

# IMESSAGE FROM THE CEO



#### Welcome to the Spring Edition of TOGETHER Magazine.

#### **New Telephone System**

TransitCare introduced a new telephone system in mid-June to improve the services we offer to our increasing number of clients. This will ensure that people phoning us won't have to wait online for extended periods of time. Apart from minor teething problems, its "all systems go" with a dramatic improvement in answering times and a decrease in waiting times. Clients can help us by leaving a message in our message bank for non-urgent communications and can also help by not making multiple calls to ask about vehicles. This will allow us the opportunity to get back to you as quickly as possible. In 2022, we delivered around 269,000 trips, and each of these trips involved a phone call, so you can appreciate that we are all incredibly grateful for our new system.

#### **TransitCare Community Hub**

Our Social Support Community Hub group has moved offsite to a centre in Loganlea. Whilst this is a disappointment to us in the building, the feedback from our clients is that they absolutely love it. Should you wish to join in our Community Hub fun and activities, please give our Contact Centre a call and come and join the fun!

#### **Vehicle Approaching Notification is Near**

We have commenced a controlled trial of our Vehicle Approaching Notification System which sends an SMS message to your mobile phone as soon as the driver completes the job immediately before you. Clients will only receive notifications if they opt into this service. All clients need to do is tell a client services representative that they would like to use the service when booking a trip and the system can be turned on.

#### **Community Flyer Adventures**

Now that COVID is behind us, we are very keen to have more people get out and about on our Community Flyer Adventures, Women who Wander and Men on the Move trips. Our full calendar of events is included on pages 6, 7 and 8 of this publication.

#### Fun on the Run

Our Fun on the Run group travel programme is now well and truly up and running with trips running most days. We offer a wide range of day trips for people living in retirement villages or seniors' communities and those who belong to social clubs or senior citizen clubs. If you are part of a group looking to get out and about or would like a presentation on all of the services offered by TransitCare, please give us a call on 3422 7900 for further information.

Until next time.

#### Terry O'Toole

**Chief Executive Officer** 

#### FRONT COVER

Our TransitCare Community Hub clients really enjoyed their 1960s "Flower Power" day and everyone enjoyed dressing up and "feeling the vibe"!

# IMPORTANT CLIENT INFORMATION

#### TRANSITCARE INTRODUCES NEW **PHONE SYSTEM**

You asked, we listened! Based on client feedback, Transitcare introduced a new phone system in late June. The Contact Centre have extended hours of service from 7.00am to 6.00pm Monday to Friday. The new phone system is up and running, and we thank you for your patience during the initial phase of integration.

To improve your experience, please note the following changes that are now in place when calling the Contact Centre.

#### **Calling the Contact Centre**

1. Call 3422 7900 or 1300 153 636

The options you will receive are:

- 1: Tamborine Public Transport.
- 2: Changes and cancellations today.
- 3: All other enquiries including bookings and payments.
  - 1. For payments (dedicated payment queue)
  - 2. For bookings and other enquiries
- 4: To hear our privacy statement.
- 7: To leave a message.
- \* (star) To return to the main menu

If you call the Townsville Office direct and are then transferred to our Brisbane Contact Centre, the following options apply:

- 1: To cancel or make bookings for today/tomorrow.
- 2: Ready for pick up.
- 3: For payments, future bookings, and all other enquiries.
- 7: To leave a message.



#### PLEASE DO NOT PAY TAXI DRIVERS

If all our vehicles are being used to capacity, we may have to book you a taxi. The taxi driver should ask for you by name. If they do not, please wait for the taxi TransitCare has ordered. They WILL know your name.

Do not pay the taxi driver. Do not worry about what is showing on the meter. TransitCare has a private arrangement with set fares.

#### DOOR TO DOOR SERVICE

Our service is door to door. Please wait inside until our driver comes to your door.

#### FROM THE FINANCE DEPARTMENT REFERENCING YOUR INVOICE PAYMENTS

The Finance Team are still seeing a large number of invoice payments that are being deposited into our bank account with no reference number. This applies to both EFT payments and payments made directly at a Westpac Bank branch.

> No reference details make it impossible for our revenue reconciliation team to correctly allocate payments to the correct client. To assist us in ensuring all payments are allocated correctly, when you are paying invoices, please include in the reference field the invoice number you are paying. You can find your invoice number located directly on your invoice either underneath your name and address or underneath our EFT details.



# RETIREMENT VILLAGES AND CLUBS ARE **OUT HAVING FUN ON THE RUN!**

TransitCare offers group travel day trips in our 40 seater, air conditioned and comfortable coach for people living in retirement villages or who belong to senior social clubs. From our humble start with one village in mid-2021, to some stops because of COVID lockdowns and outbreaks throughout early 2022, we are now excited that over 20 villages and clubs have joined our programme. They are getting out and about with us regularly to some fabulous locations, travelling to places as far away as Maleny, Murwillumbah, Eumundi, Toowoomba, and the Scenic Rim and as close as Wynnum, Cleveland, Brisbane City, Samford, Redcliffe and Redlands.

In addition, our representative is happy to come and meet with your Lifestyle / Village Manager or Social Club Committee or can do a presentation on all of TransitCare services, including Fun on the Run, at one of your regular resident or group meetings.

For further information on this programme, call our Contact Centre on 3422 7900 or email intake@ transitcare.com.au with your contact details and our representative will get back to you.





# HOME CARE PACKAGES -**HELPING YOUSTAY** INDEPENDENT IN YOUR **OWNHOME!**

If you need help with some of your everyday tasks, or require support for more complex help, our Home Care Packages (HCP) can assist you to access affordable care services at home. The types of supports available include help at home (cleaning, cooking and meal preparing, gardening, maintenance and modifications), health and clinical care (personal care, allied health services, aids and equipment), social support (appointments and shopping, group bus trips, group programmes) and respite care (in your home or finding respite at other venues).

We provide these services across Logan City and a variety of suburbs connected to Logan.

We would like to introduce Michelle, our new Home Care Package Coordinator. Michelle has worked in the Aged Care Industry for over 10 years and is very excited to be working with TransitCare.

"I take this role very seriously and I hope to serve our clients who are on the package to deliver a straightforward and consistent service delivery," said Michelle.

"I am very lucky to have the assistance of Jenelle, who also has the best interests of our HCP clients in mind."

Please don't hesitate to contact either Jenelle or Michelle for a chat, or if you would like to know more about what our Home Care Package service can offer you.

Call Jenelle on 0429 318 728 or Michelle on 0439 150 914.



### TRANSITCARE IS COMING TO THE GOLD COAST!

In September 2023 TransitCare further expanded our services in South East Queensland. Following our previous success in both Townsville and Cairns, we are now establishing a branch at the Gold Coast to provide better connections for this community.

We can assist with transport to hospital and medical appointments, the pharmacy, general shopping and groceries, the bank and post office, the gym, swimming, the library, the hairdresser and personal grooming, social and recreational outings, and visiting family and friends.

We will be focusing on areas around the Gold Coast University Hospital and the surrounding health precinct, with travel as far north as Coomera and as far south as Pacific Fair.

Specifically, we will collect from the following suburbs: Arundel, Ashmore, Benowa, Biggera Waters, Boykambil, Broadbeach, Broadbeach Waters, Bundall, Carrara, Chevron Island, Coomera, Cypress Gardens, Gaven, Hollywell, Hope Island, Isle of Capri, Labrador, Main Beach, Maudsland, Miami Keys, Molendinar, Nerang, Oxenford, Pacific

Pines, Paradise Point, Paradise Waters, Parkwood, Runaway Bay, Sanctuary Cove, Santa Barbara, Sorrento, Southport, Studio Village, Surfers Paradise and Upper Coomera.

Bookings can be made between 7.00am and 6.00pm, Mondays to Fridays and must be made by 10.00 am, two working days before you wish to travel.

Although transport is our priority, some monthly group outings will commence in the near future.

To make your Gold Coast booking, please phone our Contact Centre on 3422 7900 or email intake@transitcare.com.au

## **IMPORTANT CHANGES TO GROUP TRIPS**

(this article relates to the Calendar of Events on pages 6, 7 and 8).

From July 2023, a new format for confirming attendance on group trips was implemented.

You will now receive a text message asking you to confirm your attendance on all trips. If you do not have a mobile, you will still receive a phone call to confirm your attendance. A confirmation from you will be required at least three days prior to the trip. If no confirmation is received, your trip will be automatically cancelled. Once you have confirmed, this locks your attendance in for the trip. Any cancellations for trips that have pre-purchased tickets will still incur a cancellation fee after this confirmation date unless a replacement person can be found. You will then receive a follow up text message or phone call a couple of days prior to your trip with any trip information that you may require.

If you need to cancel your trip after confirming, please always call through the Contact Centre on 3422 7900. This is especially important when cancelling out of hours.

There has also been a change to the time that we need you to be ready from for all group trips. We require you to be ready from 6.30 am for all trips. This does not mean that you have to be waiting outside at this time, just to be dressed and ready from this time and wait inside. We understand that this does sound early, but we cannot anticipate which vehicle will be picking you up, or the route they need to take. We need to ensure that enough time is provided. E.g The Coaster doing pick ups along the way instead of a Hub pick up could mean that you are picked up from home just after 7.00 am to 7.30 am for a 9.00 am trip depending on your location.

# Calendar or events & activities

### **OCTOBER**

#### **OCTOBER COMMUNITY FLYER ADVENTURES (MINI)**

#### SUMMER LAND CAMELS TOUR AND LUNCH

Summer Land Camel Farm is Australia's largest wild camel training centre and dairy operation located within the beautiful Scenic Rim of South East Queensland, Enjoy morning tea before you are taken on a guided, behind the scenes tour. You will also meet the gentle camels, feed them and take photos. Lunch will then be held locally.

#### **OCTOBER SOCIAL SUPPORT TRIPS**

Below prices are not applicable for clients on Home Care Packages. Please call our team for a quote.

#### **DESCRIPTION:**

**STAFFORD:** Discover hidden treasures in the Soul Pantry.

**LOGAN:** Logan Village Museum and a visit to Poppy's Chocolate Shop.

Cost is transport only. Lunch and activities at own cost.

DATE	HUB	ACTIVITY	COST
3-Oct	1	SOCIAL SUPPORT - Stafford	\$15
4-Oct	5	SOCIAL SUPPORT - Stafford	\$15
5-Oct	4	SOCIAL SUPPORT - Stafford	\$15
6-Oct	3	SOCIAL SUPPORT - Stafford	\$15
9-Oct	2	COMMUNITY FLYER ADVENTURE - Summer Land Camels tour and lunch	\$60
10-Oct	1	COMMUNITY FLYER ADVENTURE - Summer Land Camels tour and lunch	\$60
11-Oct	5	COMMUNITY FLYER ADVENTURE - Summer Land Camels tour and lunch	\$60
12-Oct	4	COMMUNITY FLYER ADVENTURE - Summer Land Camels tour and lunch	\$60
13-Oct	3	COMMUNITY FLYER ADVENTURE - Summer Land Camels tour and lunch	\$60
16-Oct	2	SOCIAL SUPPORT - Stafford	\$15
19-Oct		<b>WOMEN WHO WANDER -</b> Home of the Arts Gold Coast and lunch at Southport Yacht Club	\$60
23-Oct	2	SOCIAL SUPPORT - Logan	\$10
24-Oct	1	SOCIAL SUPPORT - Logan	\$10
25-Oct	5	SOCIAL SUPPORT - Logan	\$10
26-Oct		MEN ON THE MOVE - RAAF Amberley Aviation Heritage Centre and lunch locally	\$50
26-Oct	4	SOCIAL SUPPORT - Logan	\$10
27-Oct	3	SOCIAL SUPPORT - Logan	\$10



#### **NOVEMBER COMMUNITY FLYER ADVENTURES - (MINI)**

#### ARTVO GOLD COAST AND LUNCH

ArtVo is the Gold Coast's very own immersArt Voive, 'trick-art' gallery where you will step into a world of optical illusions and larger than life murals. ArtVo Gold Coast offers everyone the chance to experience the traditional art museum in a whole new way. Visitors have opportunity to not only touch the art, but be the art by simply striking a pose in front of your phone or camera. After striking up a pose and admiring the artwork, lunch will be held locally.

#### **NOVEMBER SOCIAL SUPPORT TRIPS**

Below prices are not applicable for clients on Home Care Packages. Please call our team for a quote.

#### **DESCRIPTION:**

**REDLANDS:** Lagoon View Nursery and Gardens and lunch at Le Toria's Café onsite.

BRISBANE: Anthropology Museum - The University of Queensland

Cost is transport only. Lunch and activities at own cost.

DATE	HUB	ACTIVITY	COST
1-Nov	5	SOCIAL SUPPORT - Redlands	\$15
2-Nov	4	SOCIAL SUPPORT - Redlands	\$15
3-Nov	3	SOCIAL SUPPORT - Redlands	\$15
6-Nov	2	SOCIAL SUPPORT - Redlands	\$15
7-Nov	1	SOCIAL SUPPORT - Redlands	\$15
8-Nov	5	COMMUNITY FLYER ADVENTURE - ArtVo Robina and lunch locally	\$60
9-Nov	4	COMMUNITY FLYER ADVENTURE - ArtVo Robina and lunch locally	\$60
10-Nov	3	COMMUNITY FLYER ADVENTURE - ArtVo Robina and lunch locally	\$60
13-Nov	2	COMMUNITY FLYER ADVENTURE - ArtVo Robina and lunch locally	\$60
14-Nov	1	COMMUNITY FLYER ADVENTURE - ArtVo Robina and lunch locally	\$60
16-Nov		<b>WOMEN WHO WANDER -</b> Brisbane Airport DFO (including catered morning tea at the Coffee Club) and lunch at Belmont Tavern.	\$60
22-Nov	5	SOCIAL SUPPORT - Brisbane	\$10
23-Nov	4	SOCIAL SUPPORT - Brisbane	\$10
23-Nov		MEN ON THE MOVE - Fort Lytton National Park and lunch at Wynnum Manly Leagues Club	\$50
24-Nov	3	SOCIAL SUPPORT - Brisbane	\$10
27-Nov	2	SOCIAL SUPPORT - Brisbane	\$10
28-Nov	1	SOCIAL SUPPORT - Brisbane	\$10

# Calendar or events & activities

#### **DECEMBER**

#### **DECEMBER COMMUNITY FLYER ADVENTURES (FULL PRICED TRIP)**

#### **GOLD COAST CANAL CRUISE**

Enjoy views of Gold Coast's top landmarks from the water during this lunch cruise on the Nerang River. On board the boat, relax and enjoy the tranquil atmosphere along with live commentary on local highlights such as South Stradbroke Island, Wave Break Island, Palazzo Versace Hotel, and others. Enjoy a buffet lunch of seafood and chicken along the way.

#### **DECEMBER SOCIAL SUPPORT TRIPS**

Below prices are not applicable for clients on Home Care Packages. Please call our team for a quote.

#### **DESCRIPTION:**

**CHRISTMAS PARTIES!** Social Support Group Christmas Parties (Bus trip and hub activities). Invitations will be sent out separately.

DATE	HUB	ACTIVITY	COST
4-Dec		CHRISTMAS PARTY	\$20
5-Dec		CHRISTMAS PARTY	\$20
6-Dec		CHRISTMAS PARTY	\$20
8-Dec	3	COMMUNITY FLYER ADVENTURE - Gold Coast Canal Cruise	\$90
11-Dec	2	COMMUNITY FLYER ADVENTURE - Gold Coast Canal Cruise	\$90
12-Dec	1	COMMUNITY FLYER ADVENTURE - Gold Coast Canal Cruise	\$90
13-Dec	5	COMMUNITY FLYER ADVENTURE - Gold Coast Canal Cruise	\$90
14-Dec	4	COMMUNITY FLYER ADVENTURE - Gold Coast Canal Cruise	\$90

### PUBLIC HOLIDAY CLOSURES 2023 / 2024

#### KING'S BIRTHDAY - Monday 2 October

TransitCare will be closed for business from 6.00 pm on Friday 29 September re-opening on Tuesday 3 October at 7.00 am. Any bookings for Tuesday 3 October must be booked before 10.00 am on Friday 29 September.

#### **CHRISTMAS AND NEW YEAR**

#### **BRISBANE**

TransitCare will be closed for business from 6.00 pm on Friday 22 December 2023 re-opening on Monday 8 January 2024 at 7.00 am. Any bookings for Monday 8 January 2024 must be booked before 10.00 am on Friday 22 December 2023.

#### **TOWNSVILLE**

Our Townsville office will close at 2.00 pm on Friday 22 December 2023 re-opening Monday 8 January 2024, operating from 10.00 am to 2.00 pm daily. Transport will be provided every day except Christmas Day and all Sundays. Transport for travel during this time must be booked by 10.00 am on Friday 22 December 2023.

#### **CAIRNS**

Our Cairns office will close at 2.00 pm on Friday 22 December 2023 and re-open Monday 8 January 2024. Transport will be provided for dialysis patients only during the closure. Any bookings for Monday 8 January 2024 must be booked before 10.00 am on Friday 22 December 2023.

# **TRANSITCARE TRAVEL HUBS 2023**

Determine your travel hub based on the suburb list below, then refer to the Calendar of Events and Activities to find your travel date.

		TRIP DAY		
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		AREA		
HUB 2	HUB 1	HUB 5	HUB 4	HUB 3
MEADOWLANDS RD CARINDALE	GASKELL ST EIGHT MILE PLAINS	AVEO DURACK	GASKELL ST EIGHT MILE PLAINS (NORTHERN TRIPS) TRANSITCARE (SOUTHERN TRIPS)	TRANSITCARE
	SU	<b>BURBS INCLU</b>	DED	
Alexandra Hills	Acacia Ridge	Annerley	Burbank	Beenleigh
Balmoral	Algester	Doolandella	Camp Hill	Berrinba
Belmont	Archerfield	Durack	Capalaba	Bethania
Birkdale	Calamvale	Dutton Park	Carbrook	Boronia Heights
Bulimba	Coopers Plains	Ellen Grove	Coorparoo	Browns Plains
Cannon Hill	Eight Mile Plains	Fairfield	Cornubia	Crestmead
Carina	Greenslopes	Forest Lake	Daisy Hill	Drewvale
Carina Heights	Holland Park	Graceville	Eagleby	Edens Landing
Carindale	Holland Park West	Heathwood	East Brisbane	Forestdale
Chandler	Macgregor	Highgate Hill	Kangaroo Point	Greenbank
Cleveland	Mackenzie	Inala	Kuraby	Heritage Park
Gumdale	Mansfield	Moorooka	Loganholme	Hillcrest
Hawthorne	Mount Gravatt	Oxley	Priestdale	Holmview
Hemmant	Mount Gravatt East	Pallara	Redland Bay	Karawatha
Lota	Nathan	Richlands	Rochedale	Kingston
Manly	Parkinson	South Brisbane	Rochedale South	Logan Central
Manly West	Robertson	Tennyson	Shailer Park	Logan Reserve
Morningside	Runcorn	West End	Slacks Creek	Logan Village
Murrarie	Salisbury	Willawong	Springwood	Loganlea
Norman Park	Stretton	Woolloongabba	Stones Corner	Marsden
Ormiston	Sunnybank	Yeerongpilly	Tanah Merah	Meadowbrook
Seven Hills	Sunnybank Hills	Yeronga	Underwood	Mount Warren Park
Thorneside	Tarragindi			Park Ridge
Tingalpa	Upper Mount Gravatt			Park Ridge South
Wakerley	Wellers Hill			Regents Park
Wellington Point	Wishart			Waterford
Wynnum				Waterford West
Wynnum West				Windaroo
				Woodridge

# TransitCare Community Hub FOR LOGAN CLIENTS ONLY

Our new TransitCare Community Hub offers many exciting activities and social events.

Date: **Monday to Friday** Time: 10.30 am to 2.30 pm.

All programmes \$15 per class (unless otherwise advertised), invoiced monthly. Cost includes door-to-door Cost:

return transport, morning tea, lunch and all activities.

Bookings: Are essential! Please call Lisa on 3422 7961 or our Contact Centre on 3422 7900 to book your place.

#### **ACTIVITIES**

Monday – Crafty Group	Tuesday – Social Circle
10:30 am -2:30 pm	10:30 am -2:30 pm
Wednesday – Tai Chi & Brain Games (\$12.00)	Thursday – no classes
1.00 pm - 3.00 pm	Friday – Art Group
1.00 μπ - 3.00 μπ	10:30 am -2:30 pm



#### **CALENDAR OF EVENTS**

DATE	ACTIVITY
OCTOBER	
3	Monarch's Birthday Celebrations: Come in your royal colours to celebrate the Monarch's (King's) birthday with much pomp and ceremony (and cake !!!!)
10	<b>Oktoberfest and Entertainment by Jay Turner:</b> Beer, pretzels, sausages and other delightful treats. Plaits, quizzes and frivolity as well. Come dressed in your best lederhosen or German colours for a prize.
24	History of Gold in Logan interactive talk by Historian Dr Hilda: We have been enthralled by talks by Dr Hilda previously as she shares with us about many of Logan's historical buildings and businesses. Now it is time to learn of our Gold history. Come dressed in all your golds and win a prize.
31	<b>Bingo Bonanza:</b> The best fun you will have playing Bingo. Picture bingo, singing bingo, dice bingo, number bingo and other games too. Prizes galore!

NOVEMBER	
7	Melbourne Cup and Entertainment by Matthew Stevenson: Who will be the winner of the Best Dressed, the Melbourne Cup Sweeps and our very own Community Hub Horse Race? Come dressed in your best and take away the Community Hub Cup.
21	<b>ARMCHAIR TRAVEL - Japan:</b> Come and visit this fascinating country with us. Enjoy the food, culture and countryside and add another stamp to your Transitcare Passport. So much to see and experience. Come dressed in your best Japanese flag colours for a prize.
28	<b>Bingo Bonanza:</b> The best fun you will have playing Bingo. Picture bingo, singing bingo, dice bingo, number bingo and other games too. Prizes galore!

DECEMBER	
4-8	CHRISTMAS PARTIES! It's here again! So much fun, food, games,
	entertainment, gifts and much more.
	Keep your eye out for your invitation!

The last day for the Hub is Friday 15 December. First day back for 2024 is Monday 15 January.



# TOWNSVILLE UPDATE

Our Townsville clients had fun getting out and about to the Frosty Mango, Tom's Tavern, Stuart Hotel, Upper Ross Hotel, Kirwan Hotel and Rollingstone Hotel. We also recognised and celebrated our Townsville volunteers at the annual Volunteer Recognition Ceremony in May. TransitCare CEO, Terry O'Toole said "Although we appreciate our volunteers every day, on this day, we recognise and celebrate them exclusively. We, like so many other organisations, are so very lucky that our volunteers have chosen TransitCare to assist our clients and our communities."



# Social Calendar - Townsville

Our weekly Drop-In is held at Riverside Gardens Community Centre every Thursday afternoon from 1.30 pm to 3.30 pm. Anyone interested in coming along to make some new friends, play some games and have afternoon tea are welcome. For further information, please call our office. The final Drop-In for 2023 will be held on 21 December and activities recommence on 11 January 2024.

DATE	DESCRIPTION AND DETAILS
MONDAY 9 OCTOBER	MONTHLY MEMBERS' LUNCH Where: Avenues Tavern, Kirwan Time: 11.00 am – 1.00 pm Cost: \$15 includes return transport. Lunch at own cost. Raffles will be held.
MONDAY 23 OCTOBER	<b>LUNCH OUTING Where:</b> Bushland Beach Tavern <b>Time:</b> 11.00 am – 1.00 pm <b>Cost:</b> \$15 includes return transport. Lunch at own cost.
MONDAY 6 NOVEMBER	MONTHLY MEMBERS' LUNCH Where: Stuart Hotel Time: 11.00 am – 1.00 pm Cost: \$15 includes return transport. Lunch at own cost. Raffles will be held.
MONDAY 20 NOVEMBER	Where: Cowboys Leagues Club Time: 11.00 am – 3.00 pm Cost: \$15 includes return transport. Lunch at own cost.
MONDAY 4 DECEMBER	MEMBERS' CHRISTMAS LUNCH Where: Tom's Tavern Time: 11.00 am – 2.00 pm Cost: \$15 includes return transport. Lunch at own cost. Raffles will be held.

# **OUT AND ABOUT**



#### **Contact us**

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