



CTO
annual report
2023-24





table of contents.

our mission.	3
key achievements.	5
from the Chair.	7
from the Executive Officer.	9
from the Treasurer.	11
from the Regions.	13
North Coast Region	14
New England Region	15
Illawarra Region	16
South West Region	17
Western Region	18
Sydney Metro Region	19
Western Sydney Metro Region	20
financial reports.	21
the year that was.	23
member survey results.	25
our members.	26

our mission.

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



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 vision.

A community that is
entirely connected
through transport.



Key Achievements in 2024.

- ✓ Delivered CTO Conference ILLUMINATE 2023 in Port Macquarie. The CTO Conference continues to grow as the preeminent accessible transport event of the year, attracting over 150 delegates as well as bringing together industry and government partners.
- ✓ Became the organisational lead on developing the definition of community transport for submission to the new edition of the Elgar Encyclopedia of Transport and Society.
- ✓ Continued to participate in the Transport for Health Review, conducted by Ministry for Health NSW, and participated in the IPTAAS Stakeholder Industry Reference Group.
- ✓ Participated as a speaker for the Transport Management Course, University of Sydney Business School.
- ✓ Provided the first Annual Scholarship for the recipient of the CTO Future Leader Award to attend the Transport Management Course, University of Sydney Business School.



- ✓ Supported National advocacy through engagement in several ACCPA working groups including National Aged Care Policy and Funding Working Group.
- ✓ Engaged in community care forums, including enhanced involvement with the National Sector Support and Development Network.
- ✓ Participated in Point to Point Industry Reference Group working to solve problems of accessibility in point to point transport.
- ✓ Stakeholder engagement and support for the Ministerial Roundtables investigating wheelchair accessible transport solutions (across NSW).
- ✓ Supported the NSW CT technology transition by encouraging and funding independent guidance and capability building for the industry.
- ✓ Enhanced supports for Regional Transport Forums, specifically those operating in regional and rural locations with a goal of supporting greater connection, engagement and collaboration between organisations.
- ✓ Expanded the CTO Academy with 8 new courses, including free-to-members cultural competency training in partnership with Evolve.



from the Chair.

ISAAC SMITH

It is my great privilege to present the Chair of the Board Report for a year that has been marked by financial stability, strategic advancements, and our continued commitment to serving our members and the communities within which we work.

As a not-for-profit organisation, Community Transport Organisation Ltd. remains dedicated to ensuring accessible and affordable transport services for those in need, particularly the elderly, people with disabilities, and other vulnerable members of our community.

We place a high value on member engagement and our programming mirrors our focus on capability, connectivity, collaboration and advocacy.

Financial Stability

I am pleased to report that our organisation continues to maintain a strong financial footing. Through careful management of resources, ongoing government support, and increased community engagement, we have successfully navigated economic challenges and sustained operations without compromising the quality or availability of programming. Our financial resilience positions us well to meet both current and future needs.

Accomplishments

This year has been one of noteworthy achievements:

1. Expansion of Programs:

We increased our role in supporting engagement through Regional Transport forums, connecting a broad network of peers. We have seen the valuable benefits of peer-to-peer mentoring, information and resource sharing.

The CTO Academy continues to grow, adding new and diversified training modules to provide comprehensive baseline training for compliance intended to lift the and support the whole industry.

The Technology Transition Support project was a highlight of the year, allowing members to benefit and learn from an independent, knowledgeable and resourceful organisation, Round Box Consulting. The program was free for members and allowed access to high quality, organisation specific consultancy services, leading to independent, empowered decision making.

2. Advocacy & Stakeholder Engagement:

Our outreach efforts have strengthened ties with stakeholder and government departments. A significant increase in stakeholder engagement at the State level, along with targeted and strategic engagement at the Commonwealth level, has resulted in more opportunities to elevate awareness and extend the discourse about inclusive, accessible and equitable transport.



3. Business Development & Diversification Initiatives:

The CTO has undertaken significant work to strengthen the organisation's strategic foundation with a view to the future. This year the CTO Board has continued to look forward and mitigate challenges by building on membership, developing valuable and relevant programs and repositioning the organisation for growth.

4. Member Centric Innovations:

The CTO has doubled down on investing in member services. The CTO Conference was central to bringing our industry together, leading from the front and showcasing the importance of connection for delivery of best practice service. The CTO is committed to build upon programs like the PHN Partnership for Early Intervention and Preventative Health, the CTO Academy and the Technology Transition program to continue to invest in capability building for the whole industry.

Strategic Footing for the Future

The CTO is well-positioned for sustained growth and impact as our strategic plan for the coming years focuses on continuing to diversify our funding sources. While we are financially stable, exploring new partnerships and funding opportunities will ensure long-term sustainability. We also aim to expand our services and broaden our reach by sharing the value that we offer for all organisations who deliver supported, accessible and inclusive transport services.

Our exploration of innovative service delivery will continue to show how technology and new approaches can further enhance services, improve operational efficiency, and meet the evolving needs of clients and our community.

A Stable and Engaged Board

I would also like to acknowledge the stability and dedication of our Board of Directors. The collective wisdom, diverse expertise, and strong governance provided by the Board have been critical to our success this year. We remain united in our mission and continue to offer strategic guidance as the organisation grows and adapts to new challenges.

I would like to express my heartfelt thanks to Tara and the whole CTO team for their tireless efforts this year. Your work and commitment to this industry and our community is truly inspiring. I also extend my gratitude to my fellow Board members for their leadership and guidance throughout this year.

As we reflect on our successes, we remain focused on the future, ensuring that Community Transport Organisation Ltd. continues to be a pillar of support for our members, the keeper of knowledge for our stakeholders, and a leader as we imagine the future for accessible and equitable transport solutions in our communities. Together, we are on solid strategic foundations, ready to face the challenges and opportunities that lie ahead.

from the Executive Officer.

TARA RUSSELL



During 2024 the CTO has had several opportunities to forge ahead in achieving the strategic directions identified within the CTO Strategic Plan.

In particular, the goal of building an advocacy platform to address inequitable access to safe, high-quality, reliable transport, that is informed by research and consultation, has focused our effort in areas that are fertile for change.

Specifically, our effort to focus on building strategic partnerships with like-minded organisations has allowed the CTO to amplify our voice and expand our reach by building a coalition of organisations aligned by interest. Two good examples of this are in the area of wheelchair accessible point-to-point transport and regional health transport.

The Company has continued to perform very well financially, largely through staffing efficiencies, strategic engagements and targeted expenditures. However, the CTO is yet to successfully master business diversification. Substantial time and effort has gone into this endeavour, including working with Social Ventures Australia who were engaged to develop a business development plan that the CTO will begin to implement across the next 12 months.

Highlights of 2024 include the CTO taking on the facilitation and administrative support of the Regional Transport Forum Program for all areas of NSW outside of Metro Sydney. With each region presenting with different needs, it has come with some learning,

but it has been an incredibly rewarding program to deliver and provides many opportunities for greater enrichment.

This year the CTO worked diligently to bring an independent and knowledgeable voice to the transition away from a TfNSW supported technology solution. The program was a very good example of the work we can and should be undertaking to build capacity and empower our member organisations to make the strategic and business decisions needed to thrive.

The CTO Illuminate Conference held in Port Macquarie was an event that delivered high quality speaker sessions, networking and educational opportunities for the whole industry. The conference continues to be the highlight of the CTO annual program, providing an opportunity to bring together board members, executives and staff to build a community of service providers who leave motivated, inspired and connected.

It has been a very successful year in which the CTO Board solidified returning members, providing ongoing stability for the organisation. I want to thank the Board for its unwavering support for the CTO program of work throughout 2024. We established balance and a clarity of purpose that will see the CTO strengthen and reinvest in programs that build and fortify the industry for reform to ensure that community transport and those who travel with us have a voice in the future of what accessible and equitable transport looks like in Australia.





from the Treasurer.

GREG STANGER

Financial Year 2024 Report: CTO Performance

The Community Transport Organisation (CTO) continued to deliver exceptional value to its members during the FY24 financial year. Under the guidance of the Executive Officer and Board, the CTO achieved notable successes, including:

- **Enhanced financial oversight:** The CTO maintained rigorous financial controls to ensure transparency and accountability.
- **Operational efficiency:** The organisation continued to streamline its operations to maximise productivity and minimise costs.
- **Income diversification:** The CTO expanded its revenue sources to reduce reliance on traditional funding streams which have continued to decline.
- **Increased member services:** The CTO expanded its offerings to provide greater value to its members including the new CTO Academy training program.
- **Increased project-based grants:** Numerous new project-based grants which delivered both additional income and substantial increased member benefits

The strategic plan continues to be implemented, establishing the CTO as a sustainable leader in advocacy and member services. This plan focuses on diversifying income, increasing membership, and delivering more value to members, particularly as

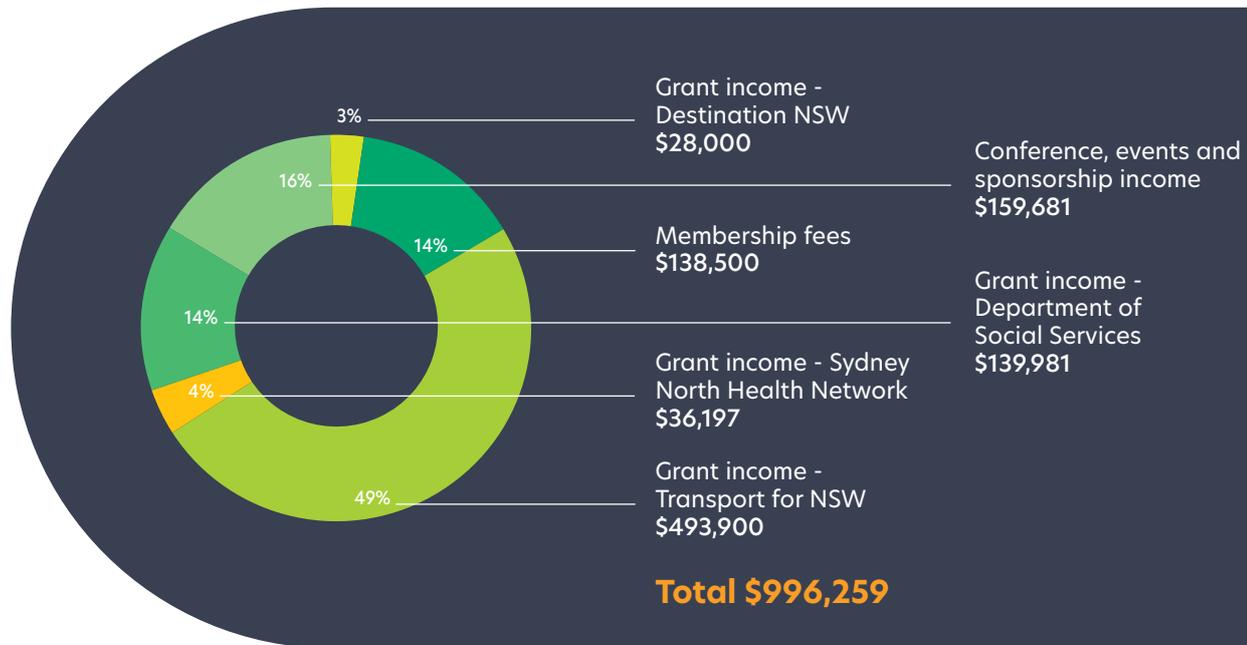
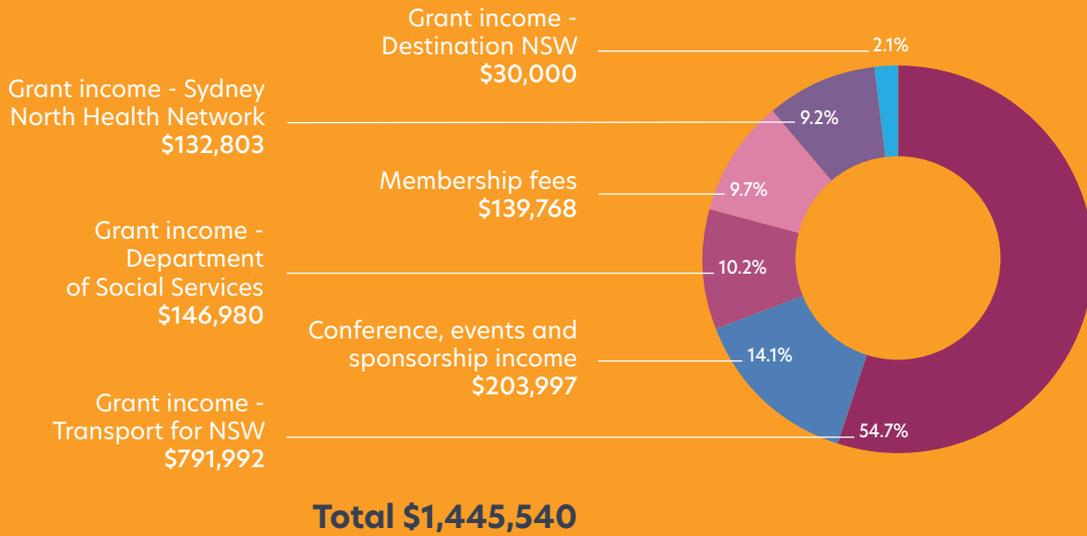
the sector faces increasing challenges, mergers and reduced government support.

The CTO's traditional income streams, membership fees and DSS contract remained relatively stable in FY24. To ensure long-term sustainability, the organisation has been actively seeking new funding sources, including grants, partnerships, and project-based initiatives.

Key financial highlights of FY24 include:

- **Significant revenue growth:** Grant-based projects helped increase total revenue by 45% compared to the previous year whilst delivering significant member benefits and support.
- **Healthy financial position:** The CTO achieved a net surplus of \$440,194 (30% of total revenue) contributing to the increase in the total equity position of \$1,188,571. These reserves are crucial to sustain and invest back into the CTO purpose and member support as traditional funding is likely to significantly decline.
- **Strong liquidity and solvency:** The organisation maintained a robust financial position with ample cash reserves and minimal debt resulting in an excellent 2.8+ current ratio (Cash+ investments ÷ Liabilities)
- **Membership:** Income remains steady even through continuous provider amalgamations with many new Level 2 memberships due to the CTOs broader transport industries recognition.

Income 23/24.



Income 22/23.

The CTO's ability to successfully secure and implement new projects and deliver value to its members is a testament to its effective financial management, structure and strong leadership.

Although the organisation is well-positioned to continue its growth, its ultimate success will be based on the Department of Health and Aged Care's continued ability to recognise and fund the CTO directly for sector support and development. TfNSW decided not to apply themselves for SSD funding in which the CTO would have traditionally submitted for grant-based projects to support our sector and its members. Important projects delivered supported the transition to a new aged care system, compliance, IT support and development, Innovation, sector

training support, and rural and remote connection and support just to name a few.

Conclusion

The CTO's performance in FY24 demonstrates its commitment to providing exceptional value to its members and ensuring long-term sustainability. With a strong financial foundation and a clear strategic direction, the organisation is well-equipped to meet the challenges and opportunities of the future. Continued relevance and additional support for its members will be dependent on the DOHA, continued memberships and sector engagement and support for an increasing array of member service like the innovative CTO Academy.

regional reports.



North Coast Region.

ISAAC SMITH



I have really enjoyed my third year as the CTO representative for the North Coast Region of NSW, 2024 also marking the completion of my first year as the CTO Chair.

The Far North Coast of NSW has always been seen as different to other places. We are generally more alternate and creative when taking a big picture view. But we also face the challenges of longer distances and larger aged care demographics. So it is not surprising that the providers in our region are looking to be creative in finding solutions to Aged Care Transport.

The Community Transport Company has purchased a local taxi business to make transport options more flexible for their clients. Flexibility is a must for regional and rural areas, with little access to public transport. Linked Community Services continues to expand its social outings to include weekend cultural events so clients can enjoy a night out. Connect You Too has installed a commercial solar system on their offices to become a more sustainable organisation. HART services has begun rolling out Teslas to electrify its fleet and the volunteers are loving the opportunity to take one for a spin.

Across the board the North Coast providers are seeing increases in trip numbers and more connections to their community and other aged care providers. We are also seeing a big boost in brokerage partners across our region for transport and other aged care services such as meals and social support linked to Home Care

packages. Partnerships with Newcastle University and Southern Cross University are putting students in contact with our clients, connecting future health professionals with valuable experiences.

Unfortunately, following the Fires and Floods of recent years, mental health is also an area where our region leads the country. So North Coast providers are doing new training with our teams. This is great for our staff and volunteers, but the training will also help clients in our services. Transport is usually the first 'port of call' for aged care services, so it is crucial that this training be maintained.

I would like to thank my regional colleagues for their support over the past 12 months. I look forward to working with them in 2025 to make sure our region and our clients are well represented.

New England Region.

SALLY WALTERS



I joined the CTO Board as a representative of the community transport providers in the New England area of NSW in 2021. During this time the New England providers, along with all of the community transport providers of NSW have continued to deliver high quality community transport services to their communities.

In the New England our demand for long distance medical service trips continues to consume a huge amount of our resources with many providers delivering 500+km round trips every day to specialists in larger centres. The commitment of the volunteer drivers who turn up each day and offer their services to assist members of their community is priceless and shouldn't be underestimated. However, their continuing decrease in numbers is of a real concern for our providers, resulting in providers questioning how they shift to paid driver models before, during or after the role out of the Support at Home model.

The support the CTO provides rural and regional CT providers was never more evident than when the issue with Cabcharge was identified in 2024. Never has there been a clearer example of a metro based organisation not recognising the impact corporate operational change, when rolled out, would have on its rural and regional customers. Thanks to the support of the CTO, the matter was resolved and our clients were able to go back to using their vouchers provided by their CT provider.

The ongoing support of the CTO in the lead up to the transition away from Routematch was invaluable to many of the NE providers. This policy decision by TfNSW had major ramifications for many providers who were already in the grips of insecurity as a result of the Support At Home saga. Yet, the CTO provided a steady hand and supported providers through informational webinars and ongoing regional forums, which assisted those needing to transition with the support they needed to make informed decisions.

It is evident when attending the CTO NE Forum the value it has to the providers when they attend, whether it be face-to-face or by dialing in. These scheduled forums give these stand-alone providers the opportunity to get together, to share ideas and come up with solutions to the challenges of providing community transport to an ageing population, with a declining volunteer workforce and a stagnated income.

The professional support provided by the CTO and effort the CTO Team have put in over the last 12 months is something, as a Board member, to be proud of.

I have enjoyed my time as a member of the CTO and it is with much regret that I am standing down from the Board as I take on new challenges. I wish everyone at the CTO all the best for the future and know that the good work it has delivered to date will continue.



Illawarra Region.

DARRIN WILSON

I have been thrilled to represent the Illawarra/South Coast region for the past 2 years on the CTO Board and hope to continue to do so.

The CTO Peak Body is an essential conduit between C.T.s and state and federal level government departments as well as a vital information resource. So it is imperative that we keep it properly resourced and moving forward to support all the members.

The Illawarra/South Coast region is made up of four local government areas being Wollongong, Shellharbour, Kiama and Shoalhaven. Within these four areas are 6 Community Transport providers covering the entire southern area of the state. These C.T.s are:

- Coast and Country
- Wollongong
- Northern Illawarra Neighbourhood Association
- Blue Haven
- Eurobodalla

The individual organisations range in size but all deliver the same high value essential transport to a large number of at-risk clients who would otherwise be stranded within their homes without access to community.

They cover an area of over 10,000 square kilometres and a population base of over 520,000. This creates a huge challenge due to the tyranny of distance and lack of resources.

The challenges never seem to change, the conversation always revolves around funding shortages, staff shortages and I.T. challenges but we have all worked through these issues for another year and look forward to what the future brings.

I would like to give a huge thanks to the staff and volunteers of all these C.T.s who work tirelessly day after day to ensure their community is looked after.

I will leave you with a quote that we use regularly to uplift our clients if they are having a bad day...

"You are never too old to set another goal or dream a new dream. Every day may not be good, but there is good in every day. The difference between ordinary and extraordinary is that little 'extra'. Be so happy that, when other people look at you, they become happy too."

South West Region.

PADDIANNE ARCHDALE



I have had the privilege of being on the Community Transport Organisation Board for two years and over that time I have seen it go from strength to strength, advocating for its members and for the transport industry in its entirety.

Over the past 12 months, the South West Region of NSW has seen several community transport providers merge, driven by the necessity to create stronger, more resilient infrastructure. With the forthcoming changes to the sector, it is essential that providers adapt to ensure both operational viability and the continuation of high-quality services to those who depend on community transport, particularly the elderly and those with limited mobility.

The geographical area of the Southwest Region is vast, extending from Tumut in the east to Wentworth in the west, Griffith in the north, and all the way down to the NSW/Victorian border. Despite the geographical spread, the issues faced by providers are remarkably similar across the region. Each time we convene, there is a resounding consensus: the current funding and reimbursement models do not adequately cover the cost of delivering community transport services, especially in rural and remote communities. These distances mean higher operational costs, and for many towns, there is growing concern about the sustainability of community transport in the future.

The unit cost per trip is one of the most significant challenges faced by providers in the southwest region. Many providers report that the current funding models are not aligned with the realities of rural transportation. For many small towns, the loss of community transport services would represent a devastating blow to the elderly and vulnerable who rely on these services for accessing healthcare, groceries, and social engagements.

One of the key developments on the horizon is the introduction of the Aged Care reforms and the new Support at Home program. Under these changes, transport services will need to adapt their models by 2027 to align with the broader reform agenda.

As we look to the future, innovation and collaboration will be key to the continued success of community transport in the southwest region of NSW. Collaborative efforts between organisations, as well as partnerships with local governments and private operators, could help alleviate some of the financial pressures.

In the face of these challenges, there are also immense opportunities. Technological advancements, such as ride-sharing platforms and route optimisation software, could help reduce costs and improve service delivery. Additionally, there is potential for increased funding and policy support as the Australian government continues to focus on aged care reform and addressing rural and regional transport inequalities.

Western Region.

KATHYRYN AKRE



The Western Region Community Transport 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, Warren 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 however all travel long distances with very few economies of scale.

We all face similar issues: All our services rely on volunteer drivers and like everyone, we are finding it increasingly difficult to recruit volunteers.

Our members continue to support each other and enjoy the opportunity to meet face to face and discuss the many things going on in the industry. During the technology transition from RouteMatch we have found it very beneficial to evaluate the options together.

We appreciated the Technology Transition Program and having Tammy attend the forum and provide information to assist in the decision making for our organisations. The funding for the Regional Forum project has enabled us to ease the burden on members for organising the forums and guest speakers.

We are all working toward ensuring that our clients can continue to live independently and access Community Transport despite the uncertain future of funding.

It has been great to have 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 my 4th and final year. Over this time, I have witnessed immense sector change and increasing challenges. I'm very proud to have been part of the CTO's robust governance and foresight, bold and aspirational direction, decisions and advocacy.

Your representatives on the board, Tara and her team have worked tirelessly to ensure a strong and united voice for community transport on both national and state levels. I must say thank you especially to the Sydney Metro providers for your support and input.

Sydney Metro, with its 13 providers and over 700,000 CHSP trips annually, is a significant % of the TfNSW contract. We service areas where public transport is sometimes either unreliable or inaccessible for our customer cohort. The region's unique challenges, including dense population, traffic congestion, and limited resources which are always considered and reflected in the CTO's advocacy.

Regional Challenges and Solutions

Sydney Metro operators face specific challenges, such as increasing traffic delays, high fixed costs, and limited space for depots due to its densely populated area which has a very culturally diverse population of over 2.8 million. These region's providers are specifically impacted by declining volunteers with an increasing reliance on paid employees to deliver

our services. To address these issues, operators often rely on commercial income and diverse service offerings to cover the increasing cost of delivering our TfNSW contracted trips. Despite these challenges, Sydney Metro members have demonstrated a strong commitment to collaboration and mutual support. Through regular meetings and open communication, members share knowledge, advocate for common issues, and explore innovative solutions.

The CTO's continued advocacy and strategic planning are essential for ensuring the sustainability and effectiveness of community transport in Sydney Metro. By addressing the region's unique challenges and leveraging the strength of its members, the CTO can continue to advocate for policies that support the needs of individuals and communities.

I look forward to the future as part of the Sydney Metro forums and supporting this region's new CTO board representative. There is a depth of intelligent, knowledgeable and passionate CEOs represented who are supported by over a thousand combined dedicated team members servicing the wonderful communities in the Sydney metropolitan region.

Western Sydney Metro Region.

JESS INNES



The Westmet Region is comprised of seven diverse organisations: Community Wheels, Southwest Community Transport, The Hills Shire Council, Blue Mountains Aboriginal Culture and Resource Centre, Bankstown Community Transport, Active Care Network, and Peppercorn Services.

Our collective area of operation extends from Wingecarribee, across southwest Sydney, up to the northern reaches of Hawkesbury and the Hills Shire. Our region is home to one of the most culturally diverse populations in Australia, with over 50% of residents speaking a language other than English at home. More than 100 different cultural groups contribute to the vibrant and dynamic nature of the region, which is home to large communities from Asia, the Middle East, and Europe. This rich cultural mix enhances the community's character, bringing together a wide variety of traditions, languages, and perspectives that we embrace as we provide our services.

As a region that is classified as metropolitan, yet operates over many peri-urbanised areas, we continue to advocate for:

- Sustainable and adequate funding that addresses peri-urbanised transport operations.
- Flexibility in the Community Transport Program (CTP) guidelines for the purpose of access to education and employment, in particular for youth.

- Increasing need for individualised transport to reduce the time our clients spend in transit.
- Assistance for the community to prepare for natural disasters such as bushfires and floods where community transport is critical to preparedness and early evacuation.

We are preparing for the future as Western Sydney continues to rapidly grow. The upcoming Western Sydney Airport Metropolis and nearby developments, such as Lowes Creek Maryland and Birling Estates, are expected to add 10,000 new homes over the next few years. This population growth will bring significant changes to road infrastructure as Sydney expands its corridors for growth.

Throughout these changes, the Community Transport Organisation (CTO) has been a steadfast advocate, providing invaluable support in conveying the information we need to make informed, strategic decisions. We would also like to acknowledge Ben Jackson, the former Chair of the CTO Board and Westmet's Representative. Ben's leadership and dedication played a crucial role in championing the needs of our region, and his contributions have left a lasting impact on the community.

It is a privilege to serve on the board alongside such a dedicated group of community-minded individuals, and to represent the Westmet region as we work to improve the quality of daily life for so many people.

profit & loss.

Community Transport Organisation Ltd Statement of Profit or Loss and Other Comprehensive Income For the Financial Year Ended 30 June 2024

	Notes	2024 \$	2023 \$
Revenue			
Revenue from contracts with customers	4	1,445,540	996,259
Other income	5	12,249	-
Total revenue		1,457,789	996,259
Expenses			
Administration and other operating costs		(117,528)	(75,673)
Conference, events and program expenses		(201,651)	(189,514)
Consultants and contractors		(204,519)	(106,204)
Depreciation expense		(2,010)	(1,935)
Employee benefits expense		(338,129)	(278,620)
Lease payments for short-term/low-value leases		(34,478)	(23,387)
Net foreign currency exchange loss		(280)	(405)
PHN trips expenses		119,000)	-
Total expenses		(1,017,595)	(675,738)
Net surplus for the year		440,194	320,521
Income tax expense		-	-
Surplus after income tax		440,194	320,521
Other comprehensive income		-	-
Total comprehensive income		440,194	320,521

balance sheet.

Community Transport Organisation Ltd Statement of Financial Position As at 30 June 2024

	Notes	2024 \$	2023 \$
Assets			
Current			
Cash and cash equivalents	6	1,096,497	1,101,812
Trade and other receivables	7	100,896	65,688
Other financial assets	8	5 00,000	
Other assets	9	1 02,244	39,283
Total current assets		1,799,637	1,206,783
Non-current			
Property, plant and equipment	10	2,206	2,228
Non-current assets		2,206	2,228
Total assets		1,801,843	1,209,011
Liabilities			
Current			
Trade and other payables	11	1 38,693	98,177
Provisions	12	23,575	12,077
Contract liabilities	13	4 51,004	350,380
Total current liabilities		613,272	460,634
Non-current			
Total non-current liabilities		-	-
Total liabilities		613,272	460,634
Net assets		1,188,571	748,377
Equity			
Accumulated funds		1,188,571	748,377
Total equity		1,188,571	748,377



the year
that was.



survey results.

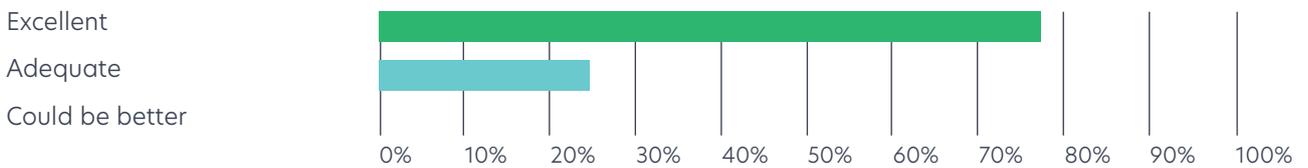
Q1. Rate the quality of the CTO services that you or your organisation has used

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Weekly Member Update	69.23% (9)	30.77% (4)	0.00% (1)	0.00% (0)	13
Monthly Webinars	15.38% (2)	69.23% (9)	15.38% (3)	0.00% (0)	11
Sector Information and News	61.54% (8)	38.46% (5)	0.00% (0)	0.00% (0)	11
Regional Forum Participation	63.64% (7)	36.36% (4)	0.00% (0)	0.00% (0)	10
Technology Transition Advice	27.27% (3)	45.45% (5)	27.27% (3)	0.00% (0)	11
Advocacy and Engagement	69.23% (9)	30.77% (4)	0.00% (0)	0.00% (0)	11
Sector Promotion	53.85% (7)	38.46% (5)	7.69% (1)	0.00% (0)	11
CTO Conference 2023	38.46% (5)	53.85% (7)	7.69% (1)	0.00% (0)	11

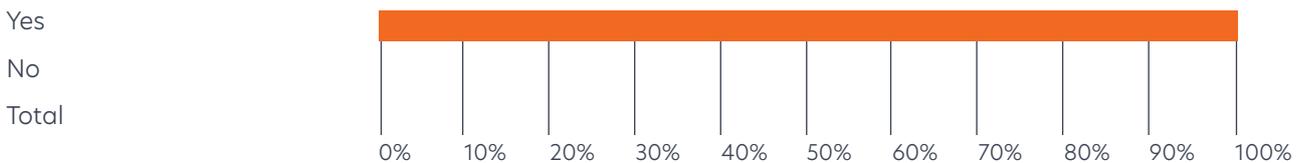
Q2. Rate the quality of transport specific information that you receive from the CTO



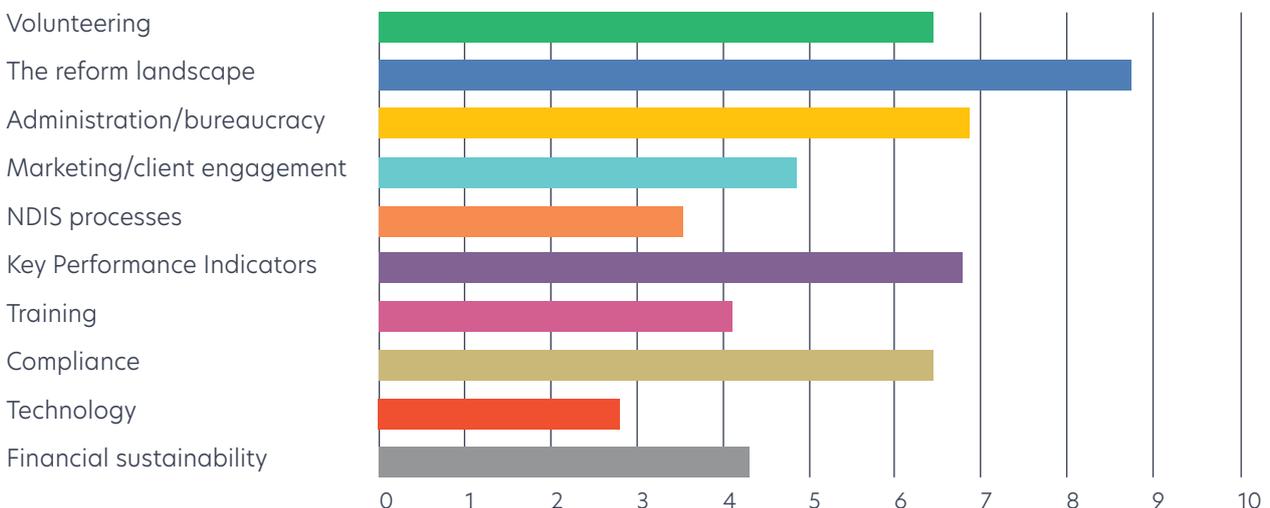
Q3. Please rate the quality of information that you receive regarding the aged care reforms and the transition to the Support at Home Program from the CTO



Q4. Is the CTO working to improve or promote current & 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

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

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

Live Better Community Services

ADSSI Limited T/As Maitland Community Care Service
and Dungog District Neighbourcare

Mercy Services

Mosman Council

Moree Aged & Disability Services Inc t/as Moree Care

Mudgee Community Transport

Murray River Council

Murrumburrah-Harden Flexible Care Service

Namoi Care Connect (formerly Wee Waa Community
Care Service Inc

Narrandera Shire Council

Neighbourhood Central Ltd

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

Star Community Services

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

Walcha Council Community Transport

Wollongong City Council

Warrumbungle Shire Council



Peak Body for
Community Transport Providers.

Suite 12/Level 8
100 Walker St
North Sydney NSW 2060
e: reception@cto.org.au
p: 1300 679 286

Supported by: Australian Government Department of Health and Aged Care