

Together

@TransitCare



In this edition

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a

message

FROM THE CEO



Welcome to the Autumn Edition of TOGETHER Magazine.

We are entering 2022 with renewed optimism to once again enjoy the outings and adventures of our social support and community travel activities.

For the past two years we have suffered lockdowns and have continued to adapt and diversify our daily routines around COVID-19. It has been exceptional during these challenging times, that our mighty team members across the State have continued to deliver our services every day and in all of our locations, which now includes Cairns.

I would like to personally thank all of our people across the State, whether they have been working from home, in the office, or out on the road, for their resilience and tenacity in keeping our wheels turning. I can't wait to have everyone back on deck and operating the way we used to. It seems difficult to even remember what that was like.

We have some exciting things planned this year for our Community Flyer Adventures, Men on the Move and Women who Wander, along with our new Fun on the Run programme for Seniors living in retirement villages and as members of social clubs.

I know that, as the year progresses, our clients will gain back their confidence to socialise and get out and about. TransitCare will continue to monitor advice from the Chief Health Officer and government mandates regarding travel, social distancing, mask wearing, check ins and sanitisation. We will continue to pivot and re-evaluate what we do and how we do it to keep you safe as you travel with us.



TransitCare partnered with Logan City Council as part of Logan Loves Seniors Day, in celebration of Queensland Seniors' Month.

As we gear back up to full services, please continue to be patient as we manage the changes to our daily bookings and the increased numbers of phone calls for bookings for all of our social activities through our Contact Centre. If you phone us and are unable to get through, please leave a message and we will be sure to get back to you as soon as we are able.

I am also excited that 2022 sees the introduction of a new range of services for TransitCare. We have received funding to deliver Home Care packages to our clients so if you are looking for a provider that cares about you and you maintaining your independence and choice to live at home, please give our Contact Centre a call on 1300 153 636 and register your interest.

Remember, at TransitCare we are all in this together and hopefully this year we will spend more of that time together!

Until next time.

Terry O'Toole
Chief Executive Officer

iPad and Tech Savvy Classes – back for 2022!

It's never too late to learn new skills and in 2022 we are continuing with our iPad and Tech Savvy classes with our amazing trainer, Garry Lock, also known as "The Technology Pain Remover". Garry is an incredibly patient instructor who has spent years teaching older people to use technology with remarkable results.

Clients undertake a 20 hour course across two weeks, at our TransitCare Head Office at Loganlea learning all aspects of the devices. By the end of this time, they are generally confident in the use of their iPad or other device.

iPad training clients are given an iPad through our funding, which is theirs to keep and for the Tech Savvy Classes, clients bring their own devices and are shown how to navigate their way around them.

Clients work at their own pace with Garry gently and patiently guiding them along the way.

If you are interested in attending one of these classes, please phone our Contact Centre on 1300 153 636. You will be transported to and from our venue for each class. A light morning tea and lunch is provided to iPad clients and Tech Savvy clients will be provided with afternoon tea.

This is all provided at NO COST to eligible clients.



Class	Week	Clients attend on these days	Equipment
GREATER BRISBANE			
iPad Class	1 and 3	Monday to Friday	iPad provided
Tech Savvy	1 and 3	Wednesday and Friday	Bring Your Own Device
LOGAN			
iPad Class	2 and 4	Monday to Friday	iPad provided
Tech Savvy	2 and 4	Wednesday and Friday	Bring Your Own Device

IMPORTANT CLIENT INFORMATION

Paying for your trips has never been easier! TransitCare offer multiple payment options:

1. Debit or credit card – please call our Contact Centre on 1300 153 636 to make payment over the telephone. If we can't take your call, please leave your name and number on our message-bank and we will call you back. Please do not leave your credit card or any other personal details on message-bank. Please allow two business days for us to get back to you.

2. **Electronic bank transfer to our Westpac account**

Name: TransitCare Limited
 BSB: 034076
 ACC: 280606
 REF: Invoice number or client name

3. **Cash deposit at any Westpac branch**

Name: TransitCare Limited
 BSB: 034076
 ACC: 280606
 REF: Invoice number or client name

4. **Direct debit**

Call our Contact Centre on 1300 153 636 and request a Direct Debit Form. Complete and return to our office to deduct funds from your card or bank account. Direct debits are drawn from customer accounts on the 21st of the month for the monthly invoice amount. If the 21st is on the weekend the debits will be drawn on the next working day.

5. **Cheque**

Post to TransitCare Limited, PO Box 981, Marsden Qld 4132



Travelling in Front Seat

We regularly receive requests from people who wish to travel in the front seats of our vehicles. Please note that you require a doctor's certificate to specifically travel in the front seat of any vehicle. Also, remember that this may limit our ability to transport you in a timely manner, as each vehicle only has one front seat.

Happy First Birthday Cairns!

2022 is well underway, and as we gear up for the year ahead, we'd like to take a moment to reflect on how far we have come as a branch over the last 12 months.

February marks our first birthday in Cairns and we would like to extend a heartfelt thank you to the local community for welcoming our service with open arms.

We are extremely grateful to the Department of Health and the Department of Communities for their support with funding. We now have almost 1,500 clients who rely on us to get around.

As we establish our footing in Far North Queensland, we are excited at the prospect of welcoming our Brisbane and Townsville clients to Cairns for a holiday or short break. If you haven't been to Cairns before, put it on your list. There will even be a friendly TransitCare driver at the airport to greet you!

Until then, let there be cupcakes!

Happy Birthday TransitCare Cairns!



Simon, ready to start the day

FEEDBACK WELCOMED!

TransitCare strongly encourages client feedback as a way of improving our service. All our service users have the right to provide feedback, and this can be made in writing or by phone.

No client should feel that feedback will result in retribution or being removed from our service. We will use your comments to help identify opportunities for improvement. TransitCare will ensure that all client complaints are assessed, prioritised, and properly investigated.

If the issue is not satisfactorily resolved, you should raise the issue in writing to the attention of the Operations Manager. If the issue is still not adequately resolved, you should raise the issue with the CEO or the Organisation's Chair, in writing.

Written complaints can be emailed to intake@transitcare.com.au or posted to:

**PO Box 981
Marsden, QLD 4132**

If, after approaching the above people, the issue is still not resolved, you can refer the complaint to:

The Queensland Ombudsman on 1800 068 908 (if 64 years and under), or The Aged Care Quality and Safety Commission on 1800 951 822 (if you are 65 years and over)

Please remember that it is your right to make a complaint. Service will not be discontinued, and you will not be made to feel uncomfortable because you have made a complaint.



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.

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.

DATE	SHOW	DESCRIPTION
Friday 8 April	Mambo Italiano	Come along and be swept up in the ambiance of an evening in Roma! Mambo Italiano celebrates the influence of Italian American musicians on the golden age of 1950s jazz and swing. In an energetic, romantic and passionate concert event, award-winning cabaret artist and chanteuse Nadia Sunde together with an all-star band, take audiences on a journey into the music of Louis Prima, Dean Martin, Frank Sinatra, Rosemary Clooney, Sophia Loren, Bobby Darin, Perry Como...and others.
Friday 3 June	Golden	All that glitters is gold in this glistening musical mixtape from the award-winning creators of Christmas Actually and There's Something About Music. GOLDEN unites superstar vocalists Luke Kennedy (Swing On This, The Voice Australia) and Irena Lysiuk (Your Song, Are You Lonesome Tonight), with piano virtuoso Michael Manikus (The TEN Tenors), for a musical celebration of contemporary music's golden hits. Journey with these world-class artists through a treasure trove of Hollywood and Broadway's most-loved soundtracks and relive iconic music moments from your favourite films and stage shows, including My Fair Lady, West Side Story, The Sound of Music, An Officer and a Gentleman, A Star Is Born and many more.
Friday 29 July	Beyond the Sea - Tenori	Join these classically-trained Aussie larrikins on a musical journey around the world. Songs from Spain, Cuba, France, Italy, Norway, England, the U.S., Australia, everywhere man...Tenori employs the talents of three of Australia's powerhouse singers: David Kidd, Stewart Morris and Andrew Pryor. With a combined sixty years of international experience in the industry, these polished professionals know exactly how to put on a dynamic, uplifting and hugely entertaining show. Tenori has quickly established a formidable reputation and is known for juxtaposing high-quality singing with a large dash of cheeky humour.
Friday 21 October	1954: Ella, Etta and Eartha	Swinging jazz, powerful soul and cheeky kitsch featuring Melissa Western and her band. It's the year 1954. Ella Fitzgerald, Etta James and Eartha Kitt are all at the dizzy heights of their careers. With swinging jazz, powerful soul and cheeky kitsch, these three women broke new ground for all who followed after. Melissa Western and her band pay tribute to this magnificent era in music and inspiring trio of pioneering singers. 50s style abounds.
Friday 16 December	A Holly Christmas	Deck the Halls with BUDDY HOLLY and celebrate all that is Christmas with an incredible collection of Christmas favourites performed by Scott "Buddy" Cameron and his band. Hear the Christmas classics: 'Santa Clause Is Coming To Town', 'Jingle Bells Rock', 'Blue Christmas', 'Little Drummer Boy' as well as some Buddy Holly rock 'n' roll classics like 'Peggy Sue', 'Rave On', 'Oh Boy' and 'It's So Easy'. It's a show that has had outstanding reviews everywhere its toured, full of energy and vitality, along with blindingly accurate and faithful recreations of the hits, as you remember hearing them.

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.



COMMUNITY FLYER ADVENTURES

April

14 APRIL - GREATER BRISBANE

28 APRIL - LOGAN

DESTINATION: GOLD COAST

ACTIVITY: Skypoint Q1 and lunch at Southport Yacht Club.

Visit the Skypoint Observation Deck atop the iconic Q1, and enjoy morning tea 77 levels up. This will be followed by lunch in the open-air waterfront restaurant and bar at the Southport Yacht Club.

COST: \$90

May

12 MAY - GREATER BRISBANE

26 MAY - LOGAN

DESTINATION: MALENY

ACTIVITY: Maleny exploration and lunch at Terrace Seafood Restaurant

Travel to Maleny and explore the main street, known for its speciality and gift shops. This will be followed by lunch at the iconic Terrace Seafood Restaurant.

COST: \$90

June

9 JUNE - GREATER BRISBANE

23 JUNE - LOGAN

DESTINATION: CABOOLTURE

ACTIVITY: Caboolture Historical Village morning tea, guided tour and lunch

The Caboolture Historical Village has over 70 buildings including original pioneer cottages and artefacts, and more than 100,000 museum pieces. Remember the simple pleasures of yesteryear as you enjoy a guided bus tour around the Village learning about the many exhibits.

COST: \$90



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.

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.

MEN ON THE MOVE

April

7 APRIL - DESTINATION: GATTON

ACTIVITY: Queensland Transport Museum and lunch at a country pub.

Enjoy a guided tour of the Queensland Transport Museum, home to a magnificent display of transport vehicles of different shapes, sizes and makes with display cabinets brimming with models.

COST: \$50

May

5 MAY - DESTINATION: BOONAH

ACTIVITY: Boonah drive and Scenic Rim Brewery lunch

Travel to the Scenic Rim Brewery and Café and enjoy a European inspired menu and a cold beer whilst taking in the views from the back deck. Take home some local produce from around the region.

COST: \$50

June

2 JUNE - DESTINATION: BRISBANE

ACTIVITY: Brisbane Tramway Museum and lunch at Gaythorne RSL Club

Take a trip back in time to when trams were the lifeblood of Brisbane City, ride on a preserved tram, inspect restored trams and other reminders of the era. Rediscover the romance that Brisbane has lost, but not forgotten.

COST: \$90

WOMEN WHO WANDER

April

21 APRIL - DESTINATION: BRISBANE

ACTIVITY: Brisbane Arcade, Queen St Mall and HighTea at Keri Craig Emporium

Located in Brisbane Arcade's lower level, Keri Craig Emporium is 'Brisbane's Hidden Treasure', providing a unique shopping experience incorporating fashion, an elegant café, gifts and homewares.

Famous for over 20 years, the iconic High Tea is an old world tradition, providing a celebration for all to enjoy.

COST: \$60

May

19 MAY - DESTINATION: MONTVILLE

ACTIVITY: Montville exploration and lunch locally.

We will explore Montville which offers something for everyone from boutique shopping, art and craft galleries to quirky cafes, burger bars, tea rooms, confectionery shops, boutique pubs and fine dining restaurants.

COST: \$60

June

16 JUNE - DESTINATION: SAMFORD AND DAYBORO

ACTIVITY: Country drive through Samford and Dayboro with morning tea and lunch locally

We will enjoy a scenic country drive, stopping off for morning tea and arriving in the picturesque town of Dayboro where we will enjoy lunch and a browse through galleries, arts and crafts, antiques and more.

COST: \$90

Call our TransitCare team on 1300 153 636 to book your next adventure!

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.**

REDLANDS	BRISBANE SOUTH	WESTERN SUBURBS	LOGAN	DESTINATION	COST
April					
	Tuesday 5 April	Wednesday 6 April	Friday 8 April	Margate: Discover hidden treasures in Margate Op Shops with lunch locally.	\$25
Monday 11 April	Tuesday 12 April	Wednesday 13 April	Friday 22 April	Springfield: Enjoy morning tea at Robelle Domain and visit Orion Springfield Central, for all your shopping needs.	\$15
	Tuesday 26 April	Wednesday 27 April		Kingston: Tour the Historic Kingston Butter Factory.	\$10
May					
	Tuesday 3 May	Wednesday 4 May		Redlands: Lunch at Redlands Sports Club and shopping at Golden Circle Factory Outlet.	\$15
Monday 9 May	Tuesday 10 May	Wednesday 11 May	Friday 13 May	Brisbane: Explore the thousands of different art pieces at the Gallery Of Modern Art, located in Southbank.	\$10
Monday 23 May	Tuesday 24 May	Wednesday 25 May	Friday 27 May	Priestdale: Tour the beautiful Chung Tian Temple.	\$10
June					
		Wednesday 1 June		Loganholme: Visit Nielsen's Nursery for all your planting needs.	\$10
	Tuesday 7 June	Wednesday 8 June	Friday 10 June	Boonah: Country drive to Boonah and a stop in at Maynard's and Hummingbird Natural Pantry stores.	\$30
Monday 13 June	Tuesday 14 June			Brisbane: Leisurely drive up to Mt Coot-tha lookout, followed by a stroll through the Botanical Gardens.	\$10
Monday 27 June	Tuesday 28 June		Friday 24 June	Loganholme: Visit Nielsen's Nursery for all your planting needs.	\$10

LOGAN CLIENT SERVICES

Home Care Package Pilot Study. Coming to Logan Clients in July!

Do you live in Logan City?

Are you looking for assistance with cleaning, cooking, showering, respite, shopping, transport, house and yard maintenance or nursing support?

TRANSITCARE CAN HELP YOU!

Our Home Care Package pilot study is coming to Logan City clients in July. If you have an allocated Home Care Package, are not happy with your current service or are looking for a familiar provider that cares about you and your independence and choice to live at home, then we are here to offer you our services.

TransitCare understands that you may not feel comfortable inviting an unfamiliar person into your home. We will proudly work with you to match your needs and goals with the right member of our team. Our staff are carefully selected for their experience and qualifications. You'll feel comfortable knowing that you have a friendly, reliable network of support from a familiar face.

We have excellent relationships with many other providers who offer support which complements our suite of services.

You will receive:

- A great selection of quality services
- Your own team of regular support staff
- Heartfelt carers
- Almost 30 years' experience serving the local community

We value, uphold and actively promote the Charter of Aged Care Rights.

Contact Tania 0478 088 824 or Sharon on 0436 447 113 at the TransitCare office and arrange a time for us to come and see you!

Once this pilot study is complete, we look forward to providing Home Care Package services to our clients in other areas.



Full In-House Social Support Programme Returning Soon!

Escape those post-COVID blues! Join us at our Logan Headquarters as we reinvigorate our in-house Social Support programme. We look forward to re-introducing all of our previous activities including **ACTIVITIES! EXERCISE! CRAFT! ART! TECH TRAINING!** Give our Contact Centre a call on 1300 153 636 for further information and to register your interest in attending.

A Message from the Branch Manager - Townsville

2022 started with a bang, and I don't mean the fireworks. Two days after re-opening following the Christmas shutdown, the whole State went into lockdown which included keeping the drivers and office team separate. Thank you to everyone for working with us to achieve this. Our drivers continue to sanitise our vehicles between clients and we are hopeful we can start getting on with life again.

We had to postpone our social outings along with our weekly drop-in but Jenny has tried to keep in touch with most of our regular socialites to keep them updated and we are hopeful that we will recommence trips very soon.

Even though check ins are no longer necessary, please remember that if you are visiting restaurants and coffee shops, you will still need to provide proof that you have been fully vaccinated, either on your phone or with a printed certificate.

As always, if you have any ideas for trips, speak to Jenny and the team in the office, and we will do our best to organise these.



Please continue to wear your masks when travelling with us, unless you have an exemption, which we will need to see.

Dean Warren

Branch Manager - Townsville

Social Calendar - Townsville

Please note: The cost for each trip is \$15 for return transport. Meals and refreshments are at own cost.

DATE	DESCRIPTION AND DETAILS
4 April	Monthly Members' Lunch Where: West End Hotel. Time: 11.30 am – 1.30 pm <i>Raffles will be held.</i>
20 April	Where: Thuringowa RSL Club. Time: 11.30 am – 1.30 pm
9 May	Monthly Members' Lunch Where: Bohle Barn Hotel. Time: 11.30 am – 1.30 pm <i>Raffles will be held.</i>
23 May	Where: Tumberton Lodge. Time: 10.00 am – 12.00 pm
6 June	Monthly Members' Lunch Where: Tom's Tavern. Time: 11.30 am – 1.30 pm <i>Raffles will be held.</i>
20 June	Where: The Ville. Time: 11.30 am – 1.30 pm

JOIN US FOR OUR WEEKLY DROP-INS

Please join us for afternoon tea at our weekly drop-ins which are held every Thursday afternoon from 1.30 pm – 3.30 pm at Riverside Gardens Community Centre. Everyone is welcome and a fun time is had by all.

Come along and make some new friends and have a laugh or two.

Cost: \$15 per head for return transport and \$5 per head for morning tea.

TRANSITCARE TOWNSVILLE OUT AND ABOUT

TransitCare Townsville clients enjoyed their Christmas lunch at Tom's Tavern, Aitkenvale. Unfortunately, due to COVID travel restrictions, none of the other planned trips were able to proceed.



HOLIDAY CLOSURES

EASTER – GOOD FRIDAY 15 APRIL AND EASTER MONDAY 18 APRIL

TransitCare will be closed for business from 5.00 pm on Thursday 14 April, 2022, re-opening on Tuesday 19 April 2022 at 7.30 am. Any bookings for Tuesday 19 April must be booked before 10.00 am on Thursday 14 April.

ANZAC DAY – MONDAY 25 APRIL

TransitCare will be closed for business for ANZAC Day Monday 25 April 2022. The office will be closed from 5.00pm on Friday 22 April 2022, re-opening on Tuesday 26 April 2022 at 7.30am. Bookings for Tuesday 26 April must be made prior to 10.00 am on Friday 22 April 2022.

LABOUR DAY – MONDAY 2 MAY

TransitCare will be closed for business on Labour Day Monday 02 May 2022. The office will be closed from 5.00pm on Friday 29 April 2022, re-opening on Tuesday 03 May 2022 at 7.30am. Bookings for Tuesday 03 May must be made prior to 10.00 am on Friday 29 April 2022.

Please note: Townsville will be transporting clients on each of the public holidays except Sundays.

FUN ON THE RUN FOR SENIORS!

Are you a Retirement Village or Seniors' Group looking to get Out and About?

TransitCare offers group day travel trips in our 40 seater, air conditioned coach for people living in retirement villages or who belong to social clubs or senior citizen clubs looking to get out and about.

If this is you and you'd like further information, we can send a representative to your village or social club location to talk to your group about how we might help you plan a great adventure!

Please pass this information onto your Social Coordinator and give our Contact Centre a call on 1300 153 636 to find out further information.



CLIENTS OUT AND ABOUT

After two years, we are hopeful that COVID restrictions continue to lift so that our clients can once again enjoy getting out and about.

This year, although we haven't been out and about as much as previous years, we have still managed to get around to some great places.

We have some great adventures planned for 2022, so if you have not yet travelled on any of our group bookings, why not consider coming along for the ride!



TransitCare

Connecting people to their communities

Contact us

Level 1, 628 Kingston Rd., Loganlea Qld 4131 PO | Box 981 Marsden Qld 4132 | Phone: 1300 153 636
Fax: 07 3805 5475 | Email: intake@transitcare.com.au | Web: www.transitcare.com.au