

CTST NEWS

SPRING 2025



Bookings are now open for CTST's Festive Connector

At the start and end of the holiday season, our buses will be providing guaranteed door-to-door transport for those who need to travel between the North West / North and the South of the state to connect with friends and family or attend other social activities.

Rather than being Social Outings, the Festive Connector is community transport to increase

access for consumers who are travelling or staying with family for the holidays. Travel dates are Tue 16, Thu 18, Tue 23 & Tue 30 December; and Tue 6 & Thu 8 January.

Launceston will be the comfort stop and transfer point to each area's respective buses, which will then take you to your destination. All trips are one way and cannot be booked for same-day travel, with the cost calculated as normal using the kilometer range that applies to you. All passengers can bring a small suitcase or medium bag. For questions and bookings contact our team on 1800 781 033.

New vehicles enter our fleet

Following the arrival of 10 new Toyota Commuter buses in July, all have now been fitted with steps and handrails—including new cargo barriers—and consumers in the North West Coast and South may already have ridden in them. We are also pleased to report that driver training for the new Ford Transit wheelchair converted buses will commence this month, with these vehicles to replace existing fleet around the state soon after.



Welcome to your Spring edition of CTST News...

Welcome to our Spring update! First, a heartfelt thank you to all the consumers who've shared feedback with us recently. Your insights have helped us improve services and are shaping the future of CTST. You'll notice in this edition some service changes we've made based on your feedback. We'd love to hear how these updates are working for you—your voice continues to guide us.

Our team is currently updating CTST's strategic plan for the next three years. We're focused on preparing to meet growing community needs across Tasmania, and we'll keep you informed as key initiatives roll out. One exciting development is the launch of our first Consumer Advisory Committees—a major step in making sure your perspectives are part of our decision-making. For more details, check the last edition or reach out to us directly.

As part of national aged care reforms, the Australian Government is updating the Commonwealth Home Support Program (CHSP).

These changes aim to ensure everyone receiving government-funded aged care is properly assessed and supported. Our assessment team is working hard to make sure all CTST CHSP consumers are assessed before 1 November 2025. We're committed to keeping you informed and minimising any impact on your services.

If you have questions about the CHSP reforms or anything in this edition, please don't hesitate to contact us. We're here to help.



Community Transport grows with new partnerships

Since March 2024, CTST has been providing services to Cancer Council Tasmania's transport2treatment (T2T) clients in the West Coast area. Now, after a successful period of service delivery, the partnership is expanding for the 2025–26 financial year—continuing to grow the project's service level and geographic reach.

In the Huon Valley, an additional vehicle and driver are on the road to provide door-to-door transport in the area, powered by a five-year grant from Bendigo Community Bank.



In Dorset, Health Consumers Tasmania, through Better Health 4 Dorset, partnered with CTST to purchase a vehicle and fund a driver to establish the Dorset Connector—an alternative transport service for local residents.

Exploring these types of community partnerships is an important part of CTST's role as leader in providing access to transport for communities across Tasmania—with new initiatives being continuously explored where the need is greatest.

Celebrating Seniors Week and Cafe Connect in October

Seniors Week is held on 13 – 19 October this year, with over 500 events being presented by community groups and organisations around the state, highlighting the theme of “Connecting Generations Through Food”.

Each year, CTST aligns with the Seniors Week theme to

highlight an aspect of our services. For 2025 we are celebrating the 4th birthday of our social enterprise, Cafe Connect—located at 320 Main Road, Glenorchy.



On Tuesday 14 October, 9:30am to 11:30am, we are presenting a FREE COFFEE MORNING, inviting the community to join us for a hot drink and a cupcake to celebrate the history of Cafe Connect. It began as a place for our drivers to recharge in between driving you to where you need to go. Now, we welcome the community as a social enterprise of CTST, reinvesting proceeds back into our service. If you are in the area that morning, please pop in and join us!

Need a hand around the home or garden this Spring? Our Devonport team can help!

Get your garden in top shape for the new season using our Home Maintenance team—currently servicing the Devonport, Central Coast, Latrobe and Kentish municipalities. They can help with tree and shrub trimming, mowing, rubbish removal—or converting your garden to low maintenance to make it easier to care for. Need assistance navigating tasks outside the home? Our volunteers can pick you up from your home to take you to do your grocery shopping and bill paying in these municipalities—providing personalised support like assisting you to carry your groceries inside once you get home.

Contact 03 6424 8883 or homecare@ctst.org.au for more information.



Hot Topics:

\$5 Social Outings this December

As a thank-you to our many loyal Social Outings participants, all December transports are \$5. This is also the perfect time to get involved and try a Social Outing if you haven't before. This season's itineraries are online at ctst.org.au/articles/spring-social-outings-itineraries-for-2025. Just call 1800 781 033 and select Option 4 to book in.

Remember to plan your shopping

Shopping trips are a very important part of the service that we offer to consumers. One of the key things to remember is to ensure you are able to manage your volume of purchases when you arrive back home, as our drivers are not able to assist with unloading your purchases and taking them inside for you.

Why is it so important to be ready to travel 15 minutes before pick-up?

As you likely know, an enormous amount of logistics contribute to getting over 4,000 trips successfully delivered right across the state each week. We ask you to be ready to travel 15 minutes before your pick-up time, to ensure that we avoid a domino effect if we encounter unforeseen delays. Thank you for doing your part to keeping our busy schedule running as smoothly as possible.

You said it, we did it!

We are committed to making improvements and refinements to our programs based on your feedback and appreciate everyone who takes the time to provide us with 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.

More informed choices for social outings

Thanks to your feedback, we now provide more information about each social outing to help you make your decisions on which to join.

We now include activity levels, alongside cost estimates, when the outing includes a specific venue for morning tea and/or lunch.

If you have yet to take part in a Social Outing and would like to learn more about what is provided in your area, email us at outings@ctst.org.au or go to ctst.org.au/ride-with-us for more information.

More ways to pay your account

We have recently expanded our payment methods to allow you new ways to pay invoices online.

For consumers who receive their invoices via email each month, these will now include a link to a secure payment portal where you can pay your invoice online.

If you would like to start receiving your invoices via email rather than via post so you have this option, please call and let our accounts team know. For postal recipients, our invoices now include a QR code which you can scan that takes you to our secure payment portal where you can pay your invoice with a credit or debit card.

HACC Consumers – are you making the most of our support?

We have had some feedback recently that HACC consumers may not know that our transport can be used for a wide range of purposes: medical, social, shopping, appointments, airport drop-offs and more.

Another reminder is that each journey you book with us can be for more than one purpose. Our team are more than happy to book in several stops to make sure you get the most out of your time.

The team is here to answer any of your questions and take your next booking on **1800 781 033** and we look forward to hearing from you soon.



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To request your CTST News be sent electronically, please email communications@ctst.org.au.