

CTST NEWS

Spring 2026



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 to connect with friends and family or attend social activities.

The Festive Connector increases access for consumers who are travelling or staying with family for the holidays.

- Tuesday 15 December
- Thursday 17 December
- Tuesday 22 December
- Tuesday 29 December
- Tuesday 5 January
- Thursday 7 January

CTST will transport passengers from their home to the CTST Office on Charbooday Drive, Launceston where passengers will disembark for a 30-minute comfort break, passengers will then transfer to their respective buses and taken to their destination.

Anyone using our festive connector must be able to travel in a 12 seater commuter bus.

Festive Connector fares are charged in line with the CTST Fee Structure.

Consumer Advisory Committee

Our Consumer Advisory Committees have been busy sharing practical ideas to improve your experience with CTST.

Recent discussions included clearer booking and pick-up information, improvements to new text message communications, and making it easier for consumers to know how to provide feedback.

Committee members also provided valuable feedback about making CTST vehicles easy to recognise and accessible for everyone.

Their suggestions are being considered as part of our ongoing service improvements. Your experiences and ideas really do help shape the way we deliver our services.



Welcome to your Spring edition of CTST News...

The rebranding project is coming along nicely. I recently presented our draft branding concepts to a range of stakeholders, including consumers, staff members and industry representatives. The feedback has been very encouraging, with stakeholders responding positively to the proposed direction and identity.

Once all feedback has been collated, we will return to the creative agency to refine the current concept and develop what will likely become our final branding.

In other news, the Australian Government has announced the Commonwealth Home Support Program (CHSP) will continue as a standalone program and receive funding through to 30

June 2029. This is a significant and welcome outcome, and a position that CTST has been advocating for over many years.

The decision means CHSP will not be merged into the Support at Home program as previously proposed. Instead, the Government will use the extension period to strengthen and redesign CHSP while maintaining its focus on community-based support services.



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>

Free cancellations

If you wake up too unwell to travel, please call us on 1800 781 033 to cancel your transport. You can cancel at any time at no cost to you.

Taxis



CTST may occasionally arrange a taxi for your transport when no other options are available. Here's what you need to know:

- If you are allocated a taxi, we will notify you the day before. You are free to decline the taxi trip, but if you do, we won't be able to arrange transport for you.
- Before getting into a taxi, don't give your name, but ask the Driver: "who are you picking up?"
- Don't pay the Driver – you will be invoiced by CTST as normal at the CTST rate. If the Driver asks for payment, let them know that CTST will cover the fare. If needed, you can contact **Driver Support** on **1800 781 033** and selecting **option 2**.
- Please keep in mind that taxis operate differently from CTST services, and delays can occur due to booking constraints.
- Your taxi trip should still be a comfortable experience. If you have any concerns or wish to provide feedback, you can email us at feedback@ctst.org.au.

HOT TOPICS

Vehicle pick ups

As Area Connect is a part of CTST, at times, we may send one of our friendly Area Connect drivers to pick you up in an Area Connect vehicle. If you are travelling in the Northwest, you may be picked up in either a Mersey Community Care or a CTST vehicle, depending on service availability and location.



Invoicing update

Due to an internal software upgrade, invoices may be issued a little later than usual in September and October. To ensure you are not disadvantaged by this change, the payment due date for affected invoices has been extended by one week. If you have any difficulties making payment as a result of this delay, please contact our Accounts team for assistance.

CHSP extension announced

CTST welcomes the Australian Government's announcement extending Commonwealth Home Support Program (CHSP) funding to 30 June 2029 and confirming the program will remain standalone.

CHSP plays a vital role in helping older Australians stay independent for longer through access to practical, local and preventative supports.

For CTST, this means continuing to deliver the services that thousands of Tasmanians rely on every year, including community transport, home services and social support.

This announcement reflects the strong message from older Australians, carers, providers and the broader sector:

"Take the time to get aged care reform right and protect the services that are already making a difference."

We look forward to contributing to the next stage of the conversation. In the meantime, our focus will remain on supporting older Tasmanians to remain active, connected and living independently in their communities.

Need a spring clean?

Our Home Maintenance team can assist with a wide range of jobs to help keep your home and garden safe and well maintained.

We can assist with a range of home maintenance tasks including gutter cleaning, window cleaning, pressure cleaning, garden tidy-ups, gate and cupboard repairs, rubbish removal and more.

If you're unsure whether we can help with a job around your home, simply give our team a call—we're always happy to discuss your needs.

Don't already access these services? Home Maintenance services are available throughout the **Devonport, Latrobe, Kentish and Central Coast municipalities**. If you live in these areas and would like help around your house and garden, please contact us on (03) 6424 8883 to discuss your eligibility.



Upcoming statewide public holidays

A reminder that we do not operate on statewide public holidays (we offer essential renal travel only). Please note that public holidays are not considered business days when calculating the required three business days' notice for your booking. Upcoming statewide public holidays include:

Date	Public holiday	Reopen
Friday 25 December	Christmas Day	Tuesday 29 December
Monday 28 December	Boxing Day week day	Tuesday 29 December

Upcoming Regional public holidays

We continue to operate on regional public holidays, outside the region of the public holiday (within the region, we offer essential renal travel only). You can call our office on the day, but phone wait times may be affected on these days.

Date	Public holiday	Region
Friday 2 October	Burnie Show	Burnie, Waratah, Wynyard and West Coast
Thursday 22 October	Royal Hobart Show	South
Monday 2 November	Recreation Day	North
Friday 27 November	Devonport Show	North West Coast

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