



*TransitCare*  
**2020/2021**  
**ANNUAL REPORT**





*TransitCare Driver of the Year 2020, Bill Simpson is presented with his trophy by CEO, Terry O'Toole.*

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***Client Feedback: Thank you for sending such lovely people to pick me up. We chat as if we are family.***

# Section 1: Executive Summary

## About TransitCare Limited

TransitCare Limited is a not-for-profit organisation that provides community transport and other services to eligible clients in Brisbane South, Logan, Redlands, Ipswich, Scenic Rim, Townsville, Charters Towers, Ingham, Cairns and surrounding areas.

We are funded by the Department of Health and the Department of Communities, Housing and Digital Economy. These programmes provide transport and support services to assist frail and elderly people, people with disabilities, NDIS participants and Home Care Package holders so that they can live independently in their own homes and remain connected to their communities.

### Our Vision

Connecting people to their communities.

### Our Purpose

Supporting access to community inclusion, participation and independence.

### Our Values

- Safety:** We will not compromise safety – we work to protect ourselves and others and aim to achieve an injury-free workplace.
- Service:** We maintain the highest levels of service and act with integrity, empathy and professionalism.
- Relationships:** We work collaboratively with our colleagues, clients, partners and suppliers to promote growth and opportunities for all.
- Quality:** We work within a quality framework to continuously improve our service provision.
- Sustainability:** Our actions are sustainable and ethical. Our first priority is to ensure the longevity of our service. We look for ways to minimise our environmental impact on the communities in which we work.

### Our Pillars

<b>A CLIENT FOCUSED ORGANISATION</b> To continually focus on providing services and solutions to our customers’ and partners’ needs.	<b>INNOVATION</b> TransitCare will be synonymous with the delivery of innovative solutions and services.	<b>BUSINESS BRAND AND IDENTITY</b> TransitCare will be recognised as the trusted and pre-eminent provider of quality services that are safe and reliable.	<b>WORKFORCE OF THE FUTURE</b> To build, evolve and maintain a culture and workforce that is value driven and outcomes focused.	<b>FINANCIAL SUSTAINABILITY</b> To be fiscally responsible to ensure the organisation’s ongoing success and sustainability.
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# Our Services

TransitCare operates a shared-use mobility centre for coordinating transport services for transport disadvantaged, frail aged and people with disability who live in Brisbane South, Logan, Redlands, Ipswich, Scenic Rim, Townsville, Charters Towers, Ingham, Cairns and surrounding areas.

Clients can access our services by registering with us or through My Aged Care and having their eligibility and individual needs assessed. If eligible, customers can use TransitCare for shopping and banking, social outings, medical or health related appointments and visiting friends.

Bookings can be made by phone, email or online.

## Agency Transport

We have built mutually-beneficial relationships with many agencies including the Queensland Ambulance Service and have provided brokered or contracted transport to their clients for a number of years.

We cover Brisbane South, Logan, Redlands, Ipswich, Scenic Rim, Townsville, Charters Towers, Ingham, Cairns and surrounding areas and can tailor transport solutions to the specific needs of agencies including the management of their fleet vehicles.

We provide point-to-point transport for agency clients and group transport including social support outings. This means agencies can purchase empty seats on our transport infrastructure at a lower price than operating their own fleet. Bookings can be made electronically or by phone.

## Social Support

Our Social Support outings go to a variety of destinations. We provide both half-day and full-day trips. These trips include a drive in the country, lunch and entertainment at a club, a visit to the seaside for fish and chips, or a mystery trip, which is always popular.

We also organise Community Flyer Adventures for clients with higher levels of mobility, Men on the Move (for men who want to get together with their mates) and Women who Wander (for women who love shopping, dining and experiences). These trips each go out once a month and are suitable for those who enjoy day tripping and are interested in meeting new people.

We also offer iPad training and tech savvy courses for seniors, showing them how to send emails, shop online, borrow books from the library, participate in worship services from home, improve awareness and resilience to online fraud and talk to friends and family anywhere in the world! In addition to our tech training, we also offer a Centre-based care programme run from our Head Office which allows people to come together to join in with a variety of activities. This programme offers friendship and social support along with activities to build and maintain flexibility, mobility and strength and activities for increased brain stimulation.





# 2020/2021 Highlights

## Kilometres travelled

Bne: 1,435,222  
Tsv: 1,041,175  
Cairns: 19,968

## Suburbs serviced

Bne: 231  
Tsv: 99  
Cairns: 35

## Average trip time

Bne: 23mins  
Tsv: 19mins  
Cairns: 14mins

## Trips per month

Bne: 11,696  
Tsv: 5,190  
Cairns: 347

## Volunteers

Bne: 46  
Tsv: 9

## Staff

Bne: Vol 46, FT 25,  
PT 25, Cas 22  
Tsv: Vol 9, FT 2, PT 6,  
Cas 8  
Cairns: FT 3, Cas 3



## From the Chairman

We have had another successful year despite the impact of COVID 19 and its intermittent lockdowns and are all hopeful that next year will see some form of return to normality. It has been a magnificent team effort to keep providing our services to the same high standard as ever.

During the year we expanded geographically as a planned part of our strategy. We now service not only Brisbane and Townsville but have opened an office in Cairns which has got off to a flying start. We also provide transport in Ipswich, Beaudesert, Charters Towers and Ingham.

We also took the opportunity to upgrade our technology and now have a suite that will stand us in good stead in the future as we look to grow and refine our business.

Our financial results were a very credible \$1.4 million in surplus, hard earned in the face of COVID and other challenges. Our balance sheet is strong and we continue to build our reserves for the future. We have also recently diversified our investments in order to achieve a better return on our surplus cash in the current low interest rate environment.

We have spent some time contemplating expanding our services into homecare but this will depend on successful application to the regulator. We will carefully examine how we might invest and grow that business in the coming year.

As usual, I offer my sincere thanks to CEO Terry O'Toole, the entire management team, our drivers and our volunteers. In another tough year they have shone through and never wavered on delivering first class service to our clients.



I also wish to thank my fellow board members who have helped steer us through some of the challenges we have faced. Finally, and most importantly, my thanks to our clients for their loyalty and support.

There are encouraging signs that 2022 will be a better year for us all and we can look forward to an even brighter future.

**Peter Emery**  
Chairman



**TransitCare Chairman, Peter Emery accepts his award for 16 years' service at the annual Volunteer Recognition Ceremony.**

**Client Feedback: *I had the most wonderful trip in a car yesterday and the driver knew exactly where he needed to go. I am very happy with the luxury of your service.***

# From the Chief Executive Officer

It is with a sense of pride and a large dose of relief that I again can present the TransitCare Annual CEO report. Words cannot provide all the superlatives required for what we have achieved during the largest upheaval to businesses the world has had to endure. A record year during COVID with 206,000 trips smashing through the 200,000 trip barrier.

I am extremely proud of all team members whether they be the Executive, for their ongoing support, or our team members; full time, part time, casual or volunteers. The year would not have been the success it is without your continued commitment to our clients and customers nor could we have achieved the trip counts we have delivered.

Like stated in last year's report, it has been our investment in our people and technology that has allowed TransitCare to meet its vision in keeping people connected to their communities. Both our people and our technology will continue to be developed, ensuring that we remain as strong today and into the future.

COVID did and continues to effect the way we all live our lives. The impact of lockdowns currently is only measured in cases of vaccination rates. My greatest concern is the mental health and wellbeing that the lockdowns have on not only our clients but those who support them, our team members.

Again this year we maintained our focus on upgrading our technology and observing the gains the organisation continues to make. These gains have allowed us to reinvest back into employing new team members and purchasing and upgrading assets. This allows us to continue to reduce our reliance on the need to use taxis as an overflow. I know our clients are more than happy with that investment. Our investment into our team has seen the team grow from 73 to 99 and we expect this growth to continue. We welcome our newest team members and thank our existing team for their contributions.

This year has seen us enter into new areas and markets, firstly winning the West Moreton Health Services contract, although that excitement quickly subsided when it was a joint partnership. We did however manage to also win tenders to operate services into new areas. Clients in Ipswich, Beaudesert, Charters Towers, Ingham and Cairns now have access to our Community Flyer vehicles.

Our biggest task for the year doesn't come much bigger than opening a new office in Cairns during a COVID pandemic. After a slow start (which is to be expected), 2 dud cyclones - thank goodness and 2 rain events, Cairns is fully operational and on some days now delivers more than 75 trips. This is an amazing feat in such a short time and we look forward to this being as successful as our Townsville business.

Speaking of which Townsville became a fully-fledged TransitCare branch this financial year. Who would have thought that this branch now delivers nearly 75,000 trips per year, a long cry from its humble beginnings. The model



in Townsville is the showcase on how Community Transport could and should operate in Australia.

We work closely with the traditional owners and custodians of the lands on which we meet and work; The Gimuy-walubarra Yidi; Yuggera and Yugambeh People and the Bindal and Wulgurukaba People.

As we are and have seen during COVID the increase in Cyber-attacks, we have and will continue to ensure that we adopt and adapt to the changes in technology. Our number one priority is client safety and is also client data safety. The investment needed to keep ourselves secure has now become a fact of life even for Not for Profits.

I also wish to acknowledge the partnerships that we have, some long term and some new businesses that continually have faith in our team looking after their clients. Governments of both local, state and federal for their ongoing commitment and support in funding operations like ours. Anglicare Townsville, Northern Australia Primary Health Ltd, Townsville Aboriginal and Islanders Health Service, Gidgee and Queensland Ambulance Service.

Finally my thanks to our Board most of whom volunteer their time. Their support and assistance throughout the year has been supportive and I appreciate the efforts that they have gone to. The boards trust in allowing the executive to get on with it, is refreshing as it is rewarding for the trust placed upon us.

Let's look forward to a better and brighter year.

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



# About our Organisation

## The story of TransitCare

Founding chairman, the late Ann Langley, helped form a support group for people with Multiple Sclerosis in 1992. The group aimed to help each other with transport to the Royal Brisbane Hospital and to physiotherapy at the MS Centre at Dutton Park.

The initial service was voluntary, with passengers simply reimbursing the fuel cost to the driver. However, as the needs of the group grew, so too did their concerns about the risk of litigation in the event of an accident. This led to the group making a submission for funding to create a formal transport service for people with disabilities to get to medical appointments.

In 1994, Logan and Albert North Disability Services was incorporated and within a short time, vehicles were purchased, volunteer drivers found and community transport was up and running. In 1995, an agreement was made with Queensland Ambulance Service to carry some of their customers too, which made the organisation the first community transport organisation to provide non-urgent medical transport.

LANDS officially rebranded to TransitCare in 2012 to better reflect the organisation's service offering and plans for the future and has since grown into South- East Queensland's leading community transport service.

In 2014, we made the transition from an Association to a Company Limited by Guarantee and in 2019, we celebrated providing 25 years of service to our local community.



*Clients enjoy a day out and about as part of our Social Support programme.*



## IN MEMORY

*"Our consumers' needs must reign supreme. Always."*

Ann Langley, founding chairman, passed away 2012

***Client Feedback: I am really happy with the service you provide. I can hardly walk and appreciate the time the drivers take to walk me to my door. They are all safe drivers, they don't speed like the buses or taxis and they are all pleasant to talk to.***

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# Board Members

## ***Chairman: Peter Emery***

**BA, LLB, Grad Dip Mgt, FAICD, FFIN, FIML, FGIA, FCIS, Member of the Queensland Law Society – Chair**

Peter is a qualified lawyer who has over 42 years' experience in business management as a company director, general manager and consultant. He has extensive knowledge of governance and lectured in law and management at Macquarie School of Management for the MBA and other programmes. He also presents in the areas of governance, directors duties and responsibilities and not-for-profit for the Australian Institute of Company Directors.

Peter has been a CEO of a listed company and has wide experience serving with not-for-profit organisations. He currently serves as Chairman of the board of TransitCare Ltd as well as being a current director of Stride Mental Health Limited together with various managed investment and government committees.



## ***Director: Alan Warren***

Alan is a former Divisional Manager and CFO of Brisbane Transport, a \$400 million business unit of Brisbane City Council. The business comprised 2,600 staff, 1,220 buses and carried up to 80 million passengers per year. Prior to moving to Brisbane Transport, as the Manager, Financial Planning for Brisbane City Council, Alan coordinated the development and monitoring of Council's \$1.4 billion budget.

He is a graduate of Macquarie University and a qualified accountant. He has a passion for promoting great customer service in the organisations he has served, with friendliness as the key focus.



## ***Director: Noel Lord***

**MAICD, DFP, SFFIN**

Noel has many years of experience in the financial planning and management sectors, and is well experienced in coaching people and leading business development. He is currently the Head of Channel Development at MetLife Australia and has worked as a consultant to a number of businesses throughout his career.

Previously Noel has been on the board of Autism Queensland and was a member of the Juvenile Diabetes Research Foundation advisory board. He is a Senior Fellow of the Financial Services Institute of Australasia and a Member of the Australian Institute of Company Directors, and holds a Diploma of Financial Planning. Noel recently completed the NeuroLeadership Institute Brain Based Coaching and is passionate about making a difference in the organisations he works with, assisting them to reach their potential.



## ***Director: Bob Morton***

**BCom**

Bob is currently co-founder and General Manager of Client Engagement with the Property Clearance company and has held this position since 2016. His prior roles include several executive roles with IBM over a 14 year period, including General Manager of IBM Queensland.

Before joining IBM in 2001 he had a successful 10 year career at gen-i Ltd in New Zealand holding positions including General Manager of Client Marketing and General Manager of the Southern Region.

Bob holds a Bachelor of Commerce and Administration degree from Victoria University in Wellington New Zealand.



***Client Feedback: The drivers have been prompt,  
courteous and friendly. Cars have been clean.  
Thanks to everyone involved.***



### **Director: Nadia Taylor**

**BA (IR), LLB, EMBA, FAIM, CAHRI**

Nadia is Chief Executive Officer of Mapien, a national firm of Workplace Strategists delivering services in Industrial Relations, Human Resources and Organisational Development and Immigration.

Nadia has delivered industrial relations and human resources services to organisations nationally for more than 20 years across many industries, with specialities in education, business services, utilities, transport, health services and not-for-profit. She is focused on aligning an organisation's operations with its strategic vision through innovative human resource practices, including courageously addressing the most challenging aspects of people management. Nadia has a passion for innovation and cutting-edge business solutions and her strength lies in being able to see into the horizon. Her charismatic and natural transformational leadership style motivates and inspires all those that work with her to go along the journey with her.

Since her appointment as Director in 2008, Nadia has led the Mapien marketing, growth and innovation board profiles, and now as CEO, Nadia oversees all strategy and business operations. Nadia has significant hands-on management and board experience.

In the last two years, Nadia has led the merger integration of Livingstones and SHR Group and overseen the rebranding of the organisation to become Mapien as well as overseeing growth strategy and further acquisitions.



### **Director: Scott Dorries**

**FCPA, FGIA, GAICD, BBusAcctg**

Scott is a qualified accountant with over 25 years work experience in roles including Chief Financial Officer, Executive Manager – Finance, and General Manager – Finance and Operations.

He has multiple industry sector experience ranging from banking and finance, transport and logistics, early childhood education, and member and community services in the not-for-profit, public (State and Local Government) and private sectors organisations.

As a Fellow CPA, Fellow GIA, and Graduate of the Australian Institute of Directors, Scott is also a non-executive director and treasurer with Beaucare (Community Care Provider), Tallebudgera Surf Life Saving Club (Community Surf Safety Provider), and Robertson Scout Group (Youth Development Services). He has strong skills and experience in strategic planning, commercial management, corporate governance, mergers and demergers, acquisitions and new entity formations, risk and human resources management.

A creative and strategic thinker, Scott offers extensive customer and community service knowledge and leadership experience to produce innovative insights and make sustainable, strategic, collective, ethical, and individual decisions.

Scott is passionate about realising benefits for the community and keeps the community safe as a volunteer lifesaver, patrol captain, former Nipper age manager and as a qualified pool lifeguard at Tallebudgera beach on the Gold Coast.



***Client Feedback: Absolutely wonderful service, made my life much better in being able to get to medical appointments. It also makes me feel more independent which is important to me.***

# Key Staff

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

### **Dip Bus Mgt**

Terry is a vastly experienced corporate executive. He was COO of a national waste management and transport operation for six years before joining TransitCare Ltd. Previously, Terry spent 25 years in retail management (fast moving consumable goods) and logistics with a national retailer. His position was State Manager, Administration and Services.

Terry provides hands on management experience to the organisation and mentoring to the executive management team. Terry has overseas and local experience in starting and growing businesses in the area of transport and logistics. He is accomplished at change management and has grown businesses from infancy to having national and international reach.

He is an operational expert who is focused on providing TransitCare the internal capability to be NDIS compliant and to grow its reach and scale.



## **Business Systems Manager:** **Gary Panlook**

### **Dip Mgt, Dip Aerospace Engineering**

Gary has had an eclectic career, having previously worked for Griffith University Facilities Management for six years before joining TransitCare in 2016. Gary has previously worked in the aerospace industry for more than 30 years, sharing his time between defence and commercial enterprises.

Gary has travelled extensively throughout Australia and overseas examining management systems of successful companies including; change programmes, quality management systems and the resulting computerisation of the workplace. Gary has technical attitude with an eye for detail and is resolute on augmenting the technical aspects of scheduling and dispatch technologies.



## **Operations Manager:** **Francine Wicks**

### **B Bus Mgt**

Francine is a human resources practitioner who adds value through her people and systems focus, driving quality outcomes.

Francine has a Bachelor of Business and more than 20 years' experience managing human resources, safety and quality systems. She has worked in both the private and not for-profit-sectors in a career that has spanned transport, manufacturing, automotive safety and mining industries.

Francine's mission is three fold: to make our quality systems as simple and accessible as possible; to use those systems to improve the level of service we provide to our clients; and to provide our employees and volunteers with the safest possible environment and work processes.



## **Finance Manager:** **Robyn Kleinschmidt**

### **CPA, BComm (Accounting and Finance)**

Robyn is a Certified Practicing Accountant with a degree in Business and over 35 years' experience encompassing all areas of financial and management accounting. Her career has spanned across an extensive range of industries including clothing manufacturing with Driza-Bone - an iconic Australian clothing brand and a USA public listed IT Hardware manufacturer. Her most recent role prior to joining TransitCare in May this year was over 12 years in the public transport sector with Transdev (a French multinational) specifically in the bus, ferries, light rail and autonomous vehicles areas.

Robyn is a hands-on Finance Manager and Senior Leader and is an authentic people person, proactive in developing and delivering high performance teams, improvement initiatives, procedures and systems across multiple departments and regions. Robyn has recognised strengths in Business Management, Financial Accounting, People and Culture and Administration. She is highly experienced in large multinational corporate environments, managing key stakeholders and has a keen interest in Community Sector organisations.







*Every month our clients travel to wonderful locations on our Community Flyer Adventures.*

**TransitCare**

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# Section 2: Performance Trends

## Background

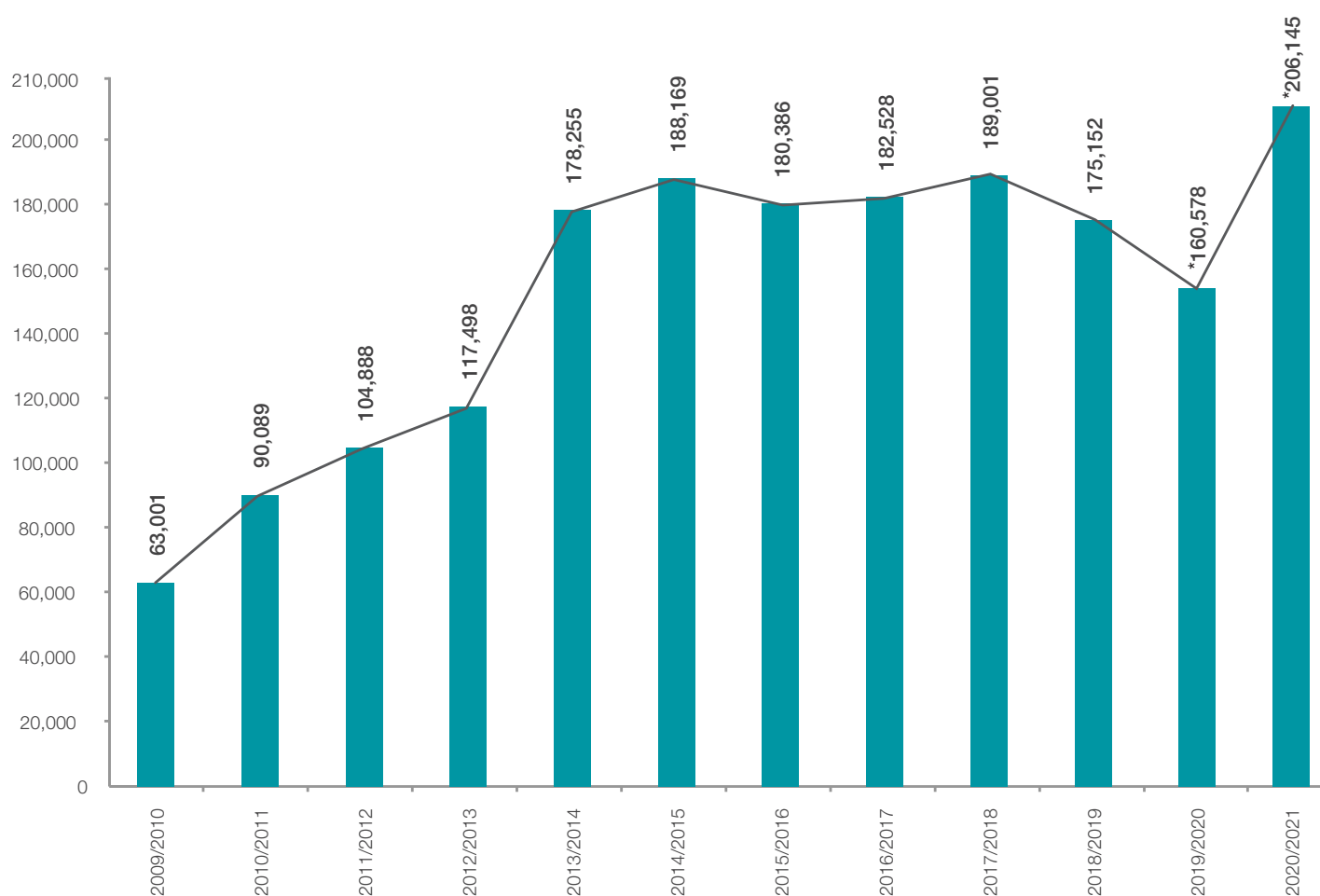
We have collected data on patronage from a number of sources, primarily the TIMS software.

TIMS data provides a range of data for analysis and managing bookings, scheduling, fleets and costs to a certain extent.

This section provides an analysis on patronage data between July 2020 and June 2021, with comparison to the previous year where data is available, together with an analysis of specific components within the organisation.

## 2020/2021 Patronage Data

### Annual patronage



\* COVID-19 impact

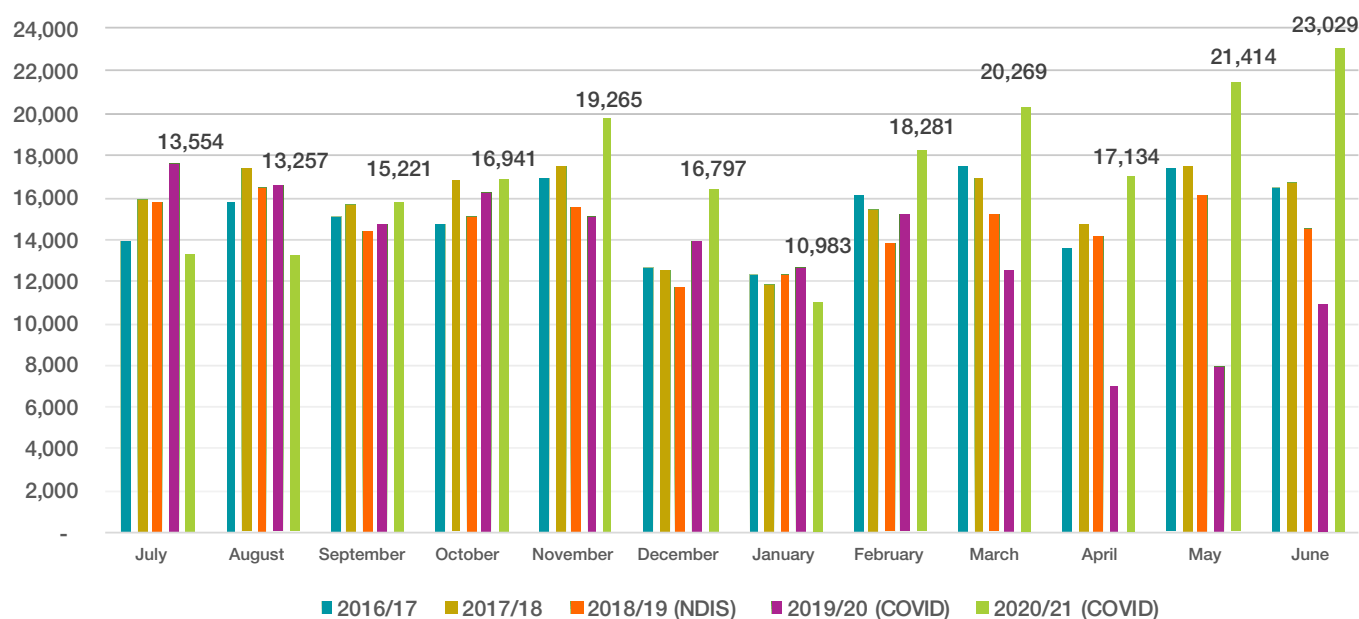


***Our Men on the Move “blokes only” group enjoys travelling once a month to many places. They enjoyed a trip to the brewery - BrewDog at Murarrie for lunch and a beer!***



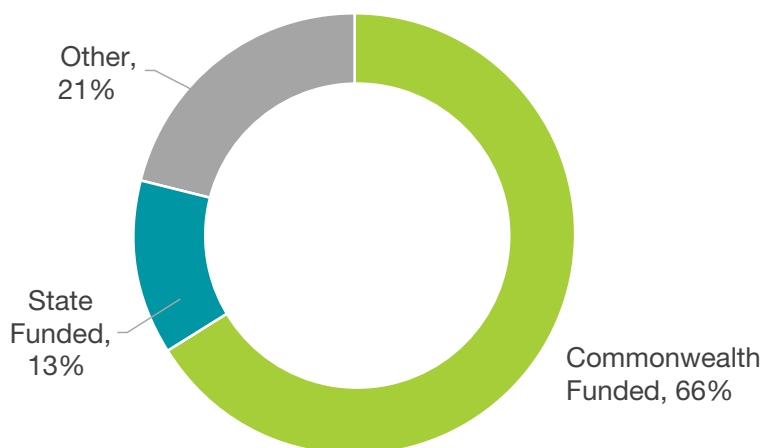
## Monthly Patronage

We have compared our monthly patronage for the past five years.



## Income Sources

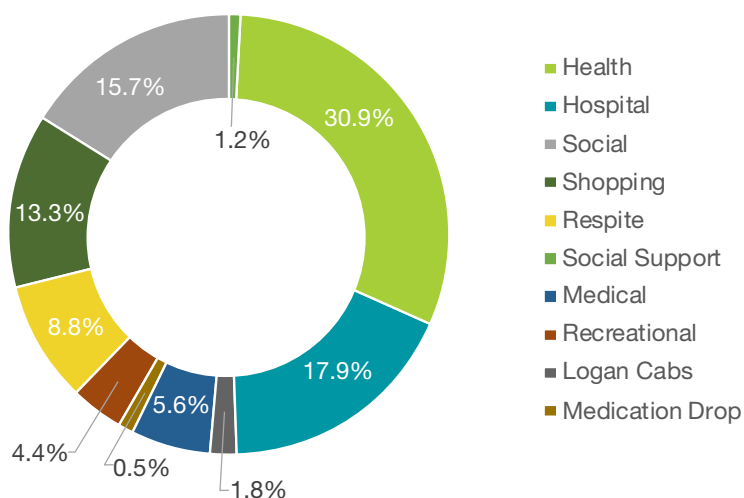
Any client that uses the TransitCare service must be attached to an income source which enables us to track our revenue sources.



## Trip Purpose

Each booking is attributed to a reason for travel, or trip purpose. This defines our markets and assists in designing changes to our service schedules to better meet our client needs.

While these percentages vary slightly with the seasons, the following information provides an average for the year.



## Trips per Driver

A basic measure of productivity is the number of trips a driver performs in a day. The information below indicates the average tips achieved daily per driver group on a monthly basis and provides indications of trends in improving efficiency across the system.

### TRIPS PER DRIVER (DAILY AVERAGE)

	Greater Logan	Townsville	Cairns	Grand Total
Jul	10.4	11.8		11.1
Aug	10.4	12.7		11.5
Sep	10.8	12.8		11.8
Oct	11.5	12.9		12.2
Nov	12.4	13.3		12.9
Dec	11.8	11.9		11.8
Jan	9.9	11.4	2.5	7.9
Feb	11.8	13.7	3.8	9.8
Mar	11.0	13.8	7.5	10.7
Apr	9.9	12.5	12.7	11.7
May	11.7	14.1	13.2	13.0
Jun	12.1	13.6	15.3	13.6
Grand Total	11.1	12.9	9.2	11.1

## Distance Travelled

Distances are a key component of service data, costs and analysis and the counterpoint to the Trips per Driver measure. Monitoring the average trip distance enables us to ensure clients are not subject to unnecessary extra trip distances as a result of share riding efficiencies.

The following breakdown is extracted from detailed analysis and provides a snapshot to average trip distance over the last year. Taxi use is excluded from this data.

### AVERAGE TRIP DISTANCE (KM)

	Greater Logan	Townsville	Cairns	Grand Total
Jul	18.0	16.2		17.1
Aug	17.8	15.5		16.7
Sep	17.7	16.1		16.9
Oct	17.6	15.5		16.6
Nov	16.1	17.5		16.8
Dec	17.8	18.5		18.1
Jan	19.4	16.7	21.1	19.1
Feb	17.8	18.1	11.6	15.8
Mar	19.1	19.3	11.4	16.6
Apr	28.9	20.1	12.2	20.4
May	20.3	19.3	10.7	16.8
Jun	17.3	18.8	10.4	15.5
Grand Total	19.0	17.6	12.9	16.5



## Trip Times

The amount of time a client is on a transport service is critical given the demographics of our client base.

Extended trip times may cause fatigue in elderly clients or health issues for medical clients. This is a core KPI for assessment of scheduling and scheduling changes.

### AVERAGE TRIP TIMES (MINUTES)

	Greater Logan	Townsville	Cairns	Grand Total
Jul	23.5	17.7		20.6
Aug	24.0	17.9		20.9
Sep	26.1	17.9		22.0
Oct	27.1	17.0		22.0
Nov	25.1	18.0		21.5
Dec	22.8	19.0		20.9
Jan	21.6	17.9	27.3*	22.3
Feb	23.3	19.6	14.9	19.3
Mar	23.1	18.9	8.8	16.9
Apr	22.6	19.9	12.3	18.2
May	23.3	21.5	12.3	19.0
Jun	22.1	20.5	12.4	18.3
Grand Total	23.7	18.8	14.7	19.1

\* Cairns Branch opened

## Fleet Usage

The fleet is the largest fixed cost of our operation. It is critically important that it be utilized efficiently. This is a measure used to understand how much of the fleet is idle or unavailable for any reason e.g. maintenance and repair.

The use of taxis in the vehicle pool mix enables maximum use of our vehicles without oversupply. Fleet shortages are taken up by the taxi fleet but the use of this external resource is managed closely.

### FLEET USAGE (PERCENTAGE)

	Greater Logan	Townsville	Cairns	Grand Total
Jul	99.8	99.3		99.5
Aug	99.3	99.7		99.5
Sep	100.0	99.4		99.7
Oct	99.8	99.4		99.6
Nov	99.7	100.0		99.8
Dec	99.8	96.6		98.2
Jan	100.0	99.0	33.3	77.4
Feb	99.3	99.1	66.7	88.3
Mar	99.1	98.4	89.9	95.8
Apr	95.1	99.5	98.2	97.6
May	94.6	99.0	98.3	97.3
Jun	99.5	100.0	97.7	99.1
Grand Total	98.8	99.1	80.7	92.9



*Clients enjoy attending the Carnival of Flowers  
in Toowoomba each year.*





# Section 3: Financial Reporting

## Finance Director's Report 2020/21

Despite the ongoing impact of COVID throughout 2020/21 and our expansion into the Cairns region, we delivered yet another positive financial result. The support of both the Federal and State Governments via JobKeeper and emergency funding was instrumental in achieving a surplus of \$1.419 million, a result which enhances our viability to address the challenges and uncertainties COVID continually throws in our path. Given the short notice and unforeseen lockdowns, the positive feedback from our clients has been a great reward for the time and effort put in by all TransitCare staff in providing friendly and timely customer focused transport services. I have no doubt this exceptional work ethic and focus will continue into the future.

2020/21 saw the consolidation of our Townsville based TOTTS operation with TransitCare. While, on this consolidated basis, TransitCare's 2020/21 revenue increased by 18.4% on the previous year, our surplus decreased slightly (5.1%) due to expenses increasing by 22.6%. This increase was not unexpected as COVID limited the number of passengers per car as well as the availability of staff.

The primary drivers of changes in revenue and expenses in 2020/21 included:

### Revenue

- Other grant income - \$899K increase due to additional monies received for JobKeeper and COVID funding.
- Over 65 grants - \$180K increase.
- Under 65 grants - \$296K increase primarily due to the addition of Cairns region and additional funding for other regions from October 2020 to June 2021.
- Transport - \$441K increase.
- These increases were partially offset by a decline of \$574K in Social Support due to the impact of COVID.

### Expenses

- Client Social Services expenses - \$834K decrease resulting from less activities due to the impact of COVID.
- Employee benefits - \$1.405M increase as a result of increased numbers of employees due to the integration of the TOTTS business along with the expansion of our business, including the opening of the Cairns office.
- Depreciation and amortisation - \$341K increase due to additions to the fleet for the vehicles from both Townsville (previously reported separately) and expansion into Cairns along with the purchase of The Lady Ann coach.
- Vehicle expenses - \$102K increase, again due to the additional vehicles including expansion into the Cairns region.



As mentioned above, we are well placed to meet the ongoing challenges of adapting to the changing business climate under the ever-changing COVID environment. Total assets are \$11.412M and net assets a healthy \$8.967M - an increase of almost \$1.637M over last financial year.

Thanks to our external auditors from BDO for their efficient and helpful approach to our annual audit. The audit has not presented any matters of concern for the board and as such acknowledges the sound financial practices of TransitCare.

Thanks to my fellow board members for freely giving their time and expertise in support of TransitCare and for the effective and good humoured manner in which the board and management interact.

My sincere thanks to each and every staff member who has embraced the COVID challenges and overcome roadblock after roadblock thrown at us to contribute to yet another successful year for TransitCare. We thank our clients for their continued support and I especially thank our volunteers, Terry O'Toole and his dedicated teams for providing a fantastic service which belied once again the unexpected challenges being faced "behind the scenes" as well as on the front line.

**Alan Warren**  
Director and Secretary



# Income and Expenses

## INCOME BREAKDOWN

	2021		2020		Variance	
	\$	%	\$	%	\$	%
Grants	9,633,096	82.72%	8,258,039	83.95%	1,375,057	16.65%
Fundraising	28,012	0.24%	22,456	0.23%	5,556	24.74%
Trading Activities	1,767,584	15.18%	1,378,670	14.02%	388,914	28.21%
Other Income	217,247	1.87%	177,203	1.80%	40,044	22.60%
<b>*Total Income</b>	<b>\$11,645,939</b>		<b>\$9,836,368</b>		<b>\$1,809,571</b>	

\*Excludes Townsville

## EXPENSES BREAKDOWN

	2021		2020		Variance	
	\$	%	\$	%	\$	%
Employment Costs	5,656,100	55.31%	4,251,504	50.97%	1,404,596	33.04%
Operating Costs	1,889,552	18.48%	897,325	10.76%	992,227	110.58%
Motor Vehicle Costs	767,463	7.50%	665,323	7.98%	102,140	15.35%
Client Support Costs	557,595	5.45%	1,391,870	16.69%	(834,275)	-59.94%
Facility & Administrative Costs	777,495	7.60%	601,007	7.21%	176,488	29.37%
IT & Communications Costs	578,555	5.66%	533,361	6.39%	45,194	8.47%
<b>Total Expenses</b>	<b>\$10,226,760</b>		<b>\$8,340,390</b>		<b>\$1,886,370</b>	
<b>SURPLUS / (DEFICIT)</b>	<b>\$1,419,179</b>		<b>\$1,495,978</b>		<b>(\$76,799)</b>	



# Statement of Financial Position

	2021		2020		Variance	
	\$	%	\$	%	\$	%
<b>ASSETS</b>						
<b>Current Assets</b>						
Cash and Cash Equivalents	8,725,541	96.52%	7,435,269	95.21%	1,290,272	17.35%
Trade and Other Receivables	185,459	2.05%	172,852	2.21%	12,607	7.29%
Other Current Assets	129,359	1.43%	201,474	2.58%	(72,115)	-35.79%
<b>Total Current Assets</b>	<b>9,040,359</b>		<b>7,809,595</b>		<b>1,230,764</b>	
<b>Non-current Assets</b>						
Property Plant and Equipment	2,282,365	96.22%	1,587,272	94.66%	695,093	43.79%
Trade and Other Receivables	89,623	3.78%	89,623	5.34%	-	0.00%
<b>Total Non-current Assets</b>	<b>2,371,988</b>		<b>1,676,895</b>		<b>695,093</b>	
<b>TOTAL ASSETS</b>	<b>\$11,412,347</b>		<b>\$9,486,490</b>		<b>\$1,925,857</b>	
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Trade and Other Payables	428,201	33.01%	553,592	32.40%	(125,391)	-22.65%
Employee Benefits	398,990	30.76%	325,307	19.04%	73,683	22.65%
Lease Liability	470,076	36.24%	829,631	48.56%	(359,555)	-43.34%
<b>Total Current Liabilities</b>	<b>1,297,267</b>		<b>1,708,530</b>		<b>(411,263)</b>	
<b>Non-current Liabilities</b>						
Employee Benefits	61,212	5.33%	70,181	15.67%	(8,969)	-12.78%
Lease Liability	1,086,395	94.67%	377,579	84.33%	708,816	187.73%
<b>Total Non-current Liabilities</b>	<b>\$1,147,607</b>		<b>\$447,760</b>		<b>\$699,847</b>	
<b>TOTAL LIABILITIES</b>	<b>\$2,444,874</b>		<b>\$2,156,290</b>		<b>\$288,584</b>	
<b>NET ASSETS</b>	<b>\$8,967,473</b>		<b>\$7,330,200</b>		<b>\$1,637,273</b>	
<b>EQUITY</b>						
Retained Surplus	8,967,473		7,330,200		1,637,273	22.34%
<b>TOTAL EQUITY</b>	<b>\$8,967,473</b>		<b>\$7,330,200</b>		<b>\$1,637,273</b>	

*The Plains Retirement Village travelled on our inaugural Fun on the Run for Seniors trip. Here's what their residents had to say.....*

*Sincere thanks for the wonderful, successful outing, the first for our Village and it certainly won't be the last. 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. 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".*

# Directors Declaration

TransitCare Limited  
Directors' Declaration  
For the Year Ended 30 June 2021

The Directors of TransitCare Limited declare that in the Director's opinion:

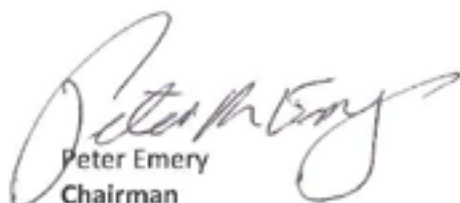
The financial statements, comprising the statement of profit or loss and other comprehensive income, the statement of financial position, statement of changes in equity, and statement of cash flows and accompanying notes, are in accordance with the *Australian Charities and Not for Profits Commission Act 2012 (ACNC 2012)* and:

- comply with the Australian Accounting Standards - Reduced Disclosure Requirements, *Australian Charities and Not for profits Commission Regulations 2013 (ACNC Regulation 2013)*; and
- give a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the financial year ended on that date.

There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.


Signed in accordance with subsection 60.15(2) of the *ACNC Regulation 2013*.

On behalf of the Directors



Peter Emery  
Chairman

Brisbane  
September 2021



Alan Warren  
Secretary

Brisbane  
September 2021



# Statement by Auditors



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Australia

## INDEPENDENT AUDITOR'S REPORT

To the members of TransitCare Limited

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of TransitCare Limited (the registered entity), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of TransitCare Limited, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the Director's report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

# Statement by Auditors cont.



In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Responsibilities of responsible entities for the Financial Report**

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

## **Auditor's responsibilities for the audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

[http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of our auditor's report.

**BDO Audit Pty Ltd**

A handwritten signature in black ink, appearing to read 'C R Jenkins', is written over a faint, circular stamp or watermark.

**C R Jenkins**

Director

Brisbane, 21 September 2021



*Our Women who Wander go to interesting and different locations around Brisbane and surrounds. They enjoyed a trip to the Camp Hill Antique Centre and Tart Café.*



## Contact us

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## 2020/2021

ANNUAL REPORT

ABN 17 156 534 513

ACN 601 588 774

The logo for TransitCare, featuring the word "Transit" in a bold, dark grey sans-serif font, followed by "Care" in a light green, cursive script font.

**Transit**Care

*Connecting people to their communities*