



ANNUAL REPORT 2023-2024

*Transporting our Community
to a more connected future*





Acknowledgement of Country

Bankstown Canterbury Community Transport acknowledges the peoples of the Eora and Darug nations, the traditional custodians of the land on which we work and provide services.

We pay our respects to the Elders past, present and emerging and acknowledge the care of and continuing connection to their lands.

Bankstown Canterbury Community Transport is funded under the Commonwealth Home Support Program and the NSW Community Transport Program under contract with Transport for NSW.

We also received direct funding from the Federal Government under the Commonwealth Home Support Program and Health Related Transport funding from South West Sydney Local Health District.

Bankstown Canterbury Community Transport would like to thank all who contributed to the Annual Report.

Contents

5	Our Vision and Mission
6	Board of Directors
7	Chair's Report
9	CEO's Report
11	Treasurer's Report
12	Director's Report
16	Directors Declaration
17	Independent Audit Report
21	Independent Declaration
22	Acknowledgement and Thanks



Our Vision and Mission

Bankstown Canterbury Community Transport are committed to building a sustainable future, with actions that reflect our approach to diversity, collaboration and commitment to service excellence - always.

We provide high quality, accessible, affordable, culturally responsive, community oriented transport and social support services to frail people, older people, disadvantaged people, people with disabilities and their respective carers and undertake activities which alleviate transport disadvantage within the Canterbury-Bankstown local government area in order to prevent inappropriate institutionalisation and improve quality of life.

Our programs and activities will be oriented towards our clients' and community's needs and aspirations. We recognise that these needs and aspirations can be physical, emotional, intellectual, recreational, cultural, linguistic, or spiritual.

Our vision is to eliminate social isolation by ensuring individuals have safe, caring and accessible transport services that allow them to retain their independence and connections to the community.

Our mission is to provide reliable and affordable community transport and social support services for aged and disadvantaged residents, breaking down barriers to health and independence by enabling an active and connected community.

Governance

Bankstown Canterbury Community Transport is a non-profit organisation governed by a Board of Directors

Board of Directors

Chair: John Murray

Deputy Chair: Anthony Francis

Secretary & Public Officer: Ron Norman

Directors: Ann Garland
Brett Bartholomew
Dennis McCroary



Pictured (L-R) Ann Garland, Anthony Francis, John Murray (Chair), Ron Norman (Secretary & Public Officer). ***Not pictured*** Brett Bartholomew & Dennis McCroary

Chair's Report



Welcome to the Bankstown Canterbury Community Transport (BCCT) 2024 Annual Report, and my sixth Chair's Report (Not something I thought I'd be saying when I joined the Board "for a while" almost 7 years ago!).

The past year has seen many changes for our organisation, and the Community Transport sector more broadly, with many more expected in the coming years.

Per the outcome of votes at a Special General Meeting in June 2023, BCCT has changed our legal structure from a Co-operative to Company Limited by Guarantee. This was done for various reasons, including reducing the amount and complexity of administrative, compliance and reporting obligations, and broadening the scope of grants that BCCT would be eligible for.

We have also made some changes to the structure of the operational and management teams under the leadership of our ex-Operations Manager / new CEO Gary Williams and will continue to do so as BCCT evolves in response to changes in the operating and regulatory environments.

During the year the Board farewelled our Deputy Chair Carolyn Lamour – We thank Carolyn for her many years of service to BCCT and wish her well for the future. Tony Francis has taken on the Deputy Chair role, and we are currently seeking new directors to join our voluntary Board – You can find out about volunteering for a variety of roles at BCCT here: <https://bcct.org.au/volunteering/>.

Like all Community Transport organisations, BCCT has been closely monitoring recent, pending, and proposed reforms to the aged care and disability sectors. BCCT has also been actively participating in efforts to influence reforms, contributing to research and lobbying efforts by the Australian Community Transport Association (ACTA) and the Community Transport Association (CTO). The challenges we face are many and are still developing - We will continue to engage with the change process to ensure we have a say in supporting the sustainability of our organisation and the Community Transport sector.

With 40 years' experience behind us, and despite the current uncertainties, we believe we have the resilience to continue to adapt and respond to the challenges and opportunities the future presents – The BCCT Strategic Plan 2024-2027 is nearing completion and will be launched soon.

While we have been considering the future, we have not lost sight of our vision...

To eliminate social isolation by ensuring individuals have safe, caring, and accessible transport services, that allow them to retain their independence and connections to the community.



Chair's Report Con't

... and we continue to deliver on our core business, a Community Transport service that is highly valued by our clients, which can be seen in the responses to our recent customer survey, e.g., 95.1% of BCCT customers rate our service levels as good or excellent.

As always, I'll finish with a big thank you to my fellow volunteer directors (Brett Bartholomew, Ann Garland, Tony Francis, Dennis McCroary, and our longest serving director, Ron Norman), our CEO Gary Williams, and all our much appreciated management team, staff, and volunteers, for the effort and commitment put into ensuring our valued clients are provided with a broad and varied range of transport services.

... And lastly, a heartfelt thank you to all our clients for using and spreading the word about our services.

John Murray

BCCT Board Director, Chair



CEOs Report

The past twelve months has flown by, and I can't believe I've been in this role for that long. It has been a year of change, and only the tip of the iceberg. The new Aged Care Act that resulted from the Royal Commission was put out for consultation and eventually passed into law in October 2024. Whilst the overhaul was necessary in the face of the findings of the Royal Commission into residential care, some of the new governance and compliance requirements that now extend across the breadth of the aged care sector which will make for many onerous and costly demands on the organisation. These new demands will need to be tackled, and new systems put in place from 1 July 2025.

In addition, we also have the new Support at Home program being implemented, again on 1 July 2025, which looks to streamline the onboarding and harmonisation of the aged care support scheme. The aim is admirable, but the implementation will likely have many teething problems resulting in some care requirements not being met in the near term. The eventual aim is for the CHSP scheme to also be merged into Support at Home, with the onus of the program to move to a user pays model meaning organisations will need to move from a care/client focus to a commercial focus in order to survive. Fortunately, 2027 is the earliest it will transition but our organisation will then be pitted against taxis and Uber who do not need to comply with the Aged Care Act, thus giving them a commercial advantage. Very much a 'watch this space' scenario.

As part of this reform, we were invited to participate in the ACTA (national peak body for community transport) Transport Pricing Pilot. The aim of the scheme is to try to measure the added benefits that community transport provides. Funding is currently determined solely on the number of completed trips and does not recognise that we are often counsellors, companions and carers to some of our clients. It is the extra unpaid service that separates community transport from the commercial operators. Does your taxi driver come and knock on the door to check on your well-being when you are not waiting to be picked up or wait when you're not quite ready? What about having a chat to the staff about your day when you call up to make a booking. This pilot will attempt to capture some of these 'extras' that as an organisation and employee we just consider a part of our job, as well as the additional time used assisting clients with their mobility issues.

The organisation is also embarking on the re-accreditation process with the NDIA to become a registered NDIS provider once more. We allowed this to lapse during COVID but are well advanced along the registration process with bureaucracy the final hurdle. There was a new Act implemented on 3 October 2024 to weed out the unscrupulous providers that had entered the market and was well overdue. Hopefully, more funds will now be available for those who need it and spent with reputable well-meaning organisations such as ours.

We also changed our business structure early 2024 from a co-operative to a private company. This enables more options for grants and investments and a more streamlined business operation.



CEOs Report Con't

We have had a few staff changes in 2024, with several long-term employees, notably Hayley and Simon, finding greener pastures either with a new employer or retirement, but the addition of Regan and Sandy in the office, and Enza and Denis as drivers. Our volunteer base grew with the addition of Laurie and the return of Kathy. Many thanks for the Board support during the year, my able lieutenants Josie, Alan and Marijana, and all the staff that help deliver our service and make my job so much easier.

Gary Williams
CEO



Treasurer's Report



I am pleased to present the Annual Treasurer's Report for Bankstown Canterbury Community Transport Co-operative Limited (BCCT) for the fiscal year ending 30 June 2024.

This financial year has been devoted to enhancing service delivery outputs while exercising prudent expense management in response to prevailing economic conditions, including higher costs of living.

BCCT recorded an operating deficit of \$437k (FY23: operating deficit of \$347k).

Revenue and Other Income

Funding Income & Other Grant Funding saw a 6% increase compared to last year, partly attributed to CPI increases.

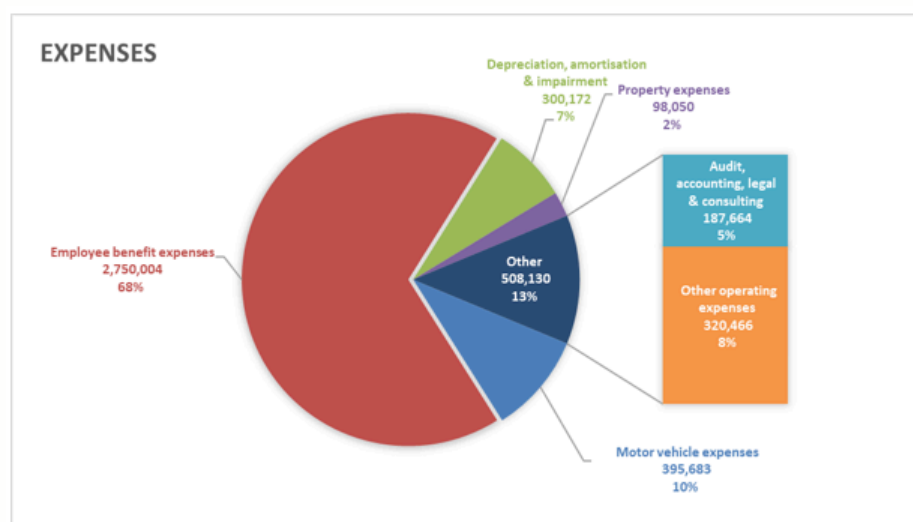
Income from Passengers & Outings saw a 24% increase compared to last year, due to more trips delivered.

Other Income remains on par with last year.

Expenses

Total expenses increased by 9% compared to last year.

This can be attributed to: increases in service delivery cost (as a result of increased trips), higher employment costs stemming from Fair Work wage rises, and increases in other operational expenditures due to the increased volume of trips and inflationary pressures.



Cash

Cash reserves have decreased compared to last year, sitting at \$2.87M (2023: \$3.36M).

Ron Norman,
Secretary



Directors Report

BANKSTOWN CANTERBURY COMMUNITY TRANSPORT LIMITED DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2024

The Board of Directors of Bankstown Canterbury Community Transport Limited ("the Company") has pleasure in submitting the annual financial report for the year ending 30 June 2024.

Information on Directors

The following persons were Directors of Bankstown Canterbury Community Transport Limited at any time during or since the end of the year. Unless otherwise stated, the Director was in office for the whole of the financial year and up to the date of this report.

Name of Directors	Special Responsibilities	Occupation/Qualifications
Ann Garland	-	Authorised Driver Authority Trainer, Heavy Vehicle Competency Assessor, Casual Bus Driver
Anthony Francis	Deputy Chair	Retired Businessman
Brett Bartholomew	-	Retired Businessman
Carolyn Lamour	Deputy Chair & Board Minute Taker	Retired; former public servant ATO
Dennis McCroary	-	Retired; former public servant ATO
John Murray	Chair & Board Minute Taker	Retired; former public servant ATO
Ronald Norman	Secretary & Public Officer	Retired Businessman



Director's Report Cont

Meetings of Directors

During the financial year, ten (10) meetings of Directors were held. Attendances by each Director were as follows:

	Number eligible to attend	Number attended
Ann Garland	10	5
Anthony Francis	10	10
Brett Bartholomew	10	9
Carolyn Lamour	5	4
Dennis McCroary	10	7
John Murray	10	10
Ronald Norman	10	10

Resigned 16 January 2024

Principal Activities

The principal activities of the Company during the financial year were to provide transport assistance to the Commonwealth Home Support Programme (CHSP) and other disadvantaged groups in the community.

Significant Changes

On the 11th January 2024, Bankstown Canterbury Community Transport Co-Operative Limited changed its corporate structure and became a registered company under the Corporations Act 2001. The Company is now known as "Bankstown Canterbury Community Transport Limited" and is a public company limited by guarantee. As part of this change the membership was reduced from 81 members to only the 6 members represented on the board.

Operating Result

The surplus/(deficit) of the Company for the financial year after providing for income tax amounted to:



Director's Report Cont

Year ended	Year ended
30-Jun-24	30-Jun-23
\$	\$
(436,842)	(347,459)

The main sources of funding for the current year remained government contracts.

Future Developments

Likely developments in the operations of the Company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the Company.

After Balance Day Events

No matter or circumstance have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

Dividends

The Company is a not-for-profit organisation and does not pay dividends.

Members Guarantee

The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute \$2 each towards meeting outstanding obligations of the Company. At 30 June 2024 the number of financial members was 6. Total amount of \$12.

Proceedings on Behalf of Company

No person has applied for leave of Court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings. The Company was not party to any such proceedings during the year.

Directors Benefits

No Director has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the Company or related body corporate with a Director, a firm which a Director is a member or a Company in which a Director has a substantial financial interest.



Director's Report Cont

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2024 has been received and can be found on the following page.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

Signed in accordance with a resolution of the Board of Directors.

John Murray
Director

Date: 22/10/24

Ronald Norman
Director



Director's Declaration

BANKSTOWN CANTERBURY COMMUNITY TRANSPORT LIMITED DIRECTORS' DECLARATION FOR THE YEAR ENDED 30 JUNE 2024

The Directors of Bankstown Canterbury Community Transport Limited ("the Company") declare that, in the Director's opinion:

- a. the financial statements and notes thereto are in accordance with the requirements of the *Australian Charities and Not-for-Profits Commission Act 2012*, including compliance with Australian Accounting Standards - Simplified Disclosures Requirements and giving a true and fair view of the financial position and performance of the Company.
- b. there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

John Murray
Director

Date: 22/10/24

Ronald Norman
Director



Independent Audit Report

INDEPENDENT AUDIT REPORT FOR THE YEAR ENDED 30 JUNE 2024

To the members of Bankstown Canterbury Community Transport Limited,

Opinion

I have audited the financial report of Bankstown Canterbury Community Transport Limited ("the Company") which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of material accounting policies, and the declaration by the Board of Directors.

In my opinion, the accompanying financial report of the Company is in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a. giving a true and fair view of the Company's financial position as at 30 June 2024 and of its financial performance and cash flows for the year then ended, and
- b. complying with Australian Accounting Standards - Simplified Disclosures Requirements and Division 60 of the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the Company in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants ("the Code") that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.



INDEPENDENT AUDIT REPORT

FOR THE YEAR ENDED 30 JUNE 2024

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the Australian Accounting Standards - Simplified Disclosures Requirements and the *Australian Charities and Not-for-Profits Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

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Independent Audit Report Con't



INDEPENDENT AUDIT REPORT

FOR THE YEAR ENDED 30 JUNE 2024

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit 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 Company's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.

Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

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Independent Audit Report Con't

INDEPENDENT AUDIT REPORT FOR THE YEAR ENDED 30 JUNE 2024

I also provide those charged with governance with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards.

A handwritten signature in black ink, appearing to read 'B Fock', located above the printed name.

Ben Fock
Registered Company Auditor
Date: *22-10-2024*
Wollongong

Independent Audit Declaration



BANKSTOWN CANTERBURY COMMUNITY TRANSPORT LIMITED AUDITOR'S INDEPENDENCE DECLARATION FOR THE YEAR ENDED 30 JUNE 2024

To the Directors of Bankstown Canterbury Community Transport Limited,

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-Profits Commission Act 2012*, I declare that, to the best of my knowledge and beliefs, there have been no contraventions of:

- (i) the auditor independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012*, in relation to the audit, and
- (ii) any applicable code of professional conduct in relation to the audit.

Ben Fock
Registered Company Auditor
Date: *22-10-2024*
Wollongong

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Acknowledgement and Thanks



We would like to acknowledge the following groups, organisations, government departments and businesses for their support during the 2023-24 financial year.

13Cabs
AMTEK
AON Insurance
APEK Computer Technology
Australian Community Transport
Association
Bankstown Legacy
Bankstown Lidcombe Hospital
Bankstown Meals on Wheels
Bartier Perry Lawyers
Breaking New Ground (BNG)
BoardPro
Campsie Kingsgrove Probus
Canterbury Bankstown Chamber of
Commerce
Canterbury Bankstown Council
Canterbury Bankstown Library &
Knowledge Centre
Canterbury Hospital
Canterbury Leagues Club
Canterbury Meals on Wheels
Central Air Conditioning
Centreline Smash Repairs
Circle HR
Clintons Toyota
Combined Communications
Community Transport Organisation
Complete Carwash Supplies
Complete Clean and Co
Coolaburoo Community Centre

Dave's Mobile Mechanics
David Coleman MP
Federal Department of Health and Aged Care
Georges River Seniors
Goodride Tyres
Governance Evaluator
Governance Institute of Australia
Greek Orthodox Community of NSW
HLB Mann Judd
Jason Clare MP
Jihad Dib MP
Mobil/7 Eleven
Multicultural Care
NextDA Accounting
Peninsula
Planet Press
Private Drivers Online
Ryan's Recovery Partners
SignUp Group
Soloman Tudehope Solicitors
Sophie Cotsis MP
South West Sydney Local Health District
Stillwell Trucks
Stingray Car Security
Transport for NSW
Transurban
Tripoli El-Mina
University of Western Sydney (UniClinic)
Kylie Wilkinson MP

Although funding for this organisation has been provided by the Australian government, as well as some of the other departments and organisations listed above, the material contained herein does not necessarily represent the views or policies of those bodies.





Need a lift?

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**COMMUNITY
TRANSPORT**
BANKSTOWN CANTERBURY