



CTST NEWS

Winter 2026



We would like to thank Commonwealth Bank for their generous donation as part of their CommBank Community Donation Program.

The CommBank Community Donations program supports hundreds of grassroots organisations across Australia, helping fund essential equipment, services and programs.

CTST will allocate the funds to purchasing more iPads that drivers use in our vehicles to access their trips for the day, navigation and other supports.

Volunteer Week

It was fantastic to see so many volunteers and staff come together at our Volunteer Week events to recognise the difference they make in our communities every day.

We also announced the recipients of this year's Volunteer Week Awards. We are proud to announce 2026 recipients:

- Doug Cooper Volunteer Award – Keven Williams
- Regional Champions:
 - Regional Champion (North West) – Tony Cooper
 - Regional Champion (North) – Chris Evans
 - Regional Champion (South) – Greg Crowden
- Rising Star:
 - Rising Star (North West) – Greg Bramich
 - Rising Star (North) – Vicki Macleod
 - Rising Star (South) – Eddie Hoogenhout

We also proudly recognised volunteers who have reached significant service milestones of 5, 10, 15 and 20 years.

Thank you to every volunteer who contributes their time, compassion and energy to CTST and the staff who support them.



Welcome to your Winter edition of CTST News...

Last month, we had a successful two weeks of celebrating our Volunteers with the Volunteer Week Award events. Volunteer Week is my favourite time of the year because I get to travel across Tasmania and meet our wonderful volunteers. The events were a great opportunity to thank our volunteers, for all the work they do to support CTST and our community.

It's so encouraging to hear our Volunteers value and look forward to providing you the highest quality services within your community. We are so lucky to live in a state that has highly skilled, passionate and caring people wanting to help connect our community. They truly are the backbone of our organisation.

We are excited to discover in the state budget our Area Connect Jobs and Training and Home and Community Care Medical transport programs have received additional funding for the coming year. The additional Home and Community Care funding will be targeted

towards our far northwest coast and west coast communities to increase access to health-related transport. This is great news and reflects both the quality of the services we provide and the value the community and government place on them.

We are aware that the current fuel situation may cause concern to consumers who rely on our transport services.

CTST has risk management arrangements in place for situations like this, and we are continuing to deliver all services as normal.

You can stay up to date with our latest fuel related updates here:

<https://www.ctst.org.au/fuel-updates>



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. Read our Whistleblower Policy or provide feedback through our website:

<https://www.ctst.org.au/feedback>

Your rights and responsibilities

CTST's core values are based on collaboration, respect, professionalism, safety and focused on consumers. Our staff, volunteers, and passengers all share rights and responsibilities that reflect and uphold our values and ensure everyone has a safe and comfortable trip.

You can help provide a comfortable environment by travelling in a sober and polite manner, showing courtesy and respect to everyone on board and not travelling with cold and flu symptoms.

Our vehicles are an important part of our service. Thank you for doing your bit to keep them in good condition by only consuming water while onboard and not smoking within 5 metres of CTST vehicles.

View the full list of rights and responsibilities through the QR Code:



Fighting flu starts with you

Vaccination is a part of CTST's Infection Control Plan, and we encourage all staff and volunteers to get an influenza vaccine through our influenza vaccination reimbursements.

Getting the vaccine provides you with the best protection for flu season and vaccines are free for:

- people aged 65 years or over
- Aboriginal and Torres Strait Islander people aged 6 months and over
- children from 6 months to 5 years
- women at any stage of pregnancy
- people over 6 months who have medical conditions that mean they have a higher risk of getting serious disease.

Not all health services provide free vaccines, so make sure to check with your health professional or health service.

To help protect our volunteers and consumers, please be aware that we won't transport consumers with cold or flu symptoms. If you wake up unwell, you can call up at any time to cancel your transport without incurring a cancellation fee.

National Road Safety Week

CTST marked National Road Safety Week (from 18 May) which aims to reduce road trauma that causes around 1,200 deaths and 40,000+ serious injuries each year.

As a transport organisation, road safety remains our top priority, and every safe choice helps protect our people, our consumers, and the wider community.

CTST acknowledged National Road Safety Week by:

- remembering the 1,300 lives lost on Australian roads in 2025
- encouraging everyone to take the pledge to 'drive so others survive'
- launching an internal road safety communication plan
- collecting driver feedback to guide strategies that support drivers to remain safe while driving for CTST.



New automated booking reminders for landlines

Commencing 1 July, we will have an additional reminder of bookings for our consumers without mobile phones.

If you only have a landline, our automated system will call you the day before to remind you of your next day transport pickup times. This is not a person, and they will not be able to answer questions.

If you currently receive SMS reminder pickup times, this will not change.

Be cautious of scams

We've been made aware that scammers may be posing as CTST. If you receive a phone call from someone claiming to be from CTST who:

- called from a private number or a number other than **03 6208 8500**
- says they have vouchers or coupons for you
- incentivise you to use our service

please do not engage with the caller or provide them with personal information. Please hang up and call us on **1800 781 033** to confirm the validity of the call.

Elder Abuse Awareness Day

Observed on 15 June, World Elder Abuse Awareness Day aims to raise awareness of the abuse, neglect and exploitation of older people.

Elder Abuse can be physical, emotional, financial or social, and it can also include neglect. It often happens in relationships where trust is expected. By learning the signs, starting conversations and knowing where to seek support, we can all help protect the rights, dignity and safety of older people.

The signs of Elder Abuse include:

- sudden financial difficulties including unexplained cash withdrawals, missing possessions or unpaid bills
- changes in mood or behaviours including increased anxiety, depression, withdrawal or reluctance to talk about family
- unexplained injuries such as bruises, fractures or sudden fearfulness around a caregiver
- neglect which can present as weight loss, poor hygiene, an empty fridge, unpaid utilities or a home in disrepair.
- social isolation

If you are concerned about yourself or someone you know, call 1800 353 374 for information and support.

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