

Together

@TransitCare



In this edition

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- TRANSITCARE IN TROPICAL NORTH QUEENSLAND
- CALENDAR OF EVENTS
- QUEENSLAND SENIORS' MONTH COMING UP
- SENIORS HAVE FUN ON THE RUN!

a

message

FROM THE CEO



Welcome to our new TransitCare magazine – TOGETHER. We look forward to delivering you our news in this new format for future editions.

Unfortunately, more than 15 months down the track, COVID-19 continues to dominate our news and upset our daily routines. Adaptation has become our “new normal” as we continue to book and cancel our social support outings, our Community Flyer Adventures and our in-house programmes. Whilst in Queensland we have been extremely lucky with low numbers of cases, the effect on transportation and programmes continues.

Just as we begin to see some return to normal, another snap lockdown means that mandatory masks, social distancing, sanitisation and the general fear from our clients of getting out and about continues to affect our trips. Whilst people are prepared to travel with us to their routine hospital and medical appointments and do their shopping, there is certainly reluctance to get out and about socially.

Sadly, the mandatory mask wearing, leading to the cancellation of many trips has disappointed many of our clients but unfortunately is beyond our control.

Our staff and volunteers have been working hard to ensure the best possible outcomes for the safe transportation of our clients. I cannot thank them enough for their patience, understanding and flexibility. I especially want to thank our fleet, our Contact Centre team and Scheduling and Dispatch as this is where the greatest impact is being felt. Our team is amazing and continues to pull in the same direction.

In addition, when lockdowns occur, the volume of incoming calls increases. We ask for patience and for you to leave a message, instead of calling back two to three times a day which adds not only to the congestion but also to your frustration.

We are dealing with not only changes to our daily bookings but also last minute changes depending on the requirements of our clients and the latest updates from the Chief Health Officer. Safety is our main priority and it is important that we ensure our clients and team members feel safe and secure during these uncertain times.

Our diligent infection control practices remain in place and whilst always being part of our duty, has been taken to a much higher level. Whilst NSW and Victoria continue to have large outbreaks and some citizens flaunt the rules put in place to keep us all safe, there will always be a risk of another outbreak.

I am proud to say that we have been able to continue to operate right through this pandemic because of our ability to pivot and re-evaluate what we do and how we do it. Last year we broke through the 200,000 trip barrier, achieving circa 225,000 trips.

We continued to deliver services when others could not. Our clients appreciate everything we are doing to keep them safe as they travel out and about each and every day.

Remember, at TransitCare we are all in this together – remaining connected whilst we spend time apart.

Until next time.

Terry O’Toole

Chief Executive Officer

iPad classes enjoyed by all!

You loved it and asked for more!

The iPad and Tech Savvy classes that commenced in 2020 have been continuing but unfortunately have also been impacted with COVID-19 restrictions and lockdowns but will continue until **30/06/2022**.

Classes are offered to residents of both Logan and Brisbane South and eligible persons can register to attend.

Classes will run as follows:-

Class	Week	Days of Week	Time	Region
iPad Class	1 and 3	Mon-Fri	11.00 am-1.00 pm	Brisbane South
Tech Savvy	1 and 2	Mon - Fri	1.30 pm-3.30 pm	Brisbane South
iPad Class	2 and 4	Mon-Fri	11.00 am-1.00 pm	Logan
Tech Savvy	2 and 4	Mon - Fri	1.30 pm-3.30 pm	Logan

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 for iPad classes.
- Bring your own device to Tech Savvy classes.
- Morning tea or afternoon tea is provided.
- Garry Lock – our experienced and patient trainer is providing all training for attendees.
- There is no cost to eligible attendants.

Please register your details with our Social Support Team.



Congratulations to one of TransitCare's favourite friends, Rachael Watson – GOLD Medal!

Rachael defended her title in the women's freestyle S4 at the Tokyo Paralympics, having won the gold in Rio five years ago. Such an achievement considering all the disruptions to her training schedules because of the pandemic.

Well done Rachael!

TransitCare Opens Second Branch in Tropical North Queensland!



Earlier this year TransitCare opened an office in Cairns. Thanks to the Department of Communities, we have funding for door-to-door transport for clients aged between 18 and 64. We are hopeful that we can secure funding to help senior members of Cairns in the not-too-distant future.

Some of the team here moved up from Brisbane and embraced the sunnier climate, breath taking scenery and friendly, relaxed conditions! We have also employed local drivers and we are happy to introduce Lorenzo, to our readers.

Lorenzo has become a favourite for many of our clients because of his calm and considerate manner (you will understand why as you keep reading).

Lorenzo was born in El Arish, a rural town 100kms south-east of Cairns (the Cassowary Coast region). The town was named in commemoration of the taking of Al Arish in Egypt's northern Sinai by the Australian Light Horse in 1916.

He is one of the most travelled people we have ever met and that is because his previous role was Purser (Cabin Manager) with QANTAS.

Lorenzo's job was to supervise the flight attendants and coordinate the overall service on the flight. Working predominantly at the pointy end of the plane, Lorenzo mingled with the rich and famous, enjoying the decadent luxury of travelling in Business/ First Class to far flung destinations. With all those

celebrity encounters, who left lasting impressions?

Nelson Mandela and his wife, Graça Machel - they had such humility and presence.

Daniel Radcliffe (also known as Harry Potter) – he was very down to earth, friendly, and well mannered.

Lorenzo met his wife in Singapore (she was cabin crew with Lufthansa) and they have two children. They are both working towards the enviable situation of having the best of both worlds: Each year living for six months in Europe and for six months in Cairns – jealous much??



IMPORTANT CLIENT INFORMATION

Keeping Up To Date is Important

- When speaking with our Contact Centre staff, please ensure you confirm your contact details (especially mobile phone number), your GP details and Next of Kin details. In the event of an emergency, having these details is crucial!
- Please notify our Contact Centre staff if you are/ have recently become /in the future become a Home Care Package recipient.
- The exact time a driver will arrive will depend on other client needs and traffic. This may change on the day which is why we ask you to be ready from the time window given to you at the time of booking. We ask that you be ready from the time window you have been given when booking your trip. We are unable to provide a time that the driver will be at your home and as we receive many of these calls – it can delay getting through to our Contact Centre for other reasons.

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



Performances

Please note that these tickets are only available to clients from Logan and the Logan-side Brisbane South suburbs and Ipswich. These performances have moved from Logan Entertainment Centre to Logan West Community Centre.

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 10.00 am, show commences 11.00 am, concluding at 12.30 pm.

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

SHOW	DATE	DESCRIPTION
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.

Logan Loves Seniors Day

Logan Loves Seniors Day is coming!

We are so excited to be a part of this FREE event which connects seniors with a wealth of lifestyle and social opportunities available in Logan, making for a fun day out. Enjoy cooking demonstrations, gardening, wellness activities, exhibitors and workshops.

Date: Friday 1 October

Time: 9.00 am – 3.00 pm

Venue: Logan West Community Centre

Make this a full day outing and enjoy the gala entertainment with the Rocketman Flying Solo show (a Sir Elton John tribute) for just \$8. Tickets for the show are available at:

www.loganentertainmentcentre.com.au/whats-on/events/logan-loves-seniors-day/.

TransitCare are proud to partner Logan City Council for this event so don't forget to book your transport!

Calendar OF events

Community Flyer Adventures are suitable for people with higher levels of mobility. They include morning tea, lunch, door-to-door transport and associated activities.

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 bring along another mate or two!! Please make sure that they book in! These trips include door-to-door transport, lunch and generally an activity.

Women who Wander is for women who enjoy boutique shopping, fine dining and other divine experiences. If you'd

like to meet up and socialise with other like-minded women, book your trips asap. These trips include door-to-door transport, lunch and generally an activity.

Travel times will be confirmed prior to the travel date.



7 October
CFA – Greater Brisbane

14 October
CFA – Logan
Whale Watching
– Gold Coast

Enjoy a spectacular half day Whale Watching Cruise and morning tea aboard the Catamaran - Spirit of Gold Coast, followed by lunch at Southport Sharks.

COST: \$90

11 November
CFA – Greater Brisbane

25 November
CFA – Logan
Redcliffe tour with lunch
at Tempest

Travel to Redcliffe, enjoying morning tea at Redcliffe Pavilion where the pelicans are fed each day. Wander the esplanade and Bee Gees Way followed by lunch at The Tempest Restaurant, located at Scarborough Boat Harbour. Tempest offers absolute waterfront dining with seafood and other produce is sourced directly from local fishermen and farmers.

COST: \$90

HOLIDAY CLOSURES

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 10.00am on Friday 1 October 2021.

EKKA PUBLIC HOLIDAY

The Ekka public holiday was cancelled for Wednesday 11 August 2021. It has since been rescheduled for **Friday 29 October 2021**. Bookings for Saturday 30 October and Monday 01 November must be made prior to 10.00am on Thursday 28 October 2021.

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 GREATER BRISBANE.

21 October

**Women who Wander
Komo – Redcliffe**

The signature restaurant, Komo, is situated in the Mon Komo Hotel on the waterfront and specialises in bright and breezy social dining in the fresh seaside air.

COST: \$60

28 October

**Men on the Move
Beenleigh Artisan
Rum Distillery**

Tour the Rum Distillery Tour including tastings and enjoy lunch at the new Sugar Creek Smoke House.

COST: \$50

4 November

**Women who Wander
Harbour Town –
Christmas Shopping**

Our annual Christmas shopping trip to Harbour Town is always a success! Visit over 240 stores including brand direct outlets and clearance stores as well as a host of specialty retailers. Harbour Town has everything you need to get your Christmas shopping finished!

Lunch at the authentic Nonna's Italian Restaurant.

COST: \$60

18 November

**Men on the Move
Boggo Road Gaol**

Walk through Division 2 and discover the history of this notorious prison followed by lunch at a local pub.

COST: \$50

6 December

CFA – Greater Brisbane

9 December

CFA – Logan

**Gold Coast Waterways
Cruise**

Join us for a sightseeing cruise around the beautiful Gold Coast canals. Sit back, relax and enjoy the magnificent views as you cruise past the homes of the rich and famous and enjoy the fun facts commentary along the way!

Enjoy lunch with prawns fresh from local trawlers and other delights.

COST: \$90

16 December

**Women who Wander
West End Treasure Hunt**

West End is described as a fusion of cultures and a mix of alternative and vintage. Stroll through this quirky inner city village and visit landmarks such as Marcia's on Montague and the new Harris Farm Markets - quality homewares, fabulous gift space and the finest of foods and deli items. Lunch will be local and Greek!

COST: \$60

2 December

**Men on the Move
Lighthouse Restaurant -
Cleveland**

Stay cool and travel to the bayside with lunch at the Lighthouse Restaurant at Cleveland.

Wrapped in the ocean views of Moreton Bay and the beautiful parkland of Cleveland Point, the Lighthouse offers personal service and a relaxed dining experience.

COST: \$50



Social Support Calendar - Brisbane

All trips depart at 9.00 am and return at 3.00 pm and lunch is at own cost unless otherwise stated in the description.
Please phone 1300 153 636 to book your travel.

October

DATE (EACH DAY EXCEPT THURSDAY)	HUB	DESCRIPTION AND DETAILS
Monday 4 October Tuesday 5 October Wednesday 6 October Friday 8 October	PUBLIC HOLIDAY Brisbane South, Western Suburbs Logan	Redcliffe - Bee Gees Way and shops, followed by lunch locally. Cost: \$25
Monday 11 October Tuesday 12 October Wednesday 13 October	Redlands Brisbane South Western Suburbs	Samford Valley - Visit the Lifestyle Centre in lovely Samford Valley. Cost: \$30
Monday 25 October Tuesday 26 October Wednesday 27 October Friday 22 October	Redlands Brisbane South Western Suburbs Logan	Ipswich - Visit Ipswich Nature Centre, followed by lunch locally. Cost: \$20

November

DATE (EACH DAY EXCEPT THURSDAY)	HUB	DESCRIPTION AND DETAILS
Tuesday 2 November Wednesday 3 November	Brisbane South Western Suburbs	Brisbane - Shop till you drop at DFO! Cost: \$15
Monday 8 November Tuesday 9 November Wednesday 10 November Friday 12 November	Redlands Brisbane South Western Suburbs Logan	Windsor - Visit private Opal Museum exploring the history of Australia's opal mining, followed by lunch locally. Cost: \$15
Monday 22 November Tuesday 23 November Wednesday 24 November Friday 26 November	Redlands Brisbane South Western Suburbs Logan	Brisbane - Ride the City Cat, see the sites from the Brisbane River, followed by lunch locally. Don't forget your Go Card! Cost: \$10

December

DATE (EACH DAY EXCEPT THURSDAY)	HUB	DESCRIPTION AND DETAILS
Wednesday 1 December	Western Suburbs	Wynnum - Op shops, followed by lunch at Pelican's Nest. Cost: \$10
Tuesday 7 December Wednesday 8 December Friday 10 December		Christmas Lights Time: to be confirmed Cost: \$15
Monday 13 December Tuesday 14 December	Redlands Brisbane South	Caboolture - Visit Abbey Museum of Art and Archaeology, followed by lunch locally. Cost: \$30



Queensland Seniors Recognition now a Month Long Celebration

1 – 31 October

During this pandemic, connecting with one another has never been more important and therefore, the theme of this year's Queensland Seniors' Month is Social Connections.

Council On the Aging (Queensland) will once again coordinate Queensland Seniors Month on behalf of the State Government to promote their vision of building age-friendly communities in Queensland.

TransitCare values the contribution that older people have made within their communities, whether as volunteers, as workers, carers, parents, grandparents or advocates. During the month, people of all ages, cultures, and abilities will connect through inclusive events and activities, celebrating the important and essential roles older people play in our communities. In short it's going to be a connect fest!

Beginning on the United Nations International Day of Older Persons the month will end on National Grandparents Day, 31 October.

The aim of Seniors Month is to improve community attitudes towards older people and ageing, facilitate community participation and activity by older people and enhance community connections and inter-generational relationships.

To keep up-to-date on Seniors Month activities, please visit www.qldseniorsmonth.org.au.

Meeting Points/Changeover of Vehicles

In some of our locations, we have set meeting points and changeover locations to better utilise our vehicles and to reduce waiting and travel times for all clients.

When travelling from Beaudesert through to major hospitals in Brisbane City the meeting/changeover location is currently in Jimboomba.

When travelling from outer regions, into Townsville City, the meeting/changeover location is currently at the Reid River Rest Area.

Seniors having Fun on the Run!

We were excited to be out and about with the wonderful residents of The Plains Retirement Village recently on our inaugural Fun on the Run trip for seniors. Bus driver Bill and volunteers Maisie and Niki collected everyone in our brand new bus, The Lady Ann, and we set off on a drive to Wellington Point where we enjoyed morning tea at the Wellington Point Recreation Reserve followed by the scenic tour to Lota for a fish and chips lunch at Bart's Place. After a walk around the esplanade we went across to the Wynnum foreshore for afternoon tea and another walk around. Residents were delivered safely home by mid-afternoon.

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

Our 40 seater bus is out and about taking Seniors on some great adventures! 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.

TransitCare is funded by the State and Federal governments

to deliver community transport services and offer them to our community at a subsidised rate. In order to travel on these trips, residents and social group members should be registered through My Aged Care and be able to provide their client number. Alternatively, we can also accept people who have been allocated an individual package of funding through NDIS or Home Care Packages. Our Contact Centre is happy to assist anyone to organise their funding through My Aged Care.

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.



Here's what The Plains residents had to say...

Sincere thanks for the wonderful, successful outing yesterday, the first for our Village and it certainly won't be the last, and how lucky were we with the fine, sunny day!

We are all singing your praises, your professionalism, the care and courteous attention to us all and the attention to details to ensure the perfect outing were all much appreciated indeed.

The Village is now planning to arrange regular monthly outings to interesting and exciting places. Congratulations to TransitCare for your wonderful services to the community and our residents. Special thanks to Bill, our driver, for his unswerving and willing assistance throughout the day, and the happy smiles and assistance from our two "Guardian Angels".



Rosie Clark from our Townsville Branch says.....

NOT GOODBYE, BUT SEE YOU LATER

Most of our clients will already be aware that our long-time colleague, Rosie Clark has retired. "What's that?" I hear you say? Yes indeed, Rosie has left the building, put her feet up, retired to greener pastures, gone fishing – take your pick.

Rosie started volunteering at what was then TOTTS, when she was a mere slip of a girl, back in 2009, that's right, 12 long years ago, and the operation of the organisation has changed significantly since then.

Rosie would like all our clients and staff to know that she thoroughly enjoyed her long tenure with the

organisation. She will dearly miss catching up with all our clients, a lot of whom she's grown quite close to over the years. She will also miss the regular contact with co-workers, both in the office and out on the roads, and we can't forget the staff in our Brisbane office.

She would like to thank everyone for all the support given and to wish everyone all the best for the future.

She also adds that should her health allow it, she may be able to attend some of our monthly lunches or other outings – you've been warned...



The management, staff and volunteers of TransitCare wish Rosie every happiness and good health in her retirement.

TRANSITCARE TOWNSVILLE OUT AND ABOUT

TransitCare Townsville clients enjoyed outings to Bushland Beach Hotel and Tom's Tavern on their recent adventures out and about.



Social Calendar - Townsville

Social Calendar for October-December 2021. As Monday 4 October is a public holiday, our monthly members' lunch will instead be held on:

DATE	DESCRIPTION AND DETAILS
Monday 11 October	Monthly Members' Lunch Where: Avenues Tavern, Kirwan. When: 11.30-13.30 Cost : \$15 return transport, meal at own cost. <i>Raffles will be held.</i>
Monday 18 October	Coffee Club, Morning Tea Where: Coffee Club, The Strand. When: 10.00-12.00 Cost : \$15 return transport, refreshments at own cost.
Monday 1 November	Monthly Members' Lunch Where: Avenues Tavern, Kirwan. When: 11.30-13.30 Cost : \$15 return transport, meal at own cost. <i>Raffles will be held.</i>
Monday 22 November	Otto's Morning Tea Where: Otto's, The Precinct, Fairfield Waters. When: 10.00-12.00 Cost : \$15 return transport, refreshments at own cost.
Monday 6 December	Monthly Members' Christmas Lunch Where: Tom's Tavern, Aitkenvale. When: 11.30-14.00 Cost : \$15 return transport, meal at own cost. <i>Raffles will be held.</i>

Let us Entertain You!

Chicken Tagliatelle with Pear and Rocket Salad



Ingredients:

- 450g of chicken tenderloins (cut into thin slices)
- 375g packet of dried tagliatelle
- 300 ml of thickened cream
- 200g mushrooms (your choice of variety)
- 2 tablespoons of butter
- ½ a cup of white wine
- Salt and pepper
- Small onion
- Clove of garlic
- 1/3 cup of flat leaf parsley
- 1 stalk of celery cut into thin slices
- Rocket
- 2 firmish pears (peeled)

Recipe

1. Cook the tagliatelle in a pot of generously salted water until al dente. Reserve 1 ½ cups of pasta water; drain
2. Season the chicken with salt and pepper
3. Melt 1 tablespoon of butter in a fry pan and brown the chicken
4. Set the chicken aside
5. Add the rest of the butter to the fry pan and cook onion, garlic, and mushrooms until golden brown. Add ½ a cup of the pasta water
6. Add wine and bring to the boil
7. Return the chicken to the pan with cream, Parmesan, pasta and one cup of pasta water. Coat the pasta with the sauce then add celery and parsley. Serve with Parmesan.
8. Slice peeled pears and add to rocket with your favourite balsamic vinegar and oil

Serve with crusty bread

Word Search

Can you find all the words hidden in the grid?

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R T K F F H Y T I K R I A P E R N
R O U R U C D D O H E L M E T E R
A E A R A N L O D F A S T O P L E
C M N B N W E I W U F P F I E C L
E H L N K W E V N N M R Y W M Y T
B E L L A N H T T D H T O O O C T
S J L W I P W S Y S I I A A R I O
K A I A M S S G R X Z C L J D B B
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F Z P U N C T U R E V L A V U T R
B U H P R O R R I M Y B C R A S H
    
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BELL	FUN	OIL	SUN
BICYCLE	GEARS	PEDAL	TANDEM
BIKE	HELMET	PUMP	TRAIL
BMX	HUB	PUNCTURE	TURN
BRAKE	INDICATE	RACE	TYRES
CABLES	LIGHT	RALLY	UPHILL
CHAIN	LISTEN	REFLECTORS	VALVE
CRASH	LOCK	REPAIR KIT	VELODROME
DOWNHILL	MIRROR	SPANNER	WATER
FAST	MUDDY	SPOKES	BOTTLE WET
FORKS	NUTS	SPROCKETS	WHEEL
FRAME	OFF ROAD	STOP	WIND

TransitCare

Connecting people to their communities

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