

ANNUAL REPORT

2023-2024





Australian Community Transport Association (ACTA)

ACTA acknowledges the traditional owners and Elders past and present across Australia.

We pay our respects to these Elders and to those of the future, for they hold the memories, the traditions, the cultures and the aspirations of Aboriginal Australia.

We must always remember that under the concrete and asphalt, the land is, was and will always be traditional Aboriginal land.

*ACTA would like to thank all who contributed
to the annual report.*

**ACTA**

Australian Community Transport Association

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OUR PURPOSE

ACTA's purpose is to:

- Provide a forum for the State/federal Associations and the State/federal Representatives to meet and to discuss matters of mutual interest,
- Represent Community Transport providers within Australia,
- Make representations to Government, Non-Government and the private sector on behalf of its membership,
- Provide information and support to its community transport providers in Australia,
- Develop policy and standards that promote best practice in community transport organisations,
- Promote Community Transport issues throughout Australia,
- Build a strong membership base to generate income and political influence.

Our vision is to advocate for a self-sustaining community transport sector which allows access and participation for all people in Australia.

Together we can influence State and Federal Government for industry and organisational sustainability, growth, innovation and funding.



ACTA

Australian Community Transport Association

GOVERNANCE

ACTA (ABN 16 148 061 741)
is a non-profit organisation governed by a Board of Directors

BOARD of ACTA 2023-2024



Chair
David McDonald
(SA)



Deputy Chair
Terry O'Toole
(QLD)



**Chair Governance
Sub-Committee**
Jo Cochrane
(ACT)



Treasurer
Rachel Thompson
(NSW)



Director
Lyndon Stevenson
(TAS)



Director
Prue Dimitry
(VIC)



Director
Georgina Bracken
(NT)



Director
Stephen Cummins
(WA)





A WORD FROM THE CHAIR

The past year of 2023-2024 has proven to be a most enthralling and a rewarding year with many positives. It has been my pleasure to act as your chair of ACTA (Australian Community Transport Association) the only national peak body for community transport within Australia.

The highlight of the year no doubt has been the opportunity that we have been afforded by being contracted by the Department of Health and Aged Care to work collaboratively with them on the Community Transport Pricing Pilot. We consider this to be a real honour and privilege to be able to represent all community transport providers in all states and territories.

Fortunately, as mentioned previously, we were able to secure the services of Murray Coates as our ACTA CEO. Our CEO Murray Coates and his team have performed a sterling role during the year and have proven to be the perfect conduit between the ACTA board, members, providers participating in the pilot program and the Department. This is a tough gig by any stretch of the imagination. Nevertheless, Murray’s resilience, persistence and strong, open effective communication style has shone through. We thank him for his efforts.

Throughout the year via the Pricing Pilot initially we discussed and confirmed policy definitions and parameters surrounding the pilot. We then moved onto testing with real-world analytics. In the latter part of the year, the Pilot approached the end of the framework and preparation phase. The 31 Pilot participants acknowledged that each of their models varied due to location and operation, and that the final definition of community transport fit the individual models of their organisation’s service provisions, but certain nuances were required. FY25 will prove to be an extremely exciting year with the collection of real live data from the Pilot participants by Uni SA (South Australia).

The completion of the Victorian Mapping Project, an important project for ACTA, demonstrated how Community Transport services build capacity in communities. We all know that Community Transport is complex. ACTA better understands the ecosystem of providers and where unmet needs exist to build a picture of the crucial role the sector plays in community, economic development, public health support, social cohesion and creating equity in Victoria.



Australian Community Transport Association

A WORD FROM THE CHAIR

Cont'd...

ACTA has continued to be proactive in building rapport with political and departmental contacts in all states and territories.

Meaningful discussions have been held in South Australia with a meeting with key ministers in September. Advocacy work has continued in Victoria, Queensland, the ACT, and New South Wales at this point.

The ACTA brand as the national peak body for the community transport sector in Australia has continued to grow which has resulted in a healthy growth of new members. The ACTA door is always open to welcome new members and expand our community. Our sector will always be stronger with one united voice to represent all members from every state and territory within Australia.

ACTA acknowledges the collaborative nature of the working relationship with the Department, and their input, leadership, and support during the formation and continued development of the Pricing Pilot.

Our 2024 National Conference produced a vast array of many accomplished and well recognised speakers in their specific fields of expertise. The content of the conference was informative, engaging and very much aimed our Community Transport sector.

We are delighted with the progress that ACTA has made over the past year. To that end, I will take this opportunity to thank my fellow board colleagues who willingly volunteer their time along with our Chief Executive Officer and his team for their strong advocacy work, and tremendous input on behalf of all our valuable members. Thank you to our members for your continued efforts towards helping those in our community who are transport disadvantaged to be socially engaged and not isolated in the communities that we serve.

David McDonald,

ACTA Board Director, Chair



Australian Community Transport Association



A WORD FROM THE CHIEF EXECUTIVE OFFICER



I would like to start by acknowledging all our members for their ongoing support, feedback and input over the last year.

It has been a frantic year and the guidance our members give us is invaluable. We do understand that they contribute and do the work in 'magic time', that is to stay on top of running their community transport services, keeping on top of all the changes and innovating to ensure their service is the best it can be.

We all know that community transport adds value to people's lives beyond the 'trip'. ACTA is working hard to promote this, it essentially saves lives, saves government expenditure, saves people from becoming depressed and saves medical appointments from being missed. This occurs through:

- Promoting social connectivity, and is a social hub for clients, providers and volunteers to exchange social interactions and emotional support,
- A lifeline that supports the independence of people to access and attend services they require, thereby providing peace of mind for family members about the welfare of loved ones,
- Increasing access to education and employment, and is a provider of employment for people, allowing them to give back to the community and develop new skills,
- Being a valuable service that supports the movement of people with health and mobility issues, by offering convenient and efficient services that respond to the specific needs of clients,
- Providing important health benefits for mental health and wellbeing by reducing social isolation and loneliness, particularly among older adults and people with a disability,
- Being an important preventative health and early intervention mechanism, where providers can detect health risks and provide more immediate assistance and care,
- Prioritising customer health and wellbeing, which promotes trust in community transport and a strong perception of safety associated with services.

It has been another big year delivering these benefits, whether we think about the National pilot, issues in States and Territories or the sustainability and quality of member organisations.



Australian Community Transport Association

A WORD FROM THE CHIEF EXECUTIVE OFFICER Con't...

The Community Transport Pricing Policy Pilot came on line in December 2023 after many years of working beside the Department of Health and Aged Care to get to a common understanding of the fact that for Community Transport to be sustainable, there would need to be adjustments to a fair price where providers would be paid for the work they do, and changes to the policies that enable quality and client-focused services. Since the project started, ACTA has engaged with 32 community transport operators across Australia that provide representative bases to complete the study. This group has formed a positive working group that can have robust conversations. We have also worked with our research partner, UniSA to establish a robust data collection and evaluation framework. By June 2024 everything was set up and ready to go, so we are now looking forward to seeing what the data tells us and what policy settings will make sense in the future.

We thank the Department of Health and Aged Care for the professional and committed relationship concerning this project. There is much more to be done, but with their co-design approach, a good outcome is likely.

ACTA has also been working hard in the States and Territories on several issues. You can get an overview of these on the following pages in the State and Territory 2023/24 Year In Review.

We have also completed the Victorian Mapping project that seeks to map all types of community transport across Victoria so that we can work with the government to improve how these are delivered. We thank the Department of Transport and Planning for their support with this project.

I'm sure that next year will be just as challenging for all of us, but we continue to work together to share our knowledge, and to support each other. ACTA will continue to be here for our members. ACTA has and will continue to be proactive in building rapport and action with political and departmental contacts federally and in all states and territories.

Finally, I would like to thank the talented ACTA Board who ensure a high standard of governance, are actively involved and are always there as a sounding board. Also, to the ACTA staff who work day in, day out to make the sector a better place for our members and people who need to use your services.

Murray Coates,

Chief Executive Officer



Australian Community Transport Association

STATE & TERRITORY 2023-2024

Year in Review

Overview

The ACTA State and Territory 2023-2024 Year in Review provides a taste of insights into the continuous efforts of ACTA in the Community Transport Sector across the States and Territories of Australia.



South Australia

ACTA has been collaborating with the Government of South Australia on the design of the community services provision project, titled Community Transport: Service Model Engagement, aimed at supporting SA residents. This will shape upcoming service provision parameters. This has been a great example of sharing information and learning from different States. Meetings with key Ministers have delivered action around aligning boundaries, working toward removing duplicate compliance requirements and reviewing the flexibility of CPN Contracts.



Queensland

Community Transport (CT) providers are not able to access the Taxi Subsidy Scheme (TSS), which provides a lift fee of \$25 for people requiring a modified vehicle. Queensland CT providers could provide transport to people who require this type of service if they had access to the fee. ACTA is working to have the State Government give CT providers access to the lift fee, and thus people who require modified vehicles have more choices and access to their communities. The Queensland government have been resisting this move despite evidence and reports showing over a 200% increase in demand for this type of service in some areas, which can't be met by taxis alone. ACTA is also aware that this is an issue in other states.



Victoria

The Victoria Tasmania Community Transport Association (VTCTA), with funding support from the Department of Transport and Planning in Victoria, undertook a mapping project to gain a deeper understanding of Community Transport (CT) models across the state. The project aimed to map the current ecosystem of CT providers, the regions they serve, and the challenges faced by the sector, to develop a comprehensive CT profile for Victoria. The information and recommendations contained in the report will now be used to further enhance services across the State. ACTA thanks the Department of Transport and Planning for its assistance and support.



Tasmania

Tasmania's issues are mostly driven by Commonwealth issues.



ACTA

Australian Community Transport Association

STATE & TERRITORY 2023-2024

Year in Review Cont'd



Western Australia

The Action Plan for Planning Reform, released in August 2019 by the Government of Western Australia, aimed to enhance the state's planning system by streamlining processes and improving critical infrastructure. The plan seeks to create better places for communities across Western Australia, simplify the planning system, improve transparency in decision-making, and reduce unnecessary red tape. However, Community Transport (CT) remains out of scope in any official documentation released by the state government. There is a lack of clarity regarding the role of government departments responsible for developing a robust CT in Western Australia. ACTA has identified that the current government structure is confusing, with an unclear delineation of responsibilities between departments. ACTA remains committed to engaging with the state government to build relationships and advocate for CT projects that can improve the lives of transport-disadvantaged individuals, senior Australians, and people with disabilities.



Northern Territory

Members are having problems finding drivers that have a 'H' endorsement, particularly in remote areas. The licence class requires several processes and high complexity of compliance that on many occasions volunteers don't want to go through. ACTA can't see how this adds quality or safety to the service being provided and in some cases is the likely reason that providers can't meet their output targets.



New South Wales

Under the new Aged Care Bill 2024, providers must register with the Aged Care Quality and Safety Commission before offering aged care services, including community transport. This will mean that providers who only had providers who had a contract with Transport NSW will need to apply for registration, despite some having operated for an extensive time. ACTA is working to make this more straightforward.



Australian Capital Territory

ACTA has been working with the Transport Working Group that represents providers in ACT. There has been a major commissioning in the ACT that has seen the number of trips provided decrease significantly. Transport Canberra is also taking a more active role in providing access to mainstream services. ACTA is concerned that this will lead to people being isolated in their own home.



COMMUNITY TRANSPORT CONFERENCE 2024



We held our 2nd National Community Transport Conference on the 28th and 29th of August, giving service providers the opportunity to come together and share information and insights for safe, affordable and accessible community transport. With the theme of 'Sustainable Mobility' delegates, sponsors and guest speakers gathered collectively sharing knowledge and planning for a better, sustainable future for community transport.

The conference was held at Hyatt Place Essendon Fields Melbourne (after considering six venues), consisted of two days, and was attended by over 120 people from every State and Territory across the nation.

Speakers were high caliber and came from both inside and outside the direct sector to try and introduce new thinking. Presentations included:

- Russell Herald from DoHAC, Akshay Vij from UniSA and ACTA CEO Murray Coates- with a CHSP Community Transport Pricing Pilot update,
- Karni Liddell, Paralympian and NDIS Advocate - the big impact of small changes
- Prof. Adam Graycar - Public policy in our world
- Prof. Michael Pervan - IHACPA and pricing on social capital
- Scott Bogren - An international prospective from the USA
- Commissioner Robert Fitzgerald - Older persons and the importance of transport
- Russell White, Driver Safety and work related driving
- Jackie Furey, Psychologist and the Power of Connection.

Key discussions emerged around ensuring we had a common voice to government, the need to look at what sustainable innovations we could embrace as a sector, and ideas that can be taken back to individual organisations to remain viable into the future.

The venue worked well, and it was easy to talk with sponsors while presentations were occurring in the adjacent room. Extensive feedback was received from a post event survey that will be used to plan future events, including conference and webinars. This post-survey has indicated that 95% of people were very satisfied with the content and professionalism of the event.

The Gala Dinner was a fun, informative time for people to connect from around the nation, while getting to know each other, as comedian Colin Cameron returned to host the evening, that was sponsored by Orcoda, one of the 10 sponsor organisations that supported us and the conference. We also excitedly launched our 'National Community Transport Industry Awards', where nominees and winners will be announced and celebrated through the Gala Dinner event at future conferences.

We thank all our sponsors for their support. Please support them when you can.



Australian Community Transport Association

COMMUNITY TRANSPORT CONFERENCE 2024



COMMUNITY TRANSPORT CONFERENCE 2024



Sponsors

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you!*

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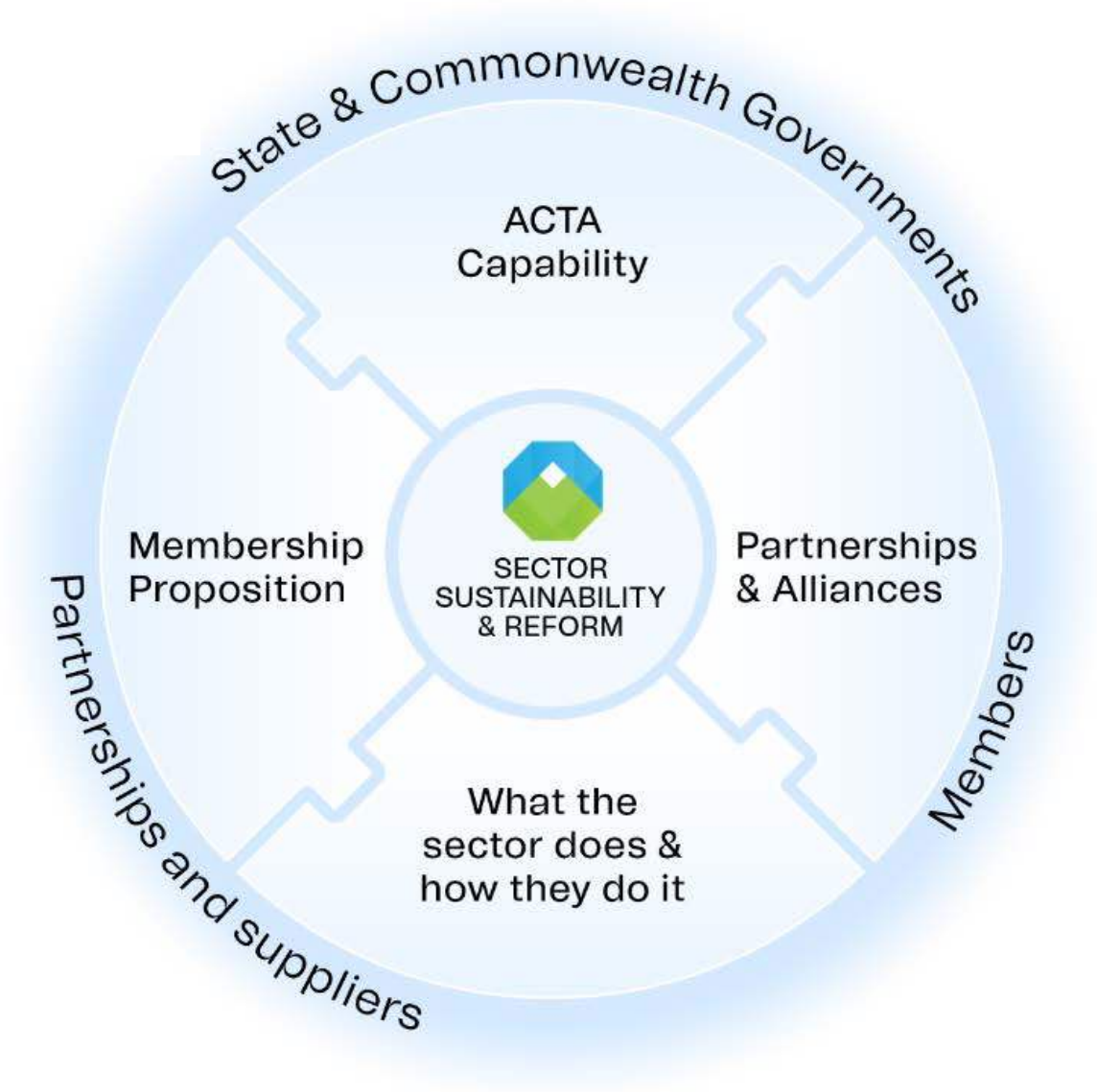
20 National
Conference
24 Sustainable
Mobility



Australian Community Transport Association

STRATEGIC PLAN

Strategic Plan 2023-2025



Australian Community Transport Association



STRATEGIC PLAN



Strategic Summary 2023-2025

WHY

To ensure high quality, sustainable transport for all transport disadvantaged people across Australia.

VISION

To advocate for a self-sustaining community transport sector that allows access and participation for all people in Australia.

MISSION

To shape our industry with influence, partnerships, communications, and leadership

Sector Sustainability

Funding arrangements are in place,

Understand from members, sector issues,

Thin market arrangements provide equity,

Address volunteer decline and retention,

Evaluate and act as necessary to use technology,

Research and consider options for quality assurance.

ACTA Capability

Governance, systems, and policies for a mature organisation for its size,

Construct a costed capable organisation chart and pursue mid-term income,

Transition to a true national body that can represent members at State, Territory and Commonwealth government levels,

Focus skill-based Board.

Partnerships & Alliances

Build the sector profile within the community and governments,

Use SROI and ROI tools across the nation to show the value of CT in measurable units,

Partner with Federal, State, Territory and Commonwealth governments to solve issues that are negatively affecting organisations and participants,

Establish cash and in-kind relationships with suppliers involved in CT for mutual benefit.

What the Sector does & how they do it

Define the national service model and scope that ACTA will operate within,

ACTA to drive agendas, rather than responding to government requests or papers,

Broaden the CT model to ensure rural and remote areas have great services,

Undertake a national mapping and consultation process that ensures we understand the sector,

Develop a priority list of bite-size issues to address over time with a national voice.

Member Proposition

Establish regular membership engagements,

Perform research on behalf of members that informs and adds value to their practice,

Support remote and First Nations organisations to provide their participants with real choice and control,

Disseminate relevant information to members in a timely manner that assist them to make good operational and strategic decisions,

Support organisations through transformation and change,

Grow membership across the nation.



Australian Community Transport Association

AUDITOR'S REPORT 2023-2024



Directors
Dean Withers, CA
Michael Fairlie, CA

Associates
Peter Whitehead, FCA

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LIMITED ABN 16 148 061 741

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Australian Community Transport Association Limited (the Company), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company:

- (i) Presents fairly, in all material respects, the Company's financial position as at 30 June 2024 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 2.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the auditor independence requirements of the Corporations Act 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the Corporations Act 2001. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

AUDITOR'S REPORT 2022-2023

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LIMITED ABN 16 148 061 741

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information obtained at the date of this auditor's report is included in the directors' report (but does not include the financial report and our auditor's report thereon).

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Corporations Act 2001 and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that the audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control,
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control,
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors,
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

AUDITOR'S REPORT 2022-2023

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LIMITED
ABN 16 148 061 741**

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation,

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

WITHERS ADVISORY

4 Frederick Street

Frewville SA 5063



PETER K WHITEHEAD

Associate

Registered Company Auditor

Dated this 8th day of October 2024



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ACTA

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