

Together

We get you out and about to connect with your community



Newsletter October-December 2026

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

Stay cool, stay active and enjoy summer safely

Queensland summers can be hot, but that doesn't mean you have to stay at home. With a little planning, you can continue to enjoy outings, appointments and time with family and friends while staying safe in the heat and humidity.

Queensland Health recommends staying hydrated and spending time in cool, air-conditioned places whenever possible. If you're heading out, try to avoid the hottest part of the day and wear light, loose-fitting clothing, a hat and sunscreen. Take a bottle of water with you and drink regularly throughout the day.

A great way to keep cool is to visit places such as your local shopping centre, library, cinema or community centre. You can catch up with friends over a coffee, browse the shops, enjoy a movie or simply spend time somewhere comfortable before heading home.

TransitCare can help you get there safely. Our air-conditioned vehicles provide a cool and comfortable journey, whether you're traveling to a medical appointment, doing your shopping or enjoying a social outing. Our drivers are trained to support older people and people living with disability, and they'll help you travel with confidence from door to door.



From the TransitCare CEO

Over the past few months, we've welcomed many new clients to TransitCare and this means our Client Service team members are busier than ever.

We know waiting on the phone can sometimes be frustrating and we thank you for your patience. We are continuing to invest in our systems, technology and our team to make booking your trips as easy as possible.

If you call us during a busy time, you may choose to leave a message. Please leave just one message and our team will return your call as soon as they can. If you keep calling us and leaving multiple messages it becomes harder for us to respond quickly.

I'm proud to share that TransitCare has recently received national recognition for our work, winning the Australian Community Transport Association's National Innovation Award.

This program on the Gold Coast helped young people with transport, getting them to their job interviews, training and the first weeks of a new job.

The program was funded by a grant from Transurban and organised in partnership with Mission Australia and Multicultural Families Organisation.

TransitCare was also recognised as a finalist in the Logan Business Distinction Awards, highlighting the dedication and professionalism of our staff across Queensland.

We will continue to work hard to provide safe, reliable and caring transport for our wonderful clients. To further strengthen our client service, we will conduct our client survey during September 2026. This year we will use an online format so please keep an eye on your email for the invitation to participate in the survey. Thank you for choosing TransitCare.

Amanda Mather
Chief Executive Officer



Your guide to booking with

1

How do I book?



Call 07 3422 7900 between
7am and 6pm from Monday to Friday.

You need to book before 3pm at least one business day before you want to travel. For example:

- for a trip on Tuesday, you need to book before 3pm on Monday
- for a trip on Monday, you need to book before 3pm Friday.

We recommend booking your trip at least two days in advance as bookings may close if we reach capacity.

For social activities and events please book as soon as you can as places are limited.

2

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.

3

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.

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.

4

What information do I need to book?

When you call our Client Services team to book, please have this information ready:

- Your **pickup location** and your destination.
- The **start time** of your appointment - what time you need to be there?
- The **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.
- Will you have a **carer** or **registered assistance animal** with you?
- Will you have a **mobility aid** with you?
- What is the **size of your mobility aid**? Please note that we may not be able to take oversized electric wheelchairs or scooters so please mention this when you book.
- Will you have **large items** such as a pram, suitcase or shopping bags with you?
- Will you require a **car seat**?

5

How to get ready for your trip with TransitCare

What should I bring with me?

Mobile phone

If your driver is running late to pick you up, we will call your mobile phone to let you know. Please add the TransitCare number to your phone contacts.

TransitCare Contact Card

This card has our phone number so you can call us if you are running late or need help with your trip.

Mobility aid or shopping bags

Have any extra items ready at your door. Our driver can assist you to the vehicle and will store your items for you.

What is my pick-up time?

When we confirm your trip booking with TransitCare, we will ask you to be ready for pick-up within a set timeframe, or pick-up window.

This flexible pick-up time is needed because we are a shared service — we could be picking up or dropping off other passengers in your area.

If you are running late please call 07 3422 7900.

Where do I wait?

Please be ready to meet your driver at the front door of your house. If you live in a high-rise building, your driver will meet you at the ground floor or reception area. When your vehicle is on its way to pick you up, your driver will call to let you know, and you can make your way to the ground floor.

What is my drop-off time?

Your drop-off time is about 15 minutes before your appointment. We will always do our best to get you there before your appointment.

6

Need to cancel or change your trip?

If you need to cancel or change your trip, please call us as soon as possible on 07 3422 7900.

We always do our best to help however we might not be able to change your pick-up time on the day of your trip. If you cancel less than 24 hours before your trip we may charge you the trip price or a cancellation fee.

When you are in the vehicle, you cannot change your trip by asking the driver. All changes must be made by calling 07 3422 7900.

Questions?

The TransitCare Client Handbook outlines our services and policies, to help you to feel informed and supported.

New clients receive the Handbook in your Welcome Pack. You can also view it online at the Help Centre on our website or send an email to intake@transitcare.com.au if you would like a copy in the mail.



A gift that keeps people moving

At TransitCare, we believe that everyone deserves the opportunity to stay connected — to their community, their appointments, their friends and family, and the things that matter most.

As we look to the future, we're quietly beginning a conversation about **legacy giving**: the opportunity to leave a gift to TransitCare in your will.

A gift in your will, no matter the size, can help ensure that TransitCare continues delivering vital transport and support services for generations to come. It's a lasting way to make a difference to people in our community, long after you've made your plans for the future.

For some, leaving a gift to TransitCare may be a way of reflecting the values that have shaped their own lives

— compassion, connection, independence and looking out for others.

We know that making or updating a will is a deeply personal decision, and your loved ones always come first. But if you're considering how you'd like to leave a lasting legacy, we'd be honoured if you considered TransitCare.

Your legacy could help keep our community connected for years to come.

If you'd like to learn more about legacy giving, please get in touch with Rosina on 0493 221 580. There's no obligation — just an opportunity to have a conversation about the difference your future gift could make.



Safer driving means a better journey for you

Behind every TransitCare trip is a professional driver who is committed to getting you to your destination safely and comfortably.

Over the past few months, our drivers have been taking part in the Smooth Operators program, which encourages smart driving habits such as reducing unnecessary engine idling and driving more smoothly.

We're proud of our drivers for embracing these improvements and continuing to put the safety and comfort of our clients first on every trip.



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

