



# ANNUAL REPORT

2020 - 2021

**VICTAS Community Transport Association (VTCTA)**

[www.vtcta.org.au](http://www.vtcta.org.au)

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VTCTA acknowledges the traditional owners of country of Tasmania and Victoria and pays respects to Elders past, present and emerging.

VTCTA would like to thank Victoria De Paoli for the design of this Annual Report.

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## OUR VALUES

The following values underpin our work and reflect our commitment:

- o All people have a right to participate in daily activities of their choice and community life;
- o All people have a right to live and participate in communities which promote social inclusion and active participation;
- o We can empower our members to have a voice in promoting equity in accessing services for all people in the community;
- o We have a responsibility to be transparent, accountable and trustworthy in all our activities;
- o We have a responsibility to build a strong organisation which promotes social inclusion through mobility.

**Our **vision** for a fair and equitable transport network across the States can only be achieved if we listen to our members and work together.**

# GOVERNANCE

VTCTA is a non-profit organisation (Incorporated Association A0025899E and ABN 88 353 196 530) governed by a Committee of Management.

## COMMITTEE OF MANAGEMENT

<b>Chair</b>	Lyndon Stevenson
<b>Deputy Chair</b>	Richard Garlick
<b>Secretary</b>	Vivienne Cunningham-Smith
<b>Treasurer</b>	Rita Lang
<b>Committee Members</b>	Ann Burgess
	Danny Davis
	Jadie Hunter
	Jeanette Ryan (resigned 20/4/21)
	Jim Watkins (resigned 8/12/20)
	Rebecca Burton

# CHAIR REPORT

## **As Chair of the VICTAS Community Transport Association it is my pleasure to report for the 2020 /2021 year.**

To follow on from last year's report a significant amount of the peak bodies time, effort and resource was attributed to COVID-19 sector support, increased CHSP funding for Victoria and advocating for the retention of block funding as the commonwealth progressed aged care policy reform.

The year started with positively with the AGM in October 2020 which saw strong member engagement and participation in the affairs of the peak body.

Encouraging the committee expanded its member to a total of 10 an increase of two on the previous year. Not only did the committee expand in number but also in passion and skill and this led to a thorough and robust review and subsequent refresh of our strategic plan. As expected, a key element of the plan was dedicated to advocacy and as such a sub-committee was developed to progress the good work already completed to date.

Through the leadership of our Executive Officer, Suzanne, the fortnightly and later monthly and then as required member video conferences continued through the year. As per the previous year the content was member directed and included guest speakers from across the country and the industry generally. Based on feedback from the membership the suite of sessions provided timely and effective support through yet again a pandemic fuelled year.

As I have reported for several years the most significant risk to the sector at large, and of course the thousands of consumers who rely on transport to remain connected and living in their respective communities is the commonwealth aged care policy reform. After several years of advocating for the retention of block funding, the Royal Commission into Aged Care Quality and Safety in its final report recommended the retention of grant funding (block funding) for Transport. This position was furthermore supported by the federal government's response to this report in accepting this recommendation. There is little doubt the implementation of reforms resulting in a single care at home program will require close examination of both the policy interpretation and subsequent implementation.

In my role as Chair of both VTCTA and the national peak body ACTA and through my involvement with various associated committees and working groups, I will continue to ensure the sector has a strong and relevant voice moving forward through this critical period.

The CHSP Transport growth funding announcement was supportive of the demand prioritisation across the country with Victoria being allocated circa 90% of all funding nationally. This obvious focus on Victoria was very encouraging however the total funding to Victorian providers is much lower than should be expected to this day. As such this issue remains a priority for the state peak body.

One of the many highlights for the year was the newly developed partnership with the Victorian Government. The Victorian Government is providing funding support through its Flexible Local Transport Solutions Program which funds small-scale local transport initiatives and innovative transport solutions in regional Victoria. The aims of this partnership will be to increase and develop sector capability and capacity as we move through and out of the pandemic.

Like last year I have to say a big congratulation to all providers, member or not, across Victoria and Tasmania for the collectively responsiveness and professionalism in responding to the COVID pandemic. There is no doubt, particularly across Victoria, the pandemic has taken a toll on volunteers, staff, and organisations generally.

That said, we as a sector continue today providing high quality and safe transport service and for that we should all be congratulated.

I would like to take this opportunity to thank and congratulate Suzanne, our Executive Officer, for her ongoing dedication and commitment to the organisation. Suzanne's approach and passion for the sector is unwavering and we are in a much better position for her involvement.

Finally, I would also like to thank each of the VTCTA Committee members for their tireless commitment to the cause. Being an active and supportive member of the peak body requires a significant amount of time, energy and resources and is often unrecognised. Thank you.

**LYNDON STEVENSON**  
CHAIR

# EXECUTIVE OFFICER REPORT

**Over the past year, 2020-2021 VTCTA continued to make great strides forward despite the new COVID environment of restrictions and lockdowns. With Victoria experiencing longer and more restrictive measures than any other state in Australia during that time, this significantly impacted our members.**

The members rose to the challenges and transitioned their services to meet the needs of the community in different ways, while continuing to provide essential community transport where possible. We looked to Tasmania to keep our hopes up of times to come with greater flexibility.

The VTCTA Advocacy Plan endorsed in June 2020 guided our key advocacy objectives of CHSP funding equity for Victoria, retention of block funding in aged care and continuation of Equal Remuneration Order (ERO), in conjunction with our community transport peak body ACTA.

We welcomed the announcement of CHSP Transport growth funding in January 2021 supporting the demand prioritising Victoria with the allocation of around 90% of the national funding. The total funding to Victorian providers continues to be much lower than should be expected and remains a priority for VTCTA.

We are optimistic by the change of language from the commonwealth in regard to retention of block funding, where it appears they are starting to recognise the risk to the sector and the people who need this service to live well and remain connected to their community. This past year has shown that block funding has provided the sector the capacity to pivot their services in a pandemic environment.

Interest in being on the VTCTA Committee increased resulting in more Committee Members nominating and being elected in AGM in October 2020. VTCTA's new Committee endorsed a new strategic plan for 2021-2023 with the key strategic goals of advocacy, sector capacity building and sustainability.

VTCTA supported ACTA in its research to prepare its Advocacy Paper – Re-abling Mobility: The Role of Community Transport and disseminating to the sector and relevant Ministers and government officers.

VTCTA, through ACTA, assisted with educating and informing the Department of Health on output numbers being lowered due to the pandemic.

Specifically due to covid safety planning and consumer anxiety. Along with delivering the message that the cost of service hasn't reduced during this period.

Unfortunately, VTCTA was unable to deliver the planned face to face conference and this impacted our ability to raise funds to support the organisation and the opportunity to gather as a sector to network. However, we continued to deliver online information sharing, support, engagement and professional development through virtual sector meetings.

VTCTA significantly strengthened our relationships with a number of Victorian State Government Departments including the Department of Transport and the Department of Families, Fairness and Housing. The development of these relationships has laid a strong foundation for future support for the peak and the sector. Our voice is being heard and the vital role community transport plays is being acknowledged and valued. The Victorian funding inequity is now on their agenda.

I take this opportunity to thank the VCTCA Committee members for their ongoing guidance and support, especially to the Executive Lyndon, Richard, Rita and Vivienne. I also want to thank outgoing Committee members Jeanette and Jim for their contribution to the Committee and the sector, especially Jim who had served on the Committee, including as the Secretary, since 2005.

**SUZANNE PHOENIX**

**EXECUTIVE OFFICER**



# STORIES FROM VTCTA MEMBERS DURING COVID-19 LOCKDOWNS

**South East Volunteers** (SEV) volunteer, Leanne (pictured above), delivered essential groceries to highly grateful clients, like Fay, whose only family live in regional Victoria - too far away to be able to shop for her when she was confined to home during Stage 4 Lockdown last year. Fay is just one person of many that SEV volunteers and staff made a dozen deliveries to during the COVID lockdowns in 2020 and 2021.



**Community Accessibility** supported clients in the community by adjusting our current shopping program. We offered a program which shopped on behalf of and delivered groceries to client's homes. Volunteer drivers stepped into phone clients to do welfare checks with them which helped to maintain social and community connections for both the volunteers and clients.



**Bridges Connecting Communities'** office never closed during the pandemic, peopled with skeleton staff we were able to provide a rapid flexible response for those in needs. We suspended our Social Support and Friendly Visiting program and introduced our Virtual Social Support Program connecting with our clients on a weekly basis. Our community transport never stopped running, clients still needed to attend their dialysis, chemotherapy, eye injection treatment and other necessary medical appointments. Bridges Volunteers welcomed and embraced our strict COVID Hygiene processes. Introducing our PenPal program linking volunteers to clients and sending out Activity Packs kept our clients busy and engaged. Our volunteer dog walkers kept on walking! Bridges stated up a Digital Literacy Program to support our seniors with technology with an iPad loan incentive to ensure there were no barriers to their digital journey. Adapting our Assisted Shopping Program to one where we did the shopping for the clients allowed clients to remain safely at home. Keeping our clients and volunteers engaged, safe and connected was the new focus.



### Community Transport Services Tasmania

(CTST) implemented comprehensive Infection Control Management and COVID Safe plans in response to COVID-19. Our vehicles are cleaned in between passengers, our drivers offer hand sanitiser to every passenger, and we have emergency response kits in vehicles and offices that contain masks and other PPE. Our drivers stay home if they had respiratory symptoms, and our passengers were advised that they couldn't be transported if they had any cold-flu symptoms. CTST have an emergency SMS alert system that goes straight to 300 mobile phones of our volunteers, if needed. In the event of a lockdown, we have provided all volunteers and staff with our Lockdown Action Plan – so everyone knows what their role is, where and how they will deliver it. We also have enough masks in each of the regional offices to supply our drivers with daily PPE for at least a month.



# TREASURER REPORT

**It is with pleasure that I present to you the VTCTA audited financial statements for the financial year ended 30 June 2021.**

Income: \$23,549 includes:

- o Membership increased by 26% from last year
- o COVID Cashflow boost \$10,000

Expenses: \$56,565 includes:

- o Staff expenses \$49,291
- o ACTA Project Research \$1,500

Operating Loss of \$33,016 was due to COVID and the inability to hold our CT conference which is our main income stream.

Our Assets sit at \$92,009, our Liabilities \$49,629 which gives us a current ratio of 1.85 which is a good indicator of being able to meet our financial obligations.

At the end of this financial year, we welcomed a partnership with DoT guaranteeing once off funding to deliver a project that will cover part of the CT conference, workshops and training, a volunteer driver State-wide campaign and a CT awareness day. This funding has resulted in financial support for the EO to work an extra day per week.

The Equity of \$42,380 reflects a healthy financial position that will support us for another year but it will be vital that our CT conference is held in the latter half of the next financial year. The committee will continue to work on our financial security whilst being innovative driving the value of community transport to the top level of government, diligently motivated to secure funding to support the great work of the VTCTA.

**RITA LANG**

**VTCTA TREASURER**

**VICTAS COMMUNITY TRANSPORT ASSOCIATION INC**  
**ABN 88 353 196 530**

**BALANCE SHEET**  
**AS AT 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT ASSETS</b>		
CBA Cheque account	47,581	79,827
Society Cheque Acc	428	-
Accounts Receivable	44,000	318
Prepayments	-	1,100
	<u>92,009</u>	<u>81,245</u>
<b>TOTAL ASSETS</b>	<u>92,009</u>	<u>81,245</u>
<b>CURRENT LIABILITIES</b>		
Trade Creditors	1,250	-
GST Payable	3,994	29
Grant in Advance	40,000	-
PAYG Payable	1,292	984
Employee Entitlements	3,093	4,836
	<u>49,629</u>	<u>5,849</u>
<b>TOTAL LIABLILITES</b>	<u>49,629</u>	<u>5,849</u>
<b>NET ASSETS</b>	<u><b>42,380</b></u>	<u><b>75,396</b></u>
<b>MEMEBERS FUNDS</b>		
Opening balnace	75,396	68,504
Profit (loss) for the year	(33,016)	10,923
Adjustment re Annual Leave Provision taken up	-	(4,031)
<b>TOTAL MEMBERS FUNDS</b>	<u><b>42,380</b></u>	<u><b>75,396</b></u>

VICTAS COMMUNITY TRANSPORT ASSOCIATION INC.  
ABN 88 353 196 530

PROFIT AND LOSS STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
<b>INCOME</b>		
Memberships	13,549	10,763
Conference Sponsors	-	50,790
Conference Delegates Fees	-	25,019
Other income	10,000	10,002
Interest received	-	282
	<u>23,549</u>	<u>96,856</u>
<b>LESS EXPENDITURE</b>		
Audit fees	725	635
Bank Charges	49	50
Catering	-	127
Conferences	-	39,117
Consulting	1,500	3,300
Insurance	1,925	2,097
Meeting Expenses	-	568
Portable LSL	1,250	-
Staff entitlements	-1,743	805
Subscriptions	1,086	672
Sundry	80	89
Superannuation	4,295	1,233
Wages	45,204	36,848
Website & IY Software Expenses	1,907	392
Workcover	287	-
	<u>56,565</u>	<u>85,933</u>
<b>NET OPERATING PROFIT (LOSS)</b>	<u>(33,016)</u>	<u>10,923</u>

**AUDITOR'S REPORT TO THE MEMBERS OF  
VICTAS COMMUNITY TRANSPORT ASSOCIATION INC**

**Report on the financial report**

We have audited the accompanying special purpose financial report of the VICTAS Community Transport Association Inc, which comprises the balance sheet as at 30 June 2021 and the profit and loss statement for the year then ended.

**Committee Members' responsibility for the financial report**

The committee members of the association are responsible for the preparation and fair presentation is appropriate to meet the requirements of the Associations Incorporation Act 1981 and is appropriate to meet the needs of the members. The committees' responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

**Auditor's responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluation the overall presentation of the financial report.

We disclaim any assumption of responsibility for any reliance on this Report or on the Financial Report to which it relates, to any person other than the members, or for any purpose other than for which it was prepared.

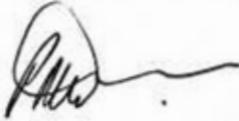
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**Auditor's Opinion**

In our opinion, the financial report presents fairly, in all material respects, the financial position of the VICTAS Community Transport Association Incorporated as at 30 June 2021 and of its financial performance for the year then ended, in accordance with the requirements of the Associations Incorporation Act 1981.

**WITHERS ADVISORY**

Chartered Accountants

A handwritten signature in black ink, appearing to read 'Peter K Whitehead', with a long horizontal flourish extending to the right.

**Peter K Whitehead FCA**

Dated this 22<sup>nd</sup> day of July 2021  
FREWVILLE, SOUTH AUSTRALIA

# MEMBERS

All Access Alliance (AAA+)  
Australian Red Cross (Tas)  
Australian Red Cross (Vic)  
Bayside City Council  
Bridges Connecting Communities  
Brimbank City Council  
Bucaan Community House  
Centre for Participation Inc  
City of Boroondara  
City of Casey  
City of Greater Dandenong  
City of Kingston  
City of Melton  
City of Monash  
City of Port Phillip  
City of Stonnington  
City of Whitehorse  
City of Yarra  
Community Accessibility Inc  
Community Transport Services TAS  
Connect Health and Community  
Eastern Volunteers Resource Centre  
Girgarre Community Group Inc  
Grampians Community Health  
Heathcote Health  
HICCI Healesville Interchurch Community Care Inc  
Knox City Council  
Launceston V F C Services Inc  
LINK Community Transport Inc  
Maldon Neighbourhood Centre Inc  
Mersey Community Care Association Inc  
Moonee Valley City Council  
Moreland City Council  
Mount Alexander Shire Council  
Mpower Inc  
National Aboriginal and Torres Strait Islander Corporation (NATSIC)  
Nillumbik Shire Council  
Peninsula Transport Assist Inc  
Polish Welfare Office  
Royal Flying Doctor Service Victoria  
South East Volunteers Inc  
South Port Day Links Inc  
St John Ambulance Australia (VIC) Inc  
Sunassist Volunteer Helpers Inc  
Travellers Aid Australia  
Uniting Care Ballarat (Uniting Vic.Tas)  
Western District Health Service  
Wyndham City Council  
Yarra Ranges Council

VICTAS COMMUNITY TRANSPORT ASSOCIATION

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