

WE HAVE BEEN LISTENING TO YOU!

Overview

During the 2025 ACTA National Conference on the Gold Coast (20–21 August), ACTA ran a workshop inviting delegates to identify the priority areas the community transport sector should focus on in the coming months. The workshop generated 62 pages of insights (data sets), capturing 220 comments from more than 120 delegates.

This document summarises their input and provides a sector-wide strategic roadmap for the next six months.

Identified Key Issues in the Sector



Workforce

Members highlighted workforce and volunteer shortages as a major sector issue, with recruitment and retention becoming increasingly difficult nationwide.



Funding & Financial Sustainability

Gathered Data sets raised concerns about limited funding and current pricing models, noting they do not support the sector's long-term sustainability.



Policy Reform and Government

Members highlighted that implementation of the Aged Care Act (2024) is increasing administrative burden and requiring significant software upgrades.



Demand vs Supply

Data sets reported a sharp rise in service demand, with long wait times contributing to acute health issues among older people and creating a growing gap in demand.



CHSP Transition into SAH

Members reported significant uncertainty around how CHSP will transition into Support at Home, particularly regarding future funding, service continuity, and operational viability.

Look into Strategy!

The next page presents a strategic overview of the key issues raised through the workshop, along with the priority actions ACTA will help shape over the next six months in partnership with the sector. Feedback is welcome, and if there are other issues or actions that should be considered, members are encouraged to share them by emailing info@communitytransportaustralia.org.au.



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Main Category	Key Issue	Secondary Issues	Planned Actions
1. Workforce	Critical driver and workforce shortages	• Low pay competitiveness • Ageing workforce • High turnover • Limited training pathways • Regional recruitment challenges	• Support the development of new volunteer resources to help attract and retain volunteers. • Use benchmarking data to strengthen the case for better workforce funding.
2. Policy Reform & Government	Lack of transport visibility in aged care reform	• Fragmented government engagement • Inconsistent recognition of community transport as essential	• Continue to support state network groups. • Prepare and submit responses to the two Upcoming Senate Inquiries. • Build and maintain strong relationships across all sides of politics and government departments. • Use the NCTPM to drive national consistency in policy and pricing. • Begin work on future funding models to replace CHSP post-2027, including options that keep Community Transport outside of Support at Home.
3. Funding & Financial Sustainability	Unsustainable pricing and cost recovery gaps	• Rising wages, fuel, and vehicle costs • Inadequate indexation • Cross-subsidisation between programs • Low provider reserves	• Advocate for fair, consistent national transport pricing. • Roll out the NCTPM across all Aged Care and NDIS programs. • Establish the Benchmarking Project to support better business decisions. • Undertake a national study to capture the true value of the "extras" community transport provides (social connection, safety, access).
4. Demand vs Supply	Demand for transport outpacing service capacity	• Growing ageing population • Longer, more complex trips • Increased waitlists • Fleet and driver constraints	• Use benchmarking and NCTPM data to clearly show where demand exceeds supply. • Support providers to use this data in local planning and funding discussions.
5. CHSP Transition to Support at Home (SAH)	Major uncertainty and provider readiness risks	• Pricing rules unclear • Client co-contributions • Service eligibility concerns • Contracting and reporting changes	• Raise sector risks and issues with Government once contract data and participant numbers are available. • Use real provider data to show transition impacts.

