



Australian Community Transport Association

MEMBERSHIP

to be part of Australian Community Transport Association



For further information about this proposal, contact
membership@communitytransportaustralia.org.au

Australian Community Transport Association pays respect
to first nations people around the country and
acknowledges elders and leaders past, present and future

Who is Australian Community Transport Association (ACTA) ?

ACTA is the national peak body for the community transport sector. We work together as a peak body for the benefit of community transport services across Australia. Founded in 2011 and comprising representatives from QLD, NSW, TAS, SA, VIC, ACT, NT and WA, ACTA operates with a view to providing a national voice for the community transport sector. The company is a not-for-profit public company limited by guarantee which is established to be, and continue as, a charity.

Our Vision

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

Our Mission

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

Why is community transport important to people living in our community?

Community transport (CT) keeps people involved and connected in their community. It keeps people healthy, it keeps people safe, and it offers more to people than just a ride.

CT providers also interact with other care providers: observing, monitoring and reporting on consumers' wellbeing and the possible need for other types of support. Community transport provides a 'door-to-door' service and have established developed risk management protocols, rather than the 'kerb to kerb' services provided by most private transport operators. This means providers will walk to the door and assist the client to the vehicle. If the client is not ready at the door for the service, CT providers follow emergency risk management procedures to contact the client by phone, and if necessary their next of kin. They then call emergency services if deemed appropriate and await their arrival. This level of care is typically limited to the community transport sector, who are driven by a culture of care for their clients rather than by revenues.

CT meets a critical need in facilitating 're-ablement' - ensuring older people are active and independent for as long as possible. This means ensuring that they stay connected to community through shopping, social outings, health appointments, community events and other activities.

The CT sector also fills a critical gap in areas where there is severely limited or no public transport or hospital patient transport. CT providers in these areas often transfer patients discharged from hospitals where state assets are limited in providing this service.

What does our sector look like?

Collectively the sector has around 2,200 paid staff and 8,000 volunteers - most of them drivers - who provide 2.4 million hours of services*. To replace this donated time with paid labour would cost the Commonwealth government about \$86M**, equivalent to increasing the Commonwealth Home Support Programme (CHSP) transport funding for 2021/22 by 45%. Most of this effort is directed at eligible aged consumers, placing CT firmly into the category of Aged Care services.

*<https://communitytransportaustralia.org.au/wp-content/uploads/2022/04/ACTA-Advocacy-Paper-Re-abling-Mobility.pdf>

**Based on the average hourly wage in Australia:
<https://www.abs.gov.au/statistics/labour/earnings-and-working-conditions/employee-earnings/aug-2021>

What does ACTA do?

In times of change, the sector needs a strong voice. This change will not end with the current aged care and NDIS reforms, there will be an ongoing opportunity for evolution of CT service provision and try new ways of providing clients with the services they need. ACTA aims to influence State and Federal Governments, industry - to establish organisational sustainability, organisational and sector growth and innovation.

What has been achieved to date?

Australian Community Transport Association (ACTA) has successfully -

- ✓ Lobbied government to avoid a one size fits all fees program for transport providers.
- ✓ Has worked with Governments federally and across Australia to maintain block funding as a result of informing them about the complexities of community transport relevant to other service provision.
- ✓ Lobbied successfully to ensure the 10% ERO funding was built into future funding agreements.
- ✓ National Aged Care Alliance (NACA) representation that ensures multiple entry points to advocacy issues for CT providers across Australia.
- ✓ Lobbied successfully for fuel increase in CHSP 2023/24 contract extensions.
- ✓ Currently working with UniSA on the National Variable Pricing Matrix (NVPM) - solutions for a new framework, payment matrix and thin market approach for post CHSP and Support at Home.
- ✓ Invited on to multiple working groups with governments.
- ✓ Completed the Victorian Mapping Project, demonstrating how community transport services build capacities in VIC communities.

Why is ACTA different?

We are a national peak with the big picture on what is happening in all States and Territories but have the detail to work and understand what's going on for big and small organisations in cities, town and remote areas. This means we can work towards consistency and bring continual improvement lessons from other parts of the country.

We also have links to international community transport peaks so that we can share ideas and trends that enable our members to be one step ahead in providing their services and running their organisations.

Across Australia, CT providers (represented by ACTA) support 238,000 clients annually to complete over 95 million kilometres of travel. Most CT providers are not-for-profit community-based organisations. The most variable trips (which are most at risk through the proposed funding model) are those in rural and regional Australia, the communities that have the least access to essential care services.





ACTA

Australian Community Transport Association

What we offer members

Stay Informed & Inspired

Receive weekly newsletters and join industry-driven webinars to empower your knowledge and decision making

Benefit from powerful advocacy at both State and Federal Government levels, ensuring your voice shapes the future

Be heard where it matters

Shape the Sector's Future

Engage in pivotal research, consultations and forums that influence the entire industry

Partner with like-minded members to revolutionize efficiency, productivity, growth and sustainability

Innovate for Success

Celebrate & learn together

Mark your calendar for August and join us at our annual community transport conference - a highlight of ideas, networking and inspiration, at discounted member prices

Gain representation at key stakeholder forums, amplifying your presence in crucial conversations

Make your Mark

Access Exclusive Opportunities

Leverage strategic partner relationships to elevate your network and resources

Build robust cross-sector relationships with key players who can help you thrive

Forge Strong Connections

Lead with Confidence

Be part of an organisation that champions strong, visionary leadership for a brighter future

Your membership is more than a benefit - it's a catalyst for growth, connection and impact. Are you ready to unlock the possibilities?

Driving change through our actions

- ✓ **Building Strong Partnerships:** we unite with the community, government and private sectors to elevate the profile of our members and champion the growth of the entire industry.
- ✓ **Powerful Advocacy:** representing community transport at the highest levels of State and Federal Government, we ensure its vital role is clearly articulated in the Support At Home reform consultation.
- ✓ **Championing Accessibility:** we fight for inclusive, accessible and affordable transport solutions that keep communities connected and thriving.
- ✓ **Promoting Wellbeing:** we highlight the transformative benefits of transport access, ensuring its role in fostering independence, connection and overall wellbeing is recognised and valued.
- ✓ **Fostering Innovation and Growth:** through capacity-building initiatives, we empower member organisations to achieve smarter, more efficient, and future-ready business development.
- ✓ **Creating Collaboration Opportunities:** we cultivate environments where organisations can come together to share ideas, innovate and collectively uplift the sector.

Membership Fees

As of February 2025 - membership fees have increased for the financial year July to June

Annual Income for Community Transport	FEE (excluding GST)
Under \$250,000	\$ 500.00
\$251,000 to \$500,000	\$1,000.00
\$501,000 to \$1M	\$1,500.00
\$1M to \$2M	\$2,000.00
\$2M to \$3M	\$2,500.00
\$3M+	\$3,000.00

Next steps

Become a member of ACTA! Be involved and make the sector strong, sustainable and focused on the future, so that our clients have the high-quality services they need.

Please email the Membership form to:
membership@communitytransportaustralia.org.au

Together we're shaping a future where every member thrives,
every voice is heard, and every community stays connected!
Let us know if this aligns with what you had in mind.