

Together



We get you out and about to connect with your community

Newsletter July-September 2026

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

Driver Training Focuses on Safety and Care

Recently 60 TransitCare drivers attended a hands-on training session to strengthen and upgrade their skills.

We hold these sessions every few months as part of our commitment to developing and supporting our workforce. Our drivers tell us how great it is to receive ongoing training.

In training sessions for new drivers, and ongoing training for all drivers, we focus on how to make every trip safer, more comfortable and more supportive for our clients.

Skills covered in this session included fire extinguisher training, how to deal with occupational violence, and advanced driving skills. Our drivers also are trained to safely assist people into and out of vehicles, and how to support clients using wheelchairs and walking aids.

For many of our clients, getting out and about is an important part of staying independent and connected to community. That is why we put so much focus on making sure our drivers are friendly, attentive and properly trained to support your individual needs.



Sunflower Festivities

The Kalbar Sunflower Festival in Queensland's Scenic Rim area brings the joy of sunflowers to thousands of people.

This year TransitCare played a key role as a Gold Sponsor, supporting both transport delivery via our *Sunflower Express* and the Quiet Tent, helping ensure accessibility and inclusion across the event.



New Drivers Needed!

We are looking to employ caring, reliable, and motivated people to join our team!

We need drivers and operational staff in our southeast and north Queensland locations. If you know someone who might like to join the TransitCare team please ask them to email recruitment@transitcare.com.au.

Your feedback is welcome!

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When is the best time to call TransitCare?

Our friendly Client Service team is here to help you book trips, update your details, answer questions and support your travel needs.

Some times of the day are much busier than others, especially when lots of clients are calling to book medical appointments and regular trips.

Our busiest times are usually:

- 7:30am-3:30pm
- Mondays, Tuesdays and the day after public holidays
- Second week of the month when we have many callers paying invoices.

During these busy periods, you may need to wait longer on the phone while our team helps other clients.

If your call is not urgent, the best times to call are:

- 3:30pm-6pm
- Mid-afternoon
- Wednesday to Friday.

Thank you for your patience and kindness to our team during busy periods. We work very hard make sure everyone gets where they need to go safely and on time.

Helpful Tips

- ✓ Please call during quiet times so the wait time is less.
- ✓ Leave only one call back request — if you call multiple times and leave multiple messages it slows down the system for everyone.
- ✓ Have your trip information ready before you call.
- ✓ Call as early as possible if you need to cancel a trip.



From the TransitCare CEO

As more people across Queensland rely on community transport services, our team continues working hard to grow and improve our services while keeping client care at the centre of everything we do.

Over recent weeks, we have welcomed new drivers and customer service staff to the organisation. We continue to invest in training to help our team better support elderly clients, people living with disability, and people who need extra help with mobility.

We are also preparing to introduce new services to help more people access important healthcare appointments safely and reliably.

Behind the scenes, TransitCare continues working with government to build support for community transport services, including help with rising fuel costs and improvements to the Taxi Subsidy Scheme.

This month we are also proud to celebrate NAIDOC Week and continue supporting inclusive community events across Queensland.

In July, our clients will be invited to complete our client survey. Your feedback is incredibly important and helps us understand what we are doing well and where we can improve.

Thank you for continuing to trust TransitCare with your journeys. Every trip matters, and so does every client we help to get out and about.

Amanda Mather
CEO, TransitCare



What information do I need for my booking?

When you call to book, please have this information ready:

- Your name, pickup location and destination
- Start time of your appointment — what time do you need to be there?
- End time of your appointment — what time will you be ready to return home?
- The reason for your travel — this helps us to prioritise medical appointments when we schedule the trip
- Extra information about your trip — will you have a mobility aid, shopping bags or a carer with you?

What is a Pick-Up Window?

When you book a trip with TransitCare, we will ask you to be ready for pick-up within a set timeframe called a “pick-up window”.

For most medical appointments, we usually ask clients to be ready up to one hour before their appointment time.

We know waiting can sometimes feel frustrating, especially when you are ready to go. But the pick-up window is very important because TransitCare is a shared community transport service.

This means your driver may also be picking up or dropping off other clients in your local area on the way to your destination.

The pick-up window helps us to:

- Support more people in the community
- Keep transport costs affordable
- Make sure medical appointments are prioritised
- Plan the safest and most efficient travel routes
- Provide door-to-door support for clients who need extra assistance.

To help your trip run smoothly, please be ready at your front door during your pick-up window. If you live in an apartment or retirement village, your driver can meet you at an agreed location.

If the driver is running late, TransitCare will do its best to contact you. If you are running late please call us.

Thank you for your patience and understanding. By sharing transport services, we can help more people stay connected to medical care, shopping, social outings and their community.



Understanding the recent NDIS changes

You may have heard some changes are being made to how NDIS funding is managed and how supports are reviewed.

For many people, transport support will continue to be an important part of getting to appointments, shopping, social activities and staying connected to community.

If you receive NDIS transport funding, it is a good idea to:

- **Check your current plan and transport budget**
- **Speak with your Support Coordinator or Plan Manager** if you have questions
- **Contact the NDIS** if your transport needs have changed.

The TransitCare team is happy to help point you in the right direction and discuss the transport services available to support you.



Celebrating NAIDOC Week 2026

At TransitCare we are proud to employ First Nations team members who help keep our clients connected to their community, culture and essential services. In regional communities especially, community transport plays an important role in strengthening inclusion, understanding and reconciliation through care, respect and connection. Meet some of our wonderful TransitCare drivers in Cairns!



Daisy



Jen



Loncey



John



Mel

Support Us

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

