



Peak Body for
Community Transport Providers in NSW.

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Sponsored by the
Australian Government Department of Health.



CTO annual report 2022-23



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core values.

We care about all people.

We support our members.

We advocate to government.

**We respect our staff, members
and the wider community.**

**We innovate and adapt
towards change.**

We always act with integrity.

our mission.

**To support all members to provide
inclusive, equitable and affordable
transport to the community.**

our vision.

**A community that is entirely
connected through transport.**



key achievements.

- ✓ Developed the CTO Academy
- ✓ Advocated successfully to Commonwealth Department of Health and Aged Care to support a better understanding of the role time, complexity of care and distance plays in funding community transport service provision.
- ✓ Submitted papers to the Commonwealth Department of Health and Aged Care in response to :
 - The Regulatory Framework for Aged Care
 - The Support at Home Program development
- ✓ Worked with partners to submit feedback into the Taskforce Guiding Principles for funding aged care and the proposed new legislation.
- ✓ Continued to strengthen relationships with stakeholder organisations, including holding a seat on the IPTAAS Consultative Group, establishing regular working meetings with the Point to Point Commission and maintaining relationships through the ACCPA network of providers, Sector Support and Development Networks and the Support at Home Alliance.
- ✓ Strengthened the CTO's role in promoting and elevating the discussion about the valuable role equitable and inclusive transport plays in society.
- ✓ Addressed the ACCPA National Conference in Adelaide, the National CHSP Conference (online), and the ITS Global Summit 2023 in Melbourne.
- ✓ Supported members by maintaining a strong and constant information pathway via regular attendance at regional forums, monthly webinars and the weekly newsletter.
- ✓ Presented the sector with the CTO Conference - Resilience 2022.



2023 Board L-R: Paddianne Archdale, Darrin Wilson, Sally Walters, Isaac Smith, Tara Russell, Ben Jackson, Jamie Newman, Greg Stanger, Kathryn Akre.
Missing from photo:
Vicki Lennox.



from the Chair.

BEN JACKSON

The recent Support at Home reforms have proven a challenge not just for the Community Transport Organisation (CTO) and the community transport sector but the aged care sector more broadly. This drove a much tighter focus on strategically positioning the organisation for the future amidst ongoing change. Like our member organisations, the Support at Home Program and the ongoing rolling reform agenda provides risk and requires organisational re-positioning, and growth to build vitality to sustain the reform.

Undertaking a strategic planning process in February, the Board sought to vision a future of the CTO for the coming five years. This process was one of the most comprehensive and creative that the CTO has undertaken in my time on the Board. While the landscape is uncertain, the strategy focuses on the cohesive foundation that the membership is the most important part of the business. That success for the CTO lies in the ability to provide relevant and quality supports and programming for members.

The CTO has an important role to play in advocacy, raising awareness, promoting and elevating the discussion about the valuable role equitable and inclusive transport plays in society. The future direction of the CTO will expand on this ability. Will build upon the current organisational stability, diversify and grow the stakeholder network and expand to secure new opportunities for collaboration and partnership with those who align with our vision for a community completely connected through transport.

Looking back at the past year highlights some amazing achievements for the CTO. Foremost amongst them the success of the CTO Conference in October 2022 in Kiama. It was a fabulous opportunity to bring the sector together following the isolation and challenging nature of COVID. A well-executed Conference, it held something for everyone and a particular highlight was the Gala Dinner and the opportunity to take some time away from the serious nature of the business, to celebrate our industry and enjoy the people who make community transport a great place to work.

While the CTO is a membership organisation representing small and large, country and urban community transport providers it must listen to its members. In doing this the Board met in Armidale and had an opportunity to connect with local providers and the team from NESST. The Board went on to hold a Board Meeting and strategic planning day in Armidale, a venue that helped deliver the vision for the next five years.

Last and certainly not least was the Constitutional Amendment passed in March 2023. The constitutional change saw the CTO strengthen the representative nature of the CTO by formalising the role that Regional Forums play in the CTO and the CTO Boards foundations. This will be critical for the success for the strategic plan as an ongoing opportunity for our membership to feed into future deliver on that plan.

While the Board structure remained stable, the CTO lost the experience of Kathy Dickson, who moved out of the sector and Debbie Organ (Skills Director). Thank you to both Kathy and Debbie for the experience and knowledge they brought to the Board. The time they volunteered to the Board was substantial and it was greatly appreciated. The Board welcomed Mr Jamie Newman, CEO Orange AMS (Skills Director) and Darrin Wilson CEO South West Community Transport, representing the Illawarra/Shoalhaven Regional Forum. The stability and productivity of the Board was further enhanced by the ongoing professionalism and commitment of our CEO Tara Russell. She is an amazing asset to the sector and continues to challenge and grow our sector to previously unknown success at governance, capacity building and growth.



from the Executive Officer.

TARA RUSSELL

It has been another very busy year for the Community Transport Organisation. The first year without significant COVID impacts, the organisation has been able to strengthen its position, not only within the sector, but also with stakeholders and adjacent industry leaders.

With limited resources the CTO has sought to partner and collaborate to explore and expand opportunities that build our profile and support enhanced opportunities for our member base. Examples of this work is a collaborative program facilitated by the CTO between the Sydney North Primary Health Network and community transport delivering organisations, in that region. Additionally the CTO has collaborated with Settlement Services International to develop the framework for a pilot program involving Community Transport providers transporting the aged care workforce to support the growth of immigrant workforce for home care.

The year began with the CTO launching the Regional Rural and Remote Future Strategy for Community Transport (RRRCT Strategy), a document that underpins much of the consultative and advocacy work we have delivered within NSW across the remainder of the year. This document is important as it sets out a vision for the actions required to support the rural regions and reminds us constantly what tasks require priority attention. Some of the priorities identified include:

- A coordinated approach to costly and hard to access, but necessary training
- The need to build a better awareness of community transport and the complexities within which the service operates, particularly as it relates to health access.
- The impenetrable issue of operating a service based upon a volunteer workforce, where volunteers are a diminishing and aging resource.



The CTO Conference, aptly themed 'Resilience', was a highlight of the year, following two COVID related re-schedules which pushed the event to October 2022. After an initial deluge of rain, Kiama finally showed us a warm and sunny welcome, demonstrating why the location for this conference was chosen. The conference reunited 180 providers, industry and government partners to share, network and learn together. The overwhelming sense of re-connection and celebration was palpable.

The CTO has worked hard this year to build upon the established and strong organisational foundations. Operationally, the organisation demonstrated an ability to manage with strategic efficiency while maximising member facing benefits. The organisation continues to be involved in leading the sector, being the voice of transport within the Sector Support and Development Network, consulting on regional health access, point to point operability, Transport for NSW sub-contract arrangements, as well as the Commonwealth Government aged care reforms. Including speaking engagements at the National ACCPA Conference in Adelaide, the 2022 National CHSP Conference and the 2023 ITS Global Summit in Melbourne.

The CTO takes the role of building the capability of the provider network to deliver accessible and inclusive transport very seriously. During 2023 the Board prioritised the development of a 5 year Strategic Plan that ratifies the organisational priority to build a viable and respected organisation, that delivers relevant and quality member facing programs.

This Strategic Plan will sit at the heart of the work that the CTO conducts for the next 5 years. We hope that you see your organisations growth in alignment with the future strategic direction of the CTO.



from the Treasurer.

GREG STANGER

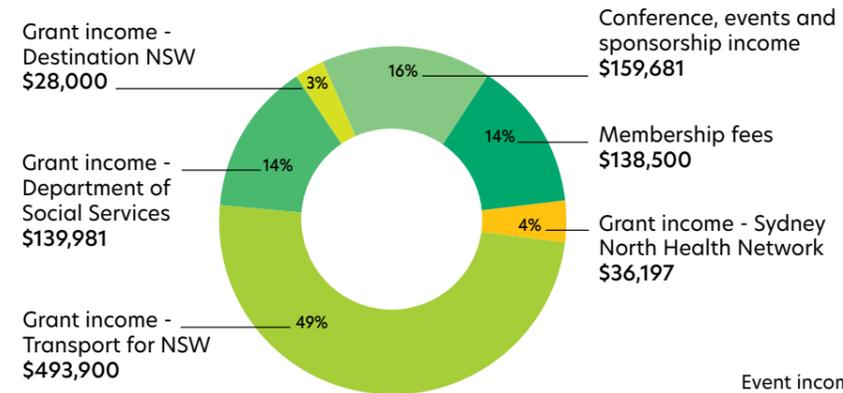
During the FY23 financial year, the Community Transport Organisation (CTO) has continued to deliver for its members. The Executive Officer (EO) along with the Board focused on clear financial oversight, as well as producing continued operational efficiencies, promoting productivity, diversifying income, and increasing member services.

There was a new strategic plan designed and delivered with a longer-term focus on being sustainable and a leader in advocacy whilst also finding ways to deliver more value to its members. This included increasing member services whilst diversifying the income stream and new membership especially as sector support comes under threat and organisations continue to merge in NSW. The focus is on investment now and not waiting for what might or might not happen under the SAHP (Support at Home program), especially in terms of sector support and TfNSW contracts.

The CTO has only ever had two main income streams traditionally which are from membership and a DSS contract for sector support. Both these income sources in FY23 remained consistent in comparison to FY22. These are not enough on their own to continue to deliver ever-increasing and impressive information, support, and advocacy for providers in NSW. Continued work with Hopscotch accounting, stronger TfNSW relationships, many new and diverse acquired project funding, excellent fiscal management, and national partnership/relationships have placed the CTO in a very solid financial position in FY23 which enables it to continue to expand and deliver more value and content for all members including a strong advocacy platform on National and State concerns affecting our industry.

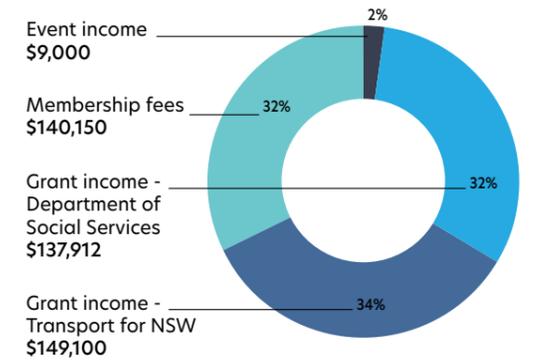
Income from new grant-based projects helped increase overall revenue in FY23 by 107% compared to FY22. Timing of project funding across two financial years delivered a significant increase in FY23 income and benefited every CTO member. This resulted in a nett surplus in FY23 of \$320,521 which is a healthy 32% of

Income 22/23.



Total \$996,259

Income 21/22.



Total \$436,162

total revenue. Project-based grants are ad hoc and time-limited however we hope to build on this success in FY24 with numerous new opportunities.

The ability to finally be able to deliver the CTO conference after 3 years of absence was great to see and was an event success with full sponsorship support and registered attendees. Additionally, FY23 General Expenses were well managed with higher wages related to project implementation which was offset by a much larger income stream.

Fy23 shows a strong liquidity and solvency position with total assets far outweighing Liabilities, a larger proportion of cash equivalent assets than fixed, no fixed debt liabilities/loans and a very positive cash flow was a fantastic result.

Even with initial uncertain TfNSW project funding, the CTO achieved prudent financial management whilst increasing and diversifying income. It is recognised by most that the increased benefit to membership has continued to increase with most providers very happy with the CTO's performance. There has even been an increase in national members and from other industries that see the value in what the CTO is achieving in the broader transport space and not just within the aged care sector.

The CTO has strong equity and is in a good financial position to be able to deliver on its strategic plan for members in FY24 with continued new project funding coming in FY24. Well done to Tara and her team and thank you to all members for your support and partnership in this great organisation.



Central Coast & Hunter Region.

VICKI LENNOX

The Hunter/Central Coast Transport forum have returned to meeting in person, we still offer the option of online where attendance is difficult for our members. It has been a pleasure to welcome Bungaree and Awabakal to our meetings this year. The forum has been very pleased to have TfNSW representatives join us for our meetings to answer our questions firsthand.

During the coming year our region will see some significant changes to how our respective services operate and move forward.

The forum wish to thank and congratulate the CTO, especially Tara and her team for their continued excellence in interpreting and disseminating the volumes of information currently coming from the Commonwealth in relation to sector reforms and changes to governance through the adoption of the new Aged Care Act.

The ongoing challenges of an unknown funding future along with the removal of RouteMatch by Transport for NSW will create further operation risks for many services as we move into the next 12 months, make the CTO even more important to us all. We welcome the new learning platform and the opportunities it will offer for us to keep our teams the best skilled and engaged in the aged care sector.

On a personal note, I have stepped down from my role of CEO at Community Transport Central Coast, though I continue to remain involved in the organisation as a strategic advisor to the Board. I have been honoured to represent this region on the CTO Board for the past 4 years and have been endorsed by the Forum to continue in this role.



North Coast Region.

ISAAC SMITH

It has been great to complete my second year on the CTO board representing the North Coast and CT's across the state. Our region has seen a number of mergers in the past year, reducing our member numbers, but providing much needed stability in a time of significant change.

Our region now has 4 providers with Community Transport Company, Connect You Too, HART Services and Linked. We service Australia's highest aged care population by percentage with more than 25% of our community, 152000 eligible clients, living in our region.

With distance being our ongoing issue to the delivery Community Transport Services in such a large regional area, the recent mergers should help to reduce indirect costs and administration, leaving more funds for service provision. Linked in Port Macquarie took over the running of Care N' Go in the Manning Valley area. The Community Transport Company in Coffs Harbour now runs the area previously covered by Tweed, Byron and Ballina Community Transport.

We also continue to diversify and strengthen our organisations with other opportunities. Connect You Too in Clarence has doubled its Meals on Wheel provision, taking over smaller services in the lower Clarence. HART Services is expanding its provision of Home Care Packages West of Casino and South to Iluka and Yamba. While we don't know how the new funding arrangements will land in 2025, all these steps by providers in our region are making our services more sustainable.

I believe the CTO has done a great job in the past year supporting service providers in our region as we grow and find opportunities in the evolving aged care sector. New member services and advocacy to government put us on the front foot at both the service delivery and political level. Both these things will be paramount to future success in the Community Transport Sector.



New England Region.

SALLY WALTERS

I have appreciated the opportunity to represent the New England Region over the last 2 years. As a representative of rural and regional community transport providers, I have been pleased to be able to present the issues of the region.

Our region is quite diverse, extending from the Queensland Border to the Hunter Region in the south and covers approximately 90,225 sq km and made up of 11 individual community transport providers with a mix of council operated services and not-for profits.

During the last 12 months the New England Zone Community Transport Providers have had similar challenges to other areas. The opening up of the country after the pandemic resulted in a rush on medical appointments as specialists played catch up, which in turn meant an even higher demand for transport trips to medical services located in the major centres. The drought had also eased with considerable rain fall which then resulted in our drivers not only having to dodge the kangaroos but now also the new game of dodge the pothole.

The extension of the CHSP Contract to 2025 has provided many providers the opportunity to reassess their business model, especially in view of the declining volunteer workforce. With many providers still relying on volunteer drivers to support their service, the need to find a sustainable funding model is a key factor in the ongoing delivery of equitable transport services for the people of the New England.

The CTO has been the one consistent voice that has continued to highlight the need for an equitable transport program. However, the CTO not only presents a united voice on any future funding model, it also takes the reigns and advocates on other matters impacting community transport providers such as some of the elements of Point-to-Point which impact providers.

The New England Region's providers are committed to supporting their community and providing them with transport services that improve their overall well-being.



Illawarra Region.

DARRIN WILSON

My name is Darrin Wilson and I am the Executive Officer at South West Community Transport, operating across South Western Sydney and the Southern Highlands.

With a long career in the military (Navy) and NSW Police Force, I have embraced this role as a 'passion job' and although just as rewarding as my previous career paths, the rewards are different and I have been exposed to experiences I had not previously considered.

I have had the pleasure of representing the Illawarra/South Coast Region on the CTO board for the past 12 months and I have been amazed by the dedication and commitment of all CT's across the region to overcome obstacles and ensure the primary directive of client focused support is achieved to a very high standard.

I would like to thank the Region, organisational leaders, staff, and volunteers for their efforts this past year.

The Illawarra/South Coast Region is a diverse area comprising a number of Community Transport providers and ranging geographically from the Southern highlands to the Cann river on the NSW/Victoria boarder.

The year has not been without its challenges, including under funding, rising costs, wage increases and increasing issues sourcing a qualified work. Volunteers still make up the majority of the regions driving resources and continue to do an outstanding job but as the volunteer pool, CT's are increasingly having to negotiate the balance of paid and volunteer staff to ensure service delivery remains at the highest standard.

It was very exciting to have held the 2022 CTO conference in Kiama in the middle of our region and this highlighted the South Coast Region as well as the food and wine opportunities that exist in the area, it is a lovely part of the State.

As a region we continue to support each other moving forward to negotiate contract issues, CTABS issues and the ever-present tyranny of distance for our clients trying to access the services they need to remain independent in their own homes.

My time on the CTO Board has provided a sharp learning curve. The challenge has been positive, and I look forward to the next 12 months. It is imperative that we all maintain our membership with the CTO (Peak Body) as the only way we will successfully navigate the upcoming 24 months is by remaining a strong and well-resourced collective.



Southwest Region.

PADDIEANNE ARCHDALE

My name is Paddianne Archdale and I have worked in the human Services industry all my working career and with that have witnessed many changes that have both been challenging and exciting and I feel that we are entering into that space once again.

I have been on the Community Transport Board for the past 18 months and I feel confident that our CEO Tara will lead and support our members through this time of change as well as the future post 2025.

The South West Region is made up of 35 Transport Providers with the geographical area extending from Tumut in the east to Wentworth in the west, Griffith in the north all the way to the NSW/Victorian Border and every provider I chat to understands the importance of community transport and the contribution that this service provides to the older person and the broader community. The past 12 months has been once again extremely challenging for all providers both big and small as everyone attempts to understand and plan for the new Support at Home Program. The aged care reforms are being welcomed however a number of providers are discussing their future and how they can continue to provide services whilst remaining viable.

Again the attendance of Tara, CTO Executive Officer at a large number of South West Region forums has been welcomed by everyone and in conjunction with the weekly Blast has meant that everyone has been kept well informed.

The South West providers look forward to the ongoing relationship with the CTO as everyone embarks on next 12 month journey.



Western Region.

KATHYRYN AKRE

Hello from Western NSW. I am the CEO of Bathurst Community Transport. This is our 45th year of delivering Community Transport in Bathurst. I been on the Board of CTO for just over 12 months and am excited to be a part of such a proactive organisation at such an important time.

The CTO is being such a positive voice to Government regarding the Support at Home Program, advocating for the Regional Senior's Travel card continuation and working with Point to Point. These are all issues which are very relevant to our region.

The Western Region stretches from Lithgow in the east all the way to the NSW/SA border in the west, covering a vast geographic area of Western NSW. The Member Organisations are Bathurst Community Transport, Cabonne Community Transport, Gilgandra Community Care, Live Better, Mudgee Community Transport, Neighbourhood Central, Rylstone Community Care, Warrumbungles Community Transport and Weddin Community Transport.

Our members comprise a variety of organisation types for stand alone single services, multi service operators, some auspiced by councils and some that are part of very large community service organisations. What we all have in common is the long distances we travel and the very few economies of scale.

Our region has faced extensive flooding in late 2022 with a substantial impact across the whole region but none more so than Eugowra and Molong. We certainly are a land of extremes as our communities were just recovering from drought when each of the progressively worse floods hit. The communities will be affected for years to come.

We have appreciated having Tara attend several of our Forum meetings in Dubbo over the last year to update us on CTO initiatives and the general state of the industry. I am looking forward to the year ahead as we continue to implement the Strategic Plan of the CTO and continue to grow.



Sydney Metro Region.

GREG STANGER

I have had the pleasure and privilege to represent Sydney Metro on the CTO board for a 3rd year. Never has there been a more crucial time for Community Transport to have strong and united advocacy, leadership, and voice on both a national and state level, and across industries.

I can categorically confirm that this has been delivered and continues to be the focus of the CTO Board in FY24. All regions are represented and your regional voice is heard with continued provider support delivered by Tara's team. The CTO has very robust governance and the foresight to look for solutions and take bold and aspirational directions and decisions. The CTO Board went through extensive strategic planning in FY23 to produce a new strategic plan that looks beyond aged care funding and just the last years of the CHSP program. It encompasses transport as holistic support and as a basic human right to enable individuals to connect to their community and access health services.

The foresight to look at transport in a broader context and to diversify the CTO income stream and influence beyond just aged care will open opportunities and voices for all its members in the future. I have full confidence in what we have and can achieve beyond the current serious concerns around the new Support at Home program. The CTO will always use evidence-based data to advocate to the government on its position which is based on your input to make sure that the NSW voice is considered in any DOHA decisions around program reform.

The Sydney Metro group has the largest cohort of 13 providers delivering over 700,000 CHSP trips annually which is over 35% of the total contracted trip outputs under the TfNSW Contract and our data and voice are always considered in CTO advocacy. The Metro region has densely populated areas that present their own unique challenges. Our group covers a population of 2.75 million people with an over 65+ eligible population of 20%. This means that often Metro operators must deal with increasing traffic and time delays which can see a small trip of only a few km take 50+ minutes when trying to traverse through the city and this is not lost in the CTO advocacy around new funding design. The result, depending on where we are located, can be higher dead miles but more importantly dead time. Our region's operators can move from a dynamic of mixed volunteer and paid staff to just paid staff which increases our proportion of required wages to funding/Income ratios. It is very clear that most Sydney metro operators must have commercial income and a diversity of services to prop up a continued decline in CHSP funding.

A further consideration is our region's lack of space, parking availability and location for a depot. Often, we have dislocated office space to fleet locations and must sustain very high fixed rental costs for our depots. Our combined services are as diverse as the cultural diversity of the customers. We service in areas where public transport is either unreliable or inaccessible for our cohort. The Sydney Metro members have a strong belief and commitment to collaboration fostered through bi-monthly meetings and continual communication. This strengthens our advocacy approaches to local, state, TfNSW or federal departments on issues that are of shared concern. It also allows members to support each other to find solutions within the group.

Western Sydney Metro Region.

BEN JACKSON



Westmet Region is a diverse region, comprising seven CTO members: Active Care Network, Bankstown Canterbury CT, Community Wheels, Blue Mountains Aboriginal Community Transport, Live Better, Peppercorn, Myrtle Cottage and South West CT. It represents the area from the southern boundary of Wingecarribee through south western Sydney to the northern boundary of the Hawkesbury and the Hills Shire. From the top of the Blue Mountains through the heart of western Sydney to the inner west.

Ours is a diverse area, with local government areas like Fairfield having amongst the highest representation of CALD clients and Blacktown having the highest representation of First Nations clients. It combines highly urban LGAs like Parramatta but also areas like the Blue Mountains and Hawkesbury, which face challenges of distance and small population centres. It also encompasses some of the fastest growing urbanisation in the state.

I had the opportunity to present a paper at the IFS Conference in Lille, France that highlighted the importance of community transport in the connection of people with people and people with services. I spoke about the challenges of South West Community Transport overcoming language and cultural issues and the way Active Care Network was managing its new and growing commitment to First Nations clients.

Active Care Network and Aboriginal Community Resource Centre have been working with the CTO to develop the mentoring program and whilst experiencing limited outcomes the relationship is growing stronger and trust is now implicit in the relationship. I'm hopeful the program can come to full fruition in the coming year.

Board representation

I started working in the Community Transport sector in 2018 and managed the amalgamation of Easy Go Connect and Great Community Transport to create Active Care Network. The organisation now services the Blacktown, Penrith and Blue Mountains LGAs and provides both Community Transport and NDIS transport services.

This will be my last year in the community transport sector in NSW having represented the Westmet Region since 2021. Being a part of the CTO Board during this period of transition has been challenging but also a privilege to be at the forefront of a progressive and constructive advocacy strategy to Government while embracing new ways to build capacity and provide opportunities to our members.

I believe transport is a social connector that affects quality of life outcomes and am dedicated to building socially conscious care-based transport solutions that underpin a person's right to access their life.

profit & loss.

Community Transport Organisation Ltd Statement of Profit or Loss and Other Comprehensive Income For the Financial Year Ended 30 June 2023

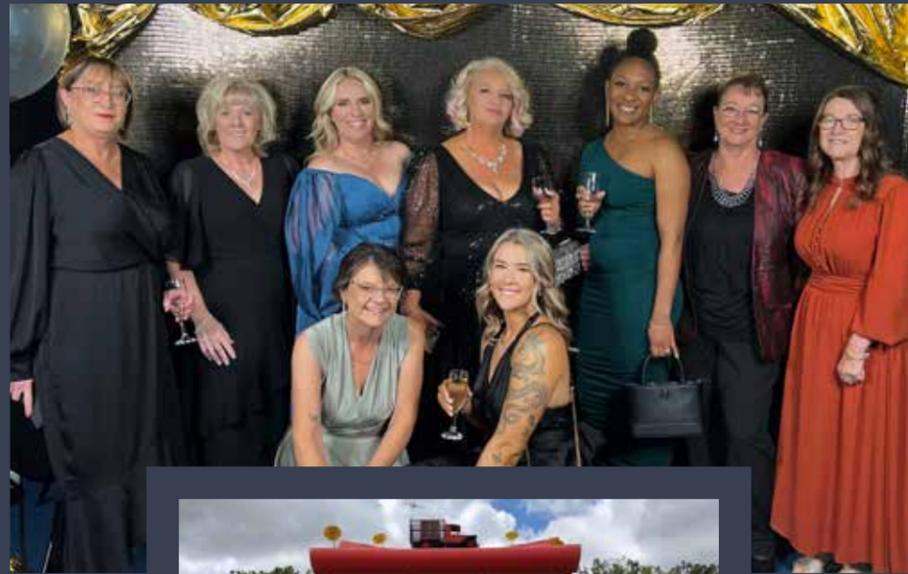
	Notes	2023 \$	2022 \$
Revenue			
Revenue from contracts with customers	4	996,259	436,162
Other income	5	-	42,849
Total revenue		996,259	479,011
Expenses			
Administration expenses		(75,673)	(67,406)
Conference, events and program expenses		(189,514)	(14,915)
Consultants and contractors		(106,204)	(168,091)
Depreciation expense		(1,935)	(494)
Employee benefits expense		(278,620)	(173,447)
Lease payments for short-term/low-value leases		(23,387)	(11,721)
Net foreign currency exchange loss		(405)	(237)
Total expenses		(675,738)	(436,311)
Net surplus for the year		320,521	42,700
Income tax expense		-	-
Surplus after income tax		320,521	42,700
Other comprehensive income		-	-
Total comprehensive income		320,521	42,700

balance sheet.

Community Transport Organisation Ltd Statement of Financial Position As at 30 June 2023

	Notes	2023 \$	2022 \$
Assets			
Current			
Cash and cash equivalents	6	1,101,812	572,150
Trade and other receivables	7	65,688	46,232
Other assets	8	39,283	48,890
Current assets		1,206,783	667,272
Non-current			
Property, plant and equipment	9	2,228	2,081
Non-current assets		2,228	2,081
Total assets		1,209,011	669,353
Liabilities			
Current			
Trade and other payables	10	98,177	55,961
Provisions	11	12,077	24,996
Other liabilities	12	350,380	138,040
Current liabilities		460,634	218,997
Non-current			
Other liabilities	12	-	22,500
Non-current liabilities		-	22,500
Total liabilities		460,634	241,497
Net assets		748,377	427,856
Equity			
Accumulated funds		748,377	427,856
Total equity		748,377	427,856

the year that was.

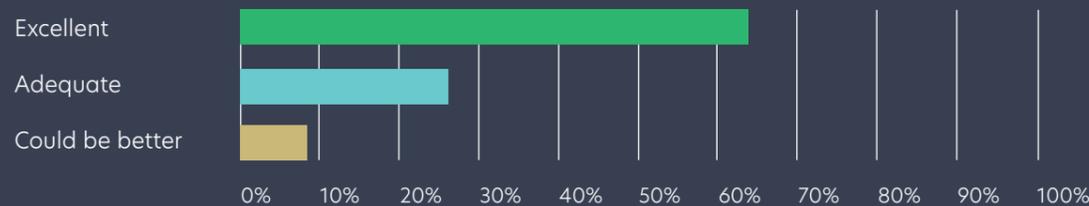


survey results.

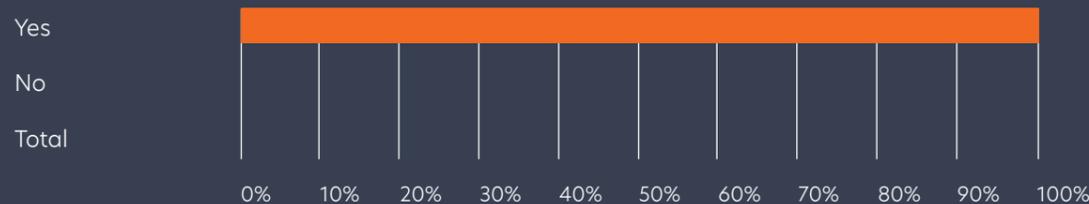
Q1. Rate the quality of the CTO services that you or your organisation has used

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Weekly Member Update	81.82% (9)	0.00% (0)	9.09% (1)	9.09% (1)	11
Monthly Webinars	72.73% (8)	0.00% (0)	27.27% (3)	0.00% (0)	11
Sector Information and News	72.73% (8)	9.09% (1)	18.18% (2)	0.00% (0)	11
Regional Forum Participation	80.00% (8)	20.00% (2)	0.00% (0)	0.00% (0)	10
Problem Solving	63.64% (7)	18.18% (2)	18.18% (2)	0.00% (0)	11
Advocacy	54.55% (6)	27.27% (3)	18.18% (2)	0.00% (0)	11
Sector Promotion	54.55% (6)	18.18% (2)	27.27% (3)	0.00% (0)	11

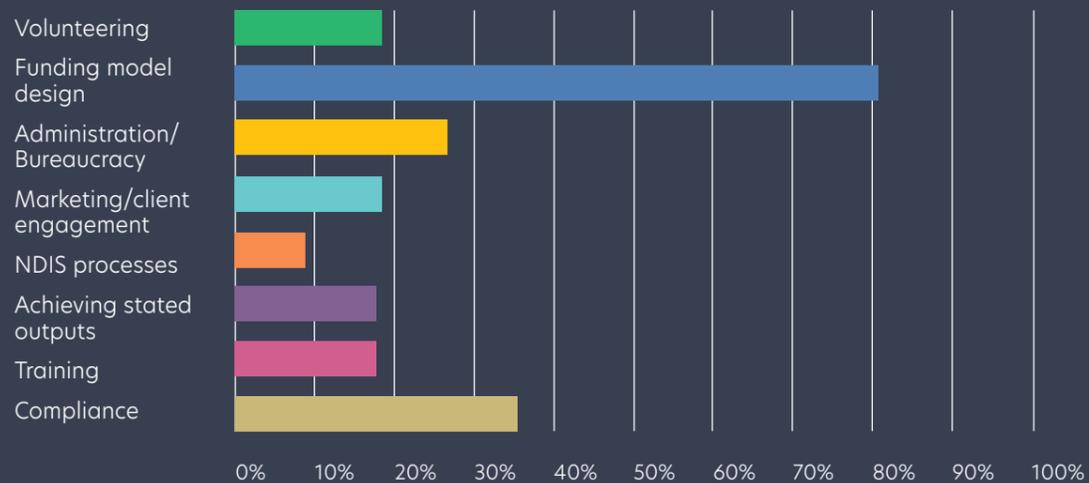
Q2. Rate the quality of transport specific information that you receive from the CTO about the CHSP Program



Q3. Is the CTO working to improve or promote current and relevant issues for your organisation?



Q4. Identify your priority sector issues



our members.

- Access Sydney Community Transport Ltd
- Active Care Network
- Activus Transport Ltd
- Bankstown Canterbury Community Transport Co-Operative
- Bathurst Community Transport
- Blue Mountains Aboriginal Culture & Resource Centre
- Brimbank City Council
- Bungree Aboriginal Association Ltd
- Cabonne Community Transport
- Cancer Council NSW
- Care 'n Go (formerly Manning Valley & Area Community Transport Group Inc) ACQUIRED BY LINKED CS 1/3/23
- Coast and Country Community Services Ltd
- Community Connect Transport (formerly Lower North Shore Community Transport)
- Community Transport Central Coast
- Community Transport Warren Inc.
- Community Wheels Inc
- Connect: Inner West Community Transport Group Inc
- Connect You Too (formerly Clarence CT)
- Coolamon Shire Council - Allawah Community Care
- Easylink Community Services Ltd (Easylink)
- Eurobodalla Shire Council
- Fiona's Mini Buses (RC & FM Hemmings)
- Gilgandra Shire Council - RETURNING
- GoCo Community Care - Gunnedah Shire Council
- Guyra Home Support Services - Armidale Regional Council
- Hay Multi Service Outlet (Hay Shire Council)
- Holdsworth Community Services
- Home Assistance and Regional Transport Services (HART)
- Hornsby Ku-ring-gai Community Transport
- Intereach Limited
- Inverell Community Transport (T/As Inverell Community Support)
- Junee Community Transport
- Kiama Municipal Council - Blue Haven Care
- Kirinari Community Services Ltd (prev. Kalianna Enterprises)
- Linked Community Services (Community Transport Port Stephens & Hastings Macleay & Care 'n Go @ 1/3/23)
- Live Better Community Services
- ADSSI Limited T/As Maitland Community Care Service and Dungog District Neighbourcare
- Mercy Services
- Moree Aged & Disability Services Inc t/as Moree Care
- Mosman Council
- Mudgee Community Transport
- Murray River Council
- Murrumburrah-Harden Flexible Care Service
- Myrtle Cottage
- Namoi Care Connect (formerly Wee Waa Community Care Service Inc)
- Narrandera Shire Council
- Neighbourhood Central Ltd
- New England Sector Support Team (NESST) (should be Cat.2)
- Northern Coalfields Community Care Association (Transport) Ltd T/A Lower Hunter Transport Services
- Northern Illawarra Neighbour Aid (NINA)
- Oxley Community Transport Services Inc
- Ourcare Services
- Peppercorn Services Inc
- Pinnacle Community Services
- Randwick Waverley Community Transport Group
- Rylstone District Care & Transport Inc.
- Snowy Monaro Regional Council
- South Eastern Community Connect
- South West Community Transport
- St George Community Transport
- Stryder Inc
- Tableland Community Transport - Uralla Shire Council
- The Community Transport Company
- Transcare Hunter Ltd
- Transport Mutual Credit Union (New Member 2023-24)
- Tumbarumba Community Transport - Snowy Valleys Council
- Tumut District Community Transport - Snowy Valleys Council TBC
- Valmar Support Services
- Walcha Council Community Transport
- Warrumbungle Shire Council
- Wollongong City Council