

NATIONAL COMMUNITY TRANSPORT PRICING MODEL

2025



RECOMMENDATIONS



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Implementation of the National Community Transport Pricing Model

Recommendation 1:

It is recommended that the National Community Transport Pricing Model (NCTPM) be formally adopted as the standard pricing and policy framework across the entire community transport sector. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 2:

Adopt the NVPF as the new basis for funding CHSP-funded community transport, with adjustments based on trip distance, participant needs, and remoteness to better reflect the true cost of service delivery. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

Recommendation 3:

Integrate NCTPM findings into the final Support at Home Program Pricing Advice from IHACPA. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 4:

Fund ACTA to lead provider readiness efforts, including training, sector capability building, and change management support to fully implement the NCTPM nationally. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 5:

Include ACTA in ongoing consultation with IHACPA to ensure community transport and the National Community Transport Pricing Model (NCTPM) are reflected in pricing reforms, frameworks, and pricing arrangements. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Putting People at the Centre of Service Design

Recommendation 6:

ACTA recommends that the support needs and functionality levels defined in the National Community Transport Pricing Model (NCTPM) be adopted within the Integrated Assessment Tool (IAT). Aligning these frameworks will ensure transport needs are accurately assessed and funded, reducing fragmentation between assessment and service delivery. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 7:

Strengthen compliance and auditing mechanisms to safeguard against potential misuse of “high needs” classifications under the new pricing model. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

Recommendation 8:

Make sure community transport is part of all participants' funding and care plans in aged care and disability; recognising it as a key connector to most services. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 9:

Monitor and align with the Commonwealth’s emerging unified participant assessment framework, to ensure support need classifications reflect functional requirements rather than static demographic labels. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

A New Set of Funding, Pricing and Policy Arrangements for a Changing Sector

Recommendation 10:

Implement a performance-adjusted block funding model, which balances funding certainty for providers with incentives for efficient service delivery. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

Recommendation 11:

Implement a regular, scheduled review of the National Community Transport Pricing Model (NCTPM) to ensure pricing and policy arrangements remain accurate and responsive to sector needs. This review should be supported by a standardised community transport data reporting as per recommendation 6 that enables robust benchmarking and analysis. Cost adjustments must continue using the hybrid indexation method outlined in this pricing and policy guide, ensuring pricing reflects real economic conditions and supports provider sustainability. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 12:

ACTA recommends that the government commission community transport services in low-density population communities also known as thin markets — where service delivery is not viable through standard funding models. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 13:

Ensure that service commissioning frameworks explicitly incorporate low-density populations. Additionally, establish clear commissioning market criteria to guide procurement processes and determine eligibility for funding applications, thereby promoting equitable and sustainable service delivery across all communities. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Infrastructure, Digital Systems, and Sector Capability

Recommendation 14:

Introduce systematic data collection protocols to capture under-recorded participant characteristics and enable future refinement of cost differentials. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

Recommendation 15:

Provide one-off grants to help community transport providers adopt transport management software, covering both the technology and the training needed to support effective implementation, change management, and data accuracy. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 16:

Adopt national community transport data reporting standards, structured around the NCTPM pricing and policy arrangements guide, to ensure consistent and comparable information collection across all community transport providers that enhances analysis, service delivery quality and decision-making. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 17:

Support ACTA to collaborate with software vendors to enable seamless integration between key systems such as My Aged Care, DEX, NDIS, and other aged care and disability software and community transport provider platforms. This effort should align with and build upon the Department of Health, Disability, and Ageing's ongoing initiatives to improve data reporting standards. Service providers need to be supported in implementing the required changes (both technical and cultural) so that data is reliable and accurate. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 18:

Include community transport upgrades within energy and transport sustainability programs and empower ACTA to coordinate efforts that build provider capacity in green transport infrastructure and fleet management. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 19:

Create a national one-off fund to help replace ageing vehicles in community transport for current service providers. This fund would assist organisations that, due to historical underinvestment, legacy funding arrangements, or limited capital reserves, have been unable to adequately renew their vehicle fleets. Without targeted support, these organisations face increasing challenges in maintaining reliable and sustainable services, particularly in areas with high participant need or thin market conditions. A dedicated infrastructure fund would help address this critical gap, ensuring continuity and sustainability of the service. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Work Hand-in-Hand with Government and the Sector

Recommendation 20:

Maintain flexibility for future reforms, including potential shifts toward participant-directed or individualised funding models in line with broader aged care and disability sector reforms. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

Recommendation 21:

In collaboration with the Department of Health, Disability and Ageing establish an ACTA-led reference group to contribute to Aged Care and Disability policy and pricing reviews for community transport. This should include setting up a formal learning network so participating providers can share lessons from their experience implementing the NCTPM that will then be used to shape future policy for community transport services. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 22:

Set up regular feedback loops with consumer groups to ensure communications remain effective and inclusive as well as the sector remains receptive to consumer experience and expectations. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Collaborative Knowledge and Engagement Strategy

Recommendation 23:

Launch a national campaign to promote the social value of community transport and its workforce. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 24:

Co-design clear consumer information on pricing for community transport under the NCTPM and services with advocacy groups, in multiple formats and languages. Included must be national NCTPM Communications Toolkit with fact sheets, visuals, and sector-level briefing materials. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 25:

Work with peak bodies to embed NCTPM messages in broader reform submissions and advocacy efforts. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Recommendation 26:

Set up regular forums where software vendors, providers, and policy experts co-design digital tools that are easy to use. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**

Future work

Recommendation 27:

Support further research and data collection to strengthen the evidence base for policy and funding decisions. **(Refer to: Vij et al., 2025, National Community Transport Pricing Model (NCTPM) Pilot: Final Report.)**

Recommendation 28:

Fund a national study to measure the full social and economic benefits and value of community transport. **(Refer to: ACTA, 2025, Pricing and Policy Arrangements Guide, v1.5.)**