

TransitCare

Connecting people to their communities



**2022/2023
ANNUAL REPORT**

1300 153 636

[www.transitcare](http://www.transitcare.org.au)



TransitCare congratulates Tanya Bobbermien and Tom Jacob, our joint Drivers of the Year for 2022.

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Client Feedback: It's a wonderful service to get you to places that you have to go when you have no other means of getting you there and very kind and helpful drivers.

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, 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.
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Our Services

TransitCare operates a shared-use mobility centre for coordinating transport services for transport disadvantaged, frail aged and people with disability who live in Brisbane South, Logan, Redlands, 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 – we also now deliver Home Care Packages to people living in Logan City.

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.

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, then coming to a halt because of COVID lockdowns and outbreaks throughout early 2022, over 20 villages and clubs have joined this travel programme and are getting out and about with us regularly to some fabulous locations. We have travelled 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.

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.

Home Care Packages

Home Care Packages (HCP) are one of the ways that older Australians can access affordable care services to get some help at home. They are designed for those with more complex care needs that go beyond what the Commonwealth Home Support Programme (CHSP) can provide. We offer a coordinated approach to the delivery of help at home!

Types of support available includes:

- Help in the Home for cleaning, cooking and meal preparing, gardening, maintenance and modifications, pet care;
- Health and Clinical Care – personal care, allied health services, aids and equipment;
- Social Support –accompaniment to appointments and shopping, group bus trips, group programmes running from the TransitCare office
- Respite Care – respite in-home care or finding respite at other venues.

These services are provided across Logan City and a variety of suburbs connected to Logan.

2022/2023 Highlights

Kilometres travelled

Bne: 1,805,870
Tsv: 1,852,393
Cairns: 285,677

Suburbs serviced

Bne: 251
Tsv: 106
Cairns: 58

Average trip time

Bne: 25.25mins
Tsv: 19.95mins
Cairns: 13.98mins

Trips per month

Bne: 13,560
Tsv: 5,644
Cairns: 3,286

Volunteers

Bne: 32
Tsv: 1
Cairns: 1

Staff

Bne: FT 27, PT 40,
Cas 30
Tsv: FT 8, PT 7, Cas 13
Cairns: FT 5, PT 3,
Cas 9



From the Chairman

TransitCare has had another successful year but of course, not without the inevitable challenges in what is a complex and competitive environment. The effects and impact of COVID have largely dissipated although staff absences have been a challenge. Our trip numbers have grown to a new record and our social support functions and outings are climbing back to their pre-COVID levels.

Our Home Care division has grown steadily but judiciously. Attracting the calibre of staff who understand and can demonstrate the TransitCare culture of caring and professionalism has been a constant aim.

Geographically, our Townsville and Cairns operations have exceeded expectations and validates our strategy and abilities to grow local communities where we believe we can make a difference. Our recent foray into the Gold Coast and our ambitions there will be proof of the strategy's success.

Our financial results show a surplus of just over \$1 million which is \$576,000 better than last year. This is a great result and includes the interest on our bond investments. Our balance sheet is strong and reflects Net Assets of \$10.4 million, allowing us the opportunities to consider other ventures.

The coming year promises to be an exciting one as we continue to build on our excellent relationships with both State and Federal governments. We are quietly hopeful of a valuable increase in our business as a result.

Of course, I offer my sincere thanks to CEO Terry O'Toole, the entire management team, our drivers, staff and volunteers.



They have again delivered the high level of service and skill we are renown for. My thanks also to my fellow board members for their support and the collective wisdom that they offer to the entire organisation. And finally, my thanks to our clients. You are why we exist. You inspire us to continually do our best and to maintain our status as a pre-eminent community services provider.

Peter Emery
Chairman



Client Feedback: In my opinion, TransitCare is the most trusty, reliable of transport for those in need. A friendly, professional staff is always there to provide best services in all the ways.

From the Chief Executive Officer

This report brings together another highly successful year for TransitCare.

Welcome to my CEO report for the financial year 2022-2023, 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 269,000 trips, which was an increase over the previous year of 16.7%. Whilst our goal was 250,000 trips, we quietly went straight through that and we are now on our way to 300,000 trips, a far cry from our humble beginnings 29 years ago. Not only have we achieved record growth, but we have been honored both here in Australia and also abroad by being named the Best Community Transporter in the world. This achievement belongs to everyone at TransitCare, and I do mean everyone.

This year has seen the first full and successful year of Home Care package delivery. Whilst our targeted number of clients for service delivery just missed, the quality of the delivery did not. Feedback from the clients has been well received with all services provided in a timely and professional manner. This has been the goal from the outset, to deliver quality services over quantity of services. This area of our business will continue to focus on service delivery where we can grow at a pace that does not compromise the client's needs and requirements. As our team continues to grow so will our client delivery.

Social Support and Community Flyer have had an amazing year and the bounce back from the COVID lockdowns is well and truly behind us as we re-engage our clients back into their community. Our trip numbers have grown from 22 social trips the previous year to well over the hundred, and already have trips booked for the following year. We now have over one hundred groups on our trip database that have connected to our social support program. We know that social isolation was a consequence of lockdowns, and it continues to be a focus of the team to have available as many trips as possible to get our clients back into the community.

Our growth continues to occur across all avenues of our business whether that be Cairns, which goes from strength to strength, and Townsville which nearly exceeded 70,000 trips this year and of course our social support. None of these achievements could have occurred if it wasn't for the team members which have also grown. We now employ close to 150 team members across all parts of our business, and this does not include our wonderful volunteers without whom, we could not achieve what we do. Our growth numbers are seen throughout the report and there is no indication that we are slowing down, quite the contrary I don't think we have ever been busier.

With growth also comes challenges and employing the right team members and having the right technology seems to always come with challenges. Throughout the year things were not always the TransitCare way and we don't shy away from our responsibilities, our client feedback is important, and I am pleased to say that we are now over the phone crisis that plagued us for a period of



time. The new operating system has improved, our time waiting decreasing at the same rate and as the team grows, we expect this to continue to improve.

We have a strong and established management team and board also. 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 to the many other organisations that have placed their trust in TransitCare delivering their clients safely and on time.

As always we continue to look for opportunities but we also avail ourselves to other organisation's to assist with their development as I firmly believe that a sustainable Community transport sector will ensure that all Australians have the opportunity to transport.

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, and lastly a huge thank you to all 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 in Australia.

There are new ventures on the horizon and even more new clients waiting to be transported by the biggest and the best team, TransitCare.

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.

Our geographical coverage now encompasses Townsville, Cairns, Ayr, Ingham and Charters Towers, as well as our original footprint of Brisbane South, Logan and Redlands.



IN MEMORY

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

Ann Langley, founding chairman, passed away 2012

Client Feedback: *Without TransitCare, I would be unable to be as independent and would have difficulty socialising. And I feel looked after and cared about by all.*

Client Feedback: *For a person of advanced years the service is not only desirable but convenient and reliable.*

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 45 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

BA (Accounting)

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: 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: Scott Dorries

FCPA, FGIA, GAICD, BBusAcctg

Scott is a qualified accountant with over 29 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.

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) 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.



Director: Noel Lord

MAICD, DFP, SFFIN

Noel has many years of experience 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 Australiasia 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: 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, Workplace Psychology and Immigration. Nadia has delivered people and work solutions to organisations nationally for more than 25 years across many industries, with specialities in education, business services, utilities, transport, health services and not-for-profit. Her focus is on aligning an organisation's operations with its strategic vision through innovative human resource practices. Since her appointment as an Owner and Director in 2008, Nadia has led the Mapien marketing, growth and innovation board profiles, overseen mergers and acquisitions, and now as CEO at Mapien, Nadia oversees all strategy and business operations. Nadia is an Owner and Non-Executive Director of MLQplus, and was previously a Non-Executive Director of the Queensland Arts Council.



Director: Helen Weissenberger

B.Comm (Hons), FCPA, FGIA, GAICD

Helen has 35 years of experience as a finance and governance executive working in the following profit and not-for-profit sectors - manufacturing, health, education and the arts.

She has 20 years of experience as a non-executive director in the not-for-profit sector and brings expertise in financial management, strategic planning, board governance, stakeholder engagement and executive leadership to the TransitCare board. She is passionate about building authentic connections with all key stakeholders.



Director: Tracey Porst

MAICD, AGIA, BA

Tracey is an experienced for-purpose, c-suite leader and non-executive director, who considers it a privilege to lead organisations delivering services to community.

With a Masters of Leadership and Innovation, Tracey considers strategy through a lens of service design, risk management and the people of the culture of the organisation.

Tracey has led commercial and for-purpose multi-disciplinary teams in marketing and communications, business improvement, philanthropy, and community engagement as well as community-based clinical services.

Since June 2018 Tracey has been CEO/MD of Karuna Hospice Services a community-based specialist palliative care service. Tracey is also a non-executive director of Health Consumers QLD, a statewide peak body advocating for the rights of health consumers within the state government health system, along with several steering and advisory committees.

Tracey's core competencies include blending board and management experience to lead organisations through change and growth strategies. This includes a passion for designing and delivering on strategy with accountability for risk and governance standards.



Client Feedback: *They care about people, and work their hardest to get the right outcome for you.*

Client Feedback: *I don't want to have to rely on family and TransitCare provides independence.*

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 spent 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.









Section 2: Performance Trends

Background

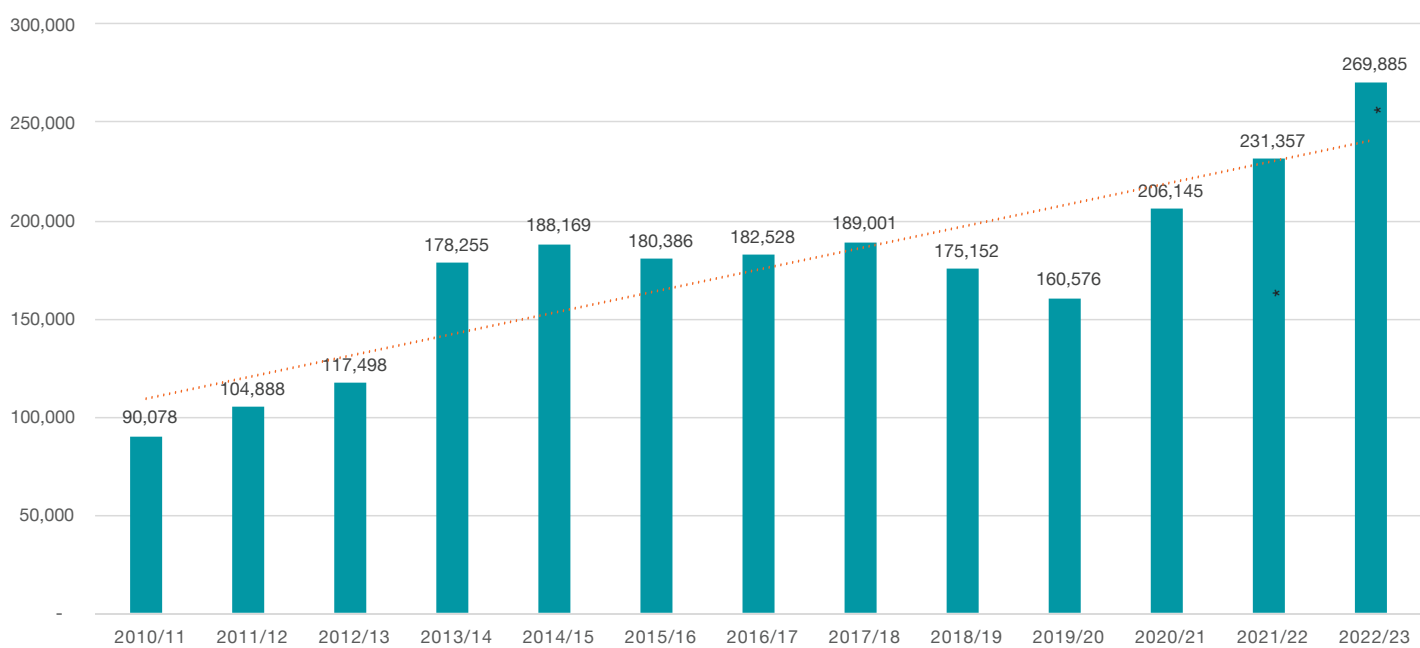
This section provides an analysis on patronage data between July 2022 and June 2023, with comparison to the previous year where data is available, together with an analysis of specific sources within the organisation.

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.

2022/2023 Patronage Data

Annual patronage

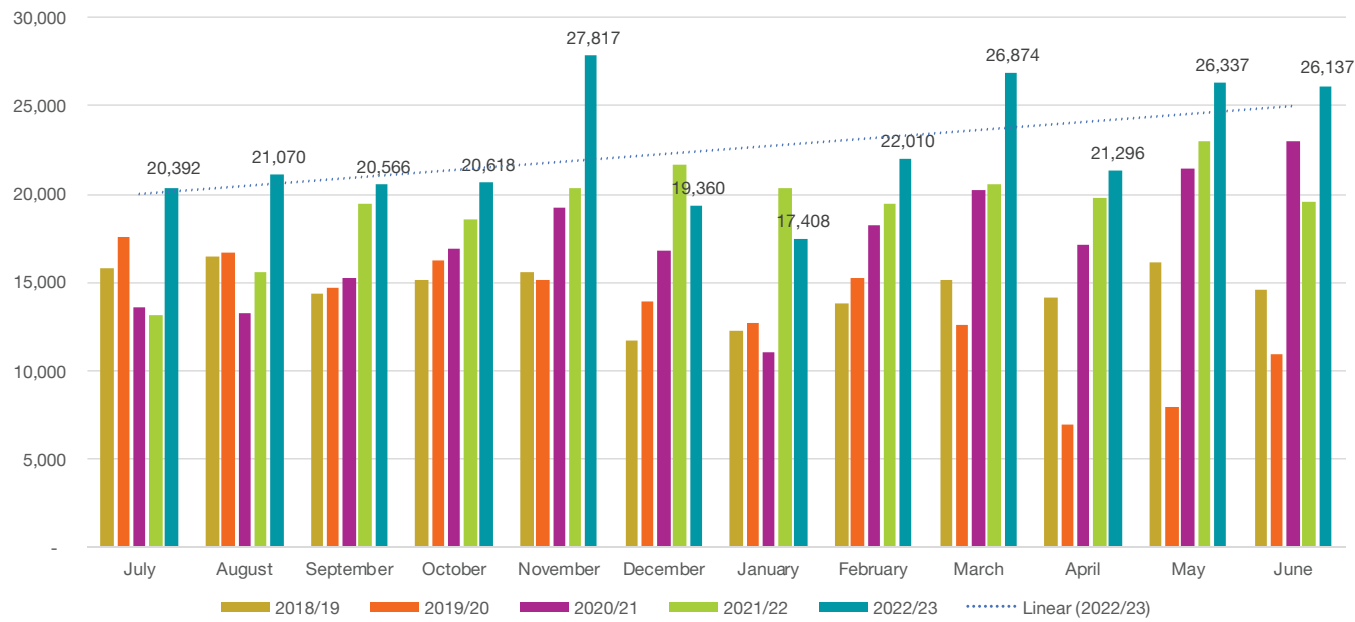


Client Feedback: *I am well cared for. I am disabled and have difficulty getting out of cars but your vehicles meet my needs. Service is reliable.*



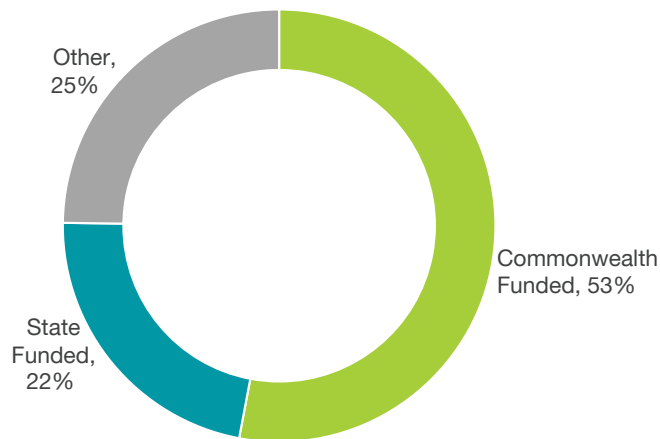
Monthly Patronage

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



Income Sources

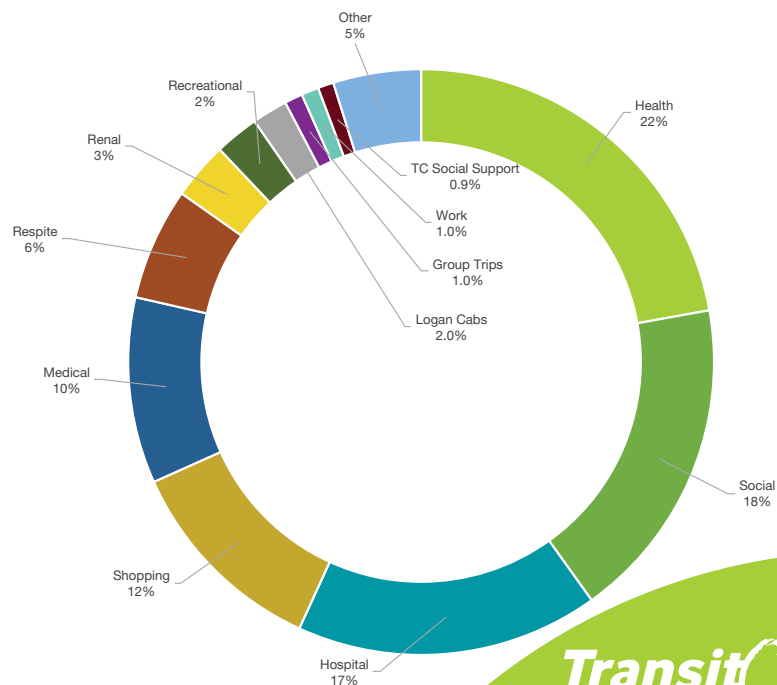
Any client that uses the TransitCare service must be attached to an income source which enables us to track our revenue sources.



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	Average Total
Jul	11.15	12.73	13.56	12.5
Aug	11.22	12.46	13.70	12.5
Sep	11.31	12.62	14.69	12.9
Oct	11.82	13.12	14.16	13.0
Nov	12.42	13.18	15.90	13.8
Dec	11.55	12.56	15.07	13.1
Jan	11.07	13.14	16.07	13.4
Feb	12.61	13.47	17.00	14.4
Mar	12.53	13.92	16.13	14.2
Apr	11.53	13.41	15.83	13.6
May	13.12	13.58	16.64	14.4
Jun	12.21	14.67	16.96	14.6
Average	11.9	13.2	15.5	13.5

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 of average trip distance over the last year. Taxi use is excluded from this data.

AVERAGE TRIP DISTANCE (KM)

	Greater Logan	Townsville	Cairns	Average Total
Jul	18.4	18.2	12.7	16.4
Aug	18.3	18.7	12.9	16.6
Sep	18.4	19.1	15.9	17.8
Oct	17.7	20.3	13.2	17.1
Nov	17.2	20.2	12.3	16.6
Dec	17.5	18.0	12.3	15.9
Jan	19.8	19.0	12.0	16.9
Feb	17.3	20.5	11.8	16.5
Mar	18.0	20.0	12.0	16.7
Apr	21.1	18.2	12.8	17.4
May	17.3	19.6	13.1	16.7
Jun	17.4	21.7	13.2	17.4
Average	18.2	19.4	12.9	16.8

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	Average Total
Jul	24.2	21.6	13.5	19.8
Aug	26.3	20.7	12.6	19.9
Sep	26.0	21.6	14.7	20.8
Oct	23.8	21.1	14.6	19.8
Nov	24.5	19.7	14.1	19.4
Dec	23.6	19.4	13.6	18.9
Jan	29.7	18.1	12.9	20.3
Feb	24.3	19.2	12.8	18.8
Mar	24.2	21.2	13.6	19.7
Apr	25.5	19.9	14.0	19.8
May	23.9	20.2	15.4	19.8
Jun	26.2	20.8	14.7	20.6
Average	25.2	20.3	13.9	19.8

Fleet Usage

The fleet is the largest fixed cost of our operation. It is critically important that it be utilised 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. We now have 82 vehicles in the fleet and this is growing.

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	Average Total
Jul	98.9	98.0	93.5	96.8
Aug	99.7	94.3	91.9	95.3
Sep	99.1	94.7	95.9	96.6
Oct	99.3	93.8	96.4	96.5
Nov	99.0	98.0	92.5	96.5
Dec	99.4	99.0	98.1	98.8
Jan	99.8	99.1	96.4	98.4
Feb	99.3	99.7	94.6	97.9
Mar	98.6	97.0	94.2	96.6
Apr	99.3	98.3	100.0	99.2
May	99.3	98.6	99.1	99.0
Jun	99.7	98.7	99.5	99.3
Average	99.3	97.4	96.0	97.6



Section 3: Financial Reporting

Finance Director's Report 2022/23

2022/23 once again delivered a healthy surplus of \$1.003m, while continuing to deliver excellent, and expanding, services to our many clients.

Delivering these encouraging results was not simply a result of continuing to do business in the same way as in the past. Instead, TransitCare and its staff have adapted to operating effectively in the "new post COVID environment" (albeit COVID continued to present hurdles to overcome during the course of the year). For example, work from home for non-driving staff, restricted clients per vehicle, expansion into home care services and further transport services expansion in our regions all had financial implications and challenges that were successfully addressed.

In addition, our Net Assets increased from \$9.394m to \$10.397m - further consolidating our financial viability and enabling us to invest seed funding into new initiatives which benefit you, our clients.

The primary variations contributing to our financial viability include:

Revenue

- Grant Income increased over budget by \$561k, reflecting the confidence both the State and Federal Governments have in TransitCare to deliver increased services no matter the economic challenges in play.
- Interest Income was over budget by \$197k, an increase of \$275k on last year, as a result of diverting cash holdings to higher interest term deposits which have become available in the marketplace.
- Sundry income (excluding interest) was \$197k better than budget as a result of wage subsidies for new employees and gains on sales of assets. We did see a \$13.5k write back for an unrealised loss on our bond value.

Expenses

- Client Support Services - \$140k under budget due to decreased field trips and on site activities such as iPad classes due to the ongoing impact of COVID.
- Legal and Professional Services - \$104k under budget due to a \$99k reduction in consultancy services. These savings were primarily in IT project work.
- Vehicle Expenses - \$105k savings were delivered as a result of lower than expected fuel prices. Fuel was budgeted at \$2.50 per litre but the 2022/23 average for unleaded was \$1.78 per litre and \$1.84 per litre for diesel.

The above increases in revenue and expenditure savings enabled us to more than cover the following increased commitments:

- Home Care Packages - \$40k over budget primarily due to direct



purchases for clients which are then recovered from the client and reflected in revenue.

- Administrative Expenses - \$157k over budget due to building maintenance and equipment purchases.
- Employee Costs - \$92k over budget reflecting:
 - awarding of Department of Health contract for the Cairns region in February 2023 which resulted in additional trips and wage costs.
 - a decrease in volunteer drivers resulting in increased use of casual labour.
 - increased driver resources due to less passengers per vehicle, continued expansion into new regions and replacement of expensive taxi services with our cheaper, but more user friendly services, wherever possible.

Thank you to our external auditors HLB Mann Judd for their timely 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 ongoing contribution of our Finance Manager, Robyn Kleinschmidt and her team.

Once again, my thanks to each and every staff member for continuing to make TransitCare an organisation that sets a nation wide benchmark for excellence in service delivery for our industry. We thank you, our clients, for your continued support and thanks again to our volunteers and Terry O'Toole and his dedicated teams who continue to meet every challenge which arises and deliver exceptional services.

Alan Warren
Director and Secretary

TransitCare
ANNUAL REPORT 2022/2023

Income and Expenses

INCOME BREAKDOWN

	FY22-23		FY21-22		VARIANCE	
	\$	%	\$	%	\$	%
Grants	9,338,729	74.71%	8,908,528	82.63%	430,201	4.83%
Fundraising	22,614	0.18%	26,237	0.24%	(3,623)	-13.81%
Trading Activities	2,961,736	23.69%	1,704,876	15.81%	1,256,860	73.72%
Other Income	177,351	1.42%	142,135	1.32%	35,216	24.78%
Total Income	12,500,430	100.00%	10,781,776	100.00%	1,718,654	89.52%

EXPENSES BREAKDOWN

	FY22-23		FY21-22		VARIANCE	
	\$	%	\$	%	\$	%
Employment Costs	7,183,213	62.48%	6,470,437	62.48%	712,776	11.02%
Operating Costs	1,400,874	12.18%	1,337,578	12.92%	63,296	4.73%
Motor Vehicle Costs	1,080,931	9.40%	937,133	9.05%	143,798	15.34%
Client Support Costs	582,589	5.07%	567,854	5.48%	14,735	2.59%
Facility & Administrative Costs	626,488	5.45%	520,639	5.03%	105,849	20.33%
IT & Communications Costs	623,507	5.42%	521,761	5.04%	101,746	19.50%
Total Expenses	11,497,602	100.00%	10,355,402	100.00%	1,142,200	73.52%
SURPLUS/(DEFICIT)	1,002,828		426,374		576,454	

Statement of Financial Position

	FY22-23		FY21-22		VARIANCE	
	\$	%	\$	%	\$	%
ASSETS						
Current Assets						
Cash and Cash Equivalents	4,565,917	52.94%	7,314,113	95.62%	(2,748,196)	-37.57%
Trade and Other Receivables	202,079	2.34%	179,231	2.34%	22,848	12.75%
Financial Assets	3,000,000	34.79%	0	0.00%	3,000,000	-
Other Current Assets	856,269	9.93%	155,628	2.03%	700,641	450.20%
Total Current Assets	8,624,265	100.00%	7,648,972	100.00%	975,293	
Non-current Assets						
Property Plant and Equipment	2,066,335	42.13%	2,475,916	46.47%	(409,581)	-16.54%
Financial Assets	2,749,275	56.05%	2,762,818	51.85%	(13,543)	-0.49%
Trade and Other Receivables	89,623	1.83%	89,623	1.68%	0	0.00%
Total Non-current Assets	4,905,233	100.00%	5,328,357	100.00%	(423,124)	
TOTAL ASSETS	13,529,498		12,977,329		552,169	
LIABILITIES						
Current Liabilities						
Trade and Other Payables	818,868	46.05%	864,379	47.86%	(45,511)	-5.27%
Employee Benefits	381,771	21.47%	401,990	22.26%	(20,219)	-5.03%
Lease Liability	577,699	32.49%	539,651	29.88%	38,048	7.05%
Total Current Liabilities	1,778,338	100.00%	1,806,020	100.00%	(27,682)	
Non-current Liabilities						
Employee Benefits	102,605	7.58%	96,817	5.45%	5,788	5.98%
Lease Liability	1,251,880	92.42%	1,680,645	94.55%	(428,765)	-25.51%
Total Non-current Liabilities	1,354,485	100.00%	1,777,462	100.00%	(422,977)	
TOTAL LIABILITIES	3,132,823		3,583,482		(450,659)	
NET ASSETS	10,396,675		9,393,847		1,002,828	
EQUITY						
Retained Surplus	10,396,675		9,393,847		1,002,828	10.68%
TOTAL EQUITY	10,396,675		9,393,847		1,002,828	

Directors' Declaration

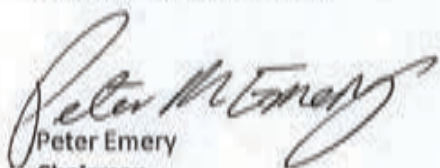
TransitCare Limited
Directors' Declaration
For the Year Ended 30 June 2023

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 2023 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
26 September 2023



Alan Warren
Secretary

Brisbane
26 September 2023

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 Company") which comprises the statement of financial position as at 30 June 2023, 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 Company 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 Company's financial position as at 30 June 2023 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 Company 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 Company's annual report for the year ended 30 June 2023, 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 Company'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 Company or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Company'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 Company'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 Company'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 Company 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 black ink that reads 'HLB Mann Judd'.

HLB Mann Judd
Chartered Accountants

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

A B Narayanan
Partner

Brisbane, Queensland
26 September 2023





TransitCare

Connecting people to their communities

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2022/2023

ANNUAL REPORT

ABN 17 156 534 513

ACN 601 588 774