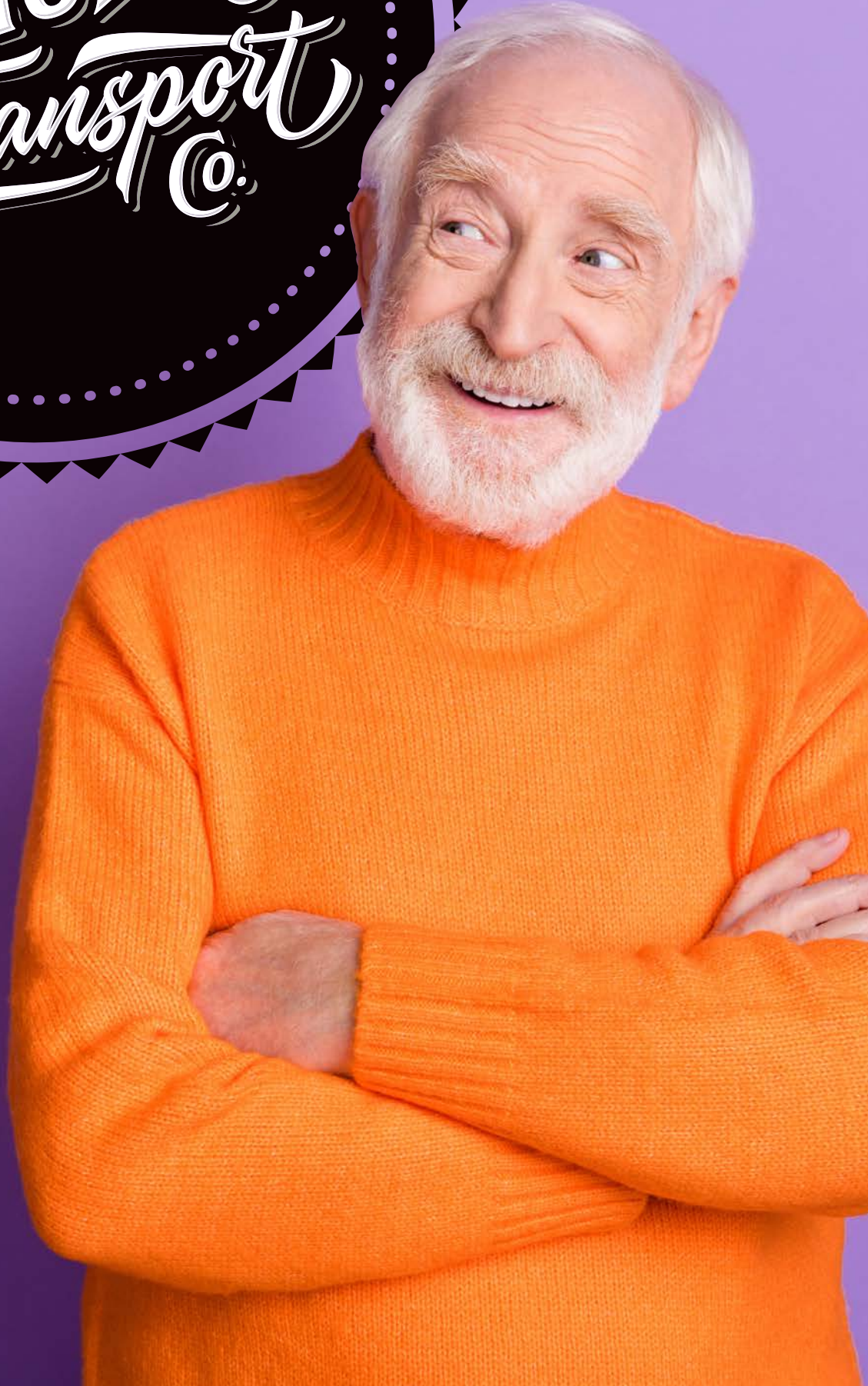




Annual Report 2024-2025

Our Acknowledgement of Country

The Community Transport Company acknowledges the Bundjalung and Gumbayngirr Peoples, the Traditional Custodians of the lands on which we live, work, and travel. We pay our deepest respects to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

We honour the unbroken connection of the Bundjalung and Gumbayngirr Peoples to Country, culture, and community. We recognise that transport is not only about moving across land, but about belonging to it - and that this land has been cared for since time immemorial.

We are grateful to walk, drive, and serve on these lands every day. We acknowledge the strength, resilience, and wisdom of the world's oldest continuous cultures, and we commit ourselves to working in ways that are respectful, inclusive, and guided by the voices of First Nations communities.

Always was, always will be, Aboriginal land.



Our Ethos

Without transport, the world shrinks. Health suffers, opportunities disappear, and isolation takes hold. We exist to break those barriers - because every journey is a lifeline.

Our ethos is built on the values that define who we are:

- **Love** – we hold space for people when they are at their most vulnerable, caring as if they were our own family.
- **Leadership** – we step forward when others step back, building new ways to keep communities connected.
- **Impact** – we measure our worth not in kilometres travelled but in lives made richer, safer, and freer.
- **Fearlessness** – we face floods, storms, illness, and change without hesitation, because people depend on us.
- **Excellence** – we don't settle for "good enough" when someone's dignity, safety, or future is on the line.

This is our ethos: to bring hope, independence, and connection to those who need it most.

Because transport doesn't just move people - it gives the world back.



Our People

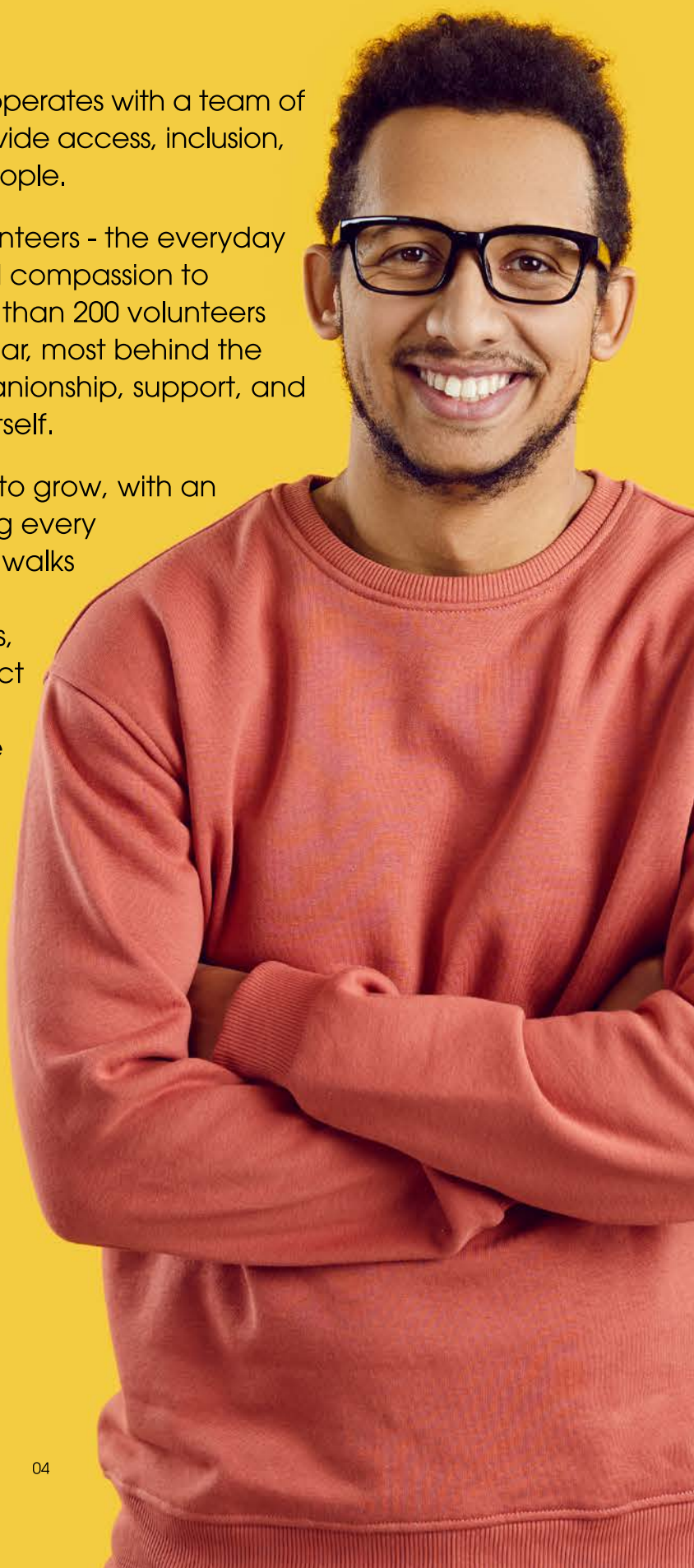
The Community Transport Company operates with a team of 230 people, all with the mission to provide access, inclusion, independence and equality for all people.

At the heart of our Team are our volunteers - the everyday people who give their time, skills, and compassion to keep our communities moving. More than 200 volunteers contribute over 70,000 hours each year, most behind the wheel, but many also offering companionship, support, and kindness that go far beyond the trip itself.

Our volunteering program continues to grow, with an average of five new volunteers joining every month. We welcome people from all walks of life - people in the prime of their professional careers, retirees, students, carers, and those looking to reconnect with community - and support them with training, recognition, and flexible opportunities to give back.

What makes our volunteers extraordinary is not just what they do, but how they do it. They are motivated to do good. They bring patience, humour, and humanity to each journey, often forming lasting friendships with the people they transport.

Our people are our strength. Without them, we could not deliver the scale, quality, or heart that defines our service. We thank, love and honour every single one of them.



Our Work

The Community Transport Company provides safe, reliable, and caring transport for people of all ages and abilities. Our services span aged care transport, helping older people stay independent and connected; school and youth transport, giving children and young people in regional areas access to education, training, and activities; and disability transport, including thousands of NDIS trips each year with a fleet that is one-third wheelchair accessible.

We also deliver chronic treatment transport for dialysis and oncology patients, health and hospital trips across our region and into Queensland, and a growing range of community and access programs that meet local needs in partnership with other organisations.

Our group and social outings - from shopping buses to overnight adventures - reduce isolation and bring joy to people's lives.

Through our integration of Bellingen Shire Taxis, we are pioneering Australia's first not-for-profit taxi network and building a true regional model of Mobility as a Service that benefits both the general public and those experiencing transport disadvantage. At the centre of all this are our volunteers, who give over 70,000 hours a year to ensure every journey delivers not just mobility, but dignity, connection, and opportunity.



Aged Care Transport

In 2024–25, The Community Transport Company delivered more than 120,000 trips to people in the Aged Care system. These included Commonwealth Home Support Programme (CHSP) participants, people receiving individual Aged Care Packages, and residents of lower-needs residential aged care facilities. Every one of these journeys supported older Australians to stay active, independent, and connected to their communities.

The landscape of aged care is changing. With the introduction of the Support at Home program, we are preparing to provide services not only to Support at Home participants, but also in partnership with Support at Home aged care providers. We are actively expanding and adapting our services so that, as the funding environment evolves, older people will continue to have access to safe, accredited, and affordable transport.

Our commitment is clear: to ensure people in the Aged Care system can live their best possible lives - staying connected with friends and family, reaching vital services, and participating fully in the community.

120k
Trips



Disability Transport

In 2024-25, we delivered more than 5,000 trips for NDIS participants across the North Coast. With a fleet that is 33% wheelchair accessible and drivers trained by accredited Wheelchair Transport Trainers, every journey is delivered with safety, dignity, and care.

We are proud to be the only NDIS-registered community transport provider on the North Coast - a trusted partner for participants and providers who know our services meet the highest standards of quality and accountability.

As the NDIS evolves, we are ready. We're building capacity, forging stronger partnerships, and expanding our services to make sure that people with disability continue to have access to safe, affordable, and reliable transport. Our mission is clear: to provide independence, inclusion, and choice - so people can live their best lives, fully connected to opportunity and community.

5000 Trips



Chronic Treatment Transport

For people living with chronic illness, getting to treatment isn't optional - it's survival. Dialysis, oncology, and other life-sustaining therapies demand regular, reliable attendance. But for many, the burden of transport adds another layer of stress to an already overwhelming journey.

That's where we step in. In 2024-25, our Chronic Treatment Transport program delivered over 10,000 trips, heavily subsidised through our own social enterprise income. For patients and their families, this means knowing that transport will be there, every time - safe, affordable, and dependable.

We can't take away the illness. But we can remove the worry of how to get to treatment. We can bring compassion, care, and certainty when people need it most. Our commitment is simple: no one should ever miss life-saving treatment because of transport insecurity.

**10,000
Trips**

First Nations Transport

Transport is central to connection, culture, and community. For Aboriginal and Torres Strait Islander people, it can mean the difference between taking part in cultural life or being excluded from it.

In 2024-25, The Community Transport Company provided over 9000 trips for Aboriginal and Torres Strait Islander people - around 5% of our total trips. This aligns closely with the demographics of our service region, where Aboriginal and Torres Strait Islander people make up around 4.6% of the population across the six local government areas we operate in.

**9,000
Trips**

Our services included supporting displaced students and residents of Ballina's Cabbage Tree Island to access school and essential services after floods, delivering dedicated NAIDOC Week transport so that Elders, families, and young people could gather and celebrate culture, and providing flexible support through fuel vouchers for families travelling for Sorry Time and other cultural and family business.

Our commitment is to walk alongside Aboriginal communities, listening and responding with services that are safe, accessible, and culturally respectful. Transport is more than a trip - it is connection to Country, Culture, and Community.



School and Youth Transport

In 2024-25, The Community Transport Company provided more than 7,500 trips for children and young people through a range of programs. This included the Assisted School Travel Program (ASTP), the Cabbage Tree School bus run, our Yaxi and Batbus services, and various partnerships with other schools and youth agencies.

The Assisted School Travel Program provides specialist transport services to students who have a disability or mobility challenges. This service ensures safe, reliable and consistent school transport for students and their families who need additional help to access education.

7,500 Trips

The Cabbage Tree service was established following the devastating floods of 2021, when students and their families were displaced from their homes and community. At a time when everything else was in disarray, The Community Transport Company provided a stable and consistent service, ensuring children could continue their schooling and stay connected with their peers.

Beyond school runs, we have continued to provide youth transport in partnership with schools and community groups, helping young people access services and activities that support their health, wellbeing, and education. Our Yaxi and Batbus youth services remain a staple in the Ballina and Byron areas, working closely with youth agencies to provide safe, reliable, and flexible transport for young people to thrive.



Group, Social and Access Transport

Our group and social transport services are about more than getting from place to place - they are about connection, inclusion, and joy. By using our fleet of buses, we help people access the essentials of daily life and the experiences that make life rich and meaningful.

In 2024-25, we provided over 1,000 shopping and access bus runs, ensuring people could reach supermarkets, medical centres, and essential services. For many, these buses are not only practical but social - a chance to see familiar faces, share conversation, and stay engaged with community life.

We also delivered an extraordinary 500+ social outings, including day trips, over-night journeys, and multiple-night adventures. Each one created opportunities for connection and adventure - whether attending a theatre performance, a cultural event, a sporting match, or exploring markets and towns beyond the local area. Feedback continues to highlight how these experiences reduce loneliness, build friendships, and bring joy.

Group, social and access transport is at the heart of our mission to reduce isolation and increase participation. By keeping people connected to both services and each other, we help ensure that no one is left behind.

500+
Social
Outings

1000
Shopping
& Access Bus
Runs



MaaS and Taxi Transport

The Community Transport Company has developed a unique model that brings Bellinghen Shire Taxis and community transport services together. Bellinghen Shire Taxis is Australia's first not-for-profit taxi network, and instead of operating separately, the two services are integrated and interchangeable, able to share resources, vehicles, and passengers.

20,000 Trips

In the past year, we provided more than 20,000 trips through taxis, working seamlessly alongside our community transport fleet. A passenger might travel one way in a community transport vehicle and return by taxi, or we may allocate a taxi to support a community transport trip if that provides the most efficient or timely option. The focus is always on what works best for the person, rather than the limits of a single service.

Alongside Bellinghen Shire Taxis, we also support all local taxi networks through our taxi voucher system, adding flexibility and ensuring that people always have access to safe and affordable transport.

By sharing resources and working collaboratively with local providers, we are able to reduce duplication, respond more flexibly to demand, and make better use of our fleet and drivers. This is more than a pilot or a theory — it is a working regional Mobility as a Service (MaaS) system that shows how different transport modes can come together to meet community needs.

The Community Transport Company is always seeking better methods and models to deliver better services to the travelling public, ensuring that our communities have access to safe, reliable, and innovative transport solutions into the future.

Statement of Profit or Loss

For the Year Ended 30 June 2025

	2025	2024
Revenue	9,554,007.42	8,995,684.72
Other revenue	132,839.37	211,028.69
Administration expenses	(583,872.98)	(527,967.72)
Depreciation expenses	(374,605.85)	(308,848.76)
Employee expenses	(4,233,763.76)	(3,966,565.72)
Occupancy expenses	(445,754.27)	(425,960.07)
Operational expenses	(3,536,692.17)	(3,273,733.69)
Profit for the year	512,157.76	703,637.45

Statement of Financial Position

As at 30 June 2025

	2025	2024
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	4,397,609.99	4,192,283.98
Trade and other receivables	166,461.57	215,848.27
Other assets	379,189.34	283,769.77
TOTAL CURRENT ASSETS	4,942,260.90	4,691,902.02
NON-CURRENT ASSETS		
Property, plant and equipment	3,510,600.86	3,225,625.32
Intangible assets	418,493.00	418,493.00
TOTAL NON-CURRENT ASSETS	3,929,093.86	3,644,118.32
TOTAL ASSETS	8,872,354.76	8,336,020.34
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	451,651.07	484,489.02
Provisions	530,616.79	474,164.11
Other liabilities	49,763.40	68,320.58
TOTAL CURRENT LIABILITIES	1,032,031.26	1,026,973.71
NON-CURRENT LIABILITIES		
Provisions	146,916.91	127,797.80
TOTAL NON-CURRENT LIABILITIES	146,916.91	127,797.80
TOTAL LIABILITIES	1,178,948.17	1,154,771.51
NET ASSETS	7,693,406.59	7,181,248.83
EQUITY		
Reserves	1,706,800.93	1,937,180.31
Retained earnings	5,986,605.66	5,244,068.52
TOTAL EQUITY	7,693,406.59	7,181,248.83

Our Results



200
Volunteers



77
STAFF



New **60**
Volunteers

Area Served

6,642 km²



2 Million
kilometres travelled

10,000

Volunteer Hours Given!



10,000
Taxi Vouchers

155,350
Trips Completed

100

FLEET VEHICLES



Social Value returned to the community



\$140 Million

15,000
Clients



#dosomethinggood

Far North Coast: 1300 075 095
Mid North Coast: 1300 812 504

Mid North Coast: 23 Newcastle Drive,
Toormina, NSW, 2452

Ballina: PO Box 49,
Ballina, NSW, 2478

Tweed Heads: 1/14 Amber Road,
Tweed Heads South, NSW, 2486

Website: communitytransport.net.au

ABN: 61 374 616 713

