

"We Transport with Care" BANKSTOWN CANTERBURY

Annual Report

2024 - 2025







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 receive 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 thank all who contributed to the Annual Report



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Company Overview

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 undertakes 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 orientated towards our clients' and community needs and aspirations. We recognise that these needs and aspirations can be physical, emotional, intellectual, recreational, cultural, linguistic or spiritual.

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.

Our Mission

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.

Board ofDirectors

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



John Murray Chair



Anthony Francis **Deputy Chair**



Ronald Norman
Secretary/Public
Officer

DIRECTORS



Brett Bartholomew



Sandra Cassidy



Ann Garland



Raymond Lansdown



Dennis McCroary

Chair's Report



Welcome to the Bankstown Canterbury Community Transport (BCCT) 2025 Annual Report, and my seventh and final Chair's Report - I'll be standing down from the Chair's role in December 2025, after taking on this role in August 2019, but will remain on the Board.

The 2024-25 financial year saw BCCT and our fellow Community Transport providers continue to provide vital transport services despite delayed enacting and implementation of the new Aged Care Act. The uncertainties around the act and its associated regulations, reporting requirements, etc will extend will into 2025-26, but we will maintain our prime focus on delivering quality, reliable, affordable and sustainable services for our current and potential clients.

During 2024 we began developing our 2025-2028 Strategic Plan and we held a launch event at Revesby Workers Club in February 2025, all with the support and assistance of Jo Ryan at Infodec Communications. A broad range of people attended the launch, including local, state and federal politicians, representatives from various local community organisations and some BCCT staff and valued volunteers. A copy of the BCCT Strategic Plan 2025-2028 is available on our website https://bcct.org.au under About >> Resources.

BCCT has had some key personnel changes this past year. Gary has mentioned some new staff roles/members in his final CEO's report, and we've also welcomed two new members to our voluntary Board, Ray Lansdown in February, and Sandra Cassidy in May. You can read about Sandra, Ray and all our Board members on our website, just look for the "meet our Board" link under About >> Who We Are. I'll take this opportunity to note that fellow Board member Ann Garland will be retiring from our Board at the upcoming AGM in November.

Chair's Report

Ann has been on the Board since February 2018, just a few months after I joined. On behalf of the Board, farewell and thank you Ann for your many years of service to BCCT.

With Gary's retirement from the Chief Executive Officer (CEO) role looming, the Board engaged Recruit For Good (a recruitment agency operating as a social enterprise) in June to help us find a new CEO. Over 170 people expressed interest in the role and RFG culled this down to a small list of suitable candidates for the Board to interview. You can read more about our new CEO, John Ireland, under The year ahead... in this Annual Report.

On behalf of the Board, I wish to thank Gary for his 8 years of valuable and tireless service with BCCT, commencing as Program Manager, which evolved into the Operations Manager position, and then agreeing to take on the CEO role in late 2023 when he could have said "No thanks, I'm retiring soon".

As always, I'll finish with a big thank you to my fellow volunteer directors (Brett Bartholomew, Sandra Cassidy, Tony Francis, Ann Garland, Ray Lansdown, Dennis McCroary and Ron Norman), our now retired CEO Gary Williams, our new CEO John Ireland and all our much appreciated leadership 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 Chairperson

CEO's Report



The long awaited new Aged Care Act was legislated in December 2024. It was somewhat obvious that delays would arise as the department continually missed milestones which jeopardised the planned launch date of 1 July 2025. None more so than the rules and regulations where the final draft was only released in August 2025, some 6 weeks after the day zero.

There will be little difference in the way we operate with the Commonwealth Home Support Program (CHSP) continuing to at least 30 June 2027. However, all clients are now unable to access service without an Aged Care (AC) number which then created issues around privacy as client data was previously reported with anonymity because it was de-identified - This has now been breached as the (AC) number will identify clients. This led to another mass mailout to explain, on behalf of the department, that their details could not be accessed, another large unbudgeted expense that has now become an expectation.

All CHSP providers must now also have service agreements in place from the new start date of 1 November 2025. The Community Transport Organisation (CTO) and its members are taking legal advice on the drafting of a template so we can all use it as it will now become a legal document similar to a National Disability Insurance Scheme (NDIS) agreement. All new clients will need to have an agreement signed and returned prior to service and we will have until 30 June 2026 to have all existing clients with an agreement in place to be able to continue service. These are some of the frustrations that have arisen with the new, well intended, Act and are all time consuming and expensive.

CEO's Report

Another concerning feature has been our declining trip numbers. We are trying to analyse the downward trend but changing demographics would anecdotally be one of the drivers, together with the inclement weather conditions over most of the year. Clients can expect a call in the coming weeks if they have not been using the service to ascertain the reason why.

Increased cost of living pressures is no doubt playing a role, so we have had meetings with our new local Federal Member of Parliament and expressed our concerns about long-term viability. He supports the Community Transport sector's push for a funding review with an aim to adequately finance a very necessary community asset.

The Australian Community Transport Association (ACTA) pricing study also concluded at the end of June and advocacy with the relevant government authorities has begun. In many ways it was detrimental to the metro areas where time is the biggest factor, but the final model was based on distance. One conclusion that wasn't in dispute, is that funding currently only represents 60% of the trip cost. This means that alternative revenue streams need to be explored before our reserves are depleted and this is a sector wide phenomenon with mergers and closures the order of the day as providers struggle to maintain the services that our clients require and expect.

One part of the solution to this quandary has been the appointment of Business Development Manager, Jonathan. Whilst only with us a short time, he has begun making inroads to creating partnerships with Council, hospitals and community groups and this work is beginning to bear fruit. Another new recruit, Maureen, who replaced Regan at the end of last year, works diligently on our outings program to make them varied, affordable and as interesting and entertaining as possible to encourage more participation from clients.

CEO's Report

Alan is another part of the chemistry that generates more trips by constantly working with clients to make their experience the best it can be and helping address the many 'on the day' late demands of clients. We also have a new Operations manager, Josie, who has the monumental task of keeping both clients and staff happy and making the daily operations run as smoothly as possible. She juggles many balls at once and is improving that ability with experience.

During the year we lost Hayley to her local Council, the lure of minimal travel time, flexible working hours and more money proving to be a big barrier to us keeping her. She is doing exceptionally well in her new role there and often attends the same forums as us. Alan Young one of our drivers also departed after 5 years with us but now assists by volunteering with our men's group. There have also been several additions to both the office and driving staff during the year, and our first birth as Fatat had a baby boy in December.

It is the staff who make this organisation what it is, their understanding, compassion and empathy to our clients is heartfelt and endearing and what also makes my job fulfilling. It is the staff that I will also miss most when I retire in the coming weeks and before the AGM that this report is part of. I have spent the past 8 years of my working life here and have made numerous new friends and colleagues. The many, many clients I've had the pleasure of meeting and talking to has certainly been a highlight and changed my perspective on the community sector and the essential service they provide. But a sea change is looming together with quite a bit of overseas travel in the next few years, I've decided now is the time to break away and start the next chapter in my life.

Thank you for the opportunity to be a part of your lives and goodbye.

Secretary's Report



I am pleased to present the Annual Secretary's Report for Bankstown Canterbury Community Transport Limited (BCCT) for the financial year ending 30 June 2025.

This financial year has focused on enhancing service delivery outputs and implementing strategies to increase revenue sources such as the NDIS, while maintaining prudent expense management in response to ongoing economic pressures, including higher living costs.

BCCT recorded an operating deficit of \$351k (FY24: \$437k deficit).

Revenue and Other Income

- Funding Income & Other Grant Funding increased by 4% compared to last year, largely due to the CPI increase for transport funding.
- Income from Passengers & Outings grew by 20%, reflecting an increase in the number of trips delivered.
- Other Income declined by 9%, due to reduced workers' compensation reimbursements (as employees returned to work).
 This was partially offset by higher interest revenue and gains from the disposal of vehicles.

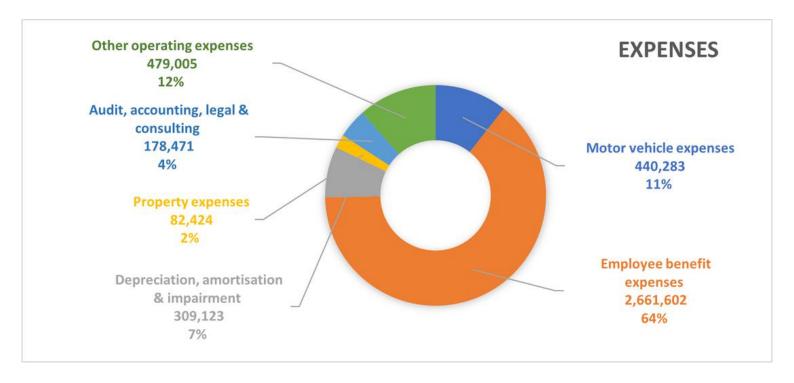
Expenses

Total expenses increased by 2% compared with last year. This was driven by:

- Higher service delivery costs from the increased number of trips.
- Increased employee-related costs (training and recruitment).
- Rising operational costs due to both inflationary pressures and higher service volumes.

Secretary's Report

These increases were partially offset by lower employee benefits, resulting from more efficient workforce management and the Business Development Manager role remaining vacant until late FY25.



Cash

Cash reserves have decreased compared to last year, sitting at \$2.46M (2024: \$2.87M).

Ron Norman,

Secretary

BANKSTOWN CANTERBURY COMMUNITY TRANSPORT LIMITED DIRECTORS' REPORT

FOR THE YEAR ENDED 30 JUNE 2025

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 2025.

Information on Directors

The following persons were Directors of Bankstown Canterbury Community Transport Limited during the whole of the financial year and up to the date of this report unless otherwise stated.

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
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

Name of Directors	Special Responsibilities	Occupation/Qualifications
Ray Lansdown	-	CPA qualified Accountant in Public Practice 25 years. Previous 20 years worked in Freight Industry. Appointed as a Director on 21 January 2025.
Sandra Cassidy	-	Retired Finance/Administration Officer for Not-for-Profits and former Public Servant. Appointed as a Director on 21 May 2025

Meetings of Directors

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

	Number Attended	Number eligible to attend
Ann Garland	9	10
Anthony Francis	10	10
Brett Bartholomew	9	10
Dennis McCroary	4	10
John Murray	10	10
Ronald Norman	8	10
Ray Lansdown	4	5
Sandra Cassidy	1	1

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

No significant changes in the Company's state of affairs occurred during the financial year.

Operating Result

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

Year ended	Year ended
30-Jun-25	30-Jun-24
\$	\$
(350,853)	(436,842)

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 2025 the number of financial members was 8. Total amount of \$16.

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.

Auditor's Independence Declaration

The auditor's independence declaration for the year ended 30 June 2025 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: 16 September 2025

Ronald Norman

Rybonne

Director

Director'sDeclaration

BANKSTOWN CANTERBURY COMMUNITY TRANSPORT LIMITED DIRECTORS' DECLARATION

FOR THE YEAR ENDED 30 JUNE 2025

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: 16 September 2025

Ronald Norman

R flowed

Director

INDEPENDENT AUDIT REPORT

FOR THE YEAR ENDED 30 JUNE 2025

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 2025, the statement of profit and 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 material accounting policy information, 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 2025 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-Profit 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.

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 Disclosure Requirements and the Australian Charities and Not-for-Profit 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 Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

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Those charged with governance are responsible for overseeing the Entity'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 material misstatement when it exists. Misstatements can a rise 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 skepticism throughout the audit. I also:

 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 Entity'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 cause significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention to 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 Entity 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.

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.

Ben Fock

Registered Company Auditor

Date: 16 - 9 - 2025

Wollongong

Independent Audit Declaration

BANKSTOWN CANTERBURY COMMUNITY TRANSPORT LIMITED AUDITOR'S INDEPENDENCE DECLARATION

FOR THE YEAR ENDED 30 JUNE 2025

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: 16 - 9 - 2025

Wollongong

The year ahead...

The BCCT Board recently chose John Ireland from a large field of applicants to take on the Chief Executive Officer role, replacing retiring CEO Gary Williams. As he stated in his application, John has a breadth of executive experience in commercial entities as well as in the disability and community services sectors, with a proven record of transformational leadership, and a values-driven approach to strategy, governance, and operational performance. He is excited by the opportunity to guide BCCT through its next phase of growth and renewal and is especially drawn to BCCT's focus on reducing social isolation and supporting independence through compassionate, accessible transport. He understands the power of reliable transport in connecting people to community, health, and opportunity, and brings a track record of embedding customer voice into service development, fostering high performing cultures, and ensuring that systems, people, and partnerships are aligned to deliver real impact.

As I mentioned in my Chair's Report, my stint as Board Chair will end in December 2025. Recent appointee to the Board Ray Lansdown has expressed his interest in taking on the Chair's role. Ray qualified as a Certified Practicing Accountant in 1988. His background combines experience gained in high volume large corporate entities, with financial control for a number (simultaneously) of small to medium businesses. Ray's extensive experience in business accounting typically involved working with business owners / senior management teams to achieve profit and financial success. Since 1999, as the owner of his company, Ray has provided business consulting and management solutions to many businesses.



The year ahead...

Our new Strategic Plan lists 5 Key Priorities for the next 3 years and describes our objectives and proposed actions for each priority - The Board, CEO and leadership team will be monitoring our progress on these priorities. Financial Stability and Expansion and Public Engagement are 2 of the 5 Key Priorities in the plan that I am particularly interested in. As I said at the launch, we expect / hope that voices from the Community Transport sector will be heard - A key message from us is that, while our services are a cost to the federal and state government budgets, the financial and social costs of not supporting our efforts to maintain our client's health and independence, and forcing some of them into aged-care, would be far greater. We want BCCT to have "profile with purpose" that's aimed at ensuring key decision makers and the media know about BCCT and community transport more broadly, and more importantly, understand the needs of our clients.

Expected demographic changes indicate that demand for our services will increase in line with Canterbury-Bankstown's population growth - Which is projected to go from around 390,000 currently to over 420,000 by 2030, including more than 65,000 people aged over 65 by then - So, the market for our services is set to grow throughout and beyond the life of our 2025-28 Strategic Plan. John Ireland, our new CEO, will be working closely with our Business Development Manager, Jonathan, and Community Engagement Officer, Maureen, to ensure potential new clients throughout our community are aware of and interested in using our services.

John Murray Chairperson





Acknowledgement and Thanks

We would like to acknowledge the following groups, organisations, government departments and businesses for their support during the 2024-25 financial year.

13Cabs

AMTEK

AON Insurance

APEK Computer Technology

Australian Community Transport

Association (ACTA)

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 & Co

Coolaburoo Community Centre

Dave's Mobile Mechanics

Federal Department of Health,

Disability and Ageing

Georges River Seniors

Goodride Tyres

Governance Evaluator

Governance Institute of Australia

Greek Orthodox Institute of Australia

HLB Mann Judd

Infodec

Jason Clare MP

Jihad Dib MP

Kylie Wilkinson MP

Mobil / 7 Eleven

Multicultural Care

NextDA Accounting

Peninsula

Planet Press

Private Drivers Online

Recruit for Good

Ryan's Recovery Partners

SignUp Group

Soloman Tudehope Solicitors

Sophie Cotsis MP

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Acknowledgement and Thanks

Continued

South west Sydney Local Health

District

Stillwell Trucks

Stingray Car Security

Transport for NSW

Transurban

Tripoli El-Mina

University of Western Sydney

(UniClinic)

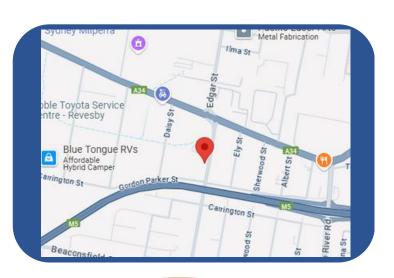
Zhi Soon MP

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.

CCMMUNITY TRANSPORT "We Transport with Care" BANKSTOWN CANTERBURY

Contact Information

Our office is located at 28 Queen Street REVESBY NSW 2212







Phone Number

(02) 9772 4928



