

Together

We get you out and about to connect with your community



Newsletter April - June 2026

Welcome to the TransitCare Together newsletter for our valued clients and supporters.

Our trips are about more than transport!

We are proud that our TransitCare drivers genuinely care for our clients!

Recently one of our Cairns drivers, Jenny, was able to support a client who was being targeted by a scam. While chatting with Jenny during a trip, the client mentioned they were about to transfer some money.

When Jenny recognised the signs of a scam she was able to discuss this with the client. The client chose to seek more information and then decided not to go ahead with the payment.

This is a fantastic example of our drivers looking out for our clients beyond transport services. That caring approach is strengthened by the training our drivers do in working with vulnerable people.

This story also highlights the importance of understanding cyber security risks — often vulnerable people are targeted by criminals via their phones or email addresses.

To learn more about the risks and how to protect yourself, you can speak to your bank, or visit the Australian Government's website on cyber safety, www.cyber.gov.au.



Cairns driver Jenny with Tricia.

Updated Client Handbook

Our TransitCare Client Handbook has now been updated!

This very important document outlines our services and policies and has been refreshed to make it easier to read and use. We hope it helps you to feel informed and supported, and we hope it will help you to make the most of our services.

All new TransitCare clients will receive the Handbook in your Welcome Packs. Existing clients can view the Handbook via the Help Centre on our website. You can also ask for a new Handbook to be mailed to you — please send an email to: intake@transitcare.com.au.



From the TransitCare CEO

As we move into another exciting year at TransitCare, I want to take a moment to thank you, our clients, for the trust you place in us every time you book a trip, ride in one of our vehicles or welcome one of our team into your day. Everything we do starts and ends with you.

Since the middle of last year, TransitCare has expanded our services across Queensland. We've grown our presence in Southeast Queensland and extended further into regional communities.

This growth isn't just about getting bigger, it's about making sure more people can access safe, reliable, door-to-door transport when they need it most.

Across Queensland, we know that transport can be the difference between staying connected and feeling isolated. It can mean attending a medical appointment on time, participating in social activities, working, studying or simply enjoying a coffee with friends. Our commitment is to make those everyday moments possible.

As we expand, we are continuing to invest in:

- Well-trained, caring drivers
- Safe and accessible vehicles
- Improved booking systems
- Strong local partnerships.

So that wherever you are, you can count on TransitCare to be reliable, driven and trusted.

Pictured: TransitCare CEO, Amanda Mather, and Peter Slingsby, Deputy Branch Manager Gold Coast, discuss the value of community transport services with Shadow Treasurer and Member for Waterford, Shannon Fentiman MP.

Changes to My Aged Care Programs

Over the next 12 months, there will be important changes to the My Aged Care system and the way aged care services are funded and delivered across Australia. We understand that change can sometimes create uncertainty and we want you to know that we are preparing carefully.

Our team is actively working to ensure we are ready to respond to the new funding model and any updates that may affect your services. We are reviewing our systems, strengthening compliance processes and staying closely informed about government reforms so that we can continue to provide seamless, high-quality support.

Most importantly, we are committed to walking alongside you during this period. If changes affect you, we will communicate clearly and early. If you have questions, we will help you find answers. If you need support, we will be here. Your independence, safety and connection to community remain our priority.

Amanda Mather
CEO, TransitCare



What to do when the weather is bad...

We all know that the weather in tropical Queensland can sometimes turn nasty!



That's why we do our best to let you know if our trips or activities will be affected by bad weather. Here is our guide to planning your trip if the weather is bad:

- Safety comes first — we will always put your safety, and the safety of our TransitCare drivers first when the weather turns bad. If heavy rain, high winds, or flooding could cause danger, we will cancel scheduled trips and let you know by sending you a text message.
- If you are worried about the weather, you can call our Client Service Centre on **07 3422 7900** to check. We may also put updates on our website or Facebook pages.
- If the weather is bad but not unsafe, we will still come to pick you up. Sometimes the weather may delay our arrival but please assume we will still show up!
- To cancel your trip please call **07 3422 7900**. Please note that sometimes a cancellation fee may apply.



Visit beautiful tourist destinations with accessible transport

We think that tourism and travel should be fully accessible for people with disability. Recently in Cairns we were happy to take Josh and his partner Kiyomi out for a wonderful day. Josh said the entire experience was seamless and particularly thanked our driver, Russell.

"Beyond just driving, Russell was charming, full of local knowledge, and incredibly accommodating to our needs. He went out of his way to look up information for us, ensured we could get to the best lookouts and beaches, and even kindly came to pick us up after dinner so we could enjoy the Night Markets at our own pace without the pressure of a schedule," Josh said.

TransitCare loves to help visitors and tourists to get out and about with accessible transport in beautiful Cairns, Townsville, Brisbane and the Gold Coast. We work with travel agencies who specialise in accessible transport and our drivers are trained to assist people with a disability. If you are travelling soon, or know someone who could use our services, please get in touch! The beaches, rainforests and scenic lookouts of Queensland await your visit!



Trips get young people to work

When transport is difficult for young people, getting to work or training can become a major barrier. That's why TransitCare has partnered with **Mission Australia** and **Multicultural Families Organisation** to support young people on the Gold Coast with reliable transport to their workplace or training session.

This incredible pilot program **1,000 Journeys to Employment**, is made possible through the support of funding partners like **Transurban**. Their community grant is helping young people get where they need to be, while also enabling TransitCare to demonstrate the real impact that access to transport has on employment outcomes.

Together with our partners, we are helping young people stay engaged, build confidence and take meaningful steps toward employment and building the case for more services like this across Queensland.



Changes coming to My Aged Care

Did you know there are some changes to My Aged Care programs?

Here are the key points:

- From 1 November 2025, the Support at Home program replaced the previous Home Care Packages.
- From 1 July 2026, the Support at Home program will gradually replace the Commonwealth Home Support Program.
- The changes aim to help you live independently at home for longer. You will have more choice to receive support and services which suit your needs.

- You will have more information about what is included in the services you pay for. Service providers, such as TransitCare, will need to give this information.

TransitCare is pleased our clients can choose to use our transport and social support services. Our Client Service team is always happy to answer your questions about the changes.

Source: Australian Government (myagedcare.gov.au).



Community News

Our TransitCare clients tell us they love our social activities and events currently offered in Townsville, Gold Coast, Brisbane and Logan areas. To book your spot, please check the calendar for your region then call the contact centre on 07 3422 7900.



About TransitCare

TransitCare is a Not-For-Profit organisation. Our purpose is to help you to get out and about and stay connected with your community. Mostly we help people who find transport difficult for many reasons including mobility issues, disability, age or limited access to affordable public transport. Visit our website to learn how you can support the work we do.

Contact Us

TransitCare Client Service Centre
7am-6pm Monday to Friday

- Book a trip
- Book an activity or event
- Register for TransitCare services
- Update your details
- Provide feedback

TransitCare trips and activities are eligible for funding through My Aged Care, Commonwealth Home Support Package or NDIS. Our friendly team members are happy to assist you.

📞 07 3422 7900 🌐 transitcare.com.au

Our Service Areas

- Cairns
- Townsville and Ayr
- Ingham
- Charters Towers
- Brisbane
- Redlands
- Ipswich
- Logan
- Beaudesert
- Gold Coast
- Mt Tamborine

