



# Community Transport: A Lifeline for Ageing Well



# Acknowledgement of Country



# Who is the CTO?





# The road so far...

1970s–1980s

Grassroots volunteer  
transport

1985

HACC Program  
established

1990s

CTO formed; services  
expand

2000s

NSW expands CTP  
funding

2015

CHSP replaces HACC  
CTP retained

2010s–2020s

Professionalisation  
& integration

2020s

Advocacy on  
reform &  
sustainability



# Community Transport Today

Services are tailored - not transactional



Sector  
Identity



Funding &  
Partnerships



Roles &  
People



Guiding  
Principles



Human  
Connection



# Community Transport Compliance



Aged Care



Funding



Transport Safety



ACNC



# A DAY IN THE LIFE

## BELINDA



2:56

# Triggers for Transport Needs

Health Decline

Medical Advice

Self Regulation

Licence Review

Family

Environment





# Continuity of Care



**Community transport is a protective factor against isolation, enabling access to care, community and connection**



# Where CT fits in Aged Care

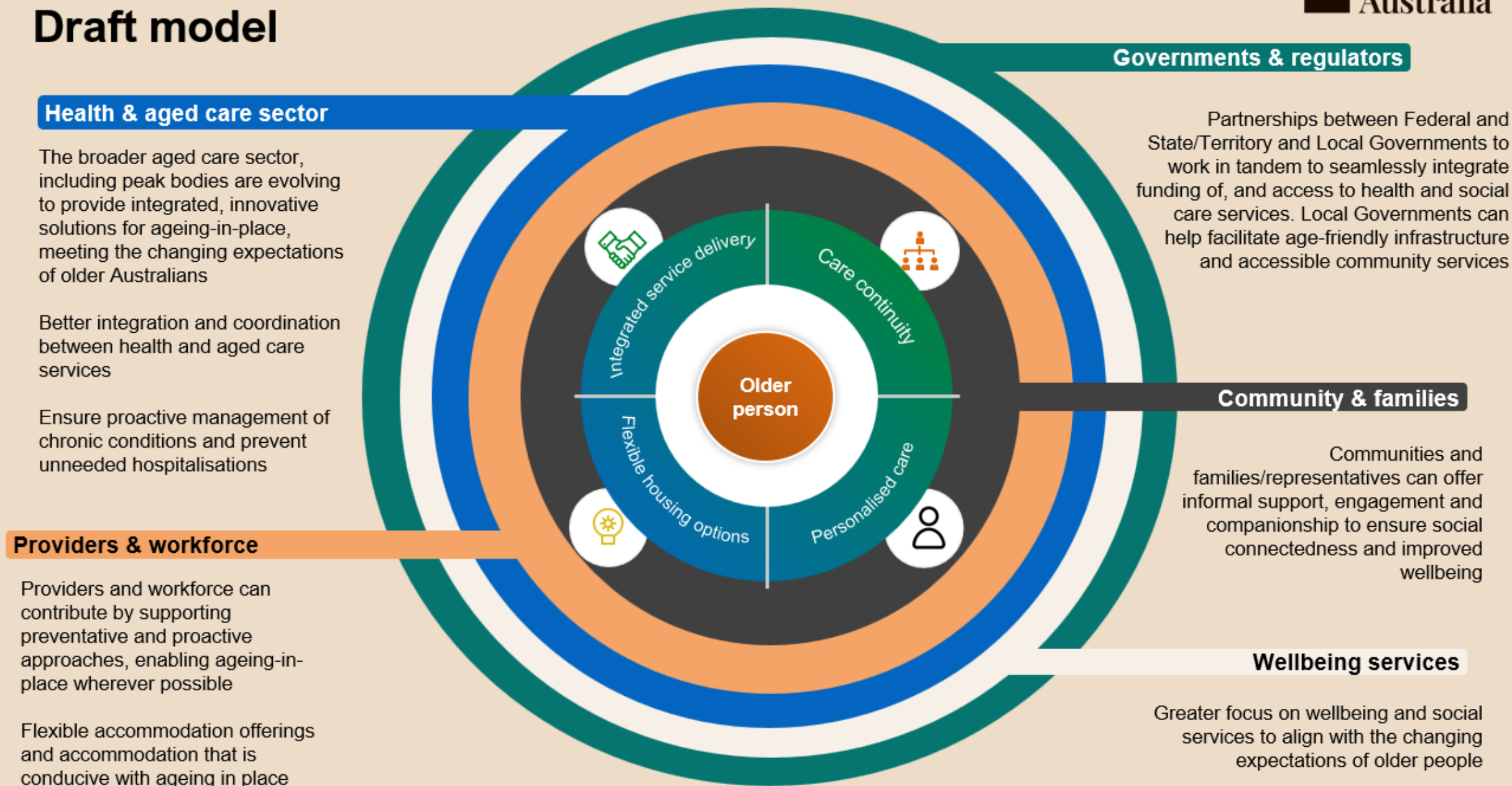


# Connected Care Pathways

4.4m Australians aged 65+  
Many facing mobility barriers



# Continuum of Ageing Draft model







**16,727 rural clients  
used community  
transport in 2023-24  
most aged 65+**

**Long distances magnify  
access barriers**


**Rural  
Realities**

**Fewer GPs, hospitals  
and services per  
capita**

**30% of older  
Australians live  
outside metro areas**



# Where Transport IS the Care Pathway

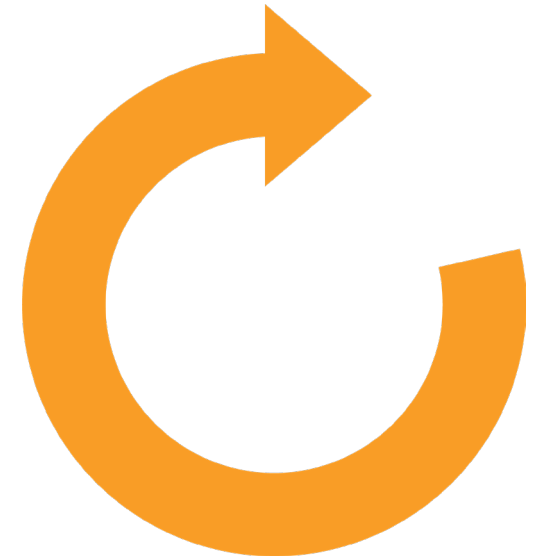


"I couldn't have travelled without community transport as my daughter is away."

"Taxi is not affordable, also the drivers are not trained to help elderly people navigate walkers."

"I would not be able to go for appointments or some activities without community transport. We no longer drive."

# Lorraine's Story...





# Human Portraits

Micro Documentaries

from  
The Community Transport Company



# Community Transport

The Yellow Brick Road to  
WELLBEING





# How to make sure your clients find the CT yellow brick road...

- ✓ Assess the **need** against the requirements to meet appointments etc.
- ✓ Assess the **want** of your client with a human connection, independence and dignity lens
- ✓ Consider the **budget**
- ✓ Talk to the local community transport provider – find them on **cto.org.au**

# Questions



# Connect

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**Thank You**