

TransitCare

Connecting people to their communities



2021/2022
ANNUAL REPORT



TransitCare Driver of the Year 2021, Caroline Lopez is presented with the trophy by CEO, Terry O'Toole.

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Client Feedback: I have been using the service for a short while and find it amazing. I feel safe and well cared for always cheerful, helpful and efficient.

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 Aged Care 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

A CLIENT FOCUSED ORGANISATION

To continually focus on providing services and solutions to our customers' and partners' needs.

INNOVATION

TransitCare will be synonymous with the delivery of innovative solutions and services.

BUSINESS BRAND AND IDENTITY

TransitCare will be recognised as the trusted and pre-eminent provider of quality services that are safe and reliable.

WORKFORCE OF THE FUTURE

To build, evolve and maintain a culture and workforce that is value driven and outcomes focused.

FINANCIAL SUSTAINABILITY

To be fiscally responsible to ensure the organisation's ongoing success and sustainability.

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 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.



2021/2022 Highlights

Kilometres travelled

Bne: 1,222,435

Tsv: 681,495

Cairns: 142,185

Suburbs serviced

Bne: 243

Tsv: 104

Cairns: 63

Average trip time

Bne: 22mins

Tsv: 21mins

Cairns: 13mins

Trips per month

Bne: 12,163

Tsv: 5,100

Cairns: 1,983

Volunteers

Bne: 41

Tsv: 2

Cairns: 1

Staff

Bne: FT 28, PT 30,

Cas 22

Tsv: FT 8, PT 5, Cas 10

Cairns: FT 3, PT 3,

Cas 7



From the Chairman

TransitCare continues to thrive despite obstacles and hurdles that inevitably come our way. COVID has had a lingering impact although there are signs of abatement and a return to normality. Our trip numbers have grown to a new record in the numerous regions that we now service and our social support functions and outings are climbing back to the historical normal. We have expanded our commercial operations to ensure we are not totally beholden to direct government funding. The consistent and caring team effort in providing our services to a high standard differentiates us from others in our space and is a key source of our success.

Our geographic expansion is yielding positive results noting that Cairns, in particular, is on the verge of positive financial results. Townsville and surrounding areas produce consistent results and vindicate our decision to expand there. Our Home Care business has kicked off with some slow and steady results and will be a worthwhile contributor to the entire TransitCare business in the future.

Our financial results show a surplus of \$426,000 which is less than last year but a positive story considering various factors. We invested in bonds through the past year and while this has provided a much greater interest income, their face value has deteriorated in line with the bond market generally and we have had to recognise that in our accounts.

My usual and sincere thanks go to CEO Terry O'Toole, the entire management team, our staff and our volunteers. In another challenging year they have delivered the high level of service and skill we have come to expect. Terry is forging a name with government and others at high levels



and this continues to assist TransitCare and other providers in our sector to everybody's benefit, especially our clients. I also wish to thank my fellow board members who have been a consistent source of wisdom and guidance to the organisation.

Finally, my thanks to our clients for their loyalty and support. You are the reason we do what we do and inspire us to do our best.

Peter Emery
Chairman

***Client Feedback: I am more than
happy with the opportunities
TransitCare gives me and the chance
to visit places I can no longer go to
using public transport.***

From the Chief Executive Officer

This report brings together another highly successful year for TransitCare.

Welcome to my CEO report for the financial year 2021-2022, a year with so many challenges but also a year with many highlights. Even with the many challenges the teams faced this year we still managed to deliver another record year of 231,357 trips, which was an increase over the previous year of 10.9%.

Our operating environment continues to evolve and with three lockdowns due to COVID, one almighty flood and a significant decrease in volunteer numbers, TransitCare was still able to deliver its services to our client base.

This past year has seen advancement on our strategic options as we achieved Home Care Provider status. This allows TransitCare to broaden its offering to our client base and for us to deliver exceptional service to our clients as we continue to deliver in transport and social support services.

Operationally, we have exceeded once again the 200,000 trip barrier and we strive towards 250,000 trips. This achievement could not have ever been realised if not for our continued focus and investment into our team and also our technology.

Inevitably there has been disruption in social support and transport just as there has been in the previous 12 months. Our ability to pivot with our dynamic software has ensured that we have been available for service each and every day. During the recent floods when all public transport was unavailable, TransitCare Brisbane still delivered well over 150 trips. As we continue to evolve as a business and continue to grow our offering, none of this is possible without the team.

There are and always will be challenges and we will always ensure that we are diligent in our decision making that might or could affect our services. Energy in all forms and the electrification of vehicles, are most likely, apart from continued funding the two largest and potentially biggest events on our radar. Whilst we have and continue to be at the cutting edge of transportation, it is not at the sacrifice of service to our clients.

We also have a strong and established management team and board. We truly have a well-trained and committed workforce, including our many volunteers that support many communities. I am always amazed at what the team at TransitCare achieves and the quality of the service delivery. Further to that we have a very strong connection to our funding bodies and also to the many other organisations that have placed their trust in TransitCare delivering their clients safely and on time.

I would like to acknowledge the board for their contributions and many hours of work, to not only support the vision and achievements of this wonderful organisation, but also their continued support of my leadership.



I am also indebted to my executive team for without their continued commitment none of the business achievements would have occurred. Lastly, a huge thank you to all of our team, no matter where you work within Queensland. Your commitment and work ethic towards our clients is second to none and clearly the reason we are the largest Community Transport Provider.

Terry O'Toole
Chief Executive Officer

Client Feedback: I am now in a wheelchair and when I go out they are so kind and caring and especially making sure of my safety.

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.



IN MEMORY

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

Ann Langley, founding chairman, passed away 2012



TransitCare has continued our journey toward respectful, authentic relationships and reconciliation for Aboriginal and Torres Strait Islander people, organisations, and communities with the launch of our second Reconciliation Action Plan Innovate.

Board Members

Chairman: Peter Emery

BA, LLB, Grad. Dip Mgt, LLM EntGov, FAICD, FIML, FFIN, FGIA, FCG, Member Law Society of Queensland

Peter is a qualified lawyer who has over 44 years' experience in business management as a company director, general manager and consultant. He has extensive knowledge of and lectured in law at Macquarie School of Management for the MBA programme and also presents in the areas of governance, directors duties and not-for-profit for the Australian Institute of Company Directors. Peter was the 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: Scott Dorries

FCPA, FGIA, GAICD, BBusAcctg

Scott is a qualified accountant with over 28 years work experience 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, ship building and maintenance, early childhood education, and member and community services in the not-for-profit, public (State and Local Government) and private sector organisations. Scott is currently the Chief Financial Officer at The Yard Brisbane (Shipyard).

As a Fellow CPA, Fellow GIA, and Graduate of the Australian Institute of Directors, Scott is also a non-executive director and treasurer with Beaucaire (Community Care Provider) and Tallebudgera Surf Life Saving Club (Community Surf Safety Provider). 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: We went on our first bus outing a week ago and had a great day. This is a wonderful service with pick up, safety and camaraderie.

Director: Noel Lord

MAICD, DFP, SFFIN

Noel has many years of experiences in the Financial Services Industry and Management Sectors. He is very experienced in coaching people and teams and leading businesses through change.

Noel is the founder of Care360 and has worked as a consultant to many businesses throughout his career. Previously Noel has been on the Board of Autism Qld and was a member of the Juvenile Diabetes Research Foundation Advisory Board. He is a Senior Fellow of Financial Services Institute of Australasia and he holds a Diploma of Financial Planning. Noel recently completed the Neuroscience 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

B.Com

Bob is currently the co-founder and General Manager of Client Engagement with the Property Clearance Company, a position he has held 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.



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, Human Resources services and Organisational Development to organisations nationally for more than 20 years across many industries, with specialties 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 & business operations. Nadia has significant hands on management and board experience. Nadia is the Owner and Director of MLQ Plus.

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.



Client Feedback: If you do not drive and need to keep appointments I recommend you to TransitCare. It's the best transport, clean, respectful and courteous.

Key Staff

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

Dip Bus Mgt

Terry is a vastly experienced corporate executive. Terry has been the CEO of TransitCare for the past 8 years and has grown the organisation each and every year. Prior to joining TransitCare Terry spend 25 years in retail management and 8 years with a national environmental business.

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.

Terry has been the Deputy Chairman for the Australian peak body for community transport as well as being a committee member for the past 8 years. Terry has also been a member of peak body committees in Queensland including the NDS.



Operations Manager: **Francine Wicks**

B Bus Mgt

Francine joined TransitCare in 2013 as the Manager People and Quality. After 7 years in that role developing our Quality and Environmental Management Systems she transitioned into the Operations Manager to embed continuous improvement into our front line service delivery. Francine has a Bachelor of Business and more than 30 years experience managing human resources, organisational risk, safety and quality systems. She has worked in both private and not-for-profit sectors in a career that has spanned transport, manufacturing, automotive safety and mining industries. Francine's mission remains the same three fold focus 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.



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.

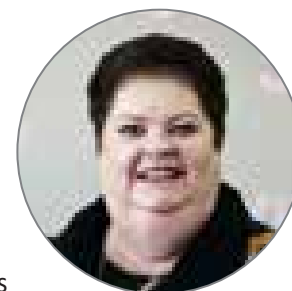


Finance Manager: **Robyn Kleinschmidt**

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.



Transit
Volunteer
Recognition
2022





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TransitCare
Volunteer
Recognition
2022

Section 2: Performance Trends

Background

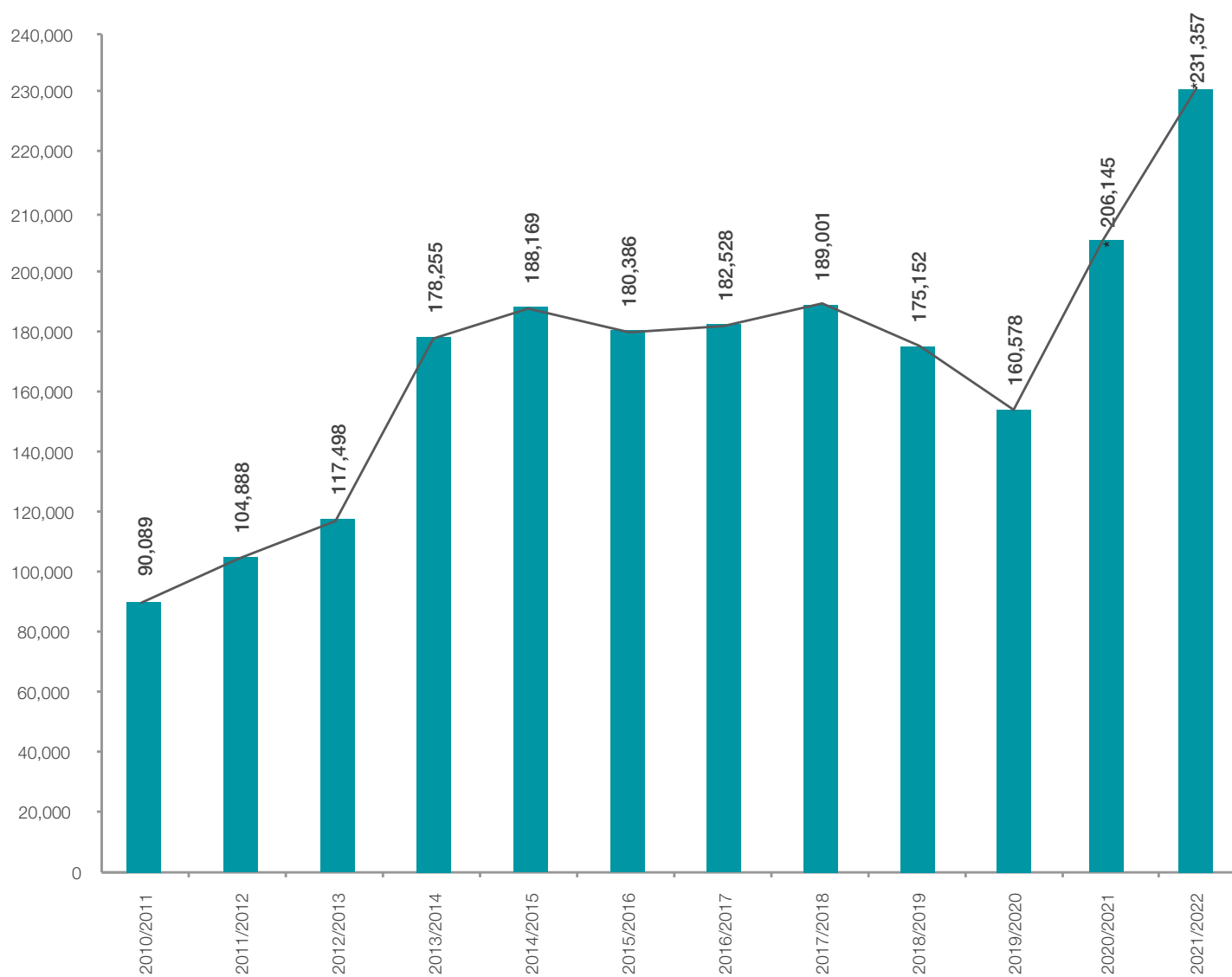
We have collected data on patronage from a number of sources, primarily the TIMS software.

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 2021 and June 2022, with comparison to the previous year where data is available, together with an analysis of specific components within the organisation.

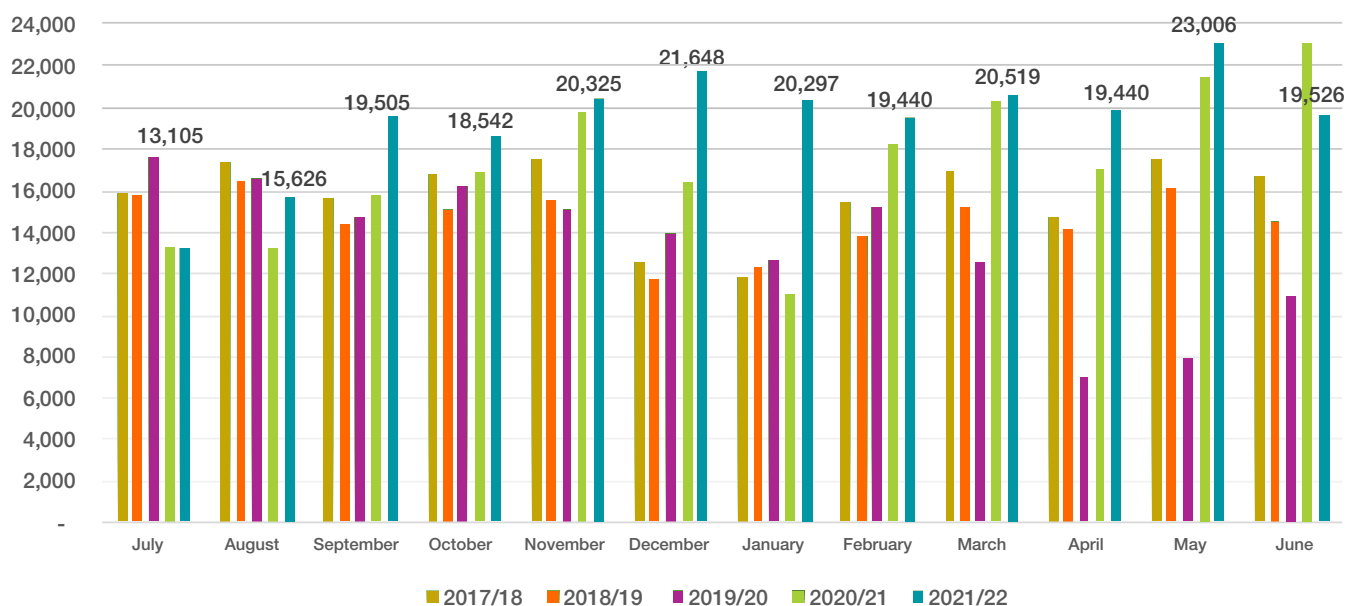
2021/2022 Patronage Data

Annual patronage



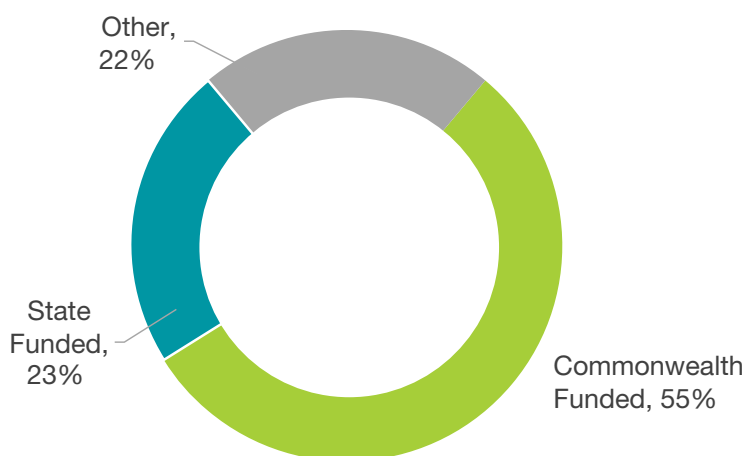
Monthly Patronage

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



Income Sources

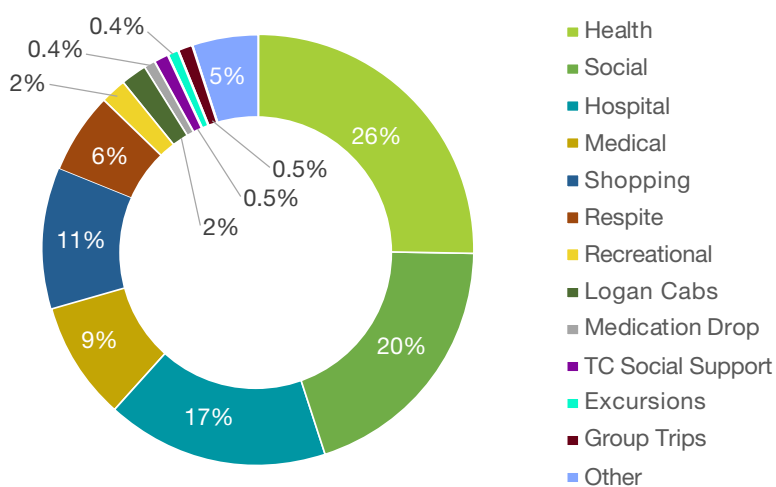
Any client that uses the TransitCare service must be attached to an income source which enables us to track our revenue sources.



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	10.3	12.2	15.6	12.7
Aug	10.2	13.7	12.0	12.0
Sep	11.3	12.7	13.7	12.6
Oct	11.7	12.3	14.2	12.7
Nov	12.4	12.1	12.4	12.3
Dec	11.7	11.8	14.8	12.8
Jan	13.7	10.9	12.5	12.4
Feb	10.9	11.3	13.4	11.9
Mar	10.1	12.1	17.0	13.1
Apr	11.0	12.7	15.1	12.9
May	10.1	12.9	16.4	13.2
Jun	10.9	12.4	14.2	12.5
Average	11.2	12.3	14.3	12.6

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	19.7	20.6	10.7	17.0
Aug	19.6	18.9	12.0	16.8
Sep	18.5	21.4	10.9	16.9
Oct	21.2	20.0	11.4	17.5
Nov	17.8	20.6	11.2	16.5
Dec	18.1	17.6	12.0	15.9
Jan	16.5	17.3	13.3	15.7
Feb	18.1	18.3	14.1	16.8
Mar	19.3	16.6	13.4	16.5
Apr	18.3	16.4	14.0	16.2
May	20.8	17.8	14.5	17.7
Jun	18.4	18.9	14.4	17.2
Average	18.9	18.7	12.7	16.7

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	22.4	20.1	12.7	18.4
Aug	21.3	21.0	12.7	18.3
Sep	22.6	22.5	12.5	19.2
Oct	22.9	21.5	12.4	18.9
Nov	23.6	22.7	14.1	20.1
Dec	23.1	20.3	12.2	18.5
Jan	15.4	19.1	12.9	15.8
Feb	21.0	19.5	12.7	17.7
Mar	23.6	19.8	13.3	18.9
Apr	23.3	19.5	14.3	19.0
May	23.4	21.0	14.7	19.7
Jun	23.0	22.6	14.3	20.0
Average	22.1	20.8	13.2	18.7

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	99.0	98.9	99.2
Aug	99.6	95.9	100.0	98.5
Sep	99.3	98.9	93.7	97.3
Oct	99.5	99.1	99.4	99.3
Nov	99.5	99.8	97.5	98.9
Dec	99.3	99.4	100.0	99.6
Jan	100.0	98.7	100.0	99.6
Feb	99.0	100.0	94.5	97.9
Mar	99.7	99.1	98.8	99.2
Apr	99.0	100.0	100.0	99.7
May	99.6	99.1	97.9	98.9
Jun	99.4	100.0	99.4	99.6
Average	99.5	99.1	98.3	99.0



Our Women who Wander go to some amazing places.

Section 3: Financial Reporting

Finance Director's Report 2021/22

In 2021/2022, the ongoing negative impacts of COVID such as lockdowns, reduced demand for our services and staff unavailability were compounded by significant rain and flooding events leading to arguably even greater challenges than the previous year. Despite this, TransitCare delivered a healthy surplus of \$426k - an extraordinary result given the circumstances.

In addition, our Net Assets increased from \$8.967m to \$9.394m, placing us in a great position to weather any further curve balls thrown at us by the negative economic outlook being portrayed for the foreseeable future. As a means of maximising our financial resilience the Board and CEO implemented a longer term strategy of moving a proportion of our cash holdings from bank deposits (which were returning well under 1% on our funds) to bonds. The strategy minimises risk by focusing on bonds where the issuer's commitment to meet its obligation is extremely high whilst providing a longer term, higher return on investment

The primary year on year variations contributing to our financial position include:

Revenue

- Grant Income increased by \$663k due to a new contract from the Department of Health,
- Other Government Grants were reduced by \$1.388m due to discontinuation of Jobkeeper and Emergency Covid funding received in 2020/21 at the height of the pandemic.
- Fare Contributions and Social Support revenue increased by \$195k
- Interest Income increased by \$63k as a result of implementation of the Bond Investment Strategy. A consequence of this strategy is the requirement to report unrealised losses/gains due to market fluctuations on an ongoing basis. Therefore, an unrealised loss of \$321k has been recognised in 2021/22. I stress the word "unrealised", with any such losses to be fully recovered on maturity of the bonds.

Expenses

To ensure that TransitCare continued to deliver positive budgetary outcomes, management implemented rigorous expenditure controls to minimise unavoidable cost increases and deliver savings where appropriate. As a result, the increase in total expenses over the previous year was kept to 3.6% (\$426,374). The key increases were:

- Employee Benefits (+\$814k) due to Award increases, utilisation of TransitCare drivers to replace more expensive taxi services wherever possible, and employer superannuation contributions increasing to 10%.
- Motor Vehicle Expenses (+\$170k). The major impact was escalating fuel prices, which proved to be well above even the most pessimistic predictions.



The significant savings/efficiencies partially offsetting the increases were:

- Legal and Professional Services (-\$351k). The majority of our information technology initiatives, including accounting packages were completed during 2020/21, leading to savings in consultancies this year.
- Sales and Marketing Expenses (\$102k) due to lesser demand for our services because of COVID and flood impacts.

Thank you to our new external auditors HLB Mann Judd for their fresh, 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 and the contribution of our new Finance Manager, Robyn Kleinschmidt.

As I said last year (and I see no reason not to say it again as it was equally relevant in 2021/22) - My sincere thanks to each and every staff member who has embraced every challenge and roadblock thrown at us to contribute to yet another successful year for TransitCare. We thank you, our clients, for your continued support and I especially thank our volunteers and 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

TransitCare
ANNUAL REPORT 2021/2022

Income and Expenses

INCOME BREAKDOWN

	FY21-22		FY20-21		Variance	
	\$	%	\$	%	\$	%
Grants	8,908,528	82.63%	9,633,096	83.74%	(724,568)	-7.52%
Fundraising	26,237	0.24%	28,012	0.24%	(1,775)	-6.34%
Trading Activities	1,704,876	15.81%	1,767,584	15.37%	(62,708)	-3.55%
Other Income	142,135	1.32%	75,247	0.65%	66,888	88.89%
Total Income	10,781,776		11,503,939		(722,163)	

EXPENSES BREAKDOWN

	FY21-22		FY20-21		Variance	
	\$	%	\$	%	\$	%
Employment Costs	6,470,437	62.48%	5,656,100	56.09%	814,337	14.40%
Operating Costs	1,337,578	12.92%	1,889,552	18.74%	(551,974)	-29.21%
Motor Vehicle Costs	937,133	9.05%	767,463	7.61%	169,670	22.11%
Client Support Costs	567,854	5.48%	557,595	5.53%	10,259	1.84%
Facility & Administrative Costs	520,639	5.03%	635,495	6.30%	(114,856)	-18.07%
IT & Communications Costs	521,761	5.04%	578,555	5.74%	(56,794)	-9.82%
Total Expenses	10,355,402		10,084,760		270,642	
SURPLUS/(DEFICIT)	426,374		1,419,179		(992,805)	

Our Men on the Move men's group enjoy getting out and about with their mates.



Statement of Financial Position

	FY21-22		FY20-21		Variance	
	\$	%	\$	%	\$	%
ASSETS						
Current Assets						
Cash and Cash Equivalents	7,314,113	95.62%	8,725,541	96.52%	(1,411,428)	-16.18%
Trade and Other Receivables	179,231	2.34%	185,459	2.05%	(6,228)	-3.36%
Other Current Assets	155,628	2.03%	129,359	1.43%	26,269	20.31%
Total Current Assets	7,648,972		9,040,359		(1,391,387)	
Non-current Assets						
Property Plant and Equipment	2,475,916	46.47%	2,282,365	96.22%	193,551	8.48%
Financial Assets	2,762,818	51.85%	0	0.00%	2,762,818	-
Trade and Other Receivables	89,623	1.68%	89,623	3.78%	0	0.00%
Total Non-current Assets	5,328,357		2,371,988		2,956,369	
TOTAL ASSETS	12,977,329		11,412,347		1,564,982	
LIABILITIES						
Current Liabilities						
Trade and Other Payables	864,379	47.86%	428,201	33.01%	436,178	101.86%
Employee Benefits	401,990	22.26%	398,990	30.76%	3,000	0.75%
Lease Liability	539,651	29.88%	470,076	36.24%	69,575	14.80%
Total Current Liabilities	1,806,020		1,297,267		508,753	
Non-current Liabilities						
Employee Benefits	96,817	5.45%	61,212	5.33%	35,605	58.17%
Lease Liability	1,680,645	94.55%	1,086,395	94.67%	594,250	54.70%
Total Non-current Liabilities	1,777,462		1,147,607		629,855	
TOTAL LIABILITIES	3,583,482		2,444,874		1,138,608	
NET ASSETS	9,393,847		8,967,473		426,374	
EQUITY						
Retained Surplus	9,393,847		8,967,473		426,374	4.75%
TOTAL EQUITY	9,393,847		8,967,473		426,374	

Directors' Declaration

TransitCare Limited
Directors' Declaration
For the Year Ended 30 June 2022

In the Director's opinion:

- the attached financial statements and notes comply with the *Australian Accounting Standards – Simplified Disclosures*, the *Australian Charities and Not for Profits Commission Act 2012* and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the Company's financial position as at 30 June 2022 and of its performance for the financial year ended on that date; and
- 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
06 October 2022



Alan Warren
Secretary

Brisbane
06 October 2022

Statement by Auditors



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 Entity") which comprises the statement of financial position as at 30 June 2022, 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 statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Entity has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the Entity's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards – Simplified Disclosures 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 Entity in accordance with the auditor independence 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 confirm that the independence declaration required by Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors.

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

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Entity's financial report for the year ended 30 June 2022, 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.

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, 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 Management and the Directors for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*. Management's responsibility also includes

Statement by Auditors cont.



such internal control as management determines 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, management is responsible for assessing the 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 management either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the 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 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

A handwritten signature in dark ink that reads 'HLB Mann Judd'.

HLB Mann Judd
Chartered Accountants

Brisbane, Queensland
06 October 2022

A handwritten signature in dark ink that reads 'A B Narayanan'.

A B Narayanan
Partner

Our Social Supprt group are always clowning around.



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2021/2022

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.

TransitCare

Connecting people to their communities