coast Motor Museum with lunch at Stanley's restaurant onsite and The Women Who Wander travelled to Maleny for some shopping with morning tea at the Maleny Co-Op and lunch at the Maleny Terraces Seafood Restaurant.

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!









# VOLUNTEER RECOGNITION CEREMONY

Volunteers are the lifeblood of any organisation and at TransitCare, we greatly value our volunteers who selflessly give of their time to help the elderly and those with disabilities remain connected to their communities.

Please enjoy some photos from our Volunteer Recognition Ceremony.



# 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.**

SHOW	DATE	DESCRIPTION
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	Stevie Nicks, Carole King and Linda Ronstadt are arguably three of the world's most recognisable voices and in this brand new tribute show, Melbourne singer/songwriter, Bloom, will have you experience the incredible hits that span several decades from the Grammy Award winning artists.  Some of the hits Bloom has handpicked in this incredible new show features some of Linda's greatest hits including You're No Good, That'll Be The Day, Blue Bayou. Carole King's I Feel The Earth Move, Natural Woman, It's Too Late and Stevie Nicks; Rhiannon, Landslide, Dreams and many, many more...
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.

## TRANSITCARE INTRODUCES NEW DAY RESPITE PROGRAMME

Do you have your own individual funding? Are you seeking new friendships, social opportunities, fun activities, theme days and entertainment? TransitCare is excited to announce that, commencing in September, we will be introducing a new Day Respite Programme which will run every Monday and

Wednesday. Day Respite includes collection from your residence and return in a TransitCare vehicle, morning tea and lunch and all activities.

Please call our Contact Centre on 1300 153 636 for further information and bookings.



# 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.

These trips include morning tea and lunch at a venue, door-to-door transport, associated activities and fabulous company!

Community Flyer Adventures often include a lot of walking.

**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!

These trips include 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.

These trips include 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 as there is generally a lot more walking involved. 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.

<p><b>15 JULY</b> <span style="float: right;"><b>\$50</b></span></p> <p><b>MEN ON THE MOVE</b>  <b>Beenleigh Artisan Rum Distillery</b>            Tour and tasting of the distillery with lunch at Sugar Creek Smoke House.</p>	<p><b>22 JULY</b> <span style="float: right;"><b>\$60</b></span></p> <p><b>WOMEN WHO WANDER</b>  <b>The Komo, Redcliffe</b>            Enjoy lunch at the signature restaurant in the Mon Komo Hotel, specialising in bright and breezy social dining in the fresh seaside air.</p>	<p><b>29 JULY</b> <span style="float: right;"><b>\$90</b></span></p> <p><b>COMMUNITY FLYER ADVENTURE</b>  <b>Fox and Hounds English Pub – Wongawallan</b>            Fox and Hounds is Australia’s only authentic English pub. Enjoy authentic English food and beverage, a fireplace and a slice of real English culture and history.  <b>Brisbane South clients</b></p>
<p><b>5 AUGUST</b> <span style="float: right;"><b>\$50</b></span></p> <p><b>MEN ON THE MOVE</b>  <b>Boggo Road Gaol</b>            Walk through Division 2 and discover the history of this notorious prison. Lunch at a local pub.</p>	<p><b>12 AUGUST</b> <span style="float: right;"><b>\$90</b></span></p> <p><b>COMMUNITY FLYER ADVENTURE</b>  <b>Beaudesert Community Arts and Information Centre</b>            Enjoy a day in the country with a famous Devonshire morning tea. Browse through the Lyrebird Gallery then have lunch at the pub in Canungra.  <b>Logan clients</b></p>	<p><b>19 AUGUST</b> <span style="float: right;"><b>\$60</b></span></p> <p><b>WOMEN WHO WANDER</b>  <b>George’s Paragon, Eagle St Pier</b>            Enjoy lunch at George’s Paragon, a Greek seafood restaurant which has overlooked the river on Eagle Street for years, earning a reputation as one of Brisbane’s finest eateries thanks to its combination of service and quality.</p>
<p><b>26 AUGUST</b> <span style="float: right;"><b>\$90</b></span></p> <p><b>COMMUNITY FLYER ADVENTURE</b>  <b>Beaudesert Community Arts and Information Centre</b>            Enjoy a day in the country with a famous Devonshire morning tea. Browse through the Lyrebird Gallery then have lunch at the pub in Canungra.  <b>Brisbane South clients</b></p>	<p><b>2 SEPTEMBER</b> <span style="float: right;"><b>\$50</b></span></p> <p><b>MEN ON THE MOVE</b>  <b>RAAF Amberley Aviation Heritage Centre</b>            View the range of exhibits and displays with a collection of aircraft across three display hangars. Hear stories told by dedicated military aviation history enthusiasts.</p>	<p><b>9 SEPTEMBER</b> <span style="float: right;"><b>\$95</b></span></p> <p><b>COMMUNITY FLYER ADVENTURE</b>  <b>Carnival of Flowers – Toowoomba</b>            The Carnival of Flowers is an iconic Queensland event featuring two major displays of bulbs and flowering annuals. We will also visit some private homes and enjoy lunch at a local restaurant.  <b>Logan clients</b></p>
<p><b>16 SEPTEMBER</b> <span style="float: right;"><b>\$60</b></span></p> <p><b>WOMEN WHO WANDER</b>  <b>Marine Village – Sanctuary Cove</b>            With a welcoming atmosphere and stunning location, The Marine Village offers casual al fresco coffee or lunch by the waterfront as well as specialty retailers including fashion, homewares and more.</p>	<p><b>23 SEPTEMBER</b> <span style="float: right;"><b>\$95</b></span></p> <p><b>COMMUNITY FLYER ADVENTURE</b>  <b>Carnival of Flowers – Toowoomba</b>            The Carnival of Flowers is an iconic Queensland event featuring two major displays of bulbs and flowering annuals. We will also visit some private homes and enjoy lunch at a local restaurant.  <b>Brisbane South clients</b></p>	

# 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 your travel.

## JULY

DESTINATION	DATES	HUB	DESCRIPTION	DETAILS
Victoria Point	Tuesday 6 July Wednesday 7 July	Brisbane South Western Suburbs	Movie at Victoria Point followed by lunch at Sharks Sporting Club.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$20 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
Redcliffe	Monday 12 July Tuesday 13 July Wednesday 14 July Friday 16 July	Redlands Brisbane South Western Suburbs Logan	Bee Gees Way, shops and lunch locally.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$25 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
Boonah	Monday 26 July Tuesday 27 July Wednesday 28 July Friday 23 July	Redlands Brisbane South Western Suburbs Logan	Country drive out to Boonah with lunch.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>

## AUGUST

DESTINATION	DATES	HUB	DESCRIPTION	DETAILS
Coomera	Tuesday 3 August Wednesday 4 August	Brisbane South Western Suburbs	Shopping and lunch at Westfield Shopping Centre.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$30 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
Nerang	Monday 9 August Tuesday 10 August Wednesday 11 August Friday 13 August	Redlands Brisbane South <b>PUBLIC HOLIDAY</b> Logan	Nerang Opp shops followed by lunch at a local pub.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$25 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
Windsor	Monday 23 August Tuesday 24 August Wednesday 25 August Friday 27 August	Redlands Brisbane South Western Suburbs Logan	Visit private Opal Museum exploring the history of Australia's opal mining with a lunch stop.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$20 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>



# SEPTEMBER

DESTINATION	DATES	HUB	DESCRIPTION	DETAILS
Redlands	Tuesday 7 September	Brisbane South	Redlands Sports Club followed by Golden Circle Factory Outlet.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$10 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
	Wednesday 1 September	Western Suburbs		
	Friday 3 September	Logan		
Wacol	Monday 13 September	Redlands	Visit RSPCA at Wacol with a lunch stop.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$10 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
	Tuesday 14 September	Brisbane South		
	Wednesday 8 September	Western Suburbs		
	Friday 10 September	Logan		
Virginia	Monday 27 September	Redlands	Visit Vend Marketplace and explore fashion, food, homewares and more.	<b>TIME:</b> 9am - 3pm <b>COST:</b> \$20 <b>LUNCH:</b> Own cost <i>Be ready by 7.30am</i>
	Tuesday 28 September	Brisbane South		
	Wednesday 22 September	Western Suburbs		
	Friday 24 September	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 slowly but enjoying it immensely."*



# 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.

Give our Contact Centre a call on **1300 153 636** and let us organise this for you.

## PUBLIC HOLIDAY CLOSURES

### EKKA PUBLIC HOLIDAY

The Ekka public holiday is on Wednesday 11 August 2021. Bookings for Thursday 12 August must be made prior to 10.00 am on Tuesday 10 August 2021.

### QUEEN'S BIRTHDAY PUBLIC HOLIDAY

The Queen's Birthday public holiday is on Monday 4 October 2021. Bookings for Tuesday 5 October must be made prior to 10.00 am on Friday 1 October 2021.

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