

2019/2020 ANNUAL REPORT



TransitCare

Connecting people to their communities



TransitCare Driver of the Year 2019, Tania Bobbermien is presented with her trophy by CEO, Terry O'Toole.

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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 the Brisbane South, Logan and Redlands areas, as well as in Townsville.

We are funded by the Department of Health and the Department of Communities, Child Safety and Disability Services. 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 the Brisbane South, Logan, Redlands and Townsville 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 the Brisbane South, Logan, Redlands and Townsville areas and can tailor transport solutions to the specific needs of agencies including the management of their fleet vehicles.

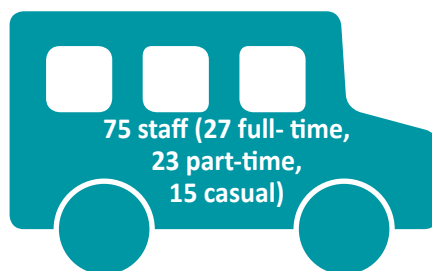
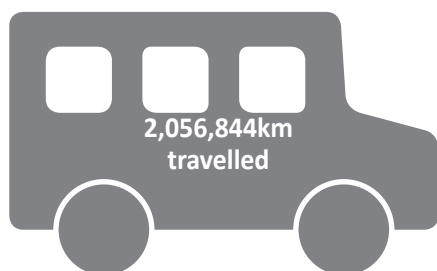
We provide point-to-point transport for agency clients and group transport including social support outings. This means agencies can purchase empty seats on our transport infrastructure at a lower price than operating their own fleet. Bookings can be made electronically or by phone.

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.



2019/2020 Highlights



Our clients enjoyed a German experience at King Ludwig's Restaurant at Maleny.

From the Chairman

The past financial year saw us well into a positive story in our twenty-sixth year.

Revenue and operations were travelling well as we continued to build our business as a leading community transport provider. Then we had COVID-19 and our world changed, not just for TransitCare, but for our daily lives.

The challenges of the previous year with the change to NDIS were substantially behind us as we adapted to the new regime but we were faced with new threats to our business – clients not wishing to travel and the health and safety of our people.

In spite of almost overwhelming odds and thanks to the vision and largess of the State and Federal governments, not to mention the outstanding abilities and efforts of our staff, our financial results are a very credible financial surplus of almost \$1.5m. We have continued to grow our balance sheet and that will sustain us in the face of funding uncertainties and other events in this now uncertain world.

The TOTTS operation has now changed such that effective from July 1 it has become part of TransitCare and we now run it as a branch of our operations. It has had a successful year and continues to grow in its reach and revenue. The debt owed to TransitCare was completely paid and they have already achieved self-sufficiency.

***Thanks go to
our clients who have
endured the comings
and goings of COVID but
supported us every step
of the way.***



We have spent some time this year examining our future strategy and amongst the board and management there is a strong desire to expand our operations both geographically and in product delivery. We have the capability to do both and with the strong leadership of the executive team, we believe the future is both exciting and achievable.

My usual thanks go to our CEO Terry O'Toole, the entire management team, our drivers and our volunteers. In an unforeseeably tough year you have stepped up magnificently. TransitCare remains at its soul, a united team. Of course, my thanks go to my fellow board members who give so freely of their time and input. Final thanks go to our clients who have endured the comings and goings of COVID but supported us every step of the way.

I say every year that there remain many challenges ahead of us. With COVID unresolved they are greater than ever, but we trust in the strength of our team and the support of our clients and we will continue to provide the vital TransitCare service in the way we have always done.

Peter Emery
Chairman

From the Chief Executive Officer

As CEO of TransitCare, this past year has been one of great pride yet tinged with some sadness. The business this year has, like all businesses across Australia and the world, been disrupted by COVID-19. The pandemic has thrown everyone into a spin, the likes of which we could not have imagined seeing in our lifetime. All organisations have had to deal with challenges where the rule book has yet to be written. However, as the CEO of this business, I could not be prouder of our entire team and how we have met this challenge head on.

Our preparedness for such an event goes back to the Logan floods of 2018 when I realised that we were not digitally ready to operate from outside of our office environment.

TransitCare was extremely fortunate to have an IT provider who understood our dilemma and created a journey for us, ensuring we would never need to worry about access again. This process required us to invest in technology, both software and hardware, and then step through a vigorous testing phase to guarantee that we could redeploy our workforce easily and effectively. Whilst purchasing product is one piece, the testing phase ensured completeness.

Having appropriate technology at hand allowed the business to deploy team members quickly and without stress. The transition to the new environment was seamless due to the work completed during testing, staff training, and regular updates from management. Most of our clients would not have noticed if a team member answered their calls from home or the office environment. (Unless you could hear the dog or children in the background – which made for interesting conversations). Allowing our team members to work from home or the office was also a vital part of the planning. Supporting staff through changes to work allowed us to monitor their mental wellbeing. Checking on staff and clients became part of our ‘workplace normal’.

There are not enough superlatives to adequately describe the achievements of our whole team. Every change and every request put forward has been embraced with absolutely no push back at all. We / I could not have accomplished what we have without every single one of the team doing what they do best, and that is serving our clients. The adaptability of staff, but in particular our drivers, has been nothing short of spectacular and we are indebted to them all. Our drivers stood a little taller and went even further than the normal exceptional service that they deliver daily to our clients. I have worked in many teams, in many industries and worked through my fair share of disasters, but the cohesion that was on display here each and every day was outstanding. My compliments to every single member of the team.

Business during the COVID period, justifiably, dropped away quickly and significantly as we all tried to understand the new environment. Businesses were affected across the regions, resulting in rapid economic impact and presenting us with



considerable challenges. However, providing a person-centred service was never in jeopardy. Navigating these difficulties compelled us to become expedient, agile, and flexible, including creating new service offerings. Virtual classes, online concerts, deliveries of food, medications and even a couple of trips to Bunnings, made sure we kept connected to our clients and brought them whatever they required during this social isolation. Daily, weekly and fortnightly phone calls to check on their wellbeing received rave feedback and was greatly appreciated by our clients.

I cannot also fault the funding bodies at both Federal and State levels. Their willingness and adaptability ensured we could deliver services additionally to those outside of our normal requirements. Job Keeper and additional funding streams have ensured that all team members remained employed and working each and every day. This was very important to us as they are all part of the TransitCare family.

We have consolidated our position within the market and we remain the premier transport provider in Queensland. We will continue to lead the way in service delivery and innovations.

I continue to agitate for better funding for the entire sector, for those clients who do not fit the criteria of the NDIS but still need transportation to remain active in the communities in which they live. Whilst I have been successful this year, rest assured I will keep the pressure on all levels of government.

Once again my heartfelt thanks go to all of our employees, whether they be full-time, part-time, casuals or volunteers. Your work is amazing and you all do amazing things every day. Thanks also must go to our board members, who all volunteer their time and experience. Without this dedicated team of people, TransitCare wouldn't be the special place it is, delivering services that are vital for communities to survive.

To my executives, your ongoing support, dedication and commitment this past year has been nothing short of brilliant. When you consider the challenges and what the team has achieved, your leadership during these times has never wavered from our values.

Thank you to all.

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.



IN MEMORY

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

Ann Langley, founding chairman, passed away 2012



Our Social Support clients enjoy coming into TransitCare for exercise, craft and activities.

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Clients enjoyed an overnight adventure to North Stradbroke Island



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 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 directors duties and responsibilities and not-for-profit studies 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.



Director: Nadia Taylor

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

Nadia is an Executive Director 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 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 oversees all strategy & 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:
*I just love the team.
Fabulous service and I feel
comfortable and safe.
I used to struggle to get to
my appointments but now
it's a breeze.
Thanks everyone.*

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.



Operations 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.



People and Quality **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: **Laura Symmonds**

CPA, CGMA, BA Bus

Laura is a Chartered Public Accountant and Chartered Global Management Accountant with a degree in Business and over 18 years' accountancy experience encompassing all aspects of financial and management accounting. Her career has spanned three countries, across an extensive variety of industries including IT, transport and logistics, financial services, food safety and biosecurity, utilities and Indigenous tourism.

Laura has a passion for 'putting things right' after leading finance departments through times of change and uncertainty. Laura has managed small and large finance departments including training and mentoring staff to build high performing teams. Effective use of technology and automation has been critical to Laura's success in improving and contributing to the businesses she has worked for. Joining TransitCare has been no different with her first task being the systems implementation of a new Finance ERP which integrates with other key areas of the business.





Toowoomba Carnival of Flowers 1949 - 2019

*Each year our clients travel to the
Carnival of Flowers in Toowoomba.*

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Community Flyer

from home
new people

Section 2: Performance Trends

Background

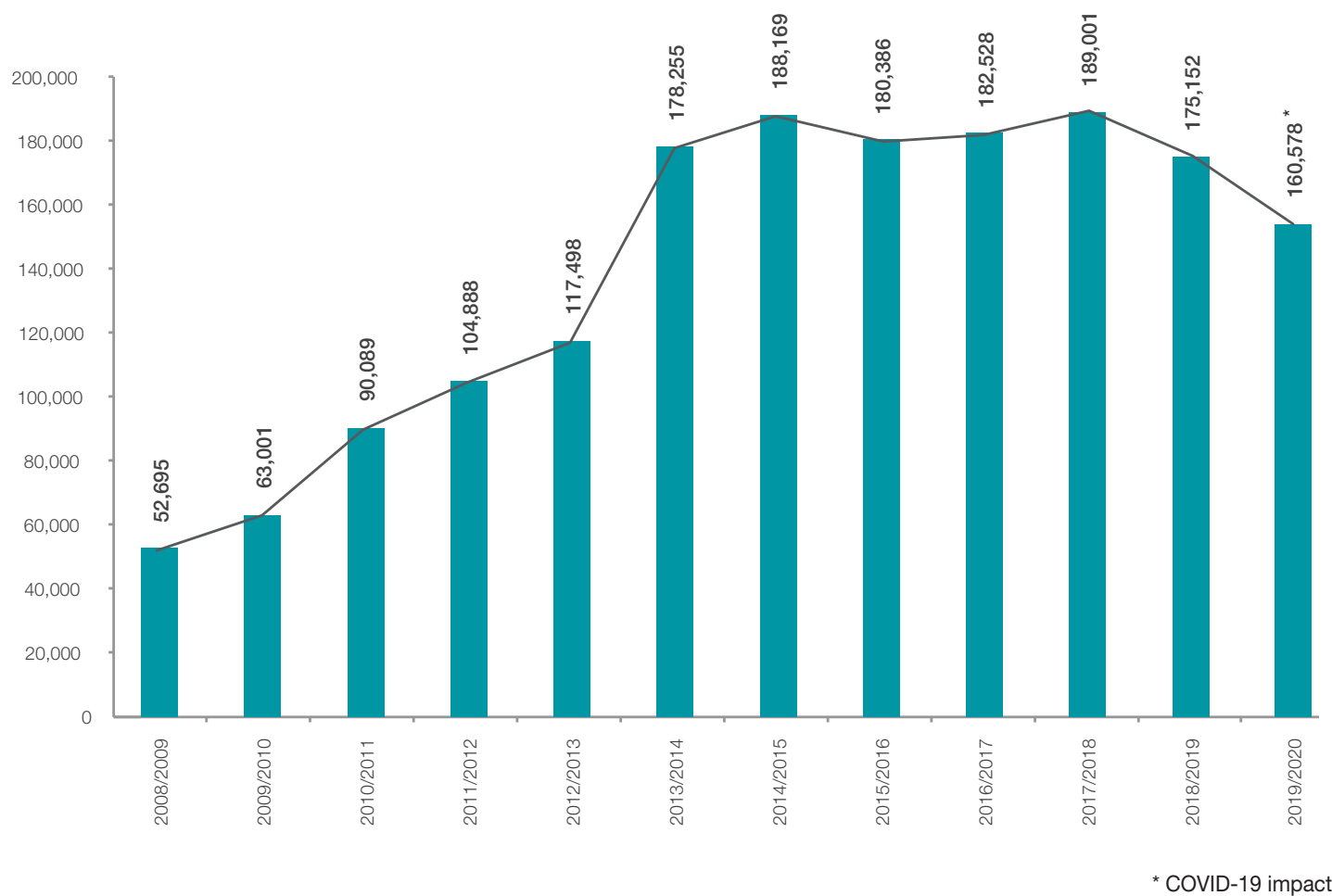
We have collected data on patronage from a number of sources, primarily the TIMS software.

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 2019 and June 2020, with comparison to the previous year where data is available, together with an analysis of specific components within the organisation.

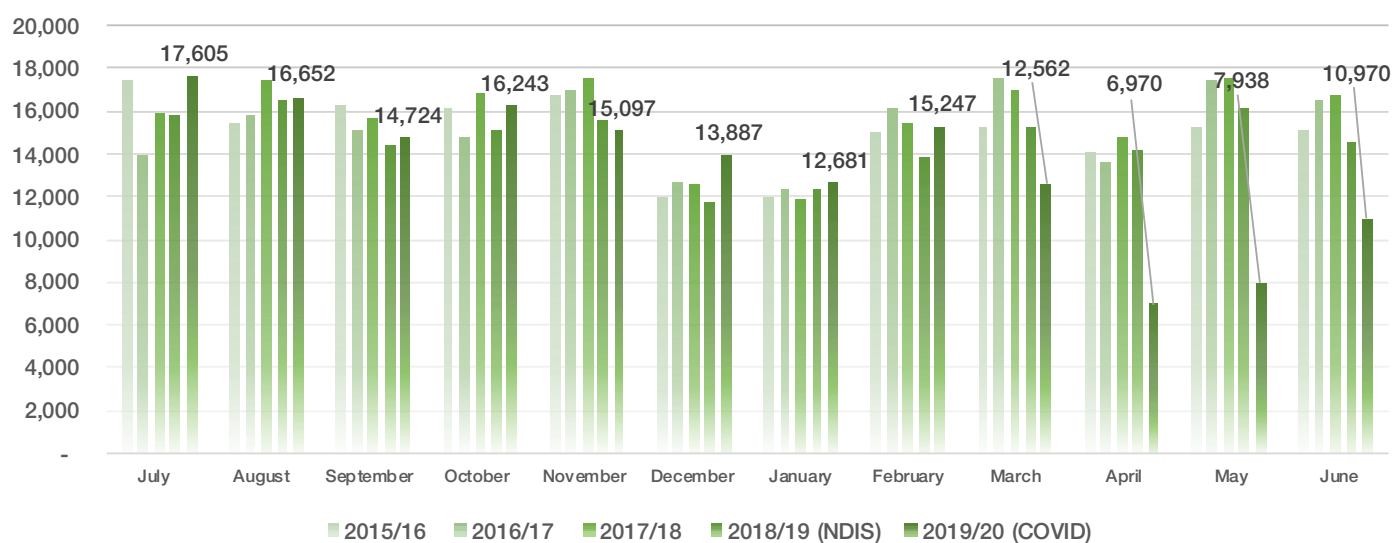
2019/2020 Patronage Data

Annual patronage



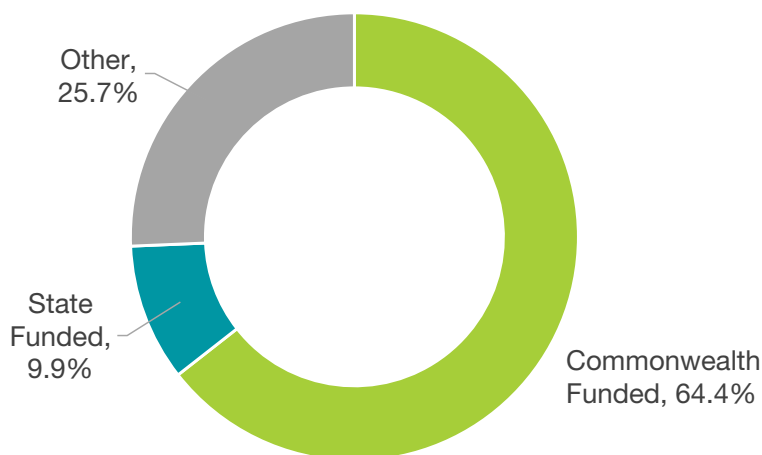
Monthly Patronage

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



Income Sources

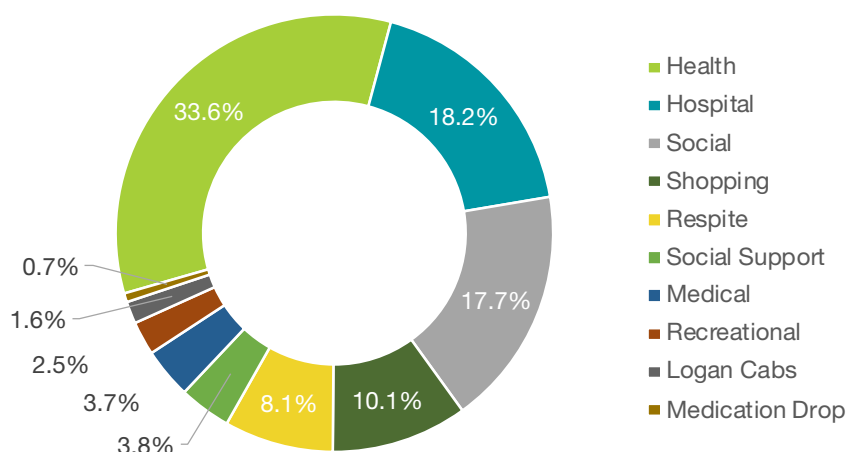
Any client that uses the TransitCare service must be attached to an income source which enables us to track our revenue sources.



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 with comparisons to previous years.



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)

	Brisbane	Townsville
Jul-19	Systems Change	Systems Change
Aug-19	Systems Change	Systems Change
Sep-19	13.15	Systems Change
Oct-19	13.66	12.14
Nov-19	12.89	12.55
Dec-19	13.08	12.18
Jan-20	12.46	12.98
Feb-20	13.12	13.78
Mar-20	10.49	13.45
Apr-20	7.72	11.08
May-20	8.89	11.88
Jun-20	10.03	11.93

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)

	Brisbane	Townsville
Jul-19	Systems Change	Systems Change
Aug-19	Systems Change	Systems Change
Sep-19	19.10	Systems Change
Oct-19	18.07	15.23
Nov-19	18.65	14.55
Dec-19	18.41	14.23
Jan-20	18.75	14.58
Feb-20	18.65	14.81
Mar-20	19.77	14.56
Apr-20	20.05	14.52
May-20	20.16	14.99
Jun-20	19.09	15.08

Client Feedback:

I don't think you could be more wonderful with your service. I just hope you get bigger and better and will always be here to look after us.

Dead-running

A pivotal cost of providing transport is in the allowance for dead-running, or the distance a vehicle travels while not earning revenue e.g. from base to a pick up and back to base or in between aggregated trips.

This is an efficiency measure with lower dead-running indicating greater efficiency in the scheduling.

The information below indicates the percentage of dead-running over the past year for both service areas. Ongoing monitoring of this measure is a key performance indicator.

* COVID-19 impact

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.

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.

DEAD-RUNNING (PERCENTAGE)

	Brisbane	Townsville
Jul-19	Systems Change	Systems Change
Aug-19	Systems Change	Systems Change
Sep-19	38.20%	35.49%
Oct-19	37.42%	38.17%
Nov-19	38.33%	39.76%
Dec-19	39.63%	40.94%
Jan-20	39.25%	40.14%
Feb-20	36.66%	39.72%
Mar-20*	44.65%	38.35%
Apr-20*	54.97%	40.72%
May-20*	51.81%	43.70%
Jun-20*	49.50%	43.12%

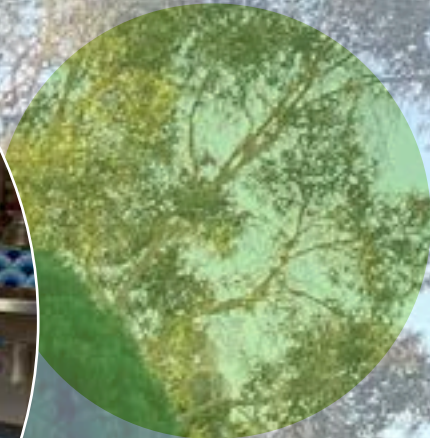
AVERAGE TRIP TIMES (MINUTES)

	Brisbane	Townsville
Jul-19	Systems Change	Systems Change
Aug-19	Systems Change	Systems Change
Sep-19	18.84	Systems Change
Oct-19	17.83	19.31
Nov-19	17.99	18.28
Dec-19	18.50	17.44
Jan-20	17.88	18.08
Feb-20	18.78	19.70
Mar-20	18.98	17.80
Apr-20	17.05	17.39
May-20	19.98	17.40
Jun-20	21.93	17.06

FLEET USAGE (PERCENTAGE)

	Brisbane	Townsville
Jul-19	Systems Change	Systems Change
Aug-19	Systems Change	Systems Change
Sep-19	89.67%	78.84%
Oct-19	89.63%	91.70%
Nov-19	93.90%	89.47%
Dec-19	92.97%	94.12%
Jan-20	95.96%	97.91%
Feb-20	99.51%	98.89%
Mar-20	99.78%	97.66%
Apr-20	100.00%	99.17%
May-20	100.00%	100.00%
Jun-20	100.00%	99.62%







Section 3: Financial Reporting

Finance Director's Report 2019/20

TransitCare continued its effective financial management in 2019/20 with yet another profitable outcome of almost \$1.5 million despite the impact of the COVID challenges. In his report, the CEO has highlighted the contribution of our digital preparedness as a key factor driving the successful year. However, in my opinion this was just a tool, with the primary factor being the work ethic of our staff from the CEO through management and administration staff to the frontline workers with face-to-face contact with our clients and their adaptability/flexibility to the changing operational mode and, dare I say, to our way of life.

Against all "COVID driven" expectations, TransitCare recorded an increased profit of \$1,495,978 for the year ended 30 June 2020. This result was primarily driven by

Revenue increasing significantly by 8.4% to \$9,836,368 largely due to:

- Jobkeeper funding of \$483,000
- Department of Health COVID emergency funding of \$174,308

Despite having to limit the number of passengers per vehicle, which contributed to Client Support Services increasing by \$208,167 as well as the cost of significant system enhancements, expenditure increased by only 2.1% (\$174,491) to \$8,340,390.

As a result, 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 \$9.486 million and Net Assets a healthy \$7.330 million - an increase of almost \$1.5 million (25.6%) over last financial year. During the year, our Townsville based colleagues, TOTTS, extinguished their debt to TransitCare by paying down the final \$155,000 of our loan to them. The integration of TOTTS into TransitCare from the beginning of 2020/21 will reinforce the co-operation between the two regions, whilst still maintaining the focus on local clients in both regions.

Thanks to our external auditor 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.

If anyone had predicted we would face a challenge as great as COVID and finish the year as financially sound as we have, I would not have believed them. To that end, my sincere thanks to everyone who has contributed to yet another successful year for TransitCare. We thank you, our clients, for your 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

	2020		2019		Variance	
	\$	%	\$	%	\$	%
Grants	8,258,039	83.95%	7,281,238	74.02%	976,801	13.42%
Fundraising	22,456	0.23%	10,621	0.11%	11,835	111.43%
Trading Activities	1,378,670	14.02%	1,682,375	17.10%	(303,705)	-18.05%
Other Income	177,203	1.80%	100,647	1.02%	76,556	76.06%
*Total Income	\$9,836,368		\$9,074,881		\$761,487	

*Excludes Townsville

EXPENSES BREAKDOWN

	2020		2019		Variance	
	\$	%	\$	%	\$	%
Employment Costs	4,251,504	50.97%	4,606,039	55.23%	(354,535)	-7.70%
Operating Costs	897,325	10.76%	491,189	5.89%	406,136	82.68%
Motor Vehicle costs	665,323	7.98%	666,082	7.99%	(759)	-0.11%
Client Support Costs	1,391,870	16.69%	1,183,703	14.19%	208,167	17.59%
Facility and Administrative Costs	601,007	7.21%	765,120	9.17%	(164,113)	-21.45%
IT and Communications	533,361	6.39%	453,766	5.44%	79,595	17.54%
Total Expenses	\$8,340,390		\$8,165,899		\$174,491	
SURPLUS / (DEFICIT)	\$1,495,978		\$908,982			

Client Feedback:
I am happy with the way I have been treated by all of the drivers I have had escort me to my hospital visits. They are very polite and friendly. Thank you TransitCare!

Statement of Financial Position

	2020		2019		Variance	
	\$	%	\$	%	\$	%
ASSETS						
Current Assets						
Cash and Cash Equivalents	7,435,269	95.21%	5,901,304	75.56%	1,533,965	25.99%
Trade and Other Receivables	172,852	2.21%	402,577	5.15%	(229,725)	-57.06%
Other Current Assets	201,474	2.58%	77,716	1.00%	123,758	159.24%
Total Current Assets	\$7,809,595		\$6,381,597		\$1,427,998	
Non-current Assets						
Property Plant and Equipment	1,587,272	94.66%	1,439,170	85.82%	148,102	10.29%
Trade and Other Receivables	89,623	5.34%	174,193	10.39%	(84,570)	100.00%
Total Non-current Assets	\$1,676,895		\$1,613,363		\$63,532	
TOTAL ASSETS	\$9,486,490		\$7,994,960		\$1,491,530	
LIABILITIES						
Current Liabilities						
Trade and Other Payables	553,592	32.40%	603,546	35.33%	(49,954)	-8.28%
Employee Benefits	325,307	19.04%	345,457	20.22%	(20,150)	-5.83%
Lease Liability	829,631	48.56%	294,161	17.22%	535,470	100.00%
Total Current Liabilities	\$1,708,530		\$1,243,164		\$465,366	
Non-current Liabilities						
Employee Benefits	70,181	15.67%	106,126	23.70%	(35,945)	-33.87%
Lease Liability	377,579	84.33%	811,448	181.22%	(433,869)	100.00%
Total Non-current Liabilities	\$447,760		\$917,574		(\$469,814)	
TOTAL LIABILITIES	\$2,156,290		\$2,160,738		(\$4,448)	
NET ASSETS	\$7,330,200		\$5,834,223		\$1,495,977	
EQUITY						
Retained Surplus	7,330,200		5,834,223		1,495,977	25.64%
TOTAL EQUITY	\$7,330,200		\$5,834,223		\$1,495,977	

Directors Declaration

**TransitCare Limited
Directors' Declaration
For the Year Ended 30 June 2020**

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

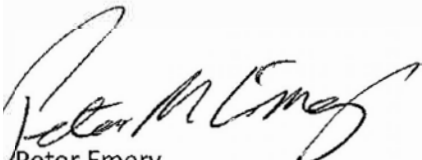
The financial statements, comprising the statement of profit or loss and other comprehensive income, the statement of financial position, statement of changes in equity, and statement of cash flows and accompanying notes, are in accordance with the *Australian Charities and Not for Profits Commission 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 2020 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


Alan Warren
Secretary

Brisbane
29 September 2020

Brisbane
29 September 2020

Client Feedback:
*TransitCare are
100% reliable and
always deliver you to
your appointment at
the required time.*

Statement by Auditors



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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 2020, 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 2020 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.

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.

Statement by Auditors cont.



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

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, larger signature.

C R Jenkins
Director

Brisbane, 29 September 2020



Our Men on the Move (Men's group) enjoyed a trip to The Maritime Museum with lunch at The Ship Inn at South Bank.



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2019/2020

ANNUAL REPORT
ABN 17 156 534 513
ACN 601 588 774

TransitCare

Connecting people to their communities