Together

We get you out and about to connect with your community

TransitCare

Newsletter Jan - March 2027

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

A Year of Journeys, Connection and Growth

From the CEO of TransitCare

As I reflect on the past 12 months, I am filled with pride and gratitude for how far TransitCare has come, and for the people who make our organisation what it is today. TransitCare began with humble beginnings, founded on a simple but powerful belief, that everyone deserves the opportunity to access transport, stay connected and participate in their community. Today, that belief continues to guide us as we grow our services, reach more communities and make a meaningful difference in the lives of Queenslanders experiencing transport disadvantage.

In FY 25/26, TransitCare will have provided 460,000+ journeys across Queensland. While this is an extraordinary milestone, the true measure of our success is not the number of trips we deliver, but the people behind every journey.

It is the client who can attend a medical appointment with confidence, the older person who reconnects with friends through Social activities, the adult with disability who can access their day program, or someone who may otherwise struggle to get to work during their first few weeks of new employment. These journeys represent so much more than getting from A to B. They represent independence, dignity, opportunity, connection and belonging.

Behind every one of these journeys is a dedicated team of people who make it possible. Our drivers, volunteers and staff show up every day with compassion, commitment and a genuine desire to help others. Their work is at the heart of TransitCare, and it is through their efforts that we continue to grow while remaining true to the values on which we were founded.

As our organisation has expanded, so too has our capacity to support more people, deliver services across more communities and explore new ways to address transport disadvantage. Growth brings new opportunities, but it also brings responsibility. We must ensure that, as we become a larger organisation, we never lose sight of the individual person behind every booking, every interaction and every journey.

I am incredibly proud of what our people have achieved over the past year. Our progress is a reflection of the dedication of our teams, the trust our clients place in us and the partnerships that help us reach further than we could alone.

While we have come a long way from our humble beginnings, our purpose remains unchanged. Every day, we have the privilege of helping people access the services, relationships and opportunities that matter to them.

To our clients, thank you for allowing us to be part of your journey. To our staff and volunteers, thank you for the care, professionalism and commitment you bring to your work. And to our partners and supporters, thank you for believing in our mission and helping us make a difference.

As we look to the future, we do so with a strong sense of purpose and excitement for what lies ahead. Our growth is important, but the people we serve will always be our greatest measure of success.

Because at TransitCare, it has never been just about the journey. It has always been about the people whose lives are made better because of it. From all of us at TransitCare, thank you for your caring support and travelling with us this year. I wish you and your loved ones a safe, happy and connected Christmas.



Amanda Mather, CEO TransitCare

Holiday Calendar

Date	Brisbane	Gold Coast	Mt Tambourine	Cairns	Townsville	Ayr, Ingham, Charters Towers
25 Dec 2026	Closed	Closed	Closed	Closed	Renal Only	Open
26 Dec 2026	Closed	Closed	Closed	Renal Only	Open	Open
27 Dec 2026	Closed	Closed	Closed	Open	Open	Open
28 Dec 2026	Closed	Closed	Closed	Renal Only	Renal Only	Closed from 28 Dec 2026 to 11 Jan 2027
29 Dec 2026	Open	Open	Open	Open	Open	
30 Dec 2026	Open	Open	Open	Open	Open	
31 Dec 2026	Open	Open	Open	Open	Open	
1 Jan 2027	Closed	Closed	Closed	Open	Open	
2 Jan 2027	Closed	Closed	Closed	Open	Open	
3 Jan 2027	Closed	Closed	Closed	Closed	Closed	
4 Jan 2027 ongoing	Open	Open	Open	Open	Open	
26 Jan 2027	Closed	Closed	Closed	Open	Open	Open

Our first Christmas Appeal 🎄

This Christmas, for the first time, TransitCare is asking the community to 'Help keep Queenslanders moving'. Government funding gives us a strong foundation, but it only takes us part of the way. Donations will help us reach more people, respond when needs change, and provide the extra care that funding alone can't cover in the face of rising costs like fuel.

If you're able to support, please complete the enclosed donation form and return in the reply-paid envelope or, visit **www.transitcare.com.au/christmas** or call 07 3422 7900.

If you're not able to donate at this time, simply sharing the appeal with family and friends helps too. Because every journey matters.

Tell us how we're doing 📣

You'll find our 2026 Client Survey included in this newsletter. Your answers are important and helps us to understand what we are doing well and where we can improve. It takes about ten minutes. Every response is confidential.

Please return by 16th December 2026 using the reply-paid envelope or scan the QR code on the survey to complete online.

Support Us

TransitCare is a Not-For-Profit organisation. Our purpose is to help you 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.