

ACCESS

SYDNEY

COMMUNITY TRANSPORT

ANNUAL REPORT

2023-24



Here to there with care.

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Our Vision

We believe that all members of the community should have equal access to safe, affordable, and accessible transport options.





Our Values



We Value Customers



We Lead By Example



We Collaborate



We Empower People



We Are Safe



Our Mission

We support the frail aged, and people with disabilities or with health issues to access and participate in community life through:

- Direct delivery of a range of transport and mobility options
- Collaborations with like-minded organisations and groups to develop improved transport options
- Advocating for accessible public and community facilities



Social inclusion remains central to Access Sydney's mission

ACCESS SYDNEY
COMMUNITY TRANSPORT

Chairperson's Report Robert Macey

Reflecting on this past year, I am profoundly inspired by Access Sydney Community Transport's steadfast commitment to enhancing community well-being and client empowerment.

In a landscape marked by continuous change, from aged care reforms to rising operational costs and labour market pressures, Access Sydney Community Transport (Access Sydney) has demonstrated remarkable resilience and agility. Our focus has been unwavering: to provide a reliable, accessible, and dignified service that meets the evolving needs of our clients and enriches community life.

Strategic Vision and Operational Growth

This year, Access Sydney redoubled efforts to streamline and elevate the client journey, supported by new technology, strengthened partnerships, and a culture of continuous improvement. We have adopted innovative solutions to simplify processes and enhance our communication with clients and the broader community, including a revamped website that is more user-friendly, enabling clients and stakeholders to easily engage with our services. This digital enhancement aligns with our broader mission to ensure all community members have timely access to essential transport and support.

Our strategic initiatives also included active involvement in the National Pilot Pricing Project, a pioneering initiative to explore sustainable funding models for community transport. This project underscores our commitment to staying ahead of

sector changes and advocating for effective, fair solutions for our clients. Additionally, we achieved successful NDIS verification and Aged Care Audits, affirming our compliance with evolving standards and regulations and our dedication to high-quality, transparent service.

Strengthening Social Connections and Community Impact

Social inclusion remains central to Access Sydney's mission, and this year has seen an exceptional expansion of our Social Outings Program by 45%. These outings continue to bring immeasurable joy and fulfillment to our clients, offering them opportunities to connect, explore, and create lasting memories. Programs like our newly introduced Saturday long day trips and Biennale shuttle service have met with enthusiastic participation, providing not only enjoyment but a sense of belonging and inclusion. Clients repeatedly express their appreciation for these experiences, often citing them as life-changing – a testament to our impact on reducing isolation and enhancing social well-being.

Through many initiatives and tailored support for culturally diverse communities, Access Sydney has created a unique environment where clients feel valued and seen. Our volunteers and staff play a pivotal role in making these connections possible, helping clients not just navigate transport but build friendships and foster a strong sense of community. Feedback from clients has been overwhelmingly



positive, highlighting the value these services bring in maintaining independence, mental well-being, and quality of life.

Financial Stewardship and Sustainable Growth

In a challenging financial climate, Access Sydney Community Transport remains on strong footing, thanks to disciplined financial stewardship and a clear strategic direction. Our fiscal health has enabled us to invest in key areas, including fleet expansion and technology upgrades, to further enhance service delivery and meet growing demand. This year, we have maintained a robust cash position and a healthy equity base, ensuring that we are well-equipped to meet both present and future needs. Strategic asset acquisition, particularly of eco-friendly vehicles, reinforces our commitment to sustainability and operational efficiency.

Looking forward, we recognise that economic pressures and a tight labour market will require continued resilience and proactive planning. Our strategic plan focuses on solidifying our operational infrastructure, optimising service delivery, and enhancing workforce development to continue building on our service quality. Access Sydney Community Transport's financial and operational stability ensures that we are well-positioned to make the critical investments needed to sustain and grow our services for the long term.

A Collective Commitment to Service Excellence

The achievements of the past year are a true testament to the dedication and passion of our team, volunteers, and community supporters. Our CEO, Michelle Newman, has led Access Sydney Community Transport with vision and determination, and I extend my sincere gratitude to her for her outstanding leadership. I am equally grateful to the Board for their unwavering support and guidance. It is through the collective efforts of our drivers, client assistants, customer service representatives, and administrative staff that Access Sydney Community Transport continues to deliver exceptional service. Their work is essential, not only in ensuring safe, reliable transport but in creating meaningful, supportive interactions that truly enhance each client's experience.

As Chairperson, I am honoured to lead an organisation that embodies such purpose and dedication. Access Sydney Community Transport's mission is as vital today as it was three decades ago. We remain committed to providing our clients with the highest quality of service and to being a source of community connection and support. I am confident that, together, we will continue to make a profound difference in the lives of those we serve, and I look forward with optimism to the opportunities that 2024/25 will bring.

Robert Macey | Chairperson

Collaboration is at the heart of everything we do

ACCESS SYDNEY
COMMUNITY TRANSPORT

CEO's Report Michelle Newman

2023-24 was another great year for Access Sydney Community Transport and I am proud to be part of this wonderful team on our journey of sustainability, improvement and growth.

I want to thank the Board of Directors for their strategic guidance and support throughout the year and their belief in this Organisation, the staff, volunteers and partners. Our directors volunteer many hours of their time each month and bring their expertise, energy and insight into every discussion with inspiring outcomes. They work collaboratively and help to make my role a very rewarding one.

Despite the uncertainty of the aged care reforms, workforce challenges and increasing economic pressure resulting in higher petrol prices, increased maintenance costs, and delays in securing new vehicles, Access Sydney has maintained its financial position and improved its overall performance throughout 2023-24. The management team and staff have worked tirelessly to maintain a high quality of service while also increasing the number of clients we supported, and the number of trips delivered this year. Access Sydney achieved a 25% increase in overall activity and a 10% increase in the kilometres travelled throughout the year.

Improving 'Client Journey'

This year we continued to reshape the Organisation with a focus on enhancing the 'client journey'. A better understanding of our clients' needs, their expectations and our capacity to deliver has

resulted in many internal changes to processes, more effective sharing of critical information across teams and significant refinement of services.

However, the true test of our service improvements is the impact we have on the quality of life for our clients. We have received very positive personal feedback from many clients throughout the year and the responses to our surveys and focus groups have also been reassuring with over 80% of Access Sydney clients surveyed indicating a high level of satisfaction with the services we provide. The sentiment of this feedback is reflected in the client stories you can read throughout the Annual Report.

Clients believe that Access Sydney staff treat them with respect, that their culture is respected, and they feel safe when using our services. The positive outcomes for many of our clients relate not only to receiving a great transport service but also to being able to socialise and connect with the local community. Importantly our clients tell us that our services help them to live independently and have a better quality of life. This is what makes everything I do worthwhile. It is the reason that the staff, volunteers, Directors and I enjoy working for Access Sydney.

While further improvements are needed, we have made much progress over the year, and it is important that these improvements become embedded in the operations of the organisation and our focus is centred on continuous improvement across all areas of the business.





Collaboration at Heart

Collaboration is at the heart of everything we do and this year we have made several changes to procedures and services to reflect the feedback received from clients and staff. The assessment and intake process has been streamlined to ensure there is no delay for clients referred to Access Sydney services; long day trips were scheduled on Saturdays and have been extremely popular; we have simplified the payment process for clients with further improvements coming next year. We have also improved our communication with clients and the broader community through revamped monthly newsletters, social calendars, focus groups and activities such as staff and client BBQs, and our website has been updated to improve access via mobile devices and ensure it is more user friendly.

Access Sydney has continued to support the broader community in many ways including the recent partnership with Inner West Council to provide the Biennale shuttle service. This shuttle supported residents and visitors to participate in the Biennale Festival at White Bay and also provided access to local cafes and places of interest along Darling Street in Balmain/Rozelle.

Quality Control

This year Access Sydney also successfully participated in the Aged Care Quality and Safety audit and the National Disability Insurance Scheme (NDIS) verification audit. We were compliant with both audits, which is a credit to the Board, Management team and Staff. Our clients and partners can be assured of the quality and standard of Access Sydney services.

The implementation of the aged care reforms will gain momentum over the coming year with a new Aged Care Act and the creation of the new Support at Home Program from July 2025. Access Sydney will continue to receive Commonwealth Home Support Program (CHSP) funding up to at least 2027. Over the next two years Access Sydney will target our resources to lay the foundation for future program changes. The Board and Management have a vision for the future of Access Sydney which requires significant investment over the next couple of years to replace vehicles, improve technology and increase resources.

Access Sydney will work with government, peak bodies, the sector, community groups and clients to provide feedback on the reforms. We will also participate in a national pilot project to review the cost of Community Transport services and recommend the best funding model for the future.

The Year Ahead

Our Focus for 2024-25 is to continue to improve our client experience throughout our services, to be bold in our thinking to improve performance, to automate our systems and improve efficiency, to enhance our information management systems and embed the principles of the new Aged Care Act across the Organisation.

I look forward to working with our clients, volunteers, partners, staff, managers and Directors through another exciting and successful year.

Michelle Newman | CEO

The logo for Access Sydney Community Transport. It features the word "ACCESS" in a large, bold, blue sans-serif font, enclosed within a blue-outlined arrow shape pointing to the right. Below this, the word "SYDNEY" is written in a large, bold, blue sans-serif font. Underneath "SYDNEY", the words "COMMUNITY TRANSPORT" are written in a smaller, bold, teal sans-serif font.

ACCESS

SYDNEY

COMMUNITY TRANSPORT

Access Sydney Community Transport (Access Sydney) is a not-for-profit community organisation that offers accessible and affordable transport and social connection for older people, people with disability and people who are transport disadvantaged.

For over 30 years, Access Sydney has been a trusted partner for all our clients. We have fostered meaningful connections and enhanced clients' independence. Our services are integral to the national aged care and disability infrastructure, and many clients access our services through the My Aged Care (MAC) and National Disability Insurance Scheme (NDIS) referral processes.

We are committed to empowering our community, encouraging independence and improving transport accessibility. Our aim is to create a smooth and dependable experience for our clients.

Our current funding sources are from the Department of Health and Aged Care, Transport for NSW, NSW Health and City of Sydney.

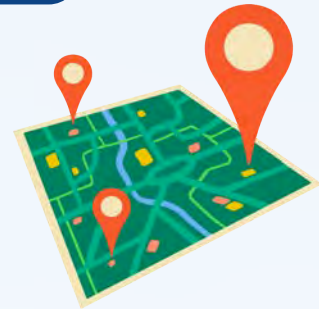




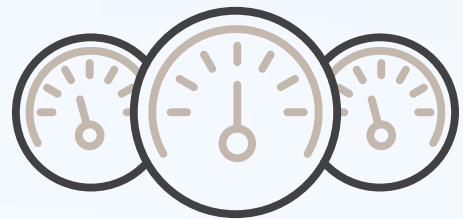
Driving Social Progress

Access Sydney is dedicated to meeting the diverse transport and social support needs of our clients. Our services are designed to promote client independence and enhance social connection through development of friendships and access to the community. With door-to-door service and tailored assistance for clients with varying mobility levels or health conditions, we provide clients with seamless access to a wide range of activities—from shopping trips and medical appointments to scenic adventures, cultural experiences, and special events. Our ever-popular Social Outings Program has been expanded this year by 45%, offering great opportunities to connect and explore. We proudly serve individuals from all backgrounds, ensuring that everyone stays engaged and actively involved in the community.

At a Glance



Total Trips
158,476



KMs Travelled
585,919

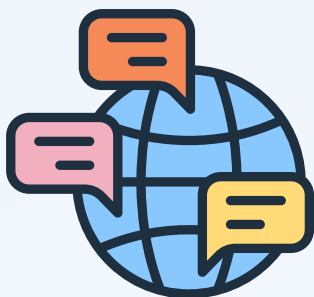
Journey for Needs



50% Social



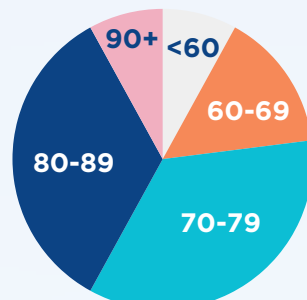
Our Clients



62% of Clients were born overseas



45% of Clients live alone



68% of Clients are aged 70-89

Our Fleet ^{1,2}



7 buses



9 vans



6 cars



44% Medical



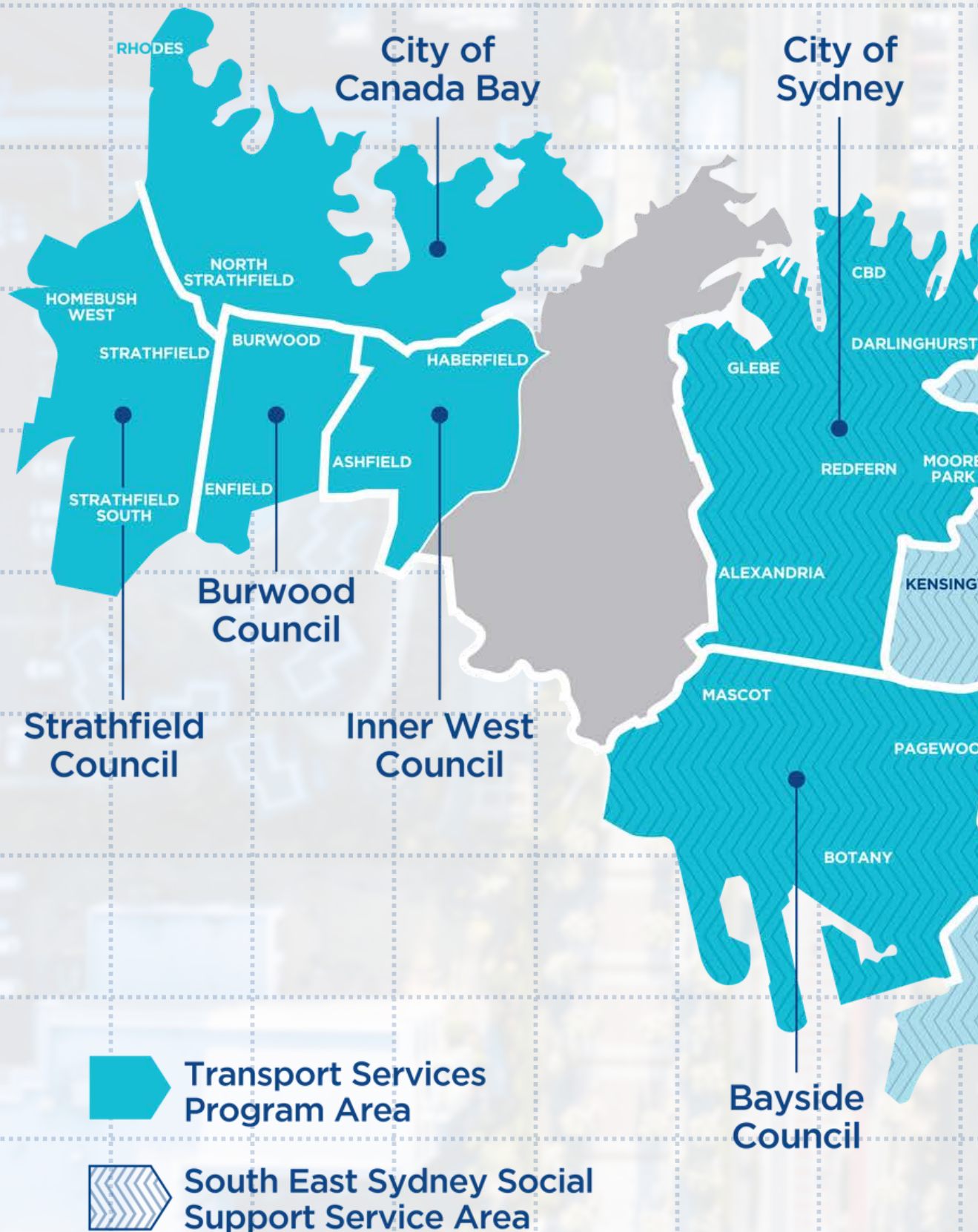
11% Shopping



5% Personal

- 1 All our vehicles are able to accommodate walkers, and among those, we have 12 vehicles that are wheelchair accessible.
- 2 In line with our commitment to sustainability and continuous improvement, we currently operate 6 fuel-efficient vehicles and have solid plans to expand our eco-friendly fleet in the coming years.

On the Grid





	Trips	KMs
City of Sydney	163,970	27,069
Inner West Council	66,716	11,196
City of Canada Bay	54,901	11,234
Bayside Council	45,194	7,177
Strathfield Council	44,300	8,400
Burwood Council	41,400	6,658
Eastern Suburbs	6,585 ¹	

1 Outputs for Social Support Services in South East Sydney area is calculated in hours instead of trips





Access Sydney's services have played a vital role in fostering meaningful social connections within the community. Through shared journeys—whether attending group outings, cultural activities, or travelling together—clients like Helen and Jean have discovered new opportunities to connect, engage, and form lasting bonds.

Their friendship origin

"We met in the 80's through family connections. (Jean knew Helen's mum as they lived in the same community in Glebe.) We would see each other once a month with a group of friends as we go out for lunch. It wasn't until we joined Access Sydney 13 years ago that we started getting closer through the Shopping service.

A group of us using the Shopping service would always have breakfast together before we do our shopping. We call ourselves the 'Breakfast Club'. It is a great opportunity for us to catch up and connect."

Their thoughts about each other

Helen: "Jean is the creative one. She loves knitting, sewing, a very crafty person. Another lovely lady (client of ours) gifted her a big bag of cotton recently and I'm sure she will create amazing crochets from it."

Jean: "Helen is very caring. She does special gestures like buying flowers for others on the bus when their birthday comes. She also looks after others on the bus during Social Outings and makes sure the drivers are on track and working comfortably."

Wheel of Friendship

Their thoughts on maintaining social connections

"Being socially active is key for our wellbeing! As we grow older, we have become more accustomed to routine. And as we regularly meet other people (clients, staff) through the Shopping service and Social Outings, we gradually and naturally developed an affection for one and other.

It is so important that we are not isolated, sitting at home, looking at four walls. The conversations enrich our lives as we go out and mingle with other people (clients) using Access Sydney's services. There are lots of common topics such as family and circumstances as most of us would experience similar things through the journey of life.

After being married for so many years, it could be mentally taxing at times for me (Jean). So going out and about with Helen would always lift my spirits with a change of scenery."

"We wouldn't be home for quids!"

Helen & Jean | Clients

Backseat Voyagers



Josephine & Gaetano

Social Outings Clients

About 18 months ago, Josephine (Josie) was hospitalised with pneumonia for 2-3 weeks at St Vincent's Hospital. During this time, Gaetano (Guy) was attending physiotherapy at St Luke's Care. They were referred to My Aged Care for transport services and eventually registered with Access Sydney through CHSP services. Initially, Access Sydney provided transport for medical appointments, but soon after, they discovered other services, including social outings and shopping trips. The friendly drivers and convenience of the services encouraged them to participate more, booking outings as often as they could.

Josie, who has a passion for flowers and gardens, made sure to join the Campbell Rhododendron Gardens trip. She captured stunning photos of the flowers and was excited to share them. Guy devoted the whole day to Josie at the gardens to celebrate Josie's birthday, making the outing extra special. Josie loved the experience so much she wished they could have stayed longer. Through Access Sydney, Guy also enjoys revisiting Paddy's Markets and reconnecting with old acquaintances, where he worked for 30 years as a vendor and guide.

For Josie and Guy, these outings provide a much-needed break from their regular medical appointments. They cherish the time spent together and appreciate the chance to visit new places. They've made new friends along the way, with Josie noting how Guy's lively personality keeps everyone entertained. Whether chatting with drivers or fellow passengers, Guy's energy and humor always lights up the room, making every trip a memorable one.

Coming from vibrant backgrounds, Guy and Josie have always brought fun and joy to their communities. Guy, once featured in national publications, remains an animated character, even giving impromptu walnut-cracking lessons during the interview. Their experience with Access Sydney has been overwhelmingly positive, and they are grateful for our drivers and bus assistants making every trip a wonderful experience for them.



Lisa

Shopping Client

"I started with Access Sydney in 2018. I mostly use the shopping service and occasionally join some social outings.

My husband and I mostly do our shopping at Strathfield. But with the help of Access Sydney, I am able to shop at Burwood and enjoy a variety of food and produce.

Through Access Sydney's shopping service and social outings, I am able to keep in touch and strengthen my friendship with Betty and Marcia (2 other clients) whom I met at the Strathfield Community Centre years ago.

The staff at Access Sydney are all very helpful, caring and kind. I regularly see Brian as my shopping bus driver and Jenny as my centre assistant, they are very good and experienced at their job. I also talk to office staff on the phone such as Rachel and May, they are very understanding and compassionate."



Camilla

Health Related Transport Client

"I have been with Access Sydney since it started. As a long timer, the drivers are not just drivers, but like family to me.

It's not just the transport, but the care that comes with the services they provide makes me feel less socially isolated.

The people I have met to take me to medical appointments make it feel like a social outing.

The customer service team also takes care of me. Rachel, May, Amy and the others are doing a great job.

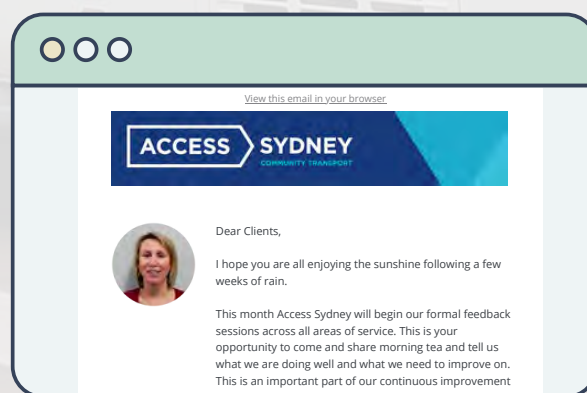
I cannot stress enough that the service provides independence and also take my mental worries away."

Information Slipstream

Building strong relationships with our clients is a priority at Access Sydney. We stay connected through regular communication, ensuring we understand each clients' needs and can offer the right support. Whether it's staying in touch over the phone, sending out social calendars, or sharing monthly e-newsletters packed with community news, we keep our clients informed. Our revamped website and social media platforms provide easy access to the latest highlights and service updates, creating multiple ways for clients to engage and stay connected with us.

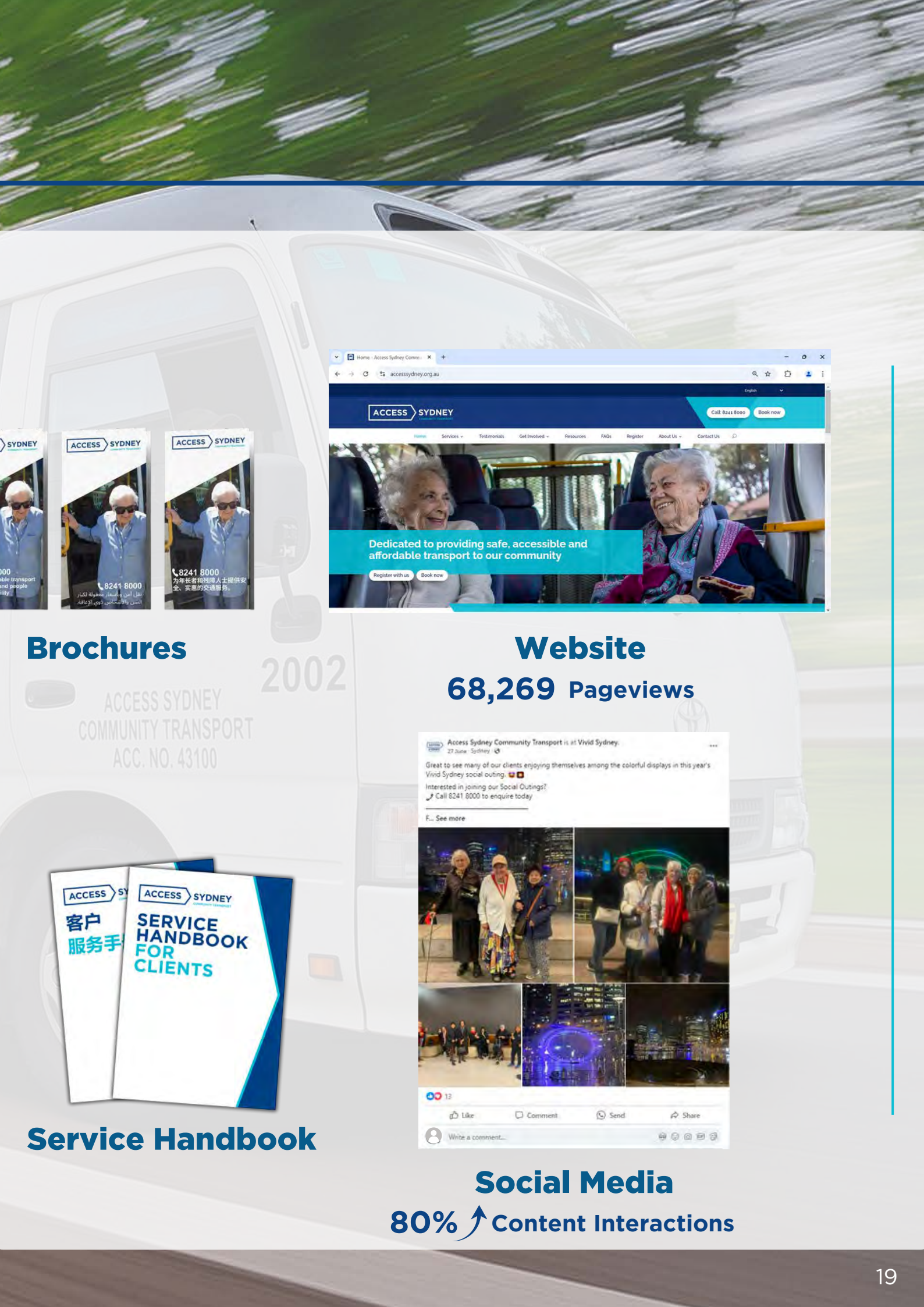


Social Calendars

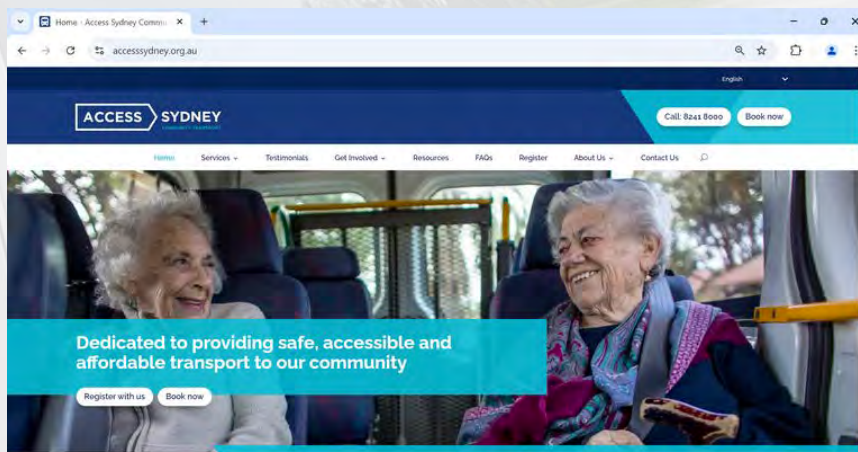


E-Newsletter

56%  Email Subscribers

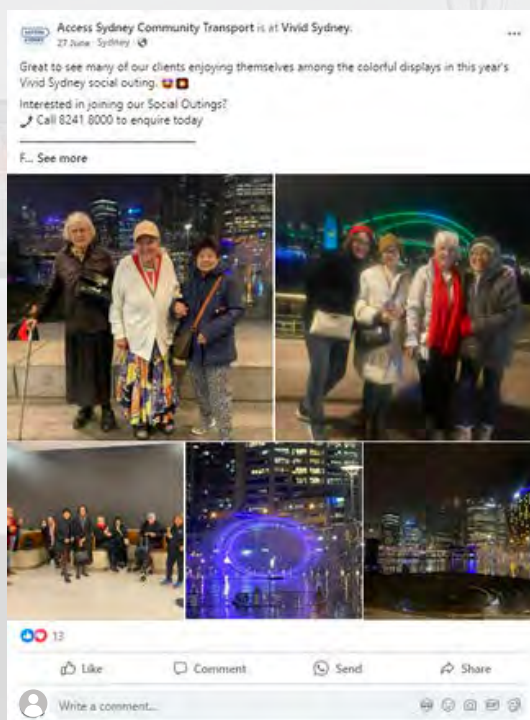


Brochures



Website

68,269 Pageviews



Social Media

80%  Content Interactions



Service Handbook

ACCESS

At Access Sydney, we are committed to continuous service improvement, motivated by the valuable feedback we receive from our clients. This feedback provides crucial insight that shapes and strengthens our programs and service delivery. We actively gather feedback through various channels, including direct conversations with our clients and front line staff, through phone calls, emails, survey, and social media. We also conduct face-to-face focus groups and consultations each year. We are both proud and grateful for the positive feedback we received this year, which encourages us to keep refining our services.



94% of clients

are satisfied with our services



93% of clients

agree that we care about
client wellbeing, diversity
and inclusivity



82% of clients

are satisfied with our
booking process



77% of clients

agree that the information we
provide meets their needs

Social Groups

We take pride in supporting clients from culturally and linguistically diverse backgrounds, including Arabic, Chinese, Greek, Indian, Italian, Russian, Turkish, and Vietnamese communities. We tailor our transport services to meet the needs of these vibrant communities, helping to maintain cultural and community connection.

“The Cheerful Group has been brightening the lives of 15 fabulous members aged 55 to 80. We meet up for our monthly outings organised by Access Sydney. These outings are like a mini-vacation from reality, where we can let loose, laugh, and enjoy each other’s company without a care in the world. It’s incredible how our friendships have blossomed; it’s like we’re all in a sitcom together—lots of laughs, and plenty of heart.

We all come with the same mission: to relax, explore, and make sure we’re the most entertaining bunch in the room. We would like to give a huge shoutout to Access Sydney —without their fantastic support, the Cheerful Group would just be a bunch of couch potatoes sitting at home in PJs. Now, we’re out there living our best lives!”

- Amanda and Amy, The Cheerful Group

“The Russian-language group has around 73 active members, ranging in age from 65 to 92, who come from diverse backgrounds within the former Soviet Union. Primarily of Jewish nationality, the group also includes Ukrainians, Russians, Georgians, Koreans, and others. The group developed a sense of community and connection through social outings, transportation to medical appointments, and other activities. Members enjoy trips to parks, galleries, and clubs, helping them maintain an active, socially engaged lifestyle. These activities promote friendships, physical activity, and spiritual well-being, greatly enriching their lives and preventing isolation.”

- Volodymyr, Russian-language group



Driving Force

ACCESS

SYDNEY

COMMUNITY TRANSPORT
COMMUNITY TRANSPORT

The Access Sydney team is a dynamic and diverse group, including staff in a variety of roles, such as Intake and Assessment, Customer Service, Drivers, Client Assistants, Schedulers, and Administration. Our multicultural team speaks 14 different languages, enhancing our ability to connect with and serve our vibrant community. We are deeply committed to providing excellent customer service, always striving to exceed expectations and deliver the best support to our clients.

Finding Reward in Aged Care

“For over the 30 years I have been with Access Sydney, the joy of helping others in my own community still strikes a chord with me. Being able to build personal connections with clients make my work feel close to home and truly meaningful. Originally trained as a secretary, I found that being out in the community suited me far better than office life. Working during school hours also allowed me to support my family, and after a leg injury from tennis, this role has encouraged me to stay active.”



Jenny

Client Assistant

Adapting to Change & Memorable Moments

“I’ve seen many changes over the years, especially after our operations expanded post-merger. Improved equipment, like extendable bus steps and dedicated storage, has made client support more efficient. Developments like self-checkouts in supermarkets and redesigned shopping centres have transformed the way I assist clients, especially those with mobility issues. One memorable moment was helping Elani, a client whose bags were stolen while shopping. She was distraught. As soon as I found out, I quickly guided her to the bank to cancel her cards. She was immensely grateful, expressing how lost she’d have felt without my support. Cherishing moments like these are what kept me in my role.”



Rachel

Customer Service
Representative

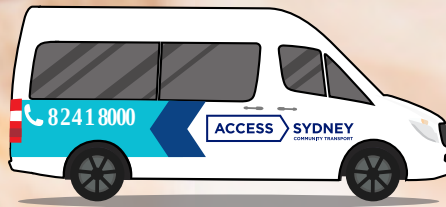
Teamwork and Client Care

“What I love most about my job is being part of an amazing team that supports each other. It is fulfilling and rewarding to organise transport for people in need. I always imagine my clients as my own parents, giving them the same support and attention I would want for my family.”

Growth and Memorable Moments

“I have been with Access Sydney for 8 years and over the past few years I have witnessed great improvements with our IT systems and team culture. The upgraded operating systems have enabled us to work more efficiently and collaboratively, while regular training fuels our professional growth and strengthens team bonding.

One of my most memorable moments was helping a client named Mary. After a medical appointment, she encountered an administrative error with her transport arrangements. I immediately escalated the issue to management and was able to arrange an alternative transport option so she could get to her sister’s, where she was recovering from a procedure. Mary was very grateful for the swift response and said how much she valued the consistent care and attention I provide in managing clients’ arrangements.”



Partners in Convoy



March to June 2024, Access Sydney partnered with the Inner West Council to deliver weekend shuttle service for the 'Biennale of Sydney' event—**Biennale of Sydney (White Bay) to Darling St Express**. Travelling to and from White Bay Power Station every half an hour from 11am until 6pm, the service linked 1,238 visitors and residents to the event, and local pubs, cafes and restaurants along the unique shopping strip of Darling Street.



Access Sydney continues to strengthen our partnership with Multicultural Care to provide reliable and inclusive transport solutions for culturally diverse communities. Each week, clients travel to Centre-based activities or outings to engage with their communities. We look forward to continuing this mutually beneficial partnership. We are committed to travel towards a more inclusive and connected future.



CITY OF SYDNEY



Access Sydney has proudly delivered the Village to Village (V2V) shuttle service for 17 years. The service complements the public transport network, and supports residents of the City of Sydney to access essential amenities including hospitals, medical centres, community centres, libraries and shopping centres. The V2V shuttle also fosters social connection and supports residents' health and well-being. An impressive 48% of passengers have used the service for 6 years or longer, and 34% for 3 years or more, highlighting the trust and value placed in our service. Additionally, over 90% of passengers agree that the service helps them maintain their independence, reflecting our dedication to improving lives through accessible, reliable, and community-focused transport.

Southpoint[•]

SHOPPING CENTRE

Southpoint Shopping Centre provides a designated parking space for our buses in Hillsdale, strengthening our ability to serve clients in the City and South Eastern suburbs. This longstanding partnership allows us to efficiently support our clients with safe and relaxing shopping services. We appreciate Southpoint's ongoing support to improve community connectivity and transport accessibility.



Access Sydney achieved a solid result for the year

ACCESS SYDNEY
COMMUNITY TRANSPORT

Treasurer's Report Arthur Stobierski

2023-24 saw a year of recalibration with the refinement and improvement of our key systems and processes, laying a future platform for potential growth, improved compliance, and a targeted increase in outputs.

Internally we completed a full finance review of our finance and payroll systems and supporting administrative processes which outlined key areas for improvement. Some of the key elements of this review will be sponsored by our CEO Michelle Newman and implemented via our Senior Leadership Group.

Funding Strategy

TFNSW made a decision this year to no longer fund the central IT system required to operate our service, and we had to review our funding strategy to cover these costs moving forward. Our commercial and community client management arrangements saw us maintain our solid relationship with key partners Woolworths and City of Sydney, securing ongoing revenue.

In addition, the Government has announced the extension of the CHSP program to 30 June 2027, beyond that, while future funding is not clear, our business will continue to review and implement strategies that support a mixed model of funding including fee for service options.

Financial Results

Access Sydney achieved a solid result for the year

reporting an Operating Income of \$100,213 versus last year of \$2,017. Last year's results included a retention fund provision of \$85,000 which impacted the result significantly, this provision was not required and subsequently not taken up in the 2023-24 accounts.

Grant and Service Income was up on prior year by 4.5% and reported at \$4,775,901 (\$4,569,267 prior year excluding the retention fund of \$85,000). Employee benefit expenses were reported at \$4,663,994 and were up by 13% on prior year. A large portion of the increase was attributed to salary and on cost increases in award and superannuation guarantee.

A significant contribution to our overall income stream was Interest Received and was reported at \$264,265 (\$120,366 prior year). This additional income was received from an investment in surplus cash funds into solid return cash term deposits, a strategy that is expected to continue in the following year.

Our cash at the beginning of the financial year was \$5,264,926 and our cash at the end of the financial year was \$5,282,319 an increase of 0.3%.

Going Forward

As we anticipate the upcoming financial year, the business intends to leverage optimised systems and processes along with strategic human capital



appointments to enhance performance. This approach aims to boost profitability and returns on investment across the entire business.

On behalf of myself and the entire Board, I would like to thank our CEO Michelle Newman, the Senior Management team and all staff for their efforts in what was another challenging year on many fronts, and in delivering another positive financial result in 2023-24.

I look forward to working with you in 2024-25 to achieve even greater results across various key performance indicators.

Arthur Stobierski | Treasurer





Auditor's Independence Declaration under Section 60-40 of Australian Charities and Not-For-Profits Commission Act 2012 to the Directors of Access Sydney Community Transport Ltd

As auditor for the audit of Access Sydney Community Transport Ltd for the year ended 30 June 2024, I declare that, to the best of my knowledge and belief, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Subdivision 60 - 40 Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Byrons Audit Pty Ltd

Ying (Irene) Wang
Director

31 October 2024
Sydney NSW 2000



Independent Audit Report to the members of Access Sydney Community Transport Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Access Sydney Community Transport Ltd (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 material accounting policy information, and the directors' declaration.

In our 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:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and *Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Information other than the financial statements and auditor's report thereon

The directors are responsible for other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2024 but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial report does not cover the other information, and accordingly, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report, or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are 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 the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our 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 our 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 the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf.

This description forms part of our auditor's report.

Byrons Audit Pty Ltd

Ying (Irene) Wang
Director

31 October 2024
Sydney NSW 2000

Access Sydney Community Transport Ltd

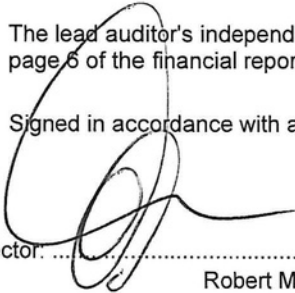
ABN: 23 985 892 007

Directors' Report
For the Year Ended 30 June 2024

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 page 6 of the financial report.

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

Director: 
Robert Macey

Director: 
Arthur Stobierski

Dated this 31 day of October 2024

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

		2024	2023
	Note	\$	\$
Grants and services income	4	4,775,901	4,484,267
Interest income		264,265	120,366
Other income	4	1,134,821	732,384
Employee benefits expense	5	(4,663,994)	(4,114,233)
Depreciation and amortisation expense		(255,163)	(264,045)
Vehicle service & on costs	5	(614,181)	(584,604)
Occupancy expenses		(33,203)	(35,034)
Professional fees		(29,749)	(32,828)
Other expenses		(474,202)	(302,663)
Finance expenses		(4,282)	(1,593)
Surplus before income tax		100,213	2,017
Income tax expense		-	-
Surplus for the year		100,213	2,017
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		100,213	2,017

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Financial Position

As At 30 June 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	5,282,319	5,264,926
Trade and other receivables	7	704,531	287,616
TOTAL CURRENT ASSETS		5,986,850	5,552,542
NON-CURRENT ASSETS			
Property, plant and equipment	8	284,208	478,728
Right-of-use assets	9	110,861	80,599
TOTAL NON-CURRENT ASSETS		395,069	559,327
TOTAL ASSETS		6,381,919	6,111,869
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	390,613	300,503
Lease liabilities	9	111,311	71,283
Short-term provisions	11	534,955	539,445
Deferred liabilities	12	1,085,000	1,085,000
TOTAL CURRENT LIABILITIES		2,121,879	1,996,231
NON-CURRENT LIABILITIES			
Long-term provisions	11	189,916	145,728
TOTAL NON-CURRENT LIABILITIES		189,916	145,728
TOTAL LIABILITIES		2,311,795	2,141,959
NET ASSETS		4,070,124	3,969,910
EQUITY			
Reserves	14	1,126,790	1,478,586
Retained Surplus		2,943,334	2,491,324
TOTAL EQUITY		4,070,124	3,969,910

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Changes in Equity For the Year Ended 30 June 2024

2024

	Service Delivery Reserve - CHSP (formerly Vehicle Replacement Reserve- TfNSW)	Vehicle Replacement Reserve - ASCT	Retained Surplus	Total
	\$	\$	\$	\$
Balance at 1 July 2023	1,126,790	351,796	2,491,325	3,969,911
Net surplus for the year	-	-	100,213	100,213
Transfer from Vehicle Replacement Reserve - ASCT to Retained Surplus	-	(351,796)	351,796	-
Balance at 30 June 2024	1,126,790	-	2,943,334	4,070,124

2023

	Vehicle Replacement Reserve- TfNSW	Vehicle Replacement Reserve - ASCT	Retained Surplus	Total
	\$	\$	\$	\$
Balance at 1 July 2022	1,126,790	351,796	2,489,307	3,967,893
Net surplus for the year	-	-	2,017	2,017
Balance at 30 June 2023	1,126,790	351,796	2,491,324	3,969,910

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Cash Flows For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and grant revenue	5,692,700	5,157,839
Payments to suppliers and employees	(5,968,510)	(5,047,780)
Interest received	264,265	120,366
Interest paid	(4,282)	(1,593)
Profit on sale of vehicle	43,090	-
Net cash provided by operating activities	27,263	228,832
CASH FLOWS FROM INVESTING ACTIVITIES:		
Net proceeds from sale of plant and equipment	87,091	52,500
Purchase of plant and equipment	(26,126)	(11,430)
Net cash provided by investing activities	60,965	41,070
CASH FLOWS FROM FINANCING ACTIVITIES:		
Principal elements of lease payments	(70,835)	(107,743)
Net cash (used in) financing activities	(70,835)	(107,743)
Net increase in cash and cash equivalents held	17,393	162,159
Cash and cash equivalents at beginning of year	5,264,926	5,102,767
Cash and cash equivalents at end of financial year	6 5,282,319	5,264,926

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Directors' Declaration

The directors of the Company declare that:

1. The financial statements and notes, as set out on pages 7 to 25, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
 - a. comply with Australian Accounting Standards - Simplified Disclosure Standard; and
 - b. give a true and fair view of the financial position as at 30 June 2024 and of the performance for the year ended on that date of the Company.
2. In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Director
Robert Macey

Director
Arthur Stobierski

Dated 31/10/24.

Support Community Services

Volunteering with Access Sydney



At Access Sydney, every contribution drives meaningful change in our local community. By becoming a volunteer, you help support and foster a sense of belonging for more vulnerable members of our community. Volunteering with us also provides opportunities for you to build new skills and form lasting relationships. If you're passionate about giving back to the community and making a difference, we invite you to explore our range of volunteering options. Visit our website for more information and join us to create a more connected and inclusive community.

Charitable Donations

As a registered charity, we also welcome financial contributions in the form of donations to strengthen our community by enhancing our services. Your support helps to realise our mission, ensuring affordable and inclusive access to transport for all. For more details, reach out to our friendly team at Access Sydney or check out our website.



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