TransitCare

Client Handbook

A Guide to our Services and Policies

Getting you out and about to connect with your community



Acknowledgment of Country

TransitCare acknowledges the Traditional Custodians of the land on which we operate, live, and gather. We recognise their unique cultural and spiritual relationships to land, water, and community. We pay our respects to Elders past, present and emerging.

This Handbook was reprinted in November 2026. Please note that printed documents can become out of date if we make changes to our services or policies. We will always advise our clients about those changes. Please check with us if you need help with any of the information in this Handbook.

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Our Promise

We work hard to provide a reliable, safe and caring service to our clients.



Your TransitCare Profile

Name:

TransitCare ID:

Funding Programs

Commonwealth Home Support Programme (CHSP)	Your reference number:
Qld Community Support Scheme (QCSS)	Your reference number:
National Disability Insurance Scheme (NDIS)	Your reference number:
Support At Home (SAH)	Your reference number:
Other	

Notes:
e.g. mobility requirements

Useful Contacts

Emergency Services..... **000**

Qld Government..... **13 HEALTH** or **13 43 25 84**

Lifeline 24 Hour Helpline..... **13 11 14**

NDIS Support..... **1800 800 110**

The Elder Abuse Help Line..... **1300 651 192**

My Aged Care..... **1800 200 422**

Veterans Home Care Services..... **1300 550 457**

Older Persons Network..... **1800 700 600**

Carers Gateway helpline..... **1800 422 737**

Translating and Interpreting Service..... **131 450**

National Relay Service..... **1800 555 660**
(hearing or speech impairment)

Add your own contacts for easy reference:

Emergency Contact Person: _____

_____

Doctor: _____

Hospital: _____

Quick Guide

Need help or want to give feedback?

- **Call** 07 3422 7900. Our Client Service Centre is open from 7am to 6pm from Monday to Friday
- **Email** feedback@transitcare.com.au
- **Visit our website** www.transitcare.com.au then click on the *Contact Us* button and complete the online form
- **Write to us** at PO Box 981 Marsden Qld 4132

Guide to booking your trip

Call us on 07 3422 7900. Our Client Service Centre is open from 7am to 6pm, Monday to Friday.

- All TransitCare trips must be booked in advance. You need to book before 3pm at least one business day before you want to travel.
- We recommend booking two days in advance as our bookings will close when our schedule is filled.

Our Trip Services

Key points about trips with TransitCare:

- All trips must be booked in advance, at least one day before your trip
- You need to tell us your mobility requirements
- Most trips you will share with other passengers
- You need to tell us if you are running late or need to cancel a trip.

Who can use the trip service?

TransitCare's community transport services are for people who want to get out and about but need help with transport.

This might be because you:

- can't drive or don't want to drive
- can't afford driving or parking costs
- have special needs that make transport difficult
- live in an area with no public transport
- don't have family or friends nearby who can provide support.

What trips are included in the service?

You can use TransitCare to get out and about for any reason! Mostly we take people to:

- appointments at a clinic or a hospital
- supermarkets or shopping trips
- social outings and visits to friends or family
- fitness sessions
- hair and beauty salon or barber visits
- movies or theatre visits.

Trips can be one-way or return. Usually trips must be less than 20km one way. Longer trips may be offered for medical purposes so please ask about this when you book.

What trips are not included?

- TransitCare can provide hospital discharge trips in some circumstances. However, if you have had a general anaesthetic, a responsible carer must be available to accompany you or receive you at home.
- Emergency transport to a hospital — if you have a medical emergency, call 000.

Will I have to share with other people?

Yes. You will usually have to share with other passengers. That's why we need to know if you have extra items with you.

Our drivers are trained to make sure all passengers have a comfortable trip. We ask you to respect our drivers and the other passengers. Rude or aggressive behaviour will be reported.

Is the trip service door-to-door?

Yes. Your driver will meet you at your front door and help you to the vehicle if needed. Your shopping bags or mobility aids will be placed in the vehicle for you. 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.

When dropping you at home, your driver can assist you to your front door, carrying items for you if needed.

Can I choose the front seat?

If you have a physical disability that means you can only be seated in the front of the car, please ask your doctor to provide a medical declaration. If the front seat has been allocated to a person with a disability, other passengers are required to be seated in the rear seats. We ask our clients to respect this policy.

Please note that if you are a registered front seat only client, this means you will not be able to join group trips in a TransitCare van as the front seat option is not available for those trips.

Can I choose the vehicle for my trip?

No. It is not possible to choose the vehicle for your trip. We will always send the best vehicle to suit your needs and the needs of the other passengers sharing the trip.

Do I have to wear a seatbelt?

Yes. It is the law in Queensland that all passengers in a vehicle must wear a seatbelt when the vehicle is moving or stationary (e.g. when stopped at traffic lights).

If you have an exemption certificate from your doctor please let us know when you book. You must show your certificate to the TransitCare driver every time you travel.

Is there a limit to the number of trips?

There is no limit but if you are using Government funding for our TransitCare services then you will need to know what limits apply to that funding.

Do you prioritise medical appointments?

Yes. If there are delays, our trip scheduler will prioritise a client's medical appointment ahead of a social appointment.

How can the driver help me?

Our TransitCare drivers are trained to assist you by:

- Meeting you at your front door to pick you up
- Helping you to get in and out of the vehicle if needed
- Walking with you to the clinic for your appointment
- Carrying your shopping bags
- Placing your bags or mobility aids in and out of the vehicle
- Taking you to your front door when you return to your home.

Can the driver enter my home?

TransitCare drivers cannot enter your home unless an Authority to Enter Form is registered with us. Please see the Policies and Procedures section for details.

Can the driver stay for a chat?

Our drivers are friendly and caring and enjoy getting to know our clients. However they have a busy schedule and will need to leave your home promptly to assist other passengers.

What are the drivers' qualifications?

Our professional drivers complete extensive training in safety and client service, and must hold current accreditations:

- Drivers Licence and Industry Authority from Queensland Department of Transport and Main Roads
- First Aid and CPR
- Yellow Card — Queensland disability worker screening
- Blue Card — Queensland working with children screening.

Our drivers must not be under the influence of alcohol or drugs when they are caring for our TransitCare clients.

If you experience any problem with a driver please let us know immediately by calling 07 3422 7900 or emailing feedback@transitcare.com.au.

Booking Information

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 on 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.

What information do I need to book?

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

- Your **pickup location** and your destination.
- The **start time** of your appointment — what time to 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**?

Trip Service Costs

The cost of a trip depends on a few things like the distance travelled and the type of government funding you have. We will explain the cost when you book.

Key Points about service costs:

- If the reason for your trip is social, the longest distance allowed is 20km each way
- Trips to your local doctor or health clinic are usually restricted to 20km each way — if you need a longer trip please ask about this when you book
- Prices are subject to change
- Cancellation fees may apply.

How to pay

The payment for your trip will be confirmed when you book. You can pay for your TransitCare services by:

- **Direct debit:** you arrange for payments to be made automatically from your account
- **Credit card or debit card:** you pay over the phone using your card details
- **Electronic funds transfer:** you pay online
- **Cheque or money order:** you can mail a cheque or money order to TransitCare, PO Box 981, Marsden QLD 4132

Funding for Support at Home Packages

You can use your Support at Home package to fund transport services when these services are identified in your care plan. The fees for our services are set out in the agreement between your package provider and TransitCare.

Funding for NDIS Trip Services

TransitCare is an accredited NDIS provider, and we can help you get to your destination safely and efficiently.

You are eligible for our services if you have a permanent significant disability and qualify under the National Disability Insurance Scheme (NDIS). Fees for NDIS services are based on a cost per kilometre that is set within your service agreement.

Self Funded Services

If you are not eligible for government funding for transport or social support services, you may choose to self-fund, paying TransitCare directly. We aim to deliver a high-quality service which helps self-funded clients achieve the right balance of convenience, cost and independence. Contact us to see if we offer these services in your location.

Get Ready for Your Trip

These are our three top tips to get ready for your trip...

Mobile phone

If our 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.

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.

Social Activities & Events

You'll have fun and make new friends when you get out and about with a TransitCare social activity or event, available in Townsville, Brisbane South, Logan and the Gold Coast areas.

Social Outing:

- Door-to-door pick-up and drop-off
- Morning tea and lunch included
- Mixed groups including women and men
- The cost may include entrance fees or tickets to an event or activity
- May be suitable for mobility aids — check the event description and confirm your needs when you book.

Social Club: *4-hour activity at TransitCare's Beenleigh venue*

- Offered daily from Monday to Friday
- Wheelchairs and mobility aids welcome
- Door-to-door pick-up and drop-off
- Meals included
- Mixed groups including women and men.

If you are unsure about an event or activity or need further information, please call our friendly team on 07 3422 7900 who will be able to assist you.

Calendar of activities and events

Our activities and events calendar is available on our TransitCare website, www.transitcare.com.au.

Or you can email bookings@transitcare.com.au to request a calendar be mailed to you.

Am I eligible for social activity funding?

Your aged care assessor can tell you if you are eligible to receive funding for social activities and events.

How do I know if an activity will suit me?

We provide information about walking distances, number of stairs and number of stops during each trip. This helps you to decide if a trip is suitable for your mobility needs. If you have a mobility aid you need to tell us when you book your trip.

How do I book a social activity or event?

Bookings are made by calling 07 3422 7900 or emailing bookings@transitcare.com.au. From early 2026 you will be able to book your spot on our TransitCare website.

How do I get to an activity or event?

Our TransitCare group trips and social activities usually include a door-to-door pick-up and drop-off. When you join a group on a bus or van trip, we will bring you to a meeting point where you will board the bus.

Can I attend by myself?

Yes. Our friendly TransitCare team members and volunteers will make sure you feel welcome and introduce you to other people in the group!

Can I bring my friends?

Yes. Your friends will need to register separately with TransitCare and have the relevant funding. If you would like your friends to attend a session with you, please mention this to the Client Service Team when you book and we will do our best to help.

Do I need to bring anything?

No, everything is provided for our group trips and social activities. Just bring your personal items in a bag that you can carry easily during the outing.

Need to cancel?

We always do our best to help however we might not be able to refund your booking if you cancel less than 24 hours before an activity or event. Please call the Client Service team on 07 3422 7900 if you need to cancel your spot at a social activity or event.

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 window is needed because we are a shared service and we could be picking up or dropping off other passengers in your area.

A reminder SMS will be sent to you one week prior to the trip.

One day before the activity, we send an SMS or phone call, to confirm your “be ready” time. *(Depends on client’s preferred contact method.)*

Policies & Procedures

This section explains how TransitCare provides its services. It tells you what you can expect from us, what your rights are, and what we ask from you as a client.

The information is written to help you understand how our services work. If anything is unclear or hard to understand, the TransitCare Client Service team is happy to explain it and help you at any time.

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Advocacy

You may appoint an advocate to act on your behalf at any time while accessing services from TransitCare. Your advocate may be a family member, friend, advocacy service or other service provider.

You may stipulate that an advocate can access information about your service delivery, negotiate service on your behalf, represent your opinions or point of view on service delivery and assist in any complaints process, depending on your wishes. You can change your advocate at any time.

Authority to Enter Policy

TransitCare drivers and staff members will always respect your privacy and your security. TransitCare drivers and staff members cannot to enter your home, except when:

- **You have shopping bags or mobility aids** — your driver is allowed to collect or return these items to your home, just inside your front door.
- **You have registered an Authority to Enter form** — this form sets out the rules for a driver to enter your home. For example, if you need the driver to place your shopping bags on your kitchen bench. This form must be completed before your trip. Call TransitCare on 07 3422 7900 to make these arrangements.
- **You are inside the home and may be in physical danger.** For example, if a driver comes to pick you up but you cannot come to the door because you have had a fall. In this circumstance, the driver will call emergency services and provide basic first aid if needed.

Complaints and Feedback

TransitCare strongly encourages client feedback as a way of improving the quality of service delivery and all clients have the right to contribute. Feedback can be made either via a phone call or in writing and will be used to help identify opportunities for improvement. It is your right to make a complaint and feedback will never result in removal from the service.

TransitCare will ensure that all client complaints are assessed, prioritised and properly investigated. Written complaints can be emailed to intake@transitcare.com.au or mailed to PO Box 981, Marsden, QLD 4132. If the complaint is not resolved with TransitCare, you can refer the complaint to:

- Queensland Ombudsman on 3005 7000 if under 65
- Age Care Quality and Safeguard Commissioner on 1800 951 822
- NDIS Commission on 1800 035 544.

Data Collection for Statistical Purposes

Some funding bodies may request TransitCare to provide your client data to them for their own purposes. If we receive a request like this, we will ask you to verbally authorise an information release, stipulating what the information is to be used for and the department or agency it is to be released to.

Please note that you have the right to withhold part, or all of this information for privacy reasons. If you wish to withhold particular information, we will comply with your direction.

Exclusion from Services

We will not exclude anyone from accessing TransitCare services on the grounds of gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, financial circumstances or the circumstances of their carer.

We reserve the right to refuse a service and or withdraw a service or activity from a client for the following reasons:

- you no longer meet the eligibility requirements
- we do not have resources available to provide the service you need
- where a client may pose a risk to the safety or wellbeing of other clients or team members
- where there is a declining level of capacity to participate that may affect your safety or that of others and/or impair the ability of others in the program to enjoy themselves.

Photo and Video Consent Policy

TransitCare occasionally takes photos and videos of clients during outings, activities and events. We use these images to show others what we do and to promote our services in our brochures, newsletters, social media, our website or other marketing materials.

We will never use your image without your permission. Before taking or using a photo or video, we will ask you (or your authorised representative) to sign a consent form. This form explains how your image may be used and you can choose not to take part.

You may withdraw your consent at any time by contacting TransitCare. If you do, we will stop using your image in future materials. Please note that we may not be able to remove images already printed or published, but we will do our best to prevent further use.

Privacy and Confidentiality

TransitCare is responsible for collecting and storing your personal information in a safe and secure way. We will always respect your privacy and your security.

All TransitCare team members, and anyone who obtains information through our organisation, must follow our Privacy and Confidentiality Policies and Procedures.

Confidential information includes but is not limited to:

- names, addresses and phone numbers
- disabilities or special needs
- health conditions
- behavioural conditions
- occupations or lifestyles
- financial dealings or status
- acquaintances or friends
- religion or cultural background
- team member personal details
- disciplinary, appraisal or grievance procedures.

Service Delivery Changes

We will advise you of any proposed changes that may impact your access to our service, including:

- service fees and charges;
- service parameters;
- major shift in policy and procedure;
- changes to individual service plans.

Changes will be advised either through the TransitCare website, email or mail communication, or verbally via the Client Service Centre. You are welcome to provide feedback on any changes actual or proposed.

Video Recording

All TransitCare vehicles have cameras fitted inside the vehicle. This is to protect the safety of our drivers and our passengers. We only store and view the footage from these cameras if there is a report of a complaint, concern or incident in regard to a trip. Any footage is stored and viewed according to our Privacy and Confidentiality Policies and Procedures.

Your Information

We will only hold information about you to provide an effective service and ensure your safety and any information required by our funding body for statistical purposes. Please ensure the information we have about you is relevant and up to date.

We will not share information about you with another agency without your permission, or that of your legal guardian or advocate, except where your direct safety is compromised, or under common law. Information about you will not be discussed with any person in the workplace, except in relation to ensuring your safety and comfortable use of our services or organisational incident/accident reporting requirements.

You have the right to read any personal information we keep about you. You can refer requests to access files to our Contact Centre, who will ensure that assistance is provided for you to access information on your file within 28 days. A staff member can be made available upon request to explain any terminology to you.

Information about you will be stored in a secure manner and can only be accessed by team members who have the appropriate authority.

Your Rights

As a service user, you have rights that you should be aware of:

- you, and with your permission, your carer, have access to all information about you held by TransitCare;
- where applicable, the rights of your guardian or advocate will be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements;
- you, and with your permission, your carer, will be made aware of all the service options available and any associated charges;
- services will be provided in a safe manner that respects your independence, is responsive to your social, cultural and physical needs and the needs of your carer;
- your access to services should be decided only on the basis of need and the capacity of the service to meet that need;
- you have the right to refuse a service and refusal will not prejudice your future access to services;
- you have the right to complain about the service you are receiving without fear of retribution;
- complaints by you will be dealt with fairly, promptly and without retribution — you may involve an advocate of your choice to represent your interests;
- you have the right to have your views taken into account in the planning and evaluation of the service;
- your right to dignity, privacy and confidentiality will be respected.

Your Responsibilities

- You, or, if appropriate, your carer, should provide reasonable notice if service is not required;
- you must use seat belts and other vehicle safety devices, as directed by authorised team members;
- you should act in a way that respects the rights of other clients and team members;
- you should respect the confidentiality of information about other clients, or team members;
- you need to take responsibility for the results of any decisions you make;
- you are responsible for payment of the agreed fees. If you are experiencing financial hardship please call the office to discuss payment options;
- you need to advise in a timely manner any changes to NDIS individual service plans where applicable.

Your Services Review

We will contact all clients periodically for a review of your services. This review enables us to offer you the best possible service to meet your needs.

About TransitCare

TransitCare is a not-for-profit organisation built on trust, service and care. For more than 30 years we have been supporting people who need help with transport, for any reason.

Our purpose is to get you out and about and help you stay connected with your community.

Behind every trip is a team of drivers, volunteers, and staff who care deeply about the people they serve. From helping you into a vehicle to making sure you feel welcome at a social event, the TransitCare team takes extra care every day.

TransitCare is supported by the Commonwealth Government through the Department of Health and Aged Care.

TransitCare is supported by the Queensland Government through the Department of Families, Seniors, Disability Services and Child Safety.

TransitCare is an accredited provider with the NDIS.

Disclaimer: Although funding for Transport and Social Support Group has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

TransitCare

Telephone: 07 3422 7900 (Client Service Centre)

Postal Address: PO Box 981 Marsden Qld 4132

Email: intake@transitcare.com.au

Website: www.transitcare.com.au

Certified System Quality ISO 9001 SAI GLOBAL

Certified System Environment ISO 14001 SAI GLOBAL

I support the ndis

myagedcare