

# CTST NEWS

## SUMMER 2026



### Happy New Year

We hope you had an enjoyable and safe holiday period. Wishing you and your loved ones a bright and beautiful New Year.

### Environmentally friendly news

To help us reduce CTST's environmental impact, all future CTST News will be sent by email to anyone with an email address in their records. Not only is this more environmentally friendly, but this will also help CTST reduce printing costs, allowing us to put money back into providing excellent service.

If we don't have your email, please provide it next time you call up for a booking.

### 2025 Annual Report

Our 2025 annual report is now available. The completion of the financial year is a great time to **reflect on the achievement of our workforce, consumers and community.**

You can download and read your own copy of the CTST 2024/25 Annual Report at [ctst.org.au/annual-reports](https://ctst.org.au/annual-reports)



### We've moved

Please be aware, our Launceston site has now relocated to:  
**3/53 Charbooday Dr, Youngtown 7249**

# Welcome to your Summer edition of CTST News...

What a year 2025 has been!

Our dedicated team has supported nearly 10,000 Tasmanians right across the state this year.

Looking ahead, 2026 is shaping up to be exciting year of impact and organisational development. As we progress key consolidation projects, we will also move into a phase that includes establishing our Consumer Advisory Committee and expanding our partnerships. These steps will support us in delivering an even broader range of services to communities across Tasmania as we pursue our vision:

**Everyone has access to excellent community transport and care.**

We've seen some recent changes to our Board. At the CTST November Board meeting and AGM, we farewelled long-standing Director and Chair, Glenn Hardwick, after 11 years of dedicated service. Glenn started with CTST in October 2014 and held the position of Chair for 8 years.

Key achievements during Glenn's leadership included:

- major property acquisitions and the relocation of CTST's Head Office in Glenorchy to a purpose-built facility
- the transition of CTST from an incorporated association to a company limited by guarantee
- ensuring a skills-based Board structure supported by strong sub-committees
- the merger between CTST and Mersey Community Care, during which Glenn served as a member of the Joint Steering Committee, supporting the merger process.

We also welcomed Michael Sokulski to his first formal meeting as a CTST Board Director, replacing Glenn Hardwick as the skills-based appointed accountant.

And finally, Liz Makin was successfully appointed as Chair, and Julie Manning was appointed as Deputy Chair for 2026.



## Area Connect

Area Connect contributes to the Tasmanian economy by assisting those with transportation challenges to attend work or training, ensuring local businesses have their employees available for work or training sessions, and enabling timely harvesting of agricultural products.

By the conclusion of 2025, Area Connect facilitated 63,000 trips to work or training statewide since its launch in July 2021. Over the past 4 years, the program has demonstrated its value and effectiveness in improving access to jobs and training statewide. It serves as a crucial resource for individuals who depend on it to access opportunities that would otherwise be out of reach.

We are pleased to report that Area Connect has recently received State Government funding for an additional 12 months. With the renewed funding, we will continue to expand Area Connect's outreach and further solidify our role as an important transport link.

# The Australian Government introduced the Aged Care Act 2024

In November 2025, the new Aged Care Act came into effect. This Act is the main law that sets out how the aged care system operates.

The new Act puts older people at the centre of their aged care experience. It includes a Statement of Rights that outlines the rights that older people will have when accessing and seeking to access aged care services.

Providers like CTST are required to ensure that their actions are consistent with the new Statement of Rights.

The new Statement of Rights include the right to:

- Independence, autonomy, empowerment and freedom of choice
- Equitable access
- Quality and safe funded aged care services
- Respect for privacy and information
- Person-centred communication and ability to raise issues without reprisal
- Advocates, significant persons and social connections

Other changes include a Code of Conduct for all providers, a new regulatory model, and strengthened Quality Standards. CTST will continue to provide a quality, safe service for our customers.



## Consumer Rights and Whistleblower Protections

CTST is committed to creating a workplace where everyone feels safe, respected, and heard. That's why we want to remind you about our Complaints and Whistleblower Policies – your tools for raising concerns confidentially and without fear of retaliation.

Whistleblower protections are a key part of the new Aged Care Act 2024 (the Act) and help to make sure we identify and address issues.

### Why Whistleblower Protections matter:

- Protects the CTST culture of integrity and safety
- Ensures issues are addressed early and fairly
- Supports compliance and transparency

### How to speak up:

You can report in person, by phone, or in writing. You can:

- Talk to your CTST aged care worker, their manager, a member of the Executive Team or contact the Quality, Safety and Risk team directly by:
  - Phoning **1800 781 033** and asking to speak to the **Quality, Safety and Risk** team
  - Email us at **quality@ctst.org.au**
  - By writing to **Quality, Safety and Risk, PO Box 464, Glenorchy TAS 7010**
- Contact the Aged Care Quality and Safety Commission
- Contact the Department of Health and Aged Care
- Contact the police if a law may have been broken

Your voice helps us improve and maintain the standards we all value at CTST. All feedback can be sent through our website: <https://www.ctst.org.au/feedback>

# Stay heat-safe this season

With summer well and truly here, we'll see an increase in the chance of heatwaves.

Being overheated for too long or being exposed to sun without protection can cause heat related illnesses.

The Bureau of Meteorology issues heatwave warnings if severe or extreme heatwave is expected. Planning ahead can help you to stay safe from heat related illness this summer.

## In the days leading up to a heatwave:

- Stay up to date with heatwave warnings
- Plan to keep in touch with family, friends or neighbours
- Ask your doctor if your medications can increase risk of overheating or sunburn
- Become familiar with the signs of heat related illness
- Make sure fans, fridges and air conditioner are working. If you don't have air conditioning or a fan, research heat relief centres near you. Libraries and shopping centres can act as heat relief centres.

## How to reduce your risk of heat-related illness during a heat wave:

- Stay hydrated (avoid alcohol and caffeine).
- Try to keep your home as cool as possible. Avoid using oven, close windows during hot times of the day. Close blinds/curtains or window coverings of sun facing windows.
- Open windows at night if temperature has cooled.
- Dress for the weather. Lightweight, loose fitting, natural fabrics such as cotton or linen. Wear hats, sunglasses and sunscreen if going outside.
- Avoid outdoor physical activity. Plan outdoor activities for the cooler hours of the day.
- If overheated, have a cool shower, sponge off with cool water or apply cold packs to wrists, necks and forehead.

## Emergency preparedness for the Summer season

Summer in Australia brings a range of foreseeable risks. The Bureau of Meteorology advises that this year, summer will be warmer-than-usual, increasing our risk of bushfires and flooding. CTST has an obligation to ensure that we are ready to respond appropriately to these events, should they occur.

Our emergency procedures include responses to different alert levels during an emergency.

Our plan reduces the impacts of an event, should one occur. We will always make every attempt to communicate with you if we need to adjust or cancel a scheduled booking in the event of an emergency.

Your safety and that of our workforce is our priority.

**Community Transport Services Tasmania Ltd.**

**PO Box 464**

**GLENORCHY TAS 7010**

**Phone: 1800 781 033**

**Email: [enquiries@ctst.org.au](mailto:enquiries@ctst.org.au)**



**To request your CTST News be sent electronically, please email [communications@ctst.org.au](mailto:communications@ctst.org.au)**