



community transport organisation.

# annual report.



## 2021/22.





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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.**

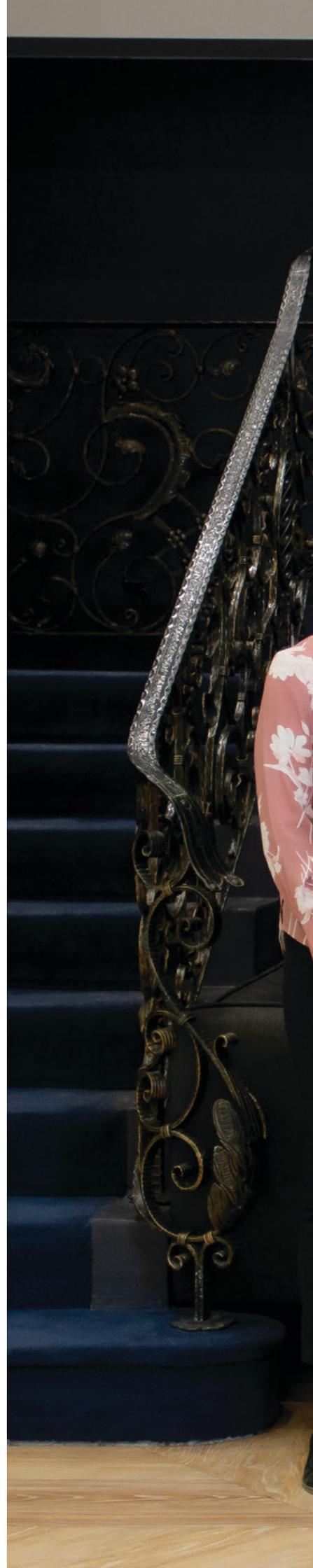
**A community that is entirely  
connected through transport.**





# key achievements.

- ✓ Commissioned Centre for Health Services Development and Australian Health Services Research Institute at the University of Wollongong to test the AN-ACC funding model within Community Transport.
- ✓ Advocated successfully to Commonwealth Department of Health and Aged Care to delay the implementation of the Support at Home Program for an additional 12 months.
- ✓ Improved information pathways including website, weekly member updates, monthly webinars and enhanced regional forum engagement.
- ✓ Stabilised and improved stakeholder partnership relationships, including being a founding member of the Support at Home Alliance of national and statewide peaks advocating to the Commonwealth Government.
- ✓ Maintained a strong and constant voice for community transport within state and federal forums, including representing the CTO at various national conferences.
- ✓ Delivered a sector response to the Department of Health's proposed transition to payment in arrears.
- ✓ Prepared Conference 2022: 'Resilience'.
- ✓ Launched the inaugural CTO Reconciliation Action Plan: 'Reflect'.



CTO Board Members & Management left to right:  
Paddianne Archdale, Tara Russell, Ben Jackson,  
Kathy Dickson, Isaac Smith, Vicki Lennox.  
Missing from photo: Greg Stanger, Debbie Organ,  
Sally Walters, Kathryn Akre





# from the Chair.

**KATHY DICKSON**

**I would like to acknowledge the traditional owners of the lands and waters across NSW. The Aboriginal culture is holistic, defined by its connection to family, community, and country. I pay my respect to Elders, past present and emerging.**

2022 has been a year like never before and I remain honoured and privileged to lead the CTO as Chair. The CTO is a strong peak body with a loud and influential voice to government and the sector. As we emerge from COVID 19, we are seeing steady recovery driven by strong leadership and a dedicated team. While the disruption caused by the COVID-19 pandemic has brought many challenges, it has also taught me some very important lessons. Such as the need to protect your people as best you can. The need to connect and keep in touch. And the need to take time for yourself and balance your personal life with your work. As an organisation we have also learned lessons, and I believe that the CTO will emerge from the pandemic stronger, more focused and better positioned than ever to deliver our services to our membership.

The CTO board continues to work together to showcase and advocate for the Community Transport industry. Across the CTO we have pulled together to support our people and the communities in which we live and work, to help each other get through these challenging times. I want to thank each of my fellow directors for their hard work and perseverance. It is inspirational to work with such a talented group of people full of ingenuity and imagination.

Our executive officer, Tara, continues to thrive and her level of commitment is outstanding. She is passionate about serving our members and is consistently looking for and finding new ways to innovate and grow the CTO. I appreciate all the work she does, and the organisation would be lost without her. Thank you.

A grateful "Thankyou" to all our members for your dedication and support. We are indeed fortunate to have such a committed and courageous membership. Your skill sets have allowed you to adapt in a constantly changing environment with dignity and integrity. Our membership remains strong as we look forward to the future.



Our strategic plan is in place, and I believe that we are strategically positioned to seize new opportunities by leveraging on our strengths and comprehensive industry knowledge to provide our members with one-stop solutions. This year we made the decision to join ACCPA as our National Peak body voice. ACCPA is the largest national peak body for the Aged Care Sector, and we believe that this partnership will produce our strongest voice into the future.

Our financial position remains strong with excellent on-going working relationships with both State and Commonwealth governments. Our finances are well managed with a high level of transparency and strong accountability.

After two years of delay, our industry conference is being held in October at Kiama. I am confident and excited to see people meeting together to learn, network, engage and have fun.



# from the Executive Officer.

**TARA RUSSELL**

**Thank you for your support and engagement across the 2021/22 year. It has continued to be a challenging time of change, COVID and unprecedented workforce disruption, but I have been proud of the work the CTO has achieved this year. There have been many highlights but what stands out for me is the sector cohesion that I see across the state.**

As a sector, we must recognise that every business is a little different, and each community deserves the operating model that works uniquely for them. Organisations operate within a wide range of social conditions including economics, demographics, location and access to infrastructure. Yet we have come together on numerous occasions this year to engage on difficult and challenging topics and every time I have witnessed support for each other as providers and respect for the process. It has been an emboldening experience, and by far our greatest achievement this year.

At the AGM in October 2021, the CTO welcomed Sally Walters representing the New England Region and Isaac Smith representing the Northern Rivers Region. The Board remained stable until Kathy Dickson stepped down as the Western Region representative, and we welcomed Kathryn Akre as that region's nominated representative. Kathy Dickson remained on the CTO Board in the role of Skills Director and has held the Chair for the year, completing a very successful two years as Chair of the CTO Board. The representative nature of the CTO Board is at the heart of the organisation's success. It is the foundation upon which we are built, it ensures diversity of voice at the Board level and provides a valuable communication pathway.

Being a founding member of the Support at Home Alliance has supported our ability to advocate for a thriving transport sector. It has also facilitated the elevation of the transport perspective as important to the discussion on the reform agenda. Being a leading voice for the community transport sector is a responsibility that we take very seriously and it has been a privilege to represent this sector at various national conferences in dialogue about the role of transport within the sector and our advocacy position toward the reform agenda.



The CTO Strategic Plan 2022 sought to identify a path that was not only aspirational, but innovative. With two clear objectives:

- ✓ Advocacy and leadership; and
- ✓ Building sector resilience, as we transition through a time of Government reform.

We have focused very clearly on ensuring that all of our work seeks to advocate and lead, or build sector capacity to transition toward reform. The sector is facing many challenges not the least of which is transition toward Support at Home. We are very proud of the work we conducted in partnership with the Centre for Health Services Development and Australian Health Services Research Institute at the University of Wollongong to test the AN-ACC funding model within Community Transport. This project demonstrated that an AN-ACC funding model is a credible alternative to fee for service. It also demonstrated our progressive approach to advocacy - leading from the front, meeting Government with empirical and data tested solutions.

The CTO also embarked on an aspirational sector wide project to develop a Regional Rural and Remote Future Community Transport Strategy. This project brought the sector together to discuss and identify shared challenges, barriers and solutions. The result is a rigorous and exhaustive look at the current operating environment of community transport across the rural, regional and remote landscape, paired with a focused and prioritised set of goals designed to unite the sector toward a shared solution finding path.

As an organisation, we emerge from a series of challenges, ready to embrace forward-thinking and progressive leadership, to support our members to take on the challenges of transition and change, from a position of strength.

Community transport is a human centric sector, ultimately focused on connection and wellbeing. We support individuals, share tools, relationships, and resources for a thriving transport ecosystem. The CTO is proud to be a part of a sector that is integral to living a self-determined and connected life for many Australians.



# from the Treasurer.

**GREG STANGER**

**During the FY21-FY22 financial year, the Community Transport Organisation (CTO) continued to deliver on its strategic plan for its members. The Executive Officer (EO) along with the Board focused on clear financial oversight, sign off procedures, delegation of authorities as well as producing continued operational efficiencies, promoting productivity and diversifying income.**

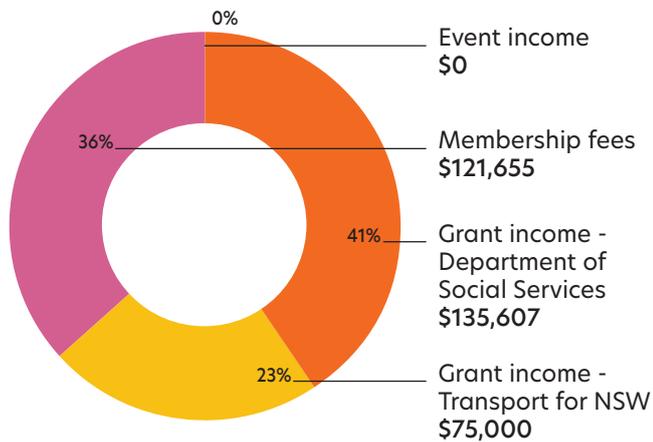
As with every organisation there were continued impacts due to COVID which lead the Board to make the very difficult decision to delay the CTO Conference again until October, 2022. This impacted both sponsorship and delegate income in FY22 and added significant additional workload for CTO staff. Transport for NSW project funding halved for the FY20/21 period and was expected to cease moving forward however significant work from the EO and Board alongside TFNSW in this space actually resulted in a significant increase in project funding opportunities that will now flow between FY22 and FY23.

A new Membership Prospectus was delivered and continued alignment and support of CTO to membership needs saw an increase in total membership and therefore membership income. The CTO has only ever had two main income streams which are from membership and a DSS contract for sector support to continue to deliver ever increasing and impressive information, support and advocacy for providers in NSW. Continued work with Hopscotch accounting, a stronger TFNSW relationship and excellent fiscal management has placed the CTO in a solid financial position in FY22. This enabled it to contract UOW to develop a new proof of concept funding model specially for the Community Transport sector which has been instrumental in changing department thinking on future funding design.

The CTO Board Strategic Plan identified the need to focus in FY22 on strong provider support, and direct federal and state advocacy by developing and promoting a vision for a better, more sustainable home care funding program. The EO and board took the courageous decision to be a leader and not just accept the Government's disastrous proposed new Support at Home Program.

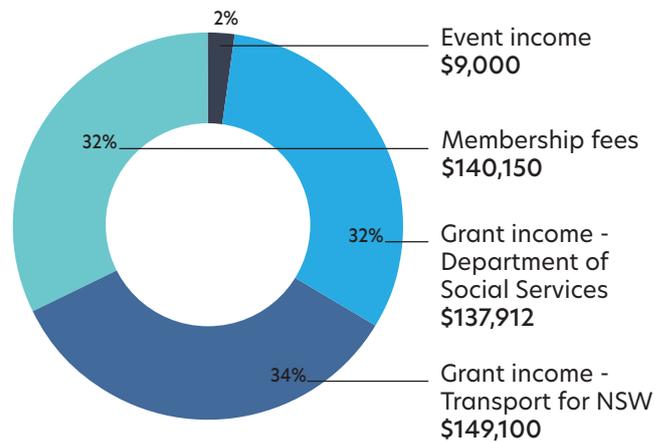
The CTO engaged the UOW to take real data from NSW CTs and test the AN-ACC style model to produce a proof of concept paper. This work produced a version 1 concept model that had real outcomes which proved that the concept was far advanced than the Governments' Support at Home model and answered the most

## Income 20/21.



**Total \$332,262**

## Income 21/22.



**Total \$436,162**

recommendations from the aged care commission final report. This was only possible through the CTO strong financial position to be able invest in funding this project directly. This foresight is now shaping new department thinking with many of the new model concepts being considered by Government and is currently being tested by many other community sectors such as Meals on Wheels.

Additionally, FY22 General Expenses were well managed and closely mirrored the FY22 budget. Income, although impacted by COVID, was offset by delayed conference spending. Revenue increased from FY21 with a portion new grant project funding recognised in the FY22 year. Project consultancy cost increased to support delivery of the UOW new proof of concept funding work.

Timing of project funding across two financial years will see significant income increase in FY23 with the delivery of significant project works benefiting every CTO member. This resulted in a nett surplus of \$42,700 in FY22 which is a healthy 9% of total revenue.

FY22 showed a strong solvency position with total assets far outweighing liabilities, a larger proportion of cash equivalent assets than fixed, and no fixed debt liabilities/loans, resulting in a positive cash flow.

Looking to the future from an initial tentative starting position, there were many significant achievements made. Even with initial uncertain TFNSW project funding, the CTO achieved prudent financial management while increasing and diversifying income. This saw a reduction in administration, wages and other operating expenses whilst achieving visionary investment in the UOW proof of concept AN-ACC style funding model. It is recognised by all that benefit to membership has continued to increase with the majority of providers very happy with the CTO.

The CTO has strong equity and is in a good financial position to be able deliver on its strategic plan for members in FY22 with a raft of new project funding approved for FY23.

from the regions.







# Central Coast & Hunter Region.

**VICKI LENNOX**

As we enter our fourth financial year under the shadow of COVID19, looking back should make us all very proud of the commitment of our teams of paid and volunteer staff, and the resilience of our clients who rely on us so much for their social and physical wellbeing. Again, it has been a challenge balancing the needs and wishes of clients while complying with a multitude of moving parts with contracts and compliance.

Like many areas of the state, our region has been hit by multiple flood events, which have caused major service delivery challenges, from isolated communities to staff unable to access our depots. I am sure we at Central Coast CT are not alone in noting that we have also seen a major increase in the amount of vehicle damage from pot holes and windscreen damaged by loose rocks from the road repairs. I am not sure which is the lesser evil.

The extended contract uncertainty has certainly not gone away with the recent announcement from the Commonwealth that they are holding back the final stage of the reforms to July 2024, in line with the recommendations of the Aged Care Royal Commission. It has merely increased the length of the uncertainty. There will be an increased need for the Board and staff of the CTO to maintain their presence in the communication process.

On a personal level I wish to thank my fellow CTO board members for their commitment and dedication to our peak body, while still managing their own businesses. Of particular significance in this arena is the decision to leave ACTA, the national transport peak and align with the new peak for aged care providers ACCPA. This has allowed us to lobby effectively at a very high level and still be consistent with our sister aged care providers. This was also supported by the CTO funding background studies by the University of Wollongong to develop a new funding model in line with residential aged care parameters. You will notice reference by the Commonwealth in their communications to the AN-ACC model.

I must commend Tara and her team of now 3 with Vicki and Sarah also working tirelessly to deliver the projects we have received funding for over the past year. The level of engagement with external stakeholders has been an all-consuming task to ensure that the CTO and its members are heard. For the Hunter Region in particular it was very informative being part of the Regional, Rural and Remote Future CT Strategy consultation.

One of our biggest challenges moving forward with the current level of change and uncertainty will be keeping our workforce engaged and developing processes for continuous improvement that support our team and clients both now and post June 2024.

On a closing note, I look forward to seeing as many of you as possible at the now locked-in Conference 2021/2022 in Kiama in October. We have been able to have a number of senior representatives commit to speaking about the reforms and way forward.

# North Coast Region.

**ISAAC SMITH**



Hello from my home on Bundjalung country in Northern NSW. Members in the North Coast region cover 8 First Nations cultural groups including Arakwal, Birpai, Bundjalung, Dunghutti, Githabul, Gumbayngirr, Worimi and Yaegal. We acknowledge their connection to country, people and place.

Our year has been a challenging one, with the northern half of our region impacted by the worst flooding in recorded history. This disaster cut the M1 Motorway for more than 150kms, from the Queensland border to Maclean in the Clarence Valley. The impact on regional and local roads was even greater, with communities isolated for weeks when vital infrastructure was destroyed. This disaster will continue to impact our clients and services for years to come as displaced businesses and homes are reconstructed. While our statistics may be down as a result, the services we provide are more vital than ever.

This disaster came on the back of the Delta COVID wave over summer which produced the first real case numbers in our region since the pandemic began, helping us sympathise with our metropolitan counterparts. We have all made significant changes to our service provision this year to keep our clients moving within the NSW health guidelines to keep everyone safe. Buses could travel to venues again, with health services more available than they had been for some time. We will continue supporting our communities as we adjust to the ongoing pandemic.

Our region was very excited to support the CTO's work with AHSRI at the University of Wollongong, in the development of a new funding model for Community Transport across the country. We provided representation on the expert panel from two of our Regional services. I can honestly say that this was the best CT meeting I have had in my 10 years working in the sector. This AN-ACC based model is a game changer for our sector and our CEO Tara, supported by the whole Board, deserves a lot of credit for moving us in this direction. Our region fully supports this move and we are very pleased with the buy in and momentum already achieved with key decision makers in the Federal Government. While there is still a long road ahead, this move gives providers confidence that a future model won't erode our funding in the way block grants have. It also gives the government a higher level of accountability, so it's a win/win.

As regional providers, there are still significant challenges in the coming year and a fresh La Nina hanging above our heads. But we continue to be excited by our sector and the work we do to keep our communities connected. We look forward to the release of the CTO's Regional, Rural and Remote Transport Strategy and the positive outcomes that will flow from it. Whilst the challenges have never been greater, our region is up to the task.

On behalf of our providers: Care N GO, Connect You Too, HART Services, Linked Community Services, The Community Transport Company and Tweed, Byron and Ballina Community Transport, we would like to thank all members for the work that you do. We are stronger together, so the CTO is our rising tide that raises all ships. That keeps me invested in my board role as a regional representative and passionate about what we are going to do together in the next 12 months.



# New England Region.

**SALLY WALTERS**

Hello everyone, I'm the Services Manager for Inverell Community Support (ICS) based in the New England Area. ICS is a mixed service provider that provides a number of services under the Commonwealth Home Support Program (CHSP), however community transport is its largest service.

I was privileged to be elected to the CTO Board almost 12 months ago and have found the experience to be challenging and informative. The last 12 months have been very productive for the CTO which has delivered on a range of support and advocacy areas for its members, while not shying away from the tough decisions to support the sector in these changing times.

The New England Area covers approximately 90,255 sq km with 11 individual community transport providers. Over the last year these providers have continued to deliver a high level of service to their communities, even through some of the most challenging times as a result of the COVID-19 pandemic. Largely volunteer based services, the providers were grateful for the commitment of their volunteers to keep delivering services and their willingness to accept the constant changing environment they were working in.

Our communities saw lots of new faces arrive as people realised that rural and remote areas were great places to live during the pandemic, however the long term impact of these tree changers is something all services will have to consider moving forward.

As a group, the providers are supportive and often work together to ensure clients get to appointments which can often be 100's of kms from home. This collegiate approach is enjoyed at the regular community transport forums hosted by the various providers and coordinated by the New England Sector Support Team (NESST).

Each provider has been reflecting on how it has delivered its core services over the last 12 months and this has provided insight into where there are opportunities for improvement. However, the uncertainty created by the proposed Support At Home Program has meant many providers aren't easily able to focus on long term plans.

The CTO is the voice for community transport providers, and those in rural and regional NSW are often the quiet voices that need to be heard, so we look forward to working together with the CTO over the coming months to ensure country folk are represented. Support on matters on the Support at Home Program and related funding, the complex issue of Point to Point and the funding relating to the support we provide to our DVA clients are all matters that impact us all.

The challenge for CTO is to find its niche in the Community Sector's framework of support for organisations. Recent wins in funding will help, and the developing strength of relationship with Transport for NSW is encouraging but with such a diverse membership base it will always be a challenge to deliver support that is required and valued by all members.

# Western Sydney Metro Region.

**BEN JACKSON**



Westmet Region comprises 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.

While the lockdown affected all community transport providers, the LGAs of Canterbury-Bankstown and Fairfield faced the toughest COVID lockdown restrictions in 2021, which seriously impacted the abilities of Bankstown-Canterbury Community Transport and South West Community Transport to meet contractual requirements. The lockdown challenges highlighted the resilience of services in the region, with many offering alternative service provisions to meet the needs of clients. These included grocery deliveries, list based shopping services, library delivery services, welfare calling programs, and supported walks around the blocks.

Managing a community transport service through the pandemic has been challenging and Community Transport service providers are on the front line of the most vulnerable older people in our communities. The reality of living with COVID will have ongoing risks to providers and clients alike.

As with the rest of the sector, Westmet members are challenged by sustainability as the Government looks to make reforms through the Support at Home Program. Contractual details, compliance and length of tenure continue to be front of mind for Community Transport providers, however now with the backdrop of uncertain funding models beyond 2024.

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, which now provides both Community Transport and NDIS Transport services to the Blacktown, Penrith and Blue Mountains LGA. I have represented the Westmet Region on the Board since 2021 and it has been both a privilege and a challenge to be at the forefront of a progressive advocacy strategy to Government. I have also been working with the CTO to develop the mentoring program and whilst experiencing limited outcomes during COVID, I'm hopeful the program can come to fruition in 2022/23.

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.



# Southwest Region.

**PADDIEANNE ARCHEDALE**

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, and all the way to the NSW/Victorian border in the south.

The past 12 months have been challenging for us as regional, rural and remote services providers as the ongoing impacts of COVID have limited resources, increased the costs of keeping the doors open, and reduced volunteers. Yet, throughout all the changes and challenges, everyone continues to problem solve and strive for excellence, which is reflected in the services provided to our customers.

The Aged Care Reforms and the introduction of the proposed Support at Home Program have also certainly raised many questions for a majority of providers. The representation and voice of the CTO, along with a number of other peak bodies, has been extremely valuable. It is anticipated that the delay in the introduction of the Support at Home Program will provide an opportunity to review the model and the associated unit costs which ultimately will benefit service providers.

The attendance of Tara, our 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.

## KATHRYN AKRE



The Western Region Community Transport Forum is made up of Community Transport Providers operating in 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. The region stretches from Lithgow in the east all the way to the NSW/SA border in the west, covering a vast geographic area.

Many of our members have been operating in their communities for many years, some as stand-alone Community Transport services, some auspiced by Councils and others as part of larger multi-service organisations. We operate a variety of size organisations, all of which travel long distances with very few economies of scale.

We all face similar issues despite our location and size. All our services rely on volunteer drivers and like everyone, we are finding it increasingly difficult to recruit volunteers. We are all having an increased number of cancellations and last minute bookings. This last year we have faced COVID, flood, bushfire and snow across the region.

Our members continue to support each other and have enjoyed the opportunity to meet face to face again and to share training opportunities. The WRCTF were delighted to participate in the Regional, Rural and Remote Future Strategy project and enjoyed working together to develop a strategic plan.

I have just joined the Board of the CTO and am excited to be a part of such a proactive organisation at such an important time. The CTO is a positive voice to Government regarding the Support at Home Program. The partnership with UOW in developing an alternate model is such a great project to be involved in.

We are all working toward ensuring that our clients can continue to live independently and access Community Transport well into the future.



# Sydney Metro Region.

## GREG STANGER

increasing traffic and time delays which can see a small trip of a few kms take 50+ minutes. This can result in higher dead miles but more importantly dead time. This is important to note as we move to operators in the higher populated areas in the city, the structure of CTs moves from a mix of volunteer and paid staff to just paid staff which increases our required wages to funding/Income ratios. It is very clear that most Sydney metro operators must have commercial income and diverse services to prop up a continued decline in CHSP funding and remain financially viable as operating costs increase.

Added to this is the lack of space, parking and location for depots. Often we have dislocated office space to fleet location and have to sustain very high fixed rental costs for our depots. Space is also a concern when parking at customers' homes and drop off destinations. There is not enough disabled parking in the city making it difficult to find suitable and safe drop off locations especially around medical precincts. There is also increasing competition from taxis and other ride share organisations.

The Sydney Metro members have a strong commitment to collaboration fostered through bi-monthly meetings and continual communication. This allows for strong advocacy to local, state, and federal departments. This was evident in our 'Convoy to Cook' in May this year, when a large convoy of CT buses carried customers to voice their concerns directly to Scott Morrison's home electorate over the impact the proposed Support at Home Program would have on their lives. The event was a wonderful display of collaboration and putting our customer at the centre of everything we do.

It has been a privilege to represent Sydney Metro on the CTO board for the 2nd year. Never has there been a more crucial time for community transport in NSW to have strong and united advocacy, leadership, and voice on the national level and I can categorically confirm that this has been delivered by the CTO board. All regions are represented and your voice is heard with support from Tara's team.

We have very robust governance and the foresight to look for solutions, and take bold and aspirational direction as depicted by the alternative funding project conducted with Kathy Eagar's team at the University of Wollongong. The project was instrumental in changing the debate and bringing the Health department back to the consultation table over the disastrous original proposed Support at Home Program.

Sydney Metro has the largest cohort of 13 providers delivering over 700,000 CHSP trips annually - over 35% of the total trip outputs under the TFNSW Contract. Our group covers a population of 2.75 million, 20% of whom are in the over 65+ eligible category. This means operators have to deal with

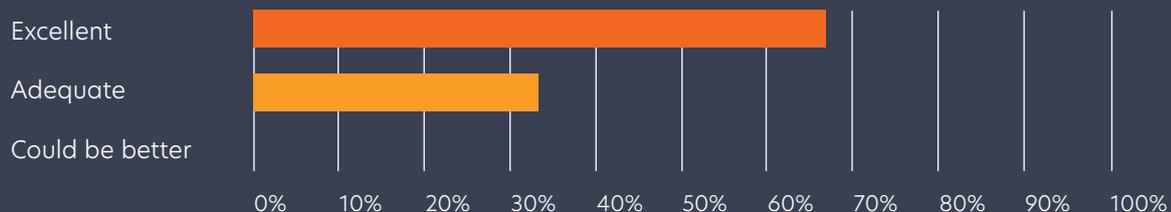


# survey results.

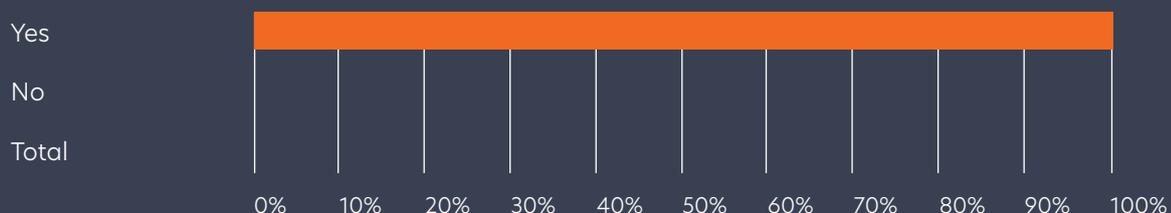
## Q1. Rate the quality of the CTO services that you or your organisation has used

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Weekly Member Update	73.33% (11)	13.33% (2)	6.67% (1)	6.67% (1)	15
Monthly Webinars	53.33% (8)	40.00% (6)	6.67% (1)	0.00% (0)	15
Sector Information and News	73.33% (11)	20.00% (3)	6.67% (1)	0.00% (0)	15
Regional Forum Participation	64.29% (9)	28.57% (4)	7.14% (1)	0.00% (0)	14
Problem Solving	60.00% (9)	26.67% (4)	13.33% (2)	0.00% (0)	15
Advocacy	71.43% (10)	21.43% (3)	7.14% (1)	0.00% (0)	14
Sector Promotion	50.00% (7)	35.71% (5)	14.29% (2)	0.00% (0)	14

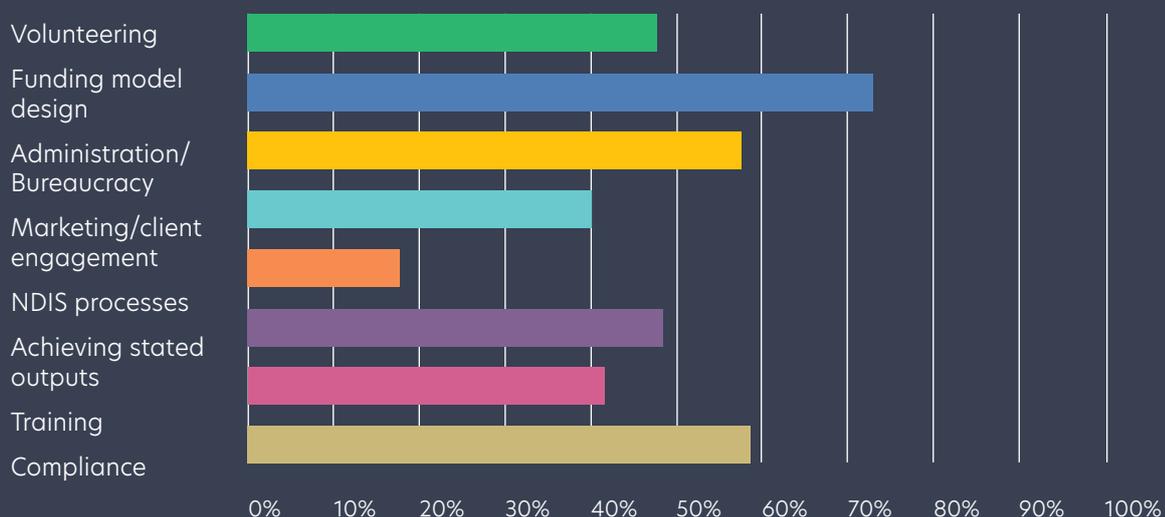
## Q2. Rate the quality of transport specific information that you receive from the CTO about the CHSP Program



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



## Q4. Identify your priority sector issues



# financial reports.





# profit & loss.

## Community Transport Organisation Ltd Statement of Profit or Loss and Other Comprehensive Income For the Financial Year Ended 30 June 2022

	Notes	2022 \$	2021 \$
<b>Revenue</b>			
Revenue from contracts with customers	4	436,162	332,262
Other income	5	42,849	41,686
<b>Total revenue</b>		<b>479,011</b>	<b>373,948</b>
<b>Expenses</b>			
Administration		(76,436)	(77,821)
Consultants and contractors		(168,091)	-
Depreciation		(494)	(702)
Employee benefits		(173,447)	(150,514)
Lease payments for short-term/low-value leases		(11,721)	17,178
Marketing		(5,885)	(965)
Net foreign currency exchange loss		(237)	-
<b>Total expenses</b>		<b>(436,311)</b>	<b>(247,180)</b>
<b>Net surplus for the year</b>		<b>42,700</b>	<b>126,768</b>
Income tax		- -	
<b>Surplus after income tax</b>		<b>42,700</b>	<b>126,768</b>
Other comprehensive income		-	-
<b>Total comprehensive income</b>		<b>42,700</b>	<b>126,768</b>

# balance sheet.

## Community Transport Organisation Ltd Statement of Financial Position As at 30 June 2022

	Notes	2022 \$	2021 \$
<b>Assets</b>			
<b>Current</b>			
Cash and cash equivalents	6	572,150	490,434
Trade and other receivables	7	46,232	47,190
Other assets	8	48,890	16,634
<b>Current assets</b>		<b>667,272</b>	<b>554,258</b>
<b>Non-current</b>			
Property, plant and equipment	9	2,081	623
<b>Non-current assets</b>		<b>2,081</b>	<b>623</b>
<b>Total assets</b>		<b>669,353</b>	<b>554,881</b>
<b>Liabilities</b>			
<b>Current</b>			
Trade and other payables	10	55,961	28,947
Provisions	11	24,996	17,528
Other liabilities	12	138,040	123,250
<b>Current liabilities</b>		<b>218,997</b>	<b>169,725</b>
<b>Non-current</b>			
Other liabilities	12	22,500	-
<b>Non-current liabilities</b>		<b>22,500</b>	<b>-</b>
<b>Total liabilities</b>		<b>241,497</b>	<b>169,725</b>
<b>Net assets</b>		<b>427,856</b>	<b>385,156</b>
<b>Equity</b>			
Accumulated funds		427,856	385,156
<b>Total equity</b>		<b>427,856</b>	<b>385,156</b>

# the year that was.





# our members.

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





**Peak Body for  
Community Transport Providers in NSW.**

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