



ACTA

Australian Community Transport Association

2020 / 2021

Annual Report

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ACTA

Australian Community Transport Association

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Australian Community Transport Association

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ACTA Chair Report

As Chair of the Australian Community Transport Association, it is my pleasure to report for the 2020 / 2021 year.

The past twelve months can be best described as a year that balanced the constitutional reform, specific to board composition, and strategic advocacy development whilst managing effective board engagement through yet another period of pandemic adaptation.

As reported now for several years; the most significant risk to the sector at large, and of course the thousands of consumers who rely on transport to remain connected and living in their respective communities, is the commonwealth aged care policy reform. We acknowledge the motivation for reform is to increase consumer choice, control and quality whilst ensuring provider accountability. However, for a service that is so heavily reliant on capital expenditure, added with significant demand variances; removal of block funding would not achieve the objectives of such reform.

As noted, the block funding issue is one the national peak body has been advocating for several years and we were extremely encouraged with the Royal Commission into Aged Care Quality and Safety final report recommending the retention of grant funding (block funding) for transport. Although this was a positive step in the right direction, ACTA, with the support of consultancy firm Movement and Place Consulting, developed a key advocacy paper: **Re-abling Mobility and the Role of Community Transport** to join with the position paper released in February 2020.

Encouragingly, the Commission's recommendation (Rec 33) was accepted by the federal government's response to the report. There is little doubt the implementation of reforms resulting in a single care at home program will require close examination of both the policy interpretation and subsequent implementation.

I would like to take this opportunity to thank the government and the Department of Health for their openness in listening to the concerns of the sector in terms of both policy reform and COVID management. The process since the Commission's final report has been one of clear policy reform, while allowing and encouraging strong engagement from the transport sector to assist in the future design of the program. The same can be said for COVID specifically, and importantly the response with emergency funding to the sector and reasonable flexibility provisions to ensure service supply and sector survival.

In my role as Chair and through a range of associated committees and working groups, and with the support of each Director; ACTA will continue to ensure the sector has a strong and relevant voice moving forward as the single in-home care program develops.

CHSP Transport growth funding was announced mid-year and was supportive of the demand prioritisation across the country with Victoria being allocated circa 85% of all funding nationally. This obvious focus on Victoria was very encouraging and clearly demonstrates Victoria is becoming a focus for funding parity. However, the total funding to Victorian providers remains much lower than should be expected and therefore, encouragement is to be given to our Victorian friends to access CHSP ad-hoc grant opportunities where appropriate.

Like last year, I have to say a big congratulations to all providers (member or not) across the country for their collective responses and professionalism in responding to the COVID pandemic. There is no doubt, particularly across Victoria, the pandemic has taken a toll on volunteers, staff, and organisations generally. That said, we as a sector, continue to provide high quality and safe transport service and for that, we should all be congratulated.

ACTA's constitutional review was finally completed with a recommendation going to the Membership at a Special General Meeting in June 2021. The process commenced in early 2019, where the ACTA Board commissioned 180 Degrees Consulting to undertake a review of ACTA's current structure and the model more generally.

Following the review, 180 Degrees Consulting proposed three potential board models that would ensure that ACTA could meet its purpose: Portfolio Model, Hybrid Model and Unitary Model. After much deliberation over the models, the Hybrid Model was preferred and as such, was passed by special resolution.

ACTA farewelled three Directors throughout the year, Craig Frost from SACTA, Phil Holman from WA and Rob Lake from NSW (CTO). On behalf of the board, I thank each departing Director, for their service and dedication to the sector over many years.

Finally, I would like to thank each of the ACTA Directors for their tireless commitment to the challenges of representing the sector throughout a year full of challenges. On looking back over the year, it's great to see that so much has been achieved. Of course, to achieve the outcomes over the period; each Director has given up many, many hours, voluntarily, to support older people and people with a disability to remain active and independent. I congratulate you each and all.



Lyndon Stevenson
Chair

NSW

New South Wales community transport has seen a year of challenges but also of opportunity. In October 2021 the CTO welcomed a new Chair of the Board of Directors as well as a new Executive Officer. The Board lost Rachel Thompson as the Western Sydney Region Representative, Christine Ryan, the New England Regional Representative and Virginia Coy, the Representative from the Sydney Metro Region. The CTO welcomed Greg Stanger as the Sydney Metro Representative, Ben Jackson as Western Sydney Region Representative and the New England and Illawarra South East remain vacant.

In December 2020, the sector re-signed the sub-contractor agreement through Transport for New South Wales for community transport service delivery. While there are several organisations in NSW who operate within a direct CHSP relationship, the vast majority fall within the Transport for New South Wales Contract. The CTO has worked very hard to

build a professional, collaborative and mutually beneficial relationship with Transport for New South Wales by establishing some systemic structures like a working group and regular and scheduled meetings. While there remain some elements of the contract that providers are concerned with, communication pathways remain open and it is our goal to find interest based solutions, where possible.

Completing a strategic plan for the state community transport sector in March 2021, the CTO focused on increased member communication and connection, enhanced information pathways and strengthened stakeholder engagement. Including enriching weekly communications, providing relevant webinar sessions twice per month, attending all regional forums and beginning the planning of a new website to act as an information hub for the NSW CT industry. The Industry has benefitted from specific partner and educational opportunities on vehicle leasing, client and trip management software as well as wellness and re-ablement, the Regional Assessment Team and compliance.

The CTO attended the Rural and Regional CT provider Conference in Mudgee, hosted by the NESST Team. The EO presented a listening session around the challenges and barriers faced by rural, regional and remote transport providers. The CTO has secured funding to fully expand this work into a future strategy for community transport operating in these regions. It is our goal to develop a plan that will provide a platform for speaking to government from a place of research to develop innovation, and promote solution finding for the communities beyond the Blue Mountains.

The CTO Conference was to be held in October 2020, but has been moved several times in line with COVID restrictions. The CTO announced recently the re-scheduled date of 15 and 16 March 2021 — the conference will continue to be held in Kiama NSW. The conference theme is Resilience. The conference will celebrate the strength of the sector to face challenges and adapt. Community transport is a sector with a strong history of community service, we do important and vital work and the CTO Conference will celebrate the resilience of our people and our sector.

The CTO watched the release of the government’s response to the Royal Commission into Aged Care with great anticipation. Participating in many forums and feeding into government sources and Transport for NSW, as appropriate. As roll out of the recommendations progress into 2021/22, the CTO will continue to work to secure the best interests for the frail aged members of our community and our NSW community transport organisations.

Transport for NSW released the government’s response to the 2020 Independent Report into the Point to Point industry in NSW. The Report identifies several opportunities for working with community transport organisations to meet service delivery challenges in underserved communities and communities at risk of losing wheelchair and accessible forms of transport.

The CTO is proud to support a sector that is integral to an age friendly communities’ framework. As an organisation we seek to innovate, expand and find growth opportunities for our members. We look forward to working collaboratively and in unison with ACTA to lift up our members and promote a sustainable, strong and vital community transport sector in NSW and throughout Australia.

Identified Challenges/Risks for NSW Community Transport Sector:

- * Transport as it sits as an accessible service within the NDIS, continues to be a challenge for CT providers.
- * The sector continues to experiment with the concept of MAAS and on-demand services. Further innovation and greater opportunity will ensure a larger adoption rate of both of these service options.
- * Payment in Arrears, as currently proposed by the Commonwealth Department of Health presents a challenge for many providers, in particular organisations delivering services in rural and remote NSW.
- * Restrictive elements of the TfNSW Contract continue to provide a challenge for providers.



CTO

ACTA Member

Queensland

A year no one could predict or understand how to effectively operate as this playbook was yet to be written. The continuation of lockdowns creates major disruption and chaos with mass cancellations and a slower return to service operations. Organisations with large volunteer service providers are feeling the brunt of the pandemic as most volunteers are essentially in the age group most at risk. Service level numbers across the state seem to be that 50% of providers will achieve their target outputs and 50% will not. During the height of the shutdowns/ lockdowns the average provider trips were down by as much as 80%.

The Department of Communities has been very fortunate in obtaining two year contracts for community transport providers and a further two years in the forward estimates. This is a first for community transport providers and now provides some certainty from an investment and strategic planning perspective with this year's contribution at \$7 million. Whilst I welcome the addition of two year contracts (and it is very welcomed), it is almost certain that the outputs are not being delivered across the entire state due to the ongoing and continuation of lockdowns. The Department acknowledges this and has stated that they are in this for the long haul. I am very comfortable that as long as organisations are delivering trips as best they can, eventual COVID recovery should not be an issue however I am aware that some organisations have handed back funding. Job keeper and job seeker were welcomed additions to the already determined flexibility clause that was provided to the sector. Without this, I am positive that many business would have felt long term cash flow issues resulting in further disruptions to service provision.

Portable long service leave is now required and deducts 1.3% of the total wage bill which is sent to Q-Leave to operate. Funds are not returned to the provider for anyone leaving the sector, instead, the accumulated funds go to consolidated revenue. This effectively means that we are now 1.3% worse off than previous years. When you add the increase of .05% of super guarantee plus 1% CPI, most Queensland providers will be 3% worse off than the previous year. What was not expected was a 2.5 % increase from fair work. The Department of Communities released a number of additional areas requiring service and while the initial contract was for nine months this year, the expectation is to deliver twelve months of service for nine months of revenue. Trip numbers will need to be renegotiated for the current contracts.

Block funding is heading towards an arrears based payment scheme. If this is correct, the impact on smaller providers could hurt the sector. The secondary phase, if this was to occur, is block funding on outputs. This has the potential to open up a slippery slope towards all service providers being under funded. As a sector, we need to maintain the pressure on government with the impending changes around CHSP funding.

These are exciting times, and to see the current board achieve what it has is brilliant. We should celebrate success as the last eighteen months for us all with our own organisations, and the State peaks takes a lot of time and energy and effort. For us long serving members, the turnaround has been a hard slog, but the achievements put it all into perspective.

Terry O'Toole
Deputy Chair

ACTA Director



Australian Community Transport Association

S T A T E R E P O R T S

Victoria / Tasmania

In 2020-2021 the Tasmanian and Victorian peak continued to make great strides forward despite the new COVID environment of restrictions and lockdowns. With Victoria experiencing longer and more restrictive measures than any other state in Australia during that time, this significantly impacted our members. The members rose to the challenges and transitioned their services to meet the needs of the community in different ways, while continuing to provide essential community transport where possible. We looked to Tasmania to keep our hopes up of times to come with greater flexibility.

The VTCTA Advocacy Plan endorsed in June 2020 guided our key advocacy objectives of CHSP funding equity for Victoria, retention of block funding in aged care and continuation of Equal Remuneration Order (ERO), in conjunction with our community transport peak body ACTA.

We welcomed the announcement of CHSP Transport growth funding in January 2021 supporting the demand prioritising Victoria with the allocation of around 85% of the national funding. The total funding to Victorian providers continues to be much lower than should be expected and remains a priority for VTCTA.

We are optimistic by the change of language from the commonwealth in regards to retention of block funding, where it appears they are starting to recognise the risk to the sector and the people who need this service to live well and remain connected to their community. This past year has shown that block funding has provided the sector the capacity to pivot their services in a pandemic environment.

Interest in being on the VTCTA Committee increased resulting in more Committee Members nominating and being elected in AGM in October 2020. VTCTA's new Committee endorsed a new strategic plan for 2021-2023 with the key strategic goals of advocacy, sector capacity building and sustainability.

VTCTA, through ACTA, assisted with educating and informing the Department of Health on output numbers being lowered due to the pandemic. Specifically due to covid safety planning and consumer anxiety. Along with delivering the message that the cost of service hasn't reduced during this period.

Unfortunately, VTCTA was unable to deliver the planned face to face conference and this impacted our ability to raise funds to support the organisation and the opportunity to gather as a sector to network. However, we continued to deliver online information sharing, support, engagement and professional development through virtual sector meetings.

VTCTA significantly strengthened our relationships with a number of Victorian State Government Departments including the Department of Transport and the Department of Families, Fairness and Housing. The development of these relationships has laid a strong foundation for future support for the peak and the sector. Our voice is being heard and the vital role community transport plays is being acknowledged and valued. The Victorian funding inequity is now on their agenda.

Viv Cunningham-Smith
Treasurer

ACTA Director

Lyndon Stevenson
Chair

ACTA Director



ACTA

Australian Community Transport Association

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ACT

COVID has continued to dominate service delivery and conversation across most sectors in the ACT, as it has around Australia. Not surprisingly, the real impact and cost of service changes due to COVID were realised throughout the financial year as services buckled in for an on-going roller coaster ride.

In the first half of the reporting period, many organisations experienced a slow return of volunteers to programs due to their own vulnerability associated to age, with many choosing to not re-engage until community confidence was higher. While the ACT has experienced low and/or no COVID in the community for an extended period of time, the associated Health Direction restrictions relating to social distancing has had the biggest impact on service delivery.

Providers continued to adjust to passenger numbers and ratios per trip. During the first quarter of 2021, providers reported that general service output deficits remained consistent at approximately 40 - 50% less than pre COVID trips delivery. As many passengers present with chronic health conditions and are often already immune-compromised, the need to maintain single passenger trips to health and or allied health services remains an on-going outcome of COVID. Previously, passengers may have travelled together to the same destination, however caution remains high in older vulnerable people and those with a disability. Group activities were also impacted greatly and very slow to return with many re-designed in order to adjust to any turn around to lockdown and closures.

ACT regional service providers delivering similar services joined forces to develop a COVID Close, Clean, Open strategy. An external facilitator worked with each regional provider to tailor the document to their specific business needs and responses. The strategy contains a framework of common themes and supportive responses for consistent messaging for any service or sector shutdown.

Advocacy relating to a Transport Needs Analysis remains on topic for policy and investments in transport and urban planning. This topic seems to be a constant echo each year and will remain so as a call to action, as the need for community transport can't be viewed through one lens. ACT Budget submission messaging targeted investment to address transport disadvantage through funding for the needs analysis and, to guarantee and adequately fund on-demand community transport, as well as mass transit transport.

At a local level, the Transport Working Group has participated in a Disability and Carers Policy Group meetings. The group meets regularly and works collaboratively to advocate for systemic policy change. More recent work has focused on working with relevant ACT Government agencies to support access to vaccination centres as part of local vaccination rollout.

There is a lot that seems to have remained the same, such as the impact of social distancing in community transport and an impact on meeting services demands. Yet we continue to learn about the topic that dominates conversations, learning, planning and budgets.

Jo Cochrane
ACTA Director

South Australia

It has been a year of significant challenges particularly in managing COVID and the restrictions it placed on us all. However, SActa has continued to meet as normal with the aid of several Zoom meetings.

As with most member organisations SActa has struggled to maintain its membership, which is currently thirty-six (36). As part of the soul searching into decreased membership, the Board agreed that it should review its activities to ensure that it remained relevant and is providing the service to its members for which it is constituted:

- * Supporting communities, particularly those who are vulnerable
- * Enhancing community connections
- * Making a difference through our services
- * Focusing on the needs of people and clients

Subsequently a Planning Day was held following a survey to members seeking clarification of their expectations of SActa. The two key priorities identified were:

- * Advocacy
- * Communications

These two pillars will form the basis of the Board's agenda over the next term.

During 2021 the Board also agreed to review its constitution, particularly as it relates to membership of the Board including the size and skills required to provide effective governance. ACTA recently conducted a survey into the Commonwealth's proposal to provide funding quarterly in arrears instead of quarterly in advance. Eighty providers responded and of greatest concern was that 35% of respondents indicated that their organisation/transport service would not survive while 50% of the remaining respondents indicated that they would not be able to survive if it was one month in arrears. SActa will continue to monitor and advocate on this over the next twelve months. I would like to thank my fellow board members for their commitment and support to me during the past year. As I am not seeking re-election, I wish SActa and its members the very best for the coming years, with the hope that COVID can be brought under control in the near future to the point where life may return to some form of normality

SActa Chair- Kay Matthias

ACTA Member



ACTA

Australian Community Transport Association

THE BOARD

The Board: As of 30 June 2021

Lyndon Stevenson

Chair
Tasmania
E: lyndon@ctst.org.au

Vivienne Cunningham-Smith

Treasurer
Victoria
E: viv.cunninghamsmith@easternvolunteers.org.au

Christine Ryan

Director
New South Wales
E: christine@namoicare.org.au

Phil Holman

Western Australia
Representative until 21 April 2021

Harry Harun

NATSIC
Representative until 30 June 2021

Terry O'Toole

Deputy Chair
Queensland
E: terry.otoole@transitcare.com.au

Jo Cochrane

Director
ACT
E: jo.cochrane@commsatwork.org

Rachel Thompson

Director
New South Wales
E: rachel.thompson@bcct.org.au

Craig Frost

South Australia
Representative until 23 February 2021

Jim Golden-Brown

NATSIC
Committee Member until 30 June 2021

**AUDITOR'S REPORT TO THE MEMBERS OF
AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LIMITED
ABN 16 148 061 741**

Report on the financial report

Opinion

We have audited the financial report of the Australian Community Transport Association Limited, which comprises the statement of financial position as at 30 June 2021, and the statement of profit or loss.

In our opinion, the accompanying financial report is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Corporation Regulations 2001.

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 ethical requirements of the Accounting Professional and Ethical Standards Board APES 110: Code of Ethics for Professional Accountants (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 believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibility of the 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 in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Corporations Regulations 2001., that the financial report is appropriate to meet the requirements of the company's constitution and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable preparation and fair presentation of the 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 board is responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the board either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibility 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 an audit conducted in accordance with Australia 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 aggregate, they could reasonably be expected to influence economic decisions of users taken on the basis of this financial report.

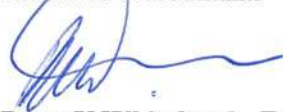
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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 one resulting from error, as fraud may involve collusion, forgery, internal 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 registered entity'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 registered entity'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 registered entity to cease to continue as a going concern.
- 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

Chartered Accountants



Peter K Whitehead - FCA

Dated this *26th* day of August 2021
Frewville, South Australia

Balance Sheet

AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LTD

As at 30 June 2021

	30 JUN 2021	30 JUN 2020
Assets		
Bank		
Business extra	17,865.63	17,418.02
Business online saver	18,318.80	18,309.66
Total Bank	36,184.43	35,727.68
Current Assets		
Accounts Receivable	-	2,200.00
Prepayments	-	2,120.22
Total Current Assets	-	4,320.22
Non-current Assets		
Accumulated Depreciation - Website	(4,775.00)	(4,775.00)
Website	4,775.00	4,775.00
Total Non-current Assets	-	-
Total Assets	36,184.43	40,047.90
Liabilities		
Current Liabilities		
Accounts Payable	(262.65)	3,676.71
Accrued expense	-	520.00
GST	(646.93)	661.82
Total Current Liabilities	(909.58)	4,858.53
Total Liabilities	(909.58)	4,858.53
Net Assets	37,094.01	35,189.37
Equity		
Current Year Earnings	1,904.64	2,047.40
Retained Earnings	35,189.37	33,141.97
Total Equity	37,094.01	35,189.37

Profit and Loss

AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LTD

For the year ended 30 June 2021

	2021	2020
Trading Income		
Interest Income	9.14	28.94
Sales	24,000.00	11,000.00
Total Trading Income	24,009.14	11,028.94
Gross Profit	24,009.14	11,028.94
Operating Expenses		
Bank Fees	0.68	-
BAS GST Rounding	0.56	-
Consulting & Accounting	16,195.00	1,520.00
Depreciation	-	333.42
Insurance	2,120.22	2,030.37
Legal expenses	2,083.00	1,572.00
Meeting Expenses	1,520.41	769.43
Memberships & Subscriptions	-	1,386.54
Office Expenses	184.63	1,169.78
Travel - National	-	200.00
Total Operating Expenses	22,104.50	8,981.54
Net Profit	1,904.64	2,047.40