



# ACTA

Australian Community Transport Association

## 2021 / 2022

# Annual Report

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# ACTA

Australian Community Transport Association

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## Australian Community Transport Association

# C H A I R R E P O R T

### ACTA Chair Report

It is my pleasure to report on what has likely been the most important year for the community transport sector; a year that started in very positive manner with new Directors joining the Board and finishing with recognition that block, or rather grant funding is the key ingredient to achieving a sustainable community transport sector.

The Board welcomed three new Directors to the board, Kathy Dickson from New South Wales peak (CTO) David McDonald from South Australia peak (SActa) and Cheryl Bushe-Jones from Western Australia. Each new Director added energy, passion and diverse perspectives that complemented what was already a highly skilled and motivated board.

In January, the Department of Health released the much-anticipated Support at Home Overview paper where it provided an overview of a proposed design for the new Support at Home Program, due to commence in July 2023, that would replace: Commonwealth Home Support Program (CHSP), Home Care Package's, (HCP) and Short-Term Restorative Care Programme (STRC) into a single care at home program.

From this paper, it is clear the Commonwealth is trying to balance quality, cost, choice, control and accountability. It is also clear government has listened to consumers, providers, the community, and treasury in the design. In addition to this, it is evident the learnings from the NDIS have been considered, and for transport, this is a significantly positive development.

After significant engagement within the department's consultation process that consisted of the following direct and in-direct forums (but not limited):

- CHSP extension funding working group (Dept.)
- Health Consults Funding working group
- Support at Home National Transport Workshop (Dept.)
- Funding model workshop (Dept.)

We do not believe the benefits of the CHSP, and how they drive low cost, high quality innovative transport has been considered thoroughly. We fear a move away from grant funded services (of which was not recommended by the Royal Commission), will result in reduced levels of services as we respond to a fee-for-service business model that would drive a focus on business outcome first and the needs of older Australians within our community second.

The Australian Community Transport Association (ACTA) on behalf of the sector nationally worked closely with the Commonwealth to express the concerns of providers across Australia. As a result of this engagement and listening to the overwhelming voices from the sector, ACTA called for a two-year extension to the current program to allow time to investigate how services are currently provided and how they could be improved going forward.

At the time of writing this report, we remain optimistic that our position will be acknowledged and accepted by the Australian Government.



## Australian Community Transport Association

# C H A I R R E P O R T

In addition to the specific consultation on the proposed Support at Home Program, ACTA as a member of both the National Aged Care Alliance (NACA) and Aged & Community Care Provider Association's (ACCPA) Support at Home Alliance, were able to reinforce the view of the sector nationally by providing specialised and consolidated perspectives on the reform agenda.

I would like to take this opportunity to acknowledge and thank the Commonwealth Department of Health for their ongoing engagement with ACTA throughout the consultation period.

ACTA has, for many years, maintained a respectful relationship with the department and although our views are not always aligned; we continue to work in a collaborative manner to achieve the best outcome for the 250,000 older Australians that rely on the service to achieve their goal of independence.

An example of such support was the introduction of the Fuel Grant for the Transport Sector and the COVID Emergency Ad-Hoc funding rounds to support providers to continue meeting the needs of the community whilst being directly impacted by COVID.

With the acknowledgement that grant funding is a key function for sustainable community transport moving forward, and the recognition that ACTA will continue to be a key stakeholder in future consultation and program design, the Board will now move to recruit a key professional to drive the sector forward.

The person appointed to this new position will work closely with all levels of government, member providers and sponsors, and under the guidance of the Board, will continue to strengthen the sector through increased strategic partnerships and further development of sector consolidation strategies to ensure long term viability of this important service.

With this, my final Annual Report as Chair I would like to thank and acknowledge the ACTA Board and its members for the support and trust over the last five years. I have always felt privileged to be in the company of so many skilled and passionate Directors, members, and supporters. We have achieved so much, and our strength has been in placing the consumer in the centre of each decision and I have no doubt that this approach will remain moving forward.

A special thank must go to my Deputy Chair Terry O'Toole for his support and confidence through my tenure as Chair, and the current Board for the last two years as we managed the many and varied challenges thrown our way!

Finally, and on behalf of the Board a big thank you to our Secretariat and Executive Assistant, Jayne White. Jayne has undertaken the most difficult role of all – supporting the Chair and the Board over the last two years. The volume and complexity of work has never been so demanding and without her professionalism we could not have operated at the same level – thank you.

Lyndon Stevenson  
**Chair**



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## Australian Community Transport Association

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### Queensland

A year of contrast yet again in Queensland with three lockdowns and a very wet season culminating in many flood regions and numerous service disruptions resulting in some community transport operators losing vehicles. Compounding all of this is the uncertainty of new and used vehicle deliveries.

Escalating costs have again risen to the forefront as many providers come to grips with the escalating fuel prices and the impact this has on service delivery, in particular, rural and remote areas. We are extremely comforted by the Fuel Grant and COVID Emergency Ad-Hoc funding rounds made available for transport providers, through the government.

Much of the year has been spent on forecasting what the future holds, resulting in many discussions around the impacts of the new Support at Home model (SAH). It is pleasing that ACTA has been able to assist in providing advice to our funding bodies and that the Government has been engaged in listening to the peak bodies advice during the consultation period. Whilst changes need to occur, it is clear this needs to be data driven, consistent and inclusive of all states and all regions.

The TDSA which has been filling the role of the peak body for Queensland, has formally decided to fold at the end of this financial year. This will allow opportunities for current members to become members of ACTA which I firmly believe will provide better advocacy and traction for the entire sector.

The Department of Communities has again funded community transport providers to offer services to under 65's that may either be socially excluded, have mobility or disability issues or have limited or no access to public transport, and/or may be economically disadvantaged. The department has invested \$7.7 million into this program and it is certainly making a difference in regional areas.

Lastly, I want to express my gratitude for the other Directors of ACTA. It has been, for the most part, a rewarding yet challenging year. It is exciting to work with like minded people that have our communities at the forefront of our decision making. Whilst there is still work ahead, the challenges that will be faced will certainly have a level headed approach applied, and the sector as a whole will be the beneficiaries. It has been a pleasure to see what the ACTA Board has been able to achieve this year by continuing to work together as one.

Terry O'Toole  
**Deputy Chair**



## Australian Community Transport Association

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

### Victoria / Tasmania

It was a positive start to the year with the Annual General Meeting in October 2021 showing strong member engagement and participation in the affairs of the peak body. The committee welcomed new members Janine Livingston, Melanie Trivett, Prue Dimitry and Robbie Millar.

We also said farewell to Rita Lang in February 2022 as a committee member, and VTCTA are grateful for and acknowledge her dedication, commitment, and support of the sector over nineteen years. Her contribution as Vice Chair, Secretary and Treasurer has provided exceptional leadership of the peak, as well as tremendous support to me and the entire committee. Since stepping down, Rita has since been volunteering as the VTCTA bookkeeper.

Like recent years, the new committee members have demonstrated exceptional dedication, skill and passion for the sector and have each made a significant contribution throughout the year.

A significant amount of the peak bodies time, effort and resource was attributed to COVID sector support, increased CHSP funding for Victoria and advocating for the retention of block funding as the Commonwealth progressed aged care policy reform.

In January 2022, the Department of Health released the much-anticipated Support at Home Overview paper. This Paper provides an overview of the proposed design for the new Support at Home Program, due to commence in July 2023, and will replace: CHSP, HCP and Short-Term Restorative Care (STRC) Programme.

That said, the VTCTA doesn't believe the benefits of the CHSP and how they drive low cost, high quality innovative transport has been considered thoroughly. We fear a move away from grant funded services will result in a huge contraction of quality community transport service and be replaced with a fee for service business model that will focus solely on business outcome and not the older Australians within our community.

After reviewing the paper and listening to members, the VTCTA communicated our concerns to the national peak body: The Australian Community Transport Association (ACTA). On behalf of the sector nationally, ACTA worked closely with government to first interpret the changes and how they impact providers and older Australians, and then to advocate for changes based on evidence.

The VTCTA was extremely grateful for ACTA's most recent advocacy paper ***Rethinking the Support-at-home Program for Community Transport*** where they urged Government and the Department of Health to extend grant funding until 1 July 2024, and to utilise this time to investigate how services are currently provided and how they could be improved going forward.



## Australian Community Transport Association

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

VTCTA partnership with the Department of Transport, Victoria (DoT) was strengthened in 2021/2022 through its Flexible Local Transport Solutions Program Funding which funds small-scale local transport initiatives and innovative transport solutions in regional Victoria. The aim of this partnership was to increase and develop sector capability and capacity as we anticipated we would move out of the pandemic. A number of key projects were delivered through this funding as outlined below including the first Victorian Community Transport Week, a program of capacity building webinars for the sector, a state-wide volunteer recruitment campaign, funding for the Community Transport Conference, and an additional 0.2 FTE for the Executive Officer.

### **Community Transport Conference**

A major achievement for VTCTA this year was delivering our annual conference, after a two-year delay due to COVID. Building on the success of previous conferences, this year's conference was rightly named **Sustainability** was a major success on all levels. The quality of speakers and the respective topics were not only of the highest calibre, but extremely appropriate for the sector at this time as we navigate and shape reform.

In Victoria's beautiful Yarra Valley over 100 people attended from around the country, for many the first event after many years of lockdowns and restrictions and some their first interstate travel. VTCTA received overwhelmingly positive feedback from delegates, speakers, and sponsors with 100% of survey respondents reporting the conference met all their expectations. Conference sponsorship was secured from across Australia and contributed significantly to the profit of the Conference.

### **Victorian Community Transport Week**

The inaugural Victorian Community Transport Week was held in the last week of March. The event was created and delivered by VTCTA as a way to raise the profile of community transport's forty year history in Victoria, supporting people who are transport disadvantaged and cannot use their own transport, public transport or ride share/taxi's, often the older members of our community and people with a disability.

The week was a chance to also celebrate the community transport services as the unsung heroes of the pandemic in local communities - delivering thousands of vulnerable people to health services and places they needed to go, and making sure they had medicines and food and ensuring that loneliness did not set in.

VTCTA co-ordinated activities and celebrations through the local community transport providers across Victoria. At a particularly busy and challenging time, over 50% of VTCTA members actively engaged in the week with in-real life events and online communications, utilising the branding and promotional material provided by VTCTA.



## Australian Community Transport Association

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

VTCTA produced a short film about Community Transport which included on location interviews with five community transport providers in metro, rural and regional Victoria (this can be viewed through our website).

The following organisations were part of this film: Eastern Volunteers, Heathcote Health, Royal Flying Doctors Service, South East Volunteers and South Port Day Links.

Victorian Community Transport Week is a time to shine a light on the amazing work of Community Transport and celebrate all its workers and volunteers and everyone who uses it and VTCTA hope this annual week will continued long into the future.

### **Volunteer Driver Recruitment Campaign**

With the pandemic impacting volunteering in our Community Transport services so dramatically, VTCTA secured funding through Department of Transport, Victoria to develop a Victorian state-wide volunteer recruitment campaign. An online portal for VTCTA Members to list their volunteer roles was created with nearly 100 roles being submitted within a week of launching.

VTCTA established an Advisory Group to develop a strategy to enable the campaign to engage with and recruit a diversity of drivers from all communities and to increase awareness and connection between communities who may under-utilise community transport and their local community transport services. The Advisory Group included leaders from the following organisations – DoT Chief Access Advocate, Eastern Volunteers, Ethnic Communities' Council of Victoria, Mullum Mullum Indigenous Gathering Place, Travellers Aid, South East Volunteers, Victorian Council of Social Services, Volunteering Victoria and Youth Affairs Council Victoria. VTCTA are seeking funding in 2022/2023 to enable this strategy and campaign to be fully executed.

### **Webinars and Training**

VTCTA continued to deliver regular, online, responsive webinars, information sharing, support, engagement, professional development and training for members and the wider sector including the following topics and issues: Revitalising Your Volunteer Workforce, Governance Training, COVID Vaccine Mandate for Authorised Workers, Support At Home, Wellness and Reablement in Transport Services, Volunteer Recruitment Campaign Strategy and Victorian Bus Safety Act Amendments.

Viv Cunningham-Smith  
**ACTA Director / Treasurer - Victoria**

Lyndon Stevenson  
**ACTA Director -Tasmania**





## Australian Community Transport Association

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

### Australian Capital Territory

It is not surprising that the 2020/2021 financial year has elements of being on a rinse and repeat cycle that is associated with COVID, a cycle that continued to have service impacts across the many organisations and services that make up the continuum of Community Transport in the ACT.

While service organisation indicated a slow and steady increase of transport engagement across the Territory, it was also agreed that there were, and still are, areas of considered caution remaining in the community. Service organisations reported that where engagement and transport activity increased, in most instances clients were still wanting to maintain independent single passenger travel rather than ride share. As organisations and service providers continue to respond to high levels of individual transport need, the longer term impacts and demand on resources impacted service efficiencies and economies of scale that comes with multiple passenger engagement.

Like the rest of the country, ACT providers are actively engaging, watching and waiting on the impacts of the Aged Care Reform Agenda, particularly the implications relating to the Support at Home Program and transport services. Community Transport providers in the ACT also welcomed the Albanese Government's decision to extend the start date of the Support at Home program through to July 2024. This action allows for important work to continue at all levels of Government and business. Funding models for transport services in the aged care arena need to be considered and tested, and support the many complexities associated with delivering cost effective transport services that do not sit in a one size fits all category.

The ACT Community Transport Working Group (TWG) provider representatives changed several times over the past 12 months and was inclusive of our local Government partners in the Community Service Directorate and Transport Canberra. Along with aged care reforms, the ACT Government continues to undertake its Commissioning reform process. Commissioning includes stakeholder engagement with community sector service providers, in a collaborative approach to service design and planning that will inform how local Government funds services. Commissioning commenced in 2019 and will continue in a staged and phased approach over a 10 year period.

While we leave another challenging and trying year behind us, we know the coming year will present new challenges for community transport providers and the community, but rather than rinse and repeat we look forward to increased service delivery and the potential that comes with change.

Jo Cochrane  
**ACTA Director**



## Australian Community Transport Association

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### South Australian

This past year (2021/2022) has been more challenging than ever, regarding both internal and external influences.

Firstly, internal perspective, we had the resignation of our Chair Kay Matthias at our 2021 AGM, closely followed by her replacement Marisa Ellks early in 2022. On behalf of the SActa committee, I would like to recognise and thank both Kay and Marisa for their contribution to SActa and its members during their time respectively as Chair. Subsequently, I was appointed as interim Chair until the 2022 AGM. This is a role that I have taken on with considerable commitment, dedication, and pride towards our cause. That is to be supportive of members and transport disadvantaged communities to ensure sustainable transport services in South Australia.

Along with our committee we have been working tirelessly over the past few months and have achieved a great deal in a very short space of time. During this period, we have completed a major overhaul of numerous items, including the provision of an overarching strategy, vision, purpose, implementing governance policies, procedures and a new constitution which will go to our members at the 2022 Annual General Meeting. We are now in a more robust position with best practice governance in place.

Our Guiding Principles are: -

- Commitment to support members and community with positive transport outcomes
- Demonstrate a best practice governance model
- Build effective relationships with stakeholders, government agencies and transport providers
- Implement strategies and goals identified in our strategic plan

With most of the above hard work now done we have been focussing our energies on key areas that needed significant improvement. Communication to members and stronger advocacy work based on the provision of facts and sound information to support our case is a priority enhancement.

We have now published two editions of our newly formatted SActa newsletter to members with extremely positive and encouraging feedback. We are committed to a minimum of four editions per year being, Winter, Spring, Summer, and Autumn. Obviously, if any significant news comes to hand in between editions, we will run special editions to keep members informed.

Back in late March we set about building mutually beneficial relationships with several key people from the Department of Human Services (DHS) as part of our new advocacy work with an emphasis on working together to provide positive resolution outcomes for all parties involved. To date this seems to be working well and we are pleased the collaborative approach appears to have been most welcome by DHS.



## Australian Community Transport Association

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

Secondly, on an external basis, our Department of Health (DoH) Commonwealth Home Support Programme (CHSP) funding has been extended through to 30<sup>th</sup> June 2023 via a Deed of Variation.

In South Australia, our new Minister for Human Services, the Hon Nat Cook (MP) has endorsed an eight-month extension for the Community Passenger Network (CPN). This extension allows DHS the time required to consult with CPN providers and other stakeholders, as well as several state government agencies, to explore:

- Regional CPN coverage
- Community transport needs
- Alignment of CPN outcomes with other SA Government priorities, the new DHS Social Impact Framework, and the Community Connections Program
- Integration of Community Transport systems across government

Whilst we are disappointed that this was not extended for a full 12 months, we will work with DHS to hopefully achieve an equitable outcome for all state CPN providers.

There are still a few concerns surrounding the transition program titled Community Connections Program (CCP) which is being closely monitored. A greater awareness within this program of how community transport providers fit into it is still required and we will continue to work on this.

Our most pressing concern still hovers around the uncertainty of the proposed Federal funding model under the Support at Home Program (SAHP). A fee for service model would have significant ramifications for the community transport sector and in turn consumers and communities will clearly be disadvantaged. The suggested change will lead us down a price driven path with quality of service terribly affected, this is a dangerous route. Australian Community Transport Association (ACTA) is leading the charge to retain block funding for a further two years until a more appropriate funding model can be explored and agreed upon.

Our SActa committee also remains busy by participating in the 2022 “My Life Choices”, Disability, Ageing and Lifestyle Expo at Wayville Showgrounds over two days in October this year. This event presents us with an opportunity to further promote the major role that community transport plays within our respective communities.

At present we are also engaging in some good collaborative work with the Royal Automobile Association (RAA). We are endeavoring to collect community transport data from all CPN providers in South Australia. Once gathered, the information from the past three fiscal years will be used to build a Dashboard of Community Transport Data. Based on the successful outcome of this exercise, it will be used to assist with our advocacy work on the significant importance of the community transport sector here in SA.



# ACTA

Australian Community Transport Association

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I have enjoyed being actively involved with both the advocacy work of SActa and ACTA over recent months. I am looking forward to continuing the constructive work on behalf of all members over the ensuing months as we continue to build a better SActa and working collaboratively with our national peak body, ACTA.

David McDonald  
**ACTA Director**



## Australian Community Transport Association

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### New South Wales

New South Wales community transport industry has celebrated a year of connection, innovation, and aspiration. Amid the continuing challenges of COVID, floods, rising prices, workforce shortages and reform, the NSW sector has come together, collaborated, innovated and pivoted towards the future. To build a thriving community transport sector, means leading from the front and in 2022 the NSW sector are proud of our leadership.

The Board of the Community Transport Organisation remains stable, welcoming two new members at the Annual General Meeting in October 2021. The representative from the Northern Rivers region Mr Isaac Smith and representative from the New England Region Ms Sally Walters. Welcoming a new representative for the Western NSW Region in June 2022, Ms Kathryn Akre.

In October 2021 the Commonwealth Government announced intentions to move the sector to an output based, fee for service model of funding. Recognising the detrimental impact this policy would have on the NSW sector, the CTO worked together with members to develop a new way forward. The CTO published the position paper *'The Commonwealth Home Support Programme, The Standout Model for In-home Aged Care Service Delivery'*, a letter writing campaign was ignited, and the sector moved forward to lead the way for an alternate approach to Support at Home.

The CTO, in concert with NSW providers have maintained the pressure on Federal and State Government. Working to strengthen alliances, build new relationships, always looking to steer the discussion toward an innovative and aspirational future for the sector. This direction culminated in commissioning the Centre for Health Service Development and The Australian Health Services Research Institute at the University of Wollongong to undertake a project to test the AN-ACC funding model as an overlay on community transport NSW. This work resulted in a Technical Report being released in June 2022, confirming that an AN-ACC funding model for community transport is a credible alternative to the proposed 'Support at Home Program'.

Completing a Strategic Plan for the CTO in March 2022, the Board identified two major focusses for work: advocacy and sector capacity building. These objectives have seen the further development and focus on state-wide communication pathways, sector education, stakeholder engagement and advocacy to both State and Federal Government.

Participating as a stakeholder in the UTS, Institute for Public Policy and Governance Project 'Accelerating Innovative Local Transport: Community Transport of the future' resulted in a systemic and ground-breaking report into the current environment of community transport. Prof. Peter Lee addressed CTO Members in March 2022, sharing the findings of the Report and engaging with questions and discussion. to member organisations, prioritising information in this age of uncertainty, the Member Update keeps the sector informed, connected and aware of organisational growth opportunities.



## Australian Community Transport Association

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

The CTO webinar series continues to deliver valuable sector wide programming including sessions addressing workforce challenges, foundations of governance, preparing for Support at Home reforms, unit pricing, Support at Home transition for Council run organisations, technology/software, elder abuse and the role of the Aging and Disability Commission. The CTO continues the weekly newsletter to member organisations, prioritising information in this age of uncertainty, the Member Update keeps the sector informed, connected and aware of organisational growth opportunities.

CTO NSW received project funding to undertake two major projects:

A sector wide strategy for Regional, Rural and Remote Community Transport in NSW. Set within the context of community transport provision in Rural Remote and Regional NSW, this project set an ambitious strategy to bring the sector together to achieve positive outcomes for our communities. This project has built a strategy grounded in the connection between accessible, care-based transport and a solution orientated vision for innovation, growth and strengthened community cohesion. Travelling the lengths of NSW, the project represents the voice of all providers and has sought agreement and collaboration from all regions. This project is owned by the whole of the regional, rural and remote NSW community transport sector.

The second project supports enhanced engagement and research into barriers and challenges faced by indigenous communities in accessing transport. This project will provide the space and time for real relationship building with government, health, service providers and community to support transition to Support at Home, but also to promote collaboration, enhance service and work to challenge barriers to access

In June 2022 the sector extended the contract with Transport for New South Wales, including an extension to the Routematch Contract. This Contract secures the next twelve months of technology support, but beyond that lays uncertainty.

The CTO Conference will be held 25th and 26th October 2022 in Kiama. The program remains largely unchanged and will include speakers of national interest including representatives from the Department of Health, Kiama Dementia Friendly Community, Prof. John Nelson, Mr Steven Bradbury and Ms Charlotte Tharrup. Topics to be covered include the reform agenda toward Support at Home Program, innovation in community transport, and funding and regulation. The Conference comes at a pivotal time for our industry and will provide a valuable opportunity for learning, sharing and networking. The Conference will highlight seventeen sponsors and partners in delivering community transport solutions to NSW, culminating in the black tie, Gala Dinner and Awards celebration Wednesday evening 26th October 2022.

CTO  
**ACTA Member**

## **SKILLS DIRECTOR**

My role changed in February this year, as I moved from Executive Officer of Namoi Care Connect to Executive Officer of New England Sector Support Team.

NESST is a CHSP Sector Support and Development organisation and provides support for CHSP funded organisations in the New England Planning Region. It has been a tumultuous year for all CHSP funded services, sector support included. We have only very recently been advised that SSD funding will also extend to 30 June 2024.

NESST has facilitated a regional transport forum for almost thirty years and the organisation understands the importance, and challenges, of regional and rural CHSP transport service provision. The region has a mix organisations funded directly for CHSP transport and Transport for NSW sub-contracted transport. Multiple organisations are directly and indirectly funded to provide CHSP transport. A longstanding challenge is negotiating the vastly different data reporting, financial reporting and contractual obligations, for direct and indirectly funded supports. The regional transport forums must strike a balance, to meet the needs of providers, regardless of funding source.

The organisation has two main focus areas, being reform and education. The beginning of 2022 saw the release of the Support at Home discussion paper, with considerable risks identified for small rural and regional providers, especially for CHSP transport supports. Information, advice and advocacy formed a core reform activity in the first half of 2022. Other activities included:

- Business transformation workshops
- Basic unit costing
- Unit costing for multi-service organisations
- Support and information on payment in arrears

NESST education for CHSP staff and volunteers is multi-faceted, including online short courses for CHSP staff and volunteers, online training and in person training. Specific support for transport providers has included:

- Two day safe driving workshops in 8 locations across the region
- Introduction to community transport online module
- Cultural Awareness workshops in 11 locations

The online learning modules are available to all CHSP funded providers. A major project in the coming year is a review and update of the modules, as well as the introduction of new modules. Modules can be viewed at [NESST Basics Training](#).

Christine Ryan  
**Independent Skills Director**



## Australian Community Transport Association

# D I R E C T O R R E P O R T

### SKILLS DIRECTOR

The 2021/22 year was challenging for many for many reasons. COVID continued to have a big impact on service delivery for my organisation and for large parts of the country.

The area where my organisation is based and provides service to was one of the hardest hit areas during the 2021 Sydney lockdowns. Delivered services dropped to as low as 13% during the early months of the lockdown, despite Community Transport being an essential service. Clients from a number of organisation received fines for being out of their homes, or being out of their local government area or for being more than 5km from, despite having a valid medical reasons. Having to deliver services in new and innovative ways as well as fighting on behalf of our clients for unfair and unjust fines proved challenging.

Severe weather also impacted service delivery across large parts of NSW. Sydney is currently facing it's wettest year on record. Many regions across NSW have faced numerous floods this year, with services having vehicles compulsorily acquired by local emergency management teams, or services partnering with the state government to provide support and transport to people living in evacuation centres.

Aged care reforms have also proven challenging for service providers, with a number of reforms being rolled out concurrently. These reforms will have differing impacts on services, depending on size, services delivered, location and client demographic mixes.

It has been encouraging that there continues to be a great relationship between the Department of Health and ACTA. This strong relationship has ensured that the voices of community transport about the impact of these reforms on the sector are heard.

ACTA and the sector more broadly have also gone through some changes this year. I spent some time in South Australia assisting SActa on a governance review and assisting them with developing a new constitution. ACTA has also reviewed internal governance processes and has made constitutional changes to allow for direct memberships by individual organisations. It has been encouraging to see engagement from the Northern Territory and more recently Western Australia. I am excited by the prospect of working alongside Georgia Bracken from Tennant Creek who will bring the voice of the Northern Territory and all of their unique challenges to the ACTA table.

Changes in the governance space will continue over the next year as ACTA makes changes to stay abreast of reforms in governance, including the new requirement for Directors to have Director Identification Numbers. Changes also include the recruitment of an Executive Officer, sponsorships and financial sustainability and hopefully an expanded Board with more independent skills Directors.

Rachel Thompson  
**Independent Skills Director**





# ACTA

Australian Community Transport Association

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## The Board: As of 30 June 2022

### **Lyndon Stevenson**

Chair

Tasmania

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### **Terry O'Toole**

Deputy Chair

Queensland

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### **Vivienne Cunningham-Smith**

Treasurer

Victoria

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### **Jo Cochrane**

Director

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### **David McDonald**

Director

South Australia

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### **Kathy Dickson**

Director

New South Wales

Representative until 29 June 2022

### **Cheryl Bushe-Jones**

Director

Western Australia

Representative until 22 July 2022

### **Christine Ryan**

Independent Skills Director

New South Wales

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### **Rachel Thompson**

Independent Skills Director

New South Wales

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**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 2022, 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 2022 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            day of October 2022**  
**Frewville, South Australia**

# Profit and Loss

## AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LTD

For the year ended 30 June 2022

	2022	2021
<b>Trading Income</b>		
Donation Received	25,000.00	-
Interest Income	4.11	9.14
Sales	8,100.00	24,000.00
<b>Total Trading Income</b>	<b>33,104.11</b>	<b>24,009.14</b>
<b>Gross Profit</b>	<b>33,104.11</b>	<b>24,009.14</b>
<b>Operating Expenses</b>		
Audit Fees	560.00	-
Bank Fees	-	0.68
BAS GST Rounding	-	0.56
Consulting & Accounting	6,480.00	16,195.00
Insurance	2,120.22	2,120.22
Legal expenses	198.00	2,083.00
Meeting Expenses	864.71	1,520.41
Memberships & Subscriptions	1,196.19	-
Office Expenses	311.37	184.63
Travel - National	32.09	-
<b>Total Operating Expenses</b>	<b>11,762.58</b>	<b>22,104.50</b>
<b>Net Profit</b>	<b>21,341.53</b>	<b>1,904.64</b>

# Balance Sheet

## AUSTRALIAN COMMUNITY TRANSPORT ASSOCIATION LTD

As at 30 June 2022

	30 JUN 2022	30 JUN 2021
<b>Assets</b>		
<b>Bank</b>		
Business extra	36,282.61	17,865.63
Business online saver	18,322.91	18,318.80
<b>Total Bank</b>	<b>54,605.52</b>	<b>36,184.43</b>
<b>Current Assets</b>		
Prepayments	2,218.33	-
<b>Total Current Assets</b>	<b>2,218.33</b>	<b>-</b>
<b>Non-current Assets</b>		
Accumulated Depreciation - Website	(4,775.00)	(4,775.00)
Website	4,775.00	4,775.00
<b>Total Non-current Assets</b>	<b>-</b>	<b>-</b>
<b>Total Assets</b>	<b>56,823.85</b>	<b>36,184.43</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Accounts Payable	(680.00)	(262.65)
Accrued expense	270.00	-
GST	(1,201.69)	(646.93)
<b>Total Current Liabilities</b>	<b>(1,611.69)</b>	<b>(909.58)</b>
<b>Total Liabilities</b>	<b>(1,611.69)</b>	<b>(909.58)</b>
<b>Net Assets</b>	<b>58,435.54</b>	<b>37,094.01</b>
<b>Equity</b>		
Current Year Earnings	21,341.53	1,904.64
Retained Earnings	37,094.01	35,189.37
<b>Total Equity</b>	<b>58,435.54</b>	<b>37,094.01</b>