



CTST NEWS

Autumn 2026



The wonderful team from Royal Automobile Club of Tasmania (RACT) visited our Glenorchy office to deliver their Years Ahead program to our volunteer drivers.

This engaging and practical session supports safe, confident driving as we age – it's a fantastic resource available to seniors' groups, community clubs and volunteer organisations across the state.

RACT will be running this training at other CTST locations this year.

CTST's Annual Volunteer Awards

Nominations are now open for CTST's 2026 Volunteer Awards, our annual program recognising our volunteers' contribution across our services.

Our volunteers help our consumers stay connected and living independently by:

- providing safe and reliable transport as **Volunteer Drivers**
- helping on the social outings as **Passenger Experience Volunteers**
- offering warm conversation or supporting consumers with their shopping as **Social Support Volunteers**
- maintaining homes and gardens as **Home Maintenance Volunteers**
- supporting our teams as **Admin Volunteers**

Their kindness, reliability and community spirit are at the heart of CTST.

Your nominations, help us share stories of inspiration and success, ensuring that every volunteer knows their contributions make a difference and are deeply appreciated.

How to nominate

Submit your nomination by scanning the QR code or call **1800 781 033** to speak with our team.

Nominations close **13 April 2026**.

Awards recipients will be announced at our Volunteer Week events in May.



Welcome to your Autumn edition of CTST News...

2026 is already shaping up to be a big and exciting year for us.

One of the highlights so far has been the launch of our Consumer Advisory Committee meetings. After significant planning, it has been fantastic to see these sessions start so positively, engaging consumers from across the state. Listening to their insights will help us understand what we are doing well and where we can do better.

One of the key initiatives within our Strategic Plan is to rebrand to reflect our unified organisation following the merger of CTST and MCCA.

Our rebranding project is progressing smoothly and remains on track. We've completed stakeholder workshops and interviews across the South, North and Northwest regions.

These sessions included a diverse range of stakeholders, including volunteers, staff and consumers across all service streams we deliver.

I would like to acknowledge and thank everyone who participated. Having attended these sessions myself, I can attest to how valuable this exercise was. The insights, experiences and perspectives shared will play a critical role in shaping a brand that truly reflects who we are as a single, unified organisation and how we support our communities.



**Lyndon
Stevenson**
CEO

Consumer Rights and Whistleblower Protections

CTST is committed to creating a space 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.

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 **feedback@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>

Fee increase notification

Each year CTST conducts a review of fees and services. This review balances the high inflationary environment, with costs and resources required to continue to provide a high quality service to you. As always we continue to try and absorb the cost as much as possible, however, we have made the difficult decision to increase our fees by a nominal amount.

Our previous fee increase was in April 2024.

From the 1st of April 2026, the new fee structure will come into effect.

All services until the 1st of April 2026 will be invoiced at our existing rates. Bookings for travel and home services after this time will incur the new fee.

The current and planned increases are published on our website:

- Transport fees: <https://www.ctst.org.au/ctst-fees>
- Home services fees: <https://www.merseycca.org.au/post/2026-fee-adjustments>

If you have any queries regarding invoices and payments, please phone our accounts team on 6208 8530 or email at accounts@ctst.org.au.

If you would like to provide us with feedback, please phone our Quality team on 1800 781 033 or visit our website <https://www.ctst.org.au/feedback>.

New invoices

We have changed our finance system software. From March onwards you will see a slightly different invoicing format from CTST.

Our new finance system offers a new online payment option for consumers allowing you to scan a QR code on your paper invoice which will take you to our secure payment portal.

Our existing methods of payment will continue to be available.



School bus service

At the beginning of the school year, CTST started a contract to deliver Transport Assistance Specialist School Bus services on 4 routes. Our buses support children with disabilities to get to and from school across the state.

This is a new type of service for us, and a great way to assist a new cohort of passengers.

Fleet update

We will be introducing two brand new 8 seat Hyundai Starias to the fleet in the coming months.

They will replace the current fleet of Hyundai iMax's which are getting a little old. The new vehicles should offer a smooth and comfortable transport experience.



CTST partners with Cancer Council Tasmania

In 2025, CTST partnered with Cancer Council Tasmania's transport2treatment (t2t) service to provide more free transport options for Tasmanians undergoing cancer treatment.

"CTST is proud to support the vital transport2treatment service," said CTST's Chief Executive Officer, Lyndon Stevenson. "Over the past 6 months, we've transported 24 Tasmanians to and from their cancer treatment providing 469 trips."

"Transport2treatment is one of the many services we provide at no cost for Tasmanians affected by cancer" says Cancer Council Tasmania's Chief Executive Officer Alison Lai. "We thank CTST for their support in helping us reach more Tasmanians."

This service supports travel between the West Coast, Devonport, Launceston and other areas.

For more information or to make a booking contact Cancer Council Tasmania on 1300 65 65 85.



Why am I receiving this?

As this quarter's CTST News includes important information about our fee increase, we've sent it to all CTST consumers.

If you don't normally receive this newsletter, you will only receive future newsletters containing essential information. If you'd like to continue receiving CTST News quarterly, please ask to be added to the mailing list next time you call up for a booking.

Those who already receive CTST News quarterly don't need to do anything to stay on the mailing list.

HOT TOPICS

Shopping bags

As we are a shared service, we ask that you limit your shopping to 2 – 3 bags each. This allows enough space for other passenger's bags and mobility aids.

Social Support workers and Drivers

Social Support workers in Devonport can assist you with shopping and carrying bags, while drivers can't. If you live in Devonport and feel you need extra assistance, please speak to My Aged Care about getting a Social Support referral.



Community Transport Services Tasmania Ltd.

PO Box 464

GLENORCHY TAS 7010

Phone: 1800 781 033

Email: enquiries@ctst.org.au



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