

2017 - 18 Annual Report



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GOVERNANCE BOARD

President	Annette Messenger
Vice President	Sandra Harrison
Secretary Treasurer	Peter McCloskey
Board Member	Phillip Smith
Board Member	Terry Fitzsimons

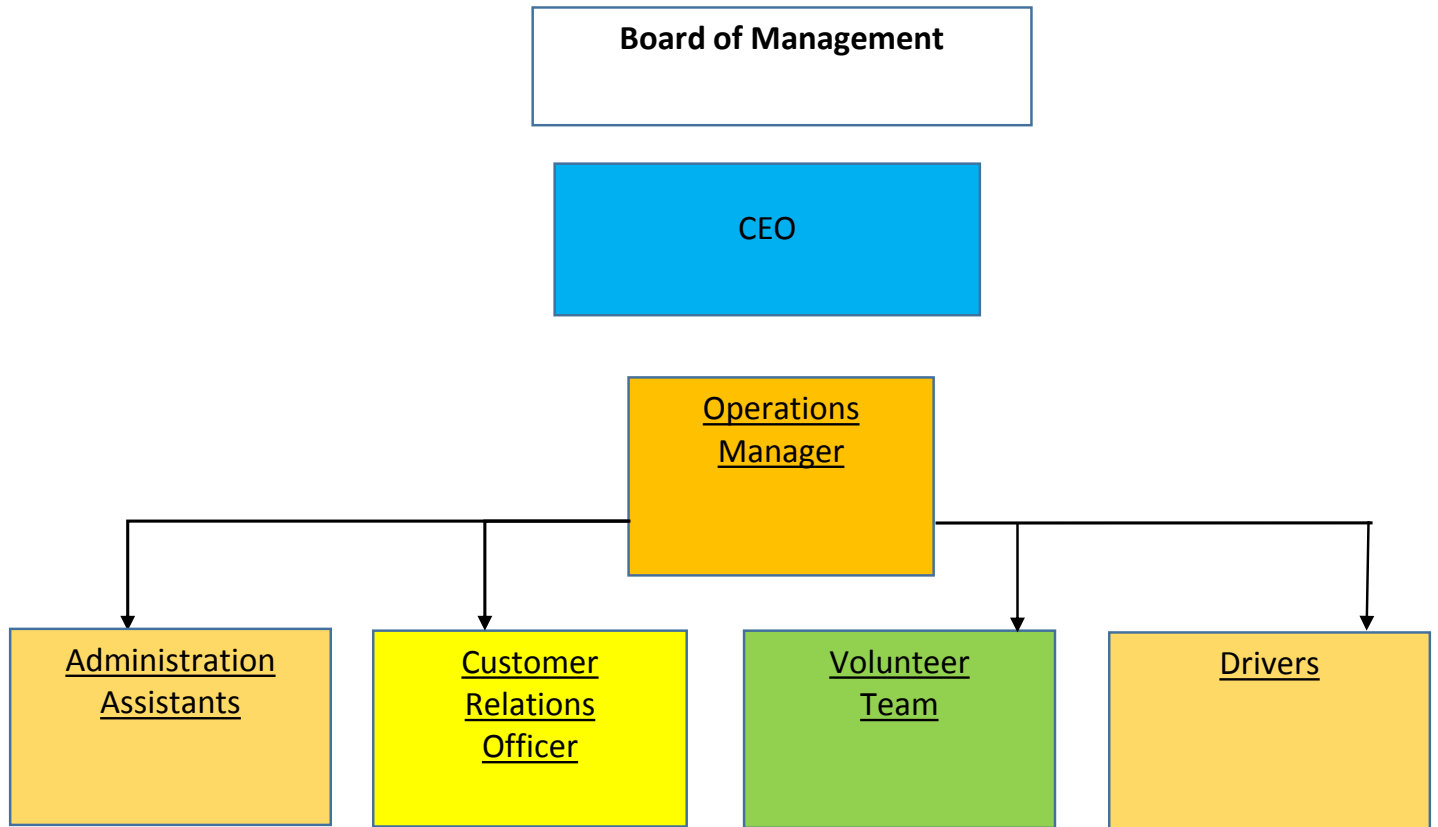
CTPS TEAM

CEO	Bill Parker
Operations Manager	Daniel Hudson
Community Relations Officer	Yasmin McIntyre
Administration Assistant	Carmel Volker
Community Relations Officer	Ruby Cockburn
Driver	Bradley Pacey
Driver	Avalon Gooding
Driver	John Soccio
Driver	David Wiseman
Driver	John Archer
Driver	Mark Tipper
Bus Assistant	Wayne Renehan

VOLUNTEERS

Paul Bennett	Ross Robertson
Robyn Jones	Julie Smith
David Aarons	Tina Stuchbury
Elisabeth Burton	Gerald Toms
Julia Lynch	Peter Finn
Leslie Payne	John Massang
Paul Pearton	Gary Hall

ORGANISATIONAL CHART



PRESIDENTS REPORT

The past year was eventful for Community Transport Port Stephens (CTPS), beginning with setbacks that put the plan to merge with Hastings Macleay Community Transport (HMCT) on hold. These setbacks were successfully addressed and followed by highlights, including a parliamentary recognition of excellence and renewed impetus towards amalgamating with HMCT. During the year we saw the retirement of interim CEO Peter McLeod who was replaced by Bill Parker. Bill, currently CEO for both HMCT and CTPS, has brought a wealth of industry experience with him, and has proved his leadership skills through his clear thinking mind, calm attitude, and effective team building skills.

Due to a number of setbacks, including problems with the Vehicle Replacement Fund, merger dealings were suspended and consequently merger administrator services were discontinued. With invaluable input from new board member Peter McCloskey, Bill formulated and implemented solutions to ameliorate the problems, and discussions with HMCT resumed. Steps to finalise the amalgamation between our two entities are now clearly defined, putting the endpoint in clear sight.

In preparation for the amalgamation between CTPS and HMCT, three CTPS Board members recently joined the HMCT Management committee. With the new plan supported by TfNSW our two organisations will join forces following completion of the necessary formalities. A tentative new name was chosen, "Linked Community Services"; this is the running favourite following suggestions and voting.

Trip outputs and community presence were also improved during the year. The recently introduced volunteer program has proved successful, with volunteer numbers continuing to grow. Benefits include improved services, additional trips, and positive feedback from clients. Services to our Indigenous community have also been targeted through the recently established outreach office in Raymond Terrace. CTPS has recently partnered with two other community organisations, Development and Relief Agency (DARA) food van and Orange Sky Laundry, with the role of transporting those in need to the access point.

In May, CTPS successfully completed the third party verification process for compliance with the NSW Disability Service Standards. CTPS is now approved and poised to begin supporting NDIS participants with services that extend beyond servicing transport needs to include support work and support co-ordination.

A highlight to the year in June was the parliamentary certificate of commendation awarded to CTPS to formally recognise outstanding community service. The Premier conferred the award, which is a reflection of the dedication and positive attitudes of our highly valued team, including office staff, drivers, and volunteers. Thank you team!

I also take this opportunity to thank the CTPS Board members for continued support through difficult times and important decision-making across the year. The Board diversity brings strength and balance from a collective experience base, including aged care, disability, health, human resources, research, business, accounting, charity and fundraising. This year has ended with a positive position and optimistic future outlook.

Annette Messenger
President



CEO REPORT

It has been a privilege to lead the Community Transport Port Stephens (CTPS) for the past eight months as CEO. Long standing CEO Ian Nowacki retired after seventeen years dedicated service in the position. The staff and volunteers of this organisation (supported by a forward thinking and supportive Board) are exceptional and go beyond the contract to deliver quality services to our Community. These quality people ensure that we always deliver the right services to the right clients at the right time.

This year has seen a number of significant milestones achieved including:

- A prestigious Premiers Award from Premier Gladys Berejikian for outstanding service to the community. A parliamentary commendation for outstanding Community Service from Scot MacDonald Member Legislative Council Parliament of NSW
- A significant increase in the number of new clients joining the service achieved through an extensive marketing campaign
- Accreditation under the NSW Disability Services Standards facilitating delivery of services to clients of the National Disability Insurance Scheme (NDIS)
- A client satisfaction survey that endorsed a high level of satisfaction including achieving an 87% benchmark satisfaction with staff and volunteers and the transport service in general
- Amalgamation with a like-minded organisation Hasting Macleay Community Transport (HMCT) with a goal of reducing duplication and costs in order to redirect improved efficiencies into increased outputs and service provision. This Amalgamation will see the organisation grow in size and capacity and help to future proof the organisation for strategic challenges
- A number of our Board joining the HMCT organisation in anticipation of the Amalgamation of both organisations into one robust organisation
- An increase in the number of volunteers from three to twelve. This increase will help us to provide a more personalised service to our clients and reduce wait times at appointments
- A reorganisation of the fleet to cater for a more personalised service

As well as being the preferred provider of Community Transport Services in the area we have moved into the new National Disability Insurance Scheme (NDIS) space. In addition to Transporting NDIS participants we can now take participants on social outings, holidays, community events and intensively assist them to socialise in the community under the Support Community model of care.

In addition to this service we are now accredited to provide Support Co-ordination under the NDIS. This means that we will be helping to strengthen participant's ability to design and build supports linking to broader systems in the Community and helping them to direct their lives. We will be helping clients to implement their plan and assist ongoing management of supports. This role will be an information referral point for clients to all services in the community not just community transport.

This diversification of our role means that in addition to Drivers, Volunteers and Administration staff we will most likely have Social Workers, Support Workers Allied Health Staff and different mix of staff in the future. I see new challenges and achievements for this organisation in the future and know that it is very well positioned to flourish in its mission to serve and support the Port Stephens Community.

Bill Parker
Chief Executive Officer



COMPLIANCE MANAGERS REPORT

What a remarkable year we have had with the ever changing environment and direction of Government Programs and our need to adapt to a whole new world of bureaucracy.

These changes have put pressure on our staff, volunteers and clients to meet these new challenges and my thanks to all for their assistance and patience.

CTPS completed the Third Party Verification against the NSW Disability Standards and now have to repeat the exercise to meet the new National Disability Standards. The Verification process is to show we have Policies & Procedures in place to meet the needs and safety for all our clients. As well as adopting new Policies & Procedures existing ones were enhanced to provide for a safer and improved service for all clients.

CTPS now fall under the PointtoPoint (P2P) Commission and it's regulations which allows us to carry passengers outside of Government contracts. The Passenger Transport Act now reflects changes in response to the introduction of Uber style transport and the rationalisation of the Taxi Industry.

The changes under the Passenger Transport Act also require CTPS to operate under the Bus Operators Accreditation Scheme (BOAS) for our vehicles that have 12 or more seats. Dan Hudson and myself are now BOAS accredited after completing the BOAS Certification at The University of Sydney Business School.

Complying with both P2P and BOAS have seen us further develop our Safety Management System (SMS) and although creating more work (and paper) the regulations create a safer environment for our clients and will allow CTPS to provide more services.

Rob Henry
Compliance Manager



OPERATIONS MANAGERS REPORT

With another year at a close it has been a pleasure to work closely with Hasting Macleay Community Transport (HMCT) to further strengthen the bonds to amalgamation, the assistance from both HMCT and CTPS team members has made this year a standout for me personally.

We have seen Ian Nowacki retire after 17 years of dedicated service, Peter McLeod stepped in as interim CEO before his retirement. Without Peters knowledge and assistance CTPS may not be where it is at today. Following on from Peters retirement we have had the fortunate opportunity of Bill Parker stepping into acting CEO of HMCT and CTPS until the amalgamation has been finalised. Bills knowledge of the industry has helped both companies further improve client numbers and satisfaction of the service we provide as well as boost staff confidence and moral.

Parliamentary Commendation for Outstanding Community Service, achieving Third Party Verification for Disability Support Services and a write up in the Local Port Stephens Examiner for Paul Bennett's 11 years of volunteering to Community Transport have all been positive for CTPS.

Fleet

Changes throughout the year has seen an extra vehicle come into mainstream service allowing extra transport options for more one on one transport. This has also opened up the additional services by volunteers for out of general scheduled service hours.

Some minor incidents have seen two vehicles needing minor repairs but essentially the overall accident rate to time on the road as always is extremely low. The old compacted storage of vehicles at the depot was changed to make the work area safe to all team members, visitors and guests.

Our overall fleet outputs this year:

8 vehicles

15,367 Trips

Service - 235,177km Travelled and 8,042hrs

Passengers - 200,287km Travelled and 6,502hrs

Dan Hudson
Operations Manager



CTPS receiving Premiers Award for Excellence

TREASURERS REPORT

It is a pleasure to present the 2017-18 financial report as Treasurer for Community Transport Port Stephens Ltd.

Our Audit has been conducted by McGregor & McGregor Chartered Accountants and a full copy of the financial report has been tabled and approved by the Board on the 3rd September 2018.

Community Transport Port Stephens Ltd is financially well positioned as at the end of this year and ready for the next phase of the amalgamation with Hastings Macleay Community Transport Service Inc.

I would like to thank our previous Treasurer Terry Fitzsimons, who retired during the year, for all his hard work and dedication. I would also like to thank former interim CEO Peter McLeod and Acting CEO Bill Parker and Accounting Staff from Hastings Macleay Community Transport Service Inc. Tracy Brenton and Virginia Emery for their efforts. They have provided support and handled their duties and responsibilities with dedication and professionalism.

Peter McCloskey

Treasurer

STATEMENT OF COMPREHENSIVE INCOME

COMMUNITY TRANSPORT PORT STEPHENS LTD

ABN 78 567 597 842

STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
Revenue from Ordinary Activities	<u>1,026,643</u>	<u>979,285</u>
Administration Expenses	96,758	62,768
Employee Expenses	768,795	668,248
Operational Expenses	225,789	240,147
Occupancy Expenses	<u>35,566</u>	<u>33,373</u>
Total Expenses	<u>1,126,908</u>	<u>1,004,536</u>
Total Income (Loss) for the Year	<u>(100,265)</u>	<u>(25,251)</u>

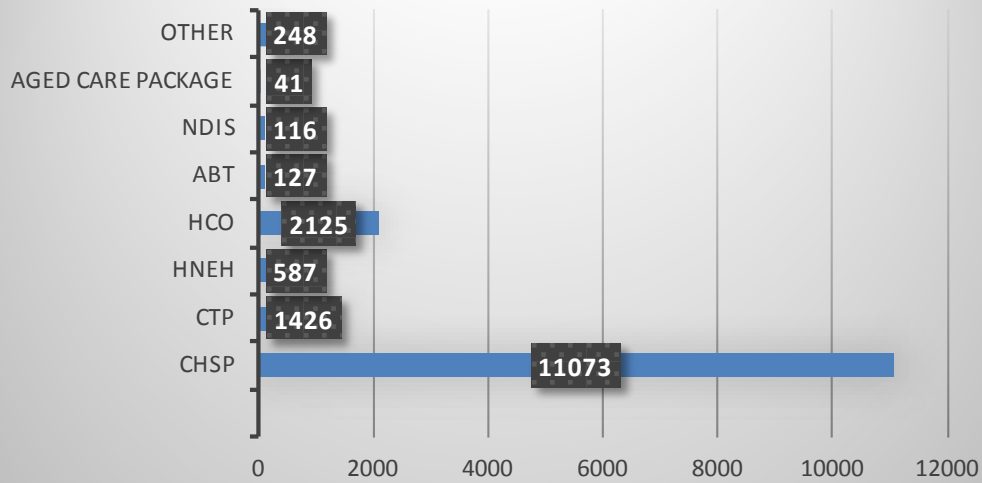
PSCT ACTIVITY REPORT

2017-2018

TRIP OUTPUTS

TOTAL: 15616

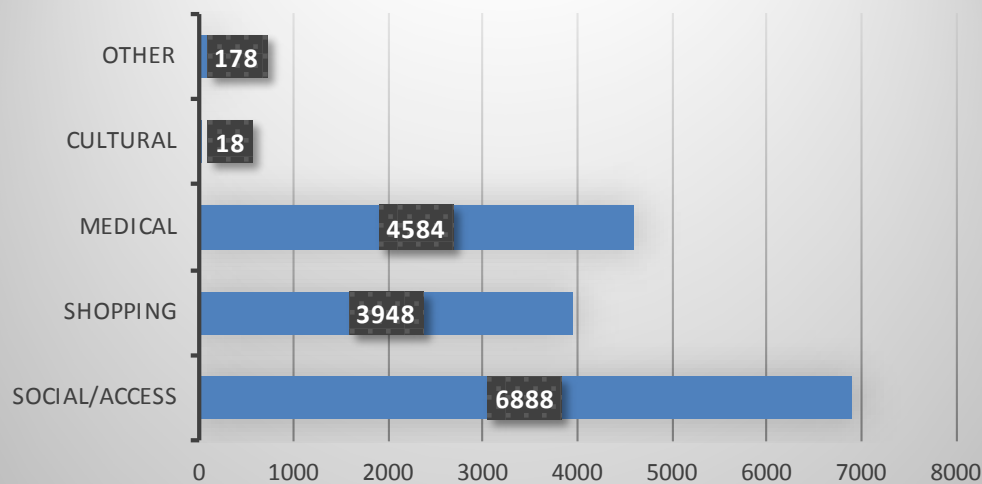
Funding & Fee for Service Programs



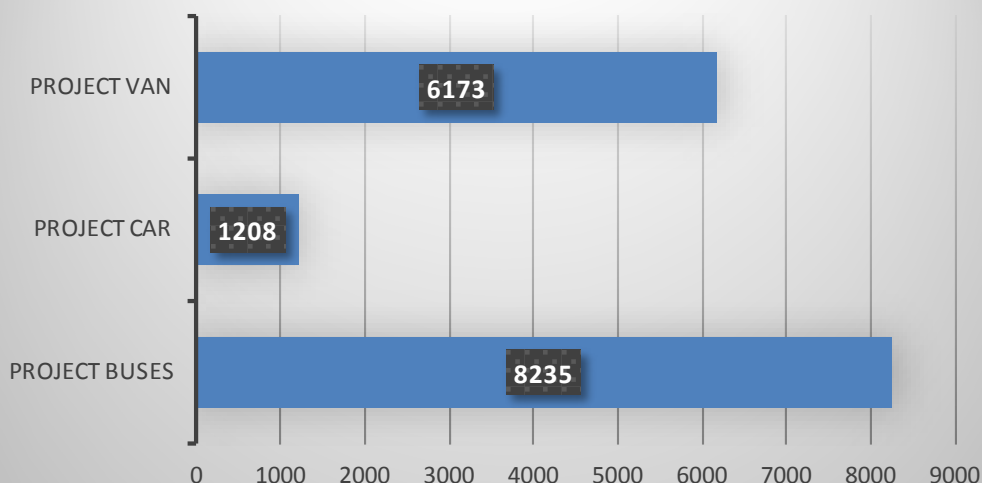
FUNDED
PROGRAMS
13334

FEE FOR SERVICE
PROGRAMS
2282

Service Type



Mode of Travel



CUSTOMER RELATIONS OFFICER

2017-2018 has been a busy and productive year engaging with the Port Stephens community. I have been very active providing outreach to the mainstream community and have established strong leads within the Aboriginal and Torres Strait Islander communities throughout the Port Stephens area.

I have had success in offering assistance and providing support at The Salvation Army Raymond Terrace, Awabakal Medical Centre Raymond Terrace and throughout the Karuah Aboriginal Community.

I have had the pleasure of actively promoting Community Transport Port Stephens at a number of Community Events. These have included Tilligerry Festival, Tomaree Community Connect Day and Seniors Week whereby I attended and manned stalls promoting Community Transport Port Stephens services.

I have regularly attend the four Interagency Meetings spread throughout the Port Stephens area. These meetings enable me to share information with other Community organisations, discuss current activities and potential ways of working together.

Through networking at the Tomaree Interagency Meeting I have been able to facilitate Community Transport Port Stephens in partnering with DARA (Development and Relief Agency) - DARAs Van, through offering a free shuttle service to those in need. The DARA Van offers food, refreshments and support to the homeless, socially isolated, financially stressed and all who are vulnerable.

I am continuing to advance Community Transport Port Stephens footprint into the NDIS sector for transport whilst sustaining customer relations, compliments/ complaints and My Aged Care referrals.

Yasmin McIntyre
Community Relations Officer



Tomaree Community Connect Day



Seniors Week



Tilligerry Festival



