

CTST NEWS

WINTER 2025



Merger between CTST and MCCA celebrated with the Devonport community

After several months of working together to smoothly transition following the CTST/MCCA merger, which formally took effect on 1 February 2025, the team recently gathered in Devonport with consumers and community leaders to publicly acknowledge this important milestone. The cake symbolising the union was cut by volunteer Andrea and consumer Brenda (pictured left).

"We know the success of the merger is due to the joint efforts of our people across the entire organisation" said CTST CEO Lyndon Stevenson. "We are incredibly grateful to them for their hard work and commitment to positive change".

"This merger is the product of many years of discussions, exploration and planning", said CTST Board Chair Glenn Hardwick. "Through this process, the CTST and MCCA Boards came to believe that joining together was the best way to achieve our shared vision and commitment to delivering high-quality services to our clients to live independently and well connected in their community".

June saw volunteers, their partners, and staff come together to honour the meaningful impact they have on our consumers' lives at Volunteer Week events around the state. With a focus on the contributions of volunteers, we were reminded of the vital role each of us plays in connecting our communities through our shared commitment. The team greatly enjoyed journeying around the state and were on site to present certificates, awards and volunteer service recognition plaques for years of service across CTST and MCCA. Pictured is Janine from Driver Support with volunteer drivers Tony and Helen.



Welcome to your Winter edition of CTST News...

...our quarterly periodical informing everyone served by **Community Transport Services Tasmania (CTST)**, **Mersey Community Care Association (MCCA)**, **Area Connect Jobs & Training Transport and Cafe Connect**.

I hope you are keeping warm through what has been a very cold winter to date.

I'm really excited to present this edition of CTST News for our consumers as we have some important updates, ways to be further engaged and how we are continuously working to ensure the services you receive are the best they can be.

I personally enjoy reading all your feedback and would like to thank and acknowledge everyone who has provided this over recent months and weeks. I know the entire team really appreciate your supportive comments as we regularly send your compliments to the entire workforce. I would also like to thank you for sending through your specific feedback on ways to continuously improve our social outing program.

It was encouraging to read that many of the opportunities to improve were consistent around the state and as result the team are already making changes to the way we operate this program.

I would like to thank Julie and Geoff for inviting me to visit their home in Devonport recently. Julie and Geoff receive regular home maintenance from our MCCA service. I had the pleasure of spending a couple hours talking with them about the services they receive and importantly the service they are planning to receive to support ongoing independence at home.



**Lyndon
Stevenson**
CEO

Update on the new Aged Care Act 2024

The Australian Government has announced that the start date of the new Aged Care Act 2024 will be briefly deferred from 1 July to 1 November 2025.

In their announcement to the community, the Australian Government say that the new date reflects a balance of wanting to successfully deliver these reforms in the right way as soon as possible, and advice from the sector and experts that more time will improve the delivery of these reforms and minimise disruption.

This will allow more time for aged care providers to prepare their clients, support their workers and get their systems ready for the changes. It will also give the Australian Government more time to finalise key operational and digital processes, and for Parliament to consider supporting legislation that will enable the new Act to operate effectively.

The aim of the new Act is to transform aged care laws to put the rights of older people first. It includes, for the first time, a Statement of Rights for older people and a Statement of Principles to guide how providers and workers must behave and make decisions.

For more information, and to access press releases and open letters to the sector, go to www.health.gov.au/ministers/media-centre

Fleet and Home Maintenance equipment update

After a number of years of having issues in sourcing vehicles (particularly Toyota Commuter buses) the supply of these has now freed up and we will have a number of new vehicles coming into the fleet over the first quarter of the 2025-26 financial year.

This currently includes the replacement of 28 vehicles across Tasmania next year, in addition to another 10 vehicles currently in the process of being provisioned and fitted out ready for service.

The vehicles are being replaced on an age and condition basis which will see an even spread of new vehicles being deployed right around the state.

We have recently reviewed our home maintenance equipment and have ordered the immediate replacement of some. We have also made allowance in the 2025-26 budget for further replacements as we move the home maintenance fleet towards a proactive aged-based replacement program to ensure we continue to provide reliable services to consumers.



Transport during the Winter months

During Winter, the weather and road conditions can change very quickly, sometimes causing unpreventable delays to your transport. Please rest assured that we have procedures in place to support our drivers to reach our passengers as soon as possible when this occurs. If your driver is running late, please call 1800 781 033, selecting option 2, so we can provide assistance.

Hot Topics:

Ensuring you have the support you need when you travel with us

CTST provides door-to-door transport for both social and non-emergency medical appointments through our team of dedicated drivers. We understand that sometimes passengers may need a support person to accompany them, and support passengers travel at no extra cost. Please let our passenger services team know if you need to bring a support person with you. They will register them for travel and make sure a seat is made available for them.

Getting your bookings in early

On average CTST delivers over 12,000 trips per month to passengers across Tasmania. To assist us in helping as many passengers as possible, please give us a minimum of 3 days' notice of your need to travel. We offer a standby request process for those times when less notice is available to you, which is subject to cancellations by other consumers. We also thank you for your flexibility around your pickup times as this helps us help others in your community get to where they need to be!

MCCA and CTST vehicles are both on the job in Devonport

A reminder to consumers in the North West that going forward, you may be dropped off and picked up by either a CTST or MCCA branded vehicle.

EOIs open for the new CTST Consumer Advisory Committee

Are you passionate about the services that CTST provides? Are you happy to share feedback about important topics that affect you as a consumer of CTST? If so, then the new CTST Consumer Advisory Committee needs people like you!

We are seeking expressions of interest from consumers who are interested in joining this new committee which is being established to provide advice from Consumers on service operations, service quality, potential improvements and future strategies to enhance the consumer experience of our services.

The role of members of the Committee is to:

- Represent and advocate for consumers,
- Engage with consumers (and carers) to understand their needs and preferences,
- Advise on consumer (and carer) views on service development, planning and quality improvements.

The group will meet at least twice yearly in person or via Teams video conference and will be facilitated by our Executive Manager, Resilience and Quality, Shelly Forster (pictured above).

If you are interested in joining, or want to have a chat about what's involved, please contact Shelly by emailing shelly.forster@ctst.org.au or quality@ctst.org.au.



Thank you for your feedback

At CTST, we are committed to making improvements and refinements to our programs based on your feedback. We appreciate everyone who takes the time to provide us with this constructive input.

There are several ways to have your ideas and concerns heard:

- Speaking to our team when you call us on 1800 781 033 to book services,
- Completing our online feedback form at www.ctst.org.au/feedback,
- Writing to CTST Feedback, PO Box 464, Glenorchy TAS 7010.

Whether positive or negative, the insights consumers provide to us is absolutely crucial to the constant improvement process, so we would like to hear from you.



Community Transport Services Tasmania Ltd.

**PO Box 464
GLENORCHY TAS 7010
Phone: 1800 781 033
Email: enquiries@ctst.org.au**



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