

THE COMMUNITY TRANSPORT COMPANY

What if we weren't here?

ANNUAL REPORT 2025-26

The appointment is still at 10.30.

The specialist is still 80 kilometres away.

Dialysis is still three times a week.

The shopping still needs doing.

Your friends are still meeting for lunch.

The world keeps moving.

**You just can't
get to it.**

Now what?

Transport disadvantage doesn't just stop people travelling.
It can stop people participating.

**Fortunately,
we are here.**

And this is what happened because we were.

160,000 Journeys.

Not trips.

Reasons to leave the house.

Each one began with the same simple thing: someone had somewhere to be.

Milk.
Bread.
Dog Food.
Toothpaste.

Nothing remarkable.
Unless you can't get to the shops.

23,320 Shopping Journeys

It's only lunch.

Unless it's the only time you've left the house this week.

16,835
Social Journeys

7:06 am.

THE DAY IS ALREADY UNDERWAY.

Drivers are already on the road.
Messages have been left overnight.
Someone has called in sick.
A client has cancelled.
An appointment has changed.
A run needs rearranging.

The schedule that worked yesterday
doesn't work anymore.

Our team is already making it work.

122,069

TELEPHONE CALLS THIS YEAR

Answered by local people who are part of the communities we serve.
They know the towns, the distances and the people who rely on us.

At 8.30, the office phones start ringing.

And another day of around 600 journeys
needs to work.

**BEHIND EVERY JOURNEY.
OUR PEOPLE.**

Dialysis

Monday

Dialysis

Wednesday

Dialysis

Friday

Dialysis

Monday

4,799

DIALYSIS JOURNEYS THIS YEAR.

Some journeys don't have the luxury of being missed.

Neither do the bills.

When treatment happens again and again,
so does the cost of getting there.

Dialysis. Oncology. Recurring treatment.

SO WE DO SOMETHING ABOUT IT.

10,000

CHRONIC TREATMENT JOURNEYS A YEAR

We use income we generate ourselves to dramatically reduce
the cost of recurring treatment transport.

OUR INCOME. OUR DECISION. OUR PURPOSE.

**TAKING THE PRESSURE OFF
MATTERS TOO.**

100km

On a map, it's a line.

When you're 86, don't drive and have a specialist appointment at the other end of it, it's something else entirely.

Journeys over 100km.

6,961

"Can I get there?"

It shouldn't be a question determined by whether
you use a wheelchair.

Or whether you need assistance.

Or whether ordinary transport simply doesn't work for you.

NDIS journeys this year.

5,042

**ACCESS ISN'T SPECIAL TREATMENT.
IT'S ACCESS.**

8:55 am.

The bell is about to ring.
Other children are arriving.
Bags down.
Friends found.
Another school day begins.

But first,
you have to get there.

5,288

Assisted School Travel journeys.

Safe. Reliable. Consistent.

**GETTING TO SCHOOL
IS PART OF GOING TO SCHOOL.**

Tuesday is your day.

Hairdresser at 10.

Pick up a few things afterwards.
Maybe coffee.

29,762

Aged Care Package and Brokered Transport journeys.

**MORE OF THE PACKAGE
FOR EVERYTHING ELSE.**

Inexpensive, safe and reliable transport means less package
funding spent getting there - and more for other services and supports.

Support at Home isn't only about staying home.

**IT'S ABOUT BEING ABLE
TO LEAVE IT.**

"Where are you off to today?"

It sounds like small talk.
Sometimes it is.

Sometimes it's the beginning of the only conversation
someone will have that day.

220 Volunteers

120,000 Hours

3,122,869 Km

Some of the most valuable things we do will never appear as a trip outcome.

8,818

Aboriginal and Torres Strait Islander Peoples' trips.

To healthcare.

To school.

To community.

To family.

To Country.

TRANSPORT CAN CONNECT PLACES.

Sometimes the answer Isn't a bus.

Registration. Repairs. Tyres.

Sometimes that's all that stands between someone and independence.

SO WE TRIED SOMETHING DIFFERENT.

With Bundjim Aboriginal Corporation, we provide micro-grants to help Aboriginal and Torres Strait Islander people get their own vehicles registered or repaired.

HELPING BREAK THE FINE-INCARCERATION-DISADVANTAGE CYCLE.

OUR INCOME.

OUR DECISION.

OUR PURPOSE.

**SOMETIMES GOOD TRANSPORT
MEANS NOT NEEDING US.**

What happens when the taxis disappear?

In a rural community, people still need to get to work.
To appointments. To the shops. Home at night.

**AUSTRALIA'S FIRST
NOT-FOR-PROFIT TAXI NETWORK.**

Bellingen Shire Taxis operates for a different kind of return.

It keeps public transport running.
It keeps local people employed.
It keeps Bellingen connected.

10,000

**LOCAL BELLINGEN SHIRE TRIPS
FOR LOCAL BELLINGEN SHIRE PEOPLE.**

**WE MEASURE ITS SUCCESS BY
WHAT BELLINGEN WOULD LOSE
WITHOUT IT.**

Apparently, other people noticed.

2025

BUSINESS NSW

OUTSTANDING COMMUNITY ORGANISATION

State Winner | ICC Sydney

2025

COMMUNITY TRANSPORT ORGANISATION

**LARGE COMMUNITY TRANSPORT PROVIDER
OF THE YEAR**

Awards aren't why we do the work.

**BUT WE'RE PROUD OF WHAT
THEY SAY ABOUT THE PEOPLE WHO DO IT.**

Money Matters.

Fuel costs money.
Vehicles cost money.
People cost money.
Insurance costs money.
Technology costs money.
Compliance costs money.

Delivering 160,000 journeys across regional
communities costs money.

Purpose doesn't Pay the bills.

GOOD MANAGEMENT DOES.

\$10,492,826

REVENUE

\$863,758

SURPLUS

\$8,557,165

NET ASSETS

39%

OF INCOME GENERATED OUTSIDE GOVERNMENT GRANTS

**Financial Sustainability
Protects Purpose.**

The numbers behind the work.

Revenue	\$10,492,826
Employee expenses	\$4,528,498
Operations expenses	\$3,616,733
Other operating expenses	\$1,102,548
Surplus	\$863,758
Total assets	\$10,870,265
Total liabilities	\$2,313,100
Net assets / equity	\$8,557,165

\$146 million.

Social value

Estimated social value created for our communities.

Community transport costs money.
So does not having it.

The relevant question isn't simply what community transport costs.
It's what communities receive in return.

What if we weren't here?

It's a question worth asking.

Because none of these journeys is inevitable.

Someone has to answer the phone.

Someone has to find the vehicle.

Someone has to drive it.

Someone has to fund it.

Someone has to volunteer.

Someone has to make the whole thing work.

And tomorrow, we'll do it again.

Around 600 times.

**Fortunately,
we are here.**

THE COMMUNITY TRANSPORT COMPANY

Access. Inclusion. Equality. Independence.

These roads are not new.

Long before our vehicles travelled them,
people journeyed across this Country.

We acknowledge the Bundjalung and Gumbaynggirr Peoples,
the Traditional Custodians of the lands on which we live,
work and travel.

We pay our respects to Elders past and present, and
acknowledge Aboriginal and Torres Strait Islander peoples
and communities across the regions we serve.

We recognise that transport is about more than moving
across land.

**CONNECTION TO COUNTRY,
CULTURE AND COMMUNITY.**

Always was. Always will be. Aboriginal land.



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

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