



Annual Report

2024-2025



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Acknowledgement of Country

Access Sydney Community Transport acknowledges the Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation, and the Wangal, Bidjigal and Gadigal people as the traditional custodians of the lands on which we meet and work. We recognise their continuing connection to land, water and community. We pay respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging from all nations across this country.

About Us

Access Sydney Community Transport Ltd is a not-for-profit community company that provides accessible, safe, affordable transport, and social connection for older people, people with disability and people who are transport disadvantaged.

We have a proud history of supporting the community for more than 40 years across the City, Eastern Suburbs and Inner West areas of Sydney.

The communities we serve are diverse and inspiring. We work with community groups to deliver culturally appropriate services and engage staff and volunteers who have relevant language and cultural skills. We provide services to Chinese, Russian, Italian, Greek and Arabic cultural groups.

We are registered with the Australian Charities and Not-For Profits Commission and funded by the Federal and NSW Governments to deliver transport and aged care programs. We are registered with the Commonwealth Government to deliver Commonwealth Home Support Program (CHSP) and National Disability Insurance Scheme (NDIS) services.



Our Vision

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

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

Our Values

We Value Customers

We Lead By Example

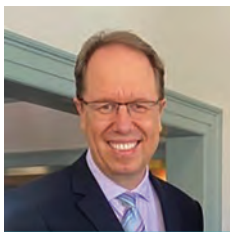
We Collaborate

We Empower People

We Are Safe



Report from the Chairperson



Robert Macey
Chair

2025 marks ten years since Access Sydney commenced operations, and our first decade charts a clear and deliberate journey: from a small community transport provider to a confident, values-driven organisation with the scale, systems, and leadership to deliver safe, reliable, and dignified services across Sydney.

This anniversary is not simply about longevity. It demonstrates that Access Sydney is now built on foundations strong enough to sustain growth, navigate reform and deepen our impact in the decade ahead.

A decade defined by purpose and progression

Our story over these ten years has been one of intentional steps, each strengthening our capacity to serve:

- In 2018 we adopted a new constitution and became a Company Limited by Guarantee, aligning our governance and accountability with our growth. The rollout of RouteMatch modernised our operations, lifting reliability, transparency, and data capability.
- In 2019 we consolidated at Homebush, bringing our people together and securing garaging for much of our fleet, improving efficiency, coordination, and our ability to plan for the long term.
- Between 2020 and 2022, the COVID-19 pandemic challenged every aspect of our model. While many core services were paused, we did not step back. We pivoted to care pack deliveries, contactless shopping, vaccination shuttles, and wellbeing calls. When social outings resumed, they did so under strong safeguards and with renewed clarity that our role is broader than transport alone: we keep people connected, supported, and seen.

These milestones reflect an organisation that adapts without losing its purpose.

2022–25: Performance and foundations

The period from 2022 to 2025 has been deliberately focused on performance and foundations. Under the leadership of a refreshed Board and executive team, we pursued a disciplined program of organisational strengthening. Across this period, we:

- tightened governance, risk, and compliance frameworks, including safeguarding and quality systems.
- invested in technology and processes to improve scheduling, fleet utilisation, reporting and client experience.
- strengthened financial management to support sustainability in a challenging cost and funding environment.
- clarified roles, accountabilities, and expectations, reinforcing a culture where performance is understood, measured, and owned.
- embedded more systematic engagement with clients and carers so services remained accessible, inclusive, and responsive.

This work was and is the backbone of a modern, high-performing community transport organisation. It ensures our services are safe, auditable, and defensible; that every public and partner dollar is well used; and that we can speak with authority and confidence in policy and funding discussions.

2024-25 Business performance

The 2024-25 year confirms that these foundations are translating into strong operational, financial and client outcomes.

Financially, Access Sydney has delivered another no-loss year while continuing to build equity, as set out in the financial statements. In an environment of rising wages, fuel, and compliance costs, maintaining a surplus position and strengthening equity reflects disciplined stewardship and active oversight of revenue and expenditure. This solid balance sheet enhances our resilience and supports reinvestment in fleet, systems, staff capability, and service quality.

Operationally, trip volumes continued to grow. As detailed on page 14 of this Annual Report, Access Sydney delivered 89,612 trips in 2024-25, compared with 79,788 trips in 2023-24, representing a 12% increase year-on-year.

management has acted, reinforcing our commitment to listening, transparency and continuous improvement.

Our people and partners

The strength of Access Sydney is ultimately measured in the actions of our people.

Our CEO, Michelle Newman, has provided clear, steady leadership through this period of uplift, ensuring that improvements in systems and performance remain firmly anchored in our mission and client outcomes. The leadership and management teams have embraced higher expectations and translated them into practical, visible change.

I thank my fellow Directors for their diligence, scrutiny, and commitment. Their stewardship has been central to consolidating the gains of recent years and charting a confident course ahead.

Our drivers, operations and customer service teams, and our volunteers continue to demonstrate professionalism, empathy, and respect in every interaction. They are the daily expression of our values and the reason our clients feel safe and supported.

When compared to 2022-23, this increases to 29%. This growth has been achieved while maintaining a focus on clients with the greatest need and improving scheduling efficiency, on-time performance, and management of cancellations. It is clear evidence that our investments in systems and process improvements are converting into tangible benefits for clients and funders.

Client survey outcomes

Most importantly, our performance is validated by what clients tell us. The 2024-25 client survey results, summarised on page 15, show that:

- 98% are satisfied that our services support them to live independently.
- 99% are satisfied with the respect shown by Access Sydney staff.
- 96% are satisfied with our services; and
- 92% are satisfied with our booking system and information.

These results confirm that growth in trips has not come at the expense of quality; rather, service expansion has been matched by high levels of satisfaction and trust. Where clients and carers have identified areas for improvement, such as communication, booking experience or specific service elements,

To our clients and their families: thank you for your trust, feedback, and partnership in shaping better services. To our funding agencies, local government partners, community organisations, and corporate supporters: thank you for your continued confidence in Access Sydney and in the importance of what we do together.

To our former Directors and staff, for getting us here, a big thank you!

The next decade

Marking ten years is not a destination; it is a starting point.

With stronger foundations, consistent no-loss performance, increasing equity, growing demand and clear evidence of client satisfaction, Access Sydney is well placed to deepen its impact: to refine and innovate services, respond to emerging needs, strengthen social connection, and ensure that safe, affordable and inclusive transport remains within reach for those who rely on it most.

We will approach the next decade as a disciplined, transparent, and performance-driven organisation, while remaining firmly grounded in the needs, rights, and voices of our clients.

On behalf of the Board, thank you for your continued support.

Report from the CEO



Michelle Newman

Chief Executive Officer

It is with great pride that I present this year's CEO Report, reflecting on the achievements, challenges, and growth of Access Sydney Community Transport throughout the 2024–2025 financial year.

This year has been one of transformation and resilience. Our team of dedicated staff, passionate volunteers, and highly skilled Board of Directors worked tirelessly to deliver over 160,000 trips, covering more than 620,000 kilometres across nine local government areas. These services enabled thousands of older people and those with mobility challenges to access medical appointments, shopping centres, social outings, and community activities with dignity and independence.

Access Sydney is proud to celebrate 10 years of operation as an entity and 40 years of experience as a valued service provider in the community. Formed in 2015 through the merger of Inner West Community Transport (IWCT) and South-East Sydney Community Transport (SESCT)—two grassroots organisations with strong community and volunteer foundations—Access Sydney was created to strengthen capacity and sustainability during a time of sector reform. A decade later, many organisations are again navigating aged care and disability reforms, committed to maintaining quality service and securing their future in a changing environment.

Service Delivery in a Complex Urban Environment

Operating in Sydney's dense metropolitan areas presents daily challenges—traffic congestion, limited parking, and extended travel times. Yet, our drivers and operations staff continue to navigate these complexities with professionalism and care, ensuring our clients receive safe, respectful, and reliable transport services.

Client-Led Innovation and Growth

We have made significant strides in improving our client service and scheduling systems, resulting in a 28% increase in total trips compared to FY2022–2023, and a 151% increase compared to FY2021–2022. Our client base has grown substantially, with 1,943 new clients joining us this year—nearly double the previous year.

Client feedback continues to shape our services. I was fortunate to attend most of the annual focus groups this year and was inspired by our clients' personal stories and their genuine willingness to contribute to organisational improvements. They believe transport and social connection are essential to independence and want to ensure Access Sydney has a strong future. In response to suggestions last year for shorter outings, we launched the highly successful Coffee Club program. Now running fortnightly, it has become a cornerstone of social connection for many.

Preparing for the New Aged Care Act

A major focus this year has been preparing for the implementation of the new Aged Care Act, effective 1 November 2025. This reform places greater emphasis on the rights and voices of older Australians. We have updated procedures, strengthened compliance, and actively informed clients about their rights and choices under the new framework. We welcome this shift and are proud to deliver services that reflect the needs and preferences of our community.

Financial Sustainability and Sector Advocacy

Access Sydney has maintained a strong financial position, with CHSP funding secured until July 2027. However, rising operational costs and funding uncertainty remain pressing concerns. We are actively exploring diversified income streams and advocating for a funding model that reflects the true cost of service delivery. This will be a central priority for us and the sector in the coming year.

Celebrating Our People

Our staff and volunteers are the heart of our organisation. This year, we celebrated the retirement of long-serving Client Assistants Antonia and Josephine, who together contributed nearly 50 years of service. We also honoured Jenny Armitage's 30-year milestone supporting clients with shopping services. Their dedication exemplifies the values we uphold—respect, care, and community.

We've seen a notable strengthening of our workforce culture. With a more stable and skilled team, staff have become increasingly proactive in identifying service gaps and driving performance improvements. I am deeply grateful to the management team for their exceptional

to establish a sustainable financial model to support the long-term viability and consistency of community transport services and is expected to be finalised later this year.

In 2024-25 I was also privileged to represent Sydney Metropolitan community transport providers on the Community Transport Organisation Board, the peak body for community transport. It has been incredibly rewarding to work with passionate and dedicated people who care deeply about their communities and the future of community transport.

This year we were successful in achieving three-year accreditation under the Bus Operator Accreditation Scheme (BOAS) and continue to monitor compliance across all areas of the business.

Our Information Management Systems have been improved with strengthened security across all platforms to ensure the safety of client and organisational data. Staff can now access and share vital information more easily and securely. And we have increased cyber security awareness through tailored information from the "Act Now Stay Secure" government campaign. This project aims to inform our clients and reduce the risk and associated social and economic impact of cybercrime.

I am equally fortunate to work alongside a Board of Directors whose expertise, dedication, and strategic guidance have been instrumental in achieving this year's outcomes and laying the groundwork for future success.

leadership and unwavering commitment during an especially demanding year. Their ability to consistently rise to challenges and exceed expectations has been truly inspiring.

Internal communication has been enhanced this year through improved systems, targeted training, regular meetings, professional development initiatives, and strategy workshops—fostering a more connected and informed workplace. This year, we emphasised the three internal operating pillars of the organisation - Clients, Staff, and Compliance - providing focus and clarity in our strategic and operational planning.

Preparing for the Future

Access Sydney participated in the National Community Transport Pricing Model (NCTPM) research project with 30 other organisations across Australia this year. This initiative aims

Looking Ahead

As we move forward, our focus remains on continuous improvement, innovation, and advocacy. We are committed to ensuring that every person we serve can move through their community with dignity, safety, and independence.

In FY2025-2026, our goals include:

- Strengthening partnerships to diversify funding.
- Enhancing digital systems for efficiency.
- Advocating for sector-wide reform through national platforms.

Thank you to everyone—clients, staff, volunteers, partners, and supporters—who have contributed to our success this year. Together, we are building a stronger, more inclusive future.

Ten Years On – and More Than 40 Years Experience

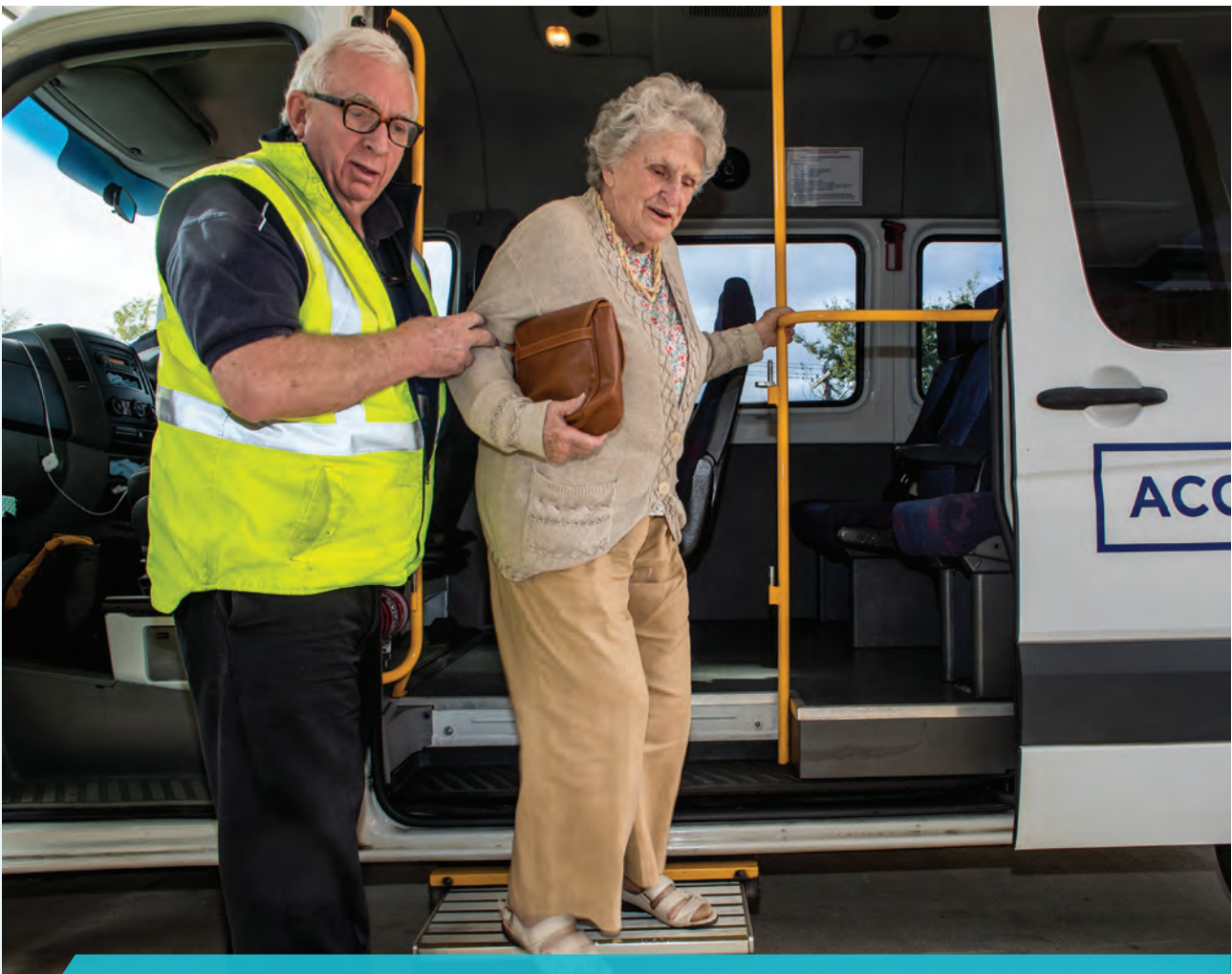
In July 2025 Access Sydney proudly celebrated 10 years of operation backed by 40 years of experience delivering transport and social support services in the city, eastern suburbs and inner west communities.

We are embedded in these communities as a key provider of community transport and aged care services to more than 5,000 local clients, with our vehicles a daily fixture on roads throughout the area.

Access Sydney's roots run deep as they extend more than 40 years', built on the experience of our founding organisations,

IWCT and SESCT. Both earned reputations as client focused, flexible and caring services, but recognized that more could be achieved for their communities by bringing their resources and experience together, leading to a merger in July 2015 in response to major aged care reforms to the then Home and Community Care (HACC) program.

The new organisation, Access Sydney Community Transport, was developed around a clear vision that all members of the community should have equal access to safe and affordable transport options which promote their wellbeing and enable them to exercise choice and participate in community life.





Our History

Getting out during COVID

Service activity has increased by more than 50% over the past decade.

Access Sydney brought together the Aged Care, Community Transport, Social Support and Shuttle programs and the skills and experience of the staff from IWCT and SESCT to provide broader and more extensive services.

In its first year, the scope of services was expanded by establishing a shuttle service for Woolworths staff to get to and from their Mascot distribution centre. By 2019 new premises at Homebush West allowed consolidation of staff in one location just as the COVID pandemic hit Sydney. Many services were suspended during this period and in their place a range of innovative services were developed to assist people during the pandemic. This included delivering care packs, contactless 'list' shopping, vaccination shuttles, and making wellbeing calls to keep in contact with and support vulnerable clients.

In 2022 a new management team led by Robert Macey as Board Chairperson and Michelle Newman as CEO took the reins of Access Sydney to re-build the organisation with a focus on clients, staff and compliance – which have become the three pillars of the organisation.

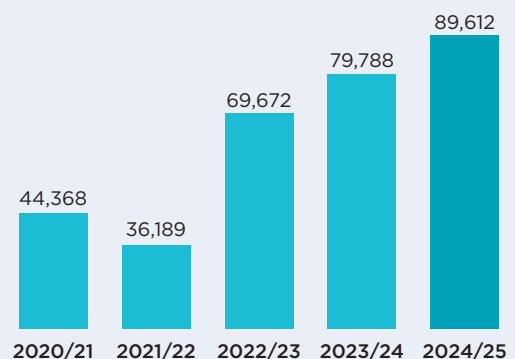
With a focus on improving the client journey and outcomes, minimising risk, developing a skilled workforce and increasing compliance, this has placed us in a good position to respond to the Aged Care Reforms and major changes in the delivery of services later in 2025.

Over the last ten years, Access Sydney has grown significantly to support 5,200 clients and deliver over 160,000 trips with its fleet of 25 vehicles travelling over 620,000 kms with expenditure of around \$6 million.

Client Trips*

Our transport services for our clients under the CHSP have recovered from the COVID lockdowns and are now being delivered at the highest levels of the decade.

* Aged Care, Community and Health Related Transport clients.



We Started Here

Inner West Community Transport

- Commenced 39 years ago (1986) to improve access to transport for the growing older population in the Inner West
- The first service was a weekly shopping run for residents of Burwood, but this extended over time to a dozen runs a week across the service area.
- In the mid-nineties, services included assistance for clients to get to medical or other appointments, a hospital shuttle, and a social outings service.
- By 2014 Inner West delivered 30,000 trips with an expenditure of \$1.4m.



South East Sydney Community Transport

Commenced 46 years ago (1979) in response to poor public transport options for residents in the Redfern, Surry Hills and Waterloo areas.

The first services were a weekly 'Northcott Shopper' linking residents with Redfern Mall and a weekly shuttle (Route 388) between Redfern and Eastlakes via South Sydney Hospital.

In the mid-nineties services included an individual transport option and later an Assisted Shopping Service was established.

The Village to Village Shuttle commenced in 2007, with City of Sydney support, to link the Redfern area to medical, shopping and community facilities, a service that Access Sydney continues to deliver.

By 2014 South East Sydney delivered 75,000 trips with an expenditure of \$2m.



THE SOUTH SYDNEY HERALD IS AVAILABLE ONLINE: WWW.SOUTHSYDNEYHERALD.COM.AU FREE PRINTED EDITION EVERY MONTH TO 30,000+ REGULAR READERS.

the South Sydney Herald

All aboard for merger BETTER ACCESS TO BROADER SYDNEY

ANDREW COLLIS

ULTIMO: SOUTH East Sydney Community Transport (SECT) and Inner West Community Transport (IWCT) have announced a merger that will deliver numerous benefits to clients across nine Local Government Areas. From July 1, 2015, the new service, Access Sydney Community Transport (ASCT), will consolidate the achievements and commitments of its antecedent organisations. John Reynolds, Chair of the SECT Transitional Board (from May 22), says: "I think it's fantastic what's happening. The merger was unanimously endorsed by members at the special general meetings in April. The good will developed by both organisations over the years has remained. Commitment to excellence will continue."

Project Manager Debbie Jamieson was engaged by the two boards to help steer the merger process, with minimum disruption to services. A freelance consultant with various non-government organisations over the years, Ms Jamieson has particular experience in the disability sector. "We've been working on this [merger] for over two years," she says. "It's been very constructive. Both services



Jane Rogers, Debbie Jamieson and Ben Benevento in Ultimo. Photo: Claire McQuinn

ATP to p

LYN TURNBULL

THE NSW gov Australian To by limited ten comes with of the sale, the having respon raised about t of Sydney or l encouraged to

Lord Mayor "The local con City of Sydney

concerns about the sale of the ATP, which may put at risk a cluster of innovative businesses, public access to the site for the local community and heritage buildings."

Under the proposed tender, announced just before the next round of community consultation for the Central to Eveleigh site, the government announced it will invite Requests for Tenders (RFT) from: Atlas Property Partners Pty Ltd (with First State Super); Aquasolid Projects Pty Ltd; Goodman; Mirvac; Protecs Pty Ltd; and Walker Corporation. The ATP sale is expected to be worth over \$200m.

Darren Jenkins from Friends of Enkaneville said: "UrbanGrowth has named these privaters without a sliver of recognition for what the community has had to say. It's little wonder local sentiment is fast progressing from disbelief to anger." UrbanGrowth says that "under



Managers Jane Rogers and Ben Benevento along with Chris Spackman, who was Chair from 2016 until 2021, helped to shape Access Sydney as a new entity.

About Our Clients



5,359 Total Clients*

1,943 New Clients
2024/25

Diversity is Our Strength



69%

of clients
are women



61%

of clients are
born overseas



45%

of clients are
living alone



80%

of clients are older
than 70 years of age



44%

of clients are older
than 80 years of age



1 in 8

residents aged 80+
in our service area
are supported by us

* Aged Care, Community and Health Related Transport clients.

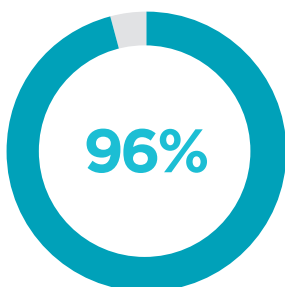
Closing the Loop with Our Clients

We encourage feedback to help us develop responsive services for the future. More than 300 clients participated in our annual consultation program in early 2025 to offer feedback and make suggestions for the future.

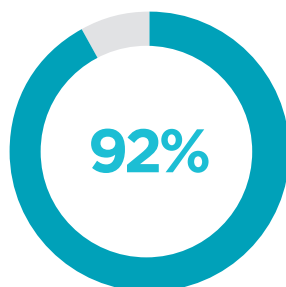
98% of clients told us that our services support them to live independently.

*“I am very happy with your service. Access has been very good to me since I have been using the service”
Without Access Sydney, I just wouldn't be able to get around”*

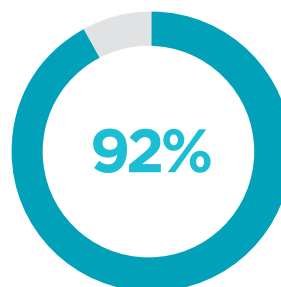
Our clients also said:



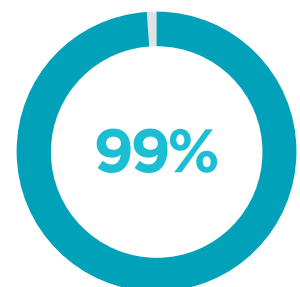
Satisfied with our **services**



Satisfied with our **booking service**



Satisfied with our **information**



Access Sydney staff show **respect to clients**

Ideas for the future:

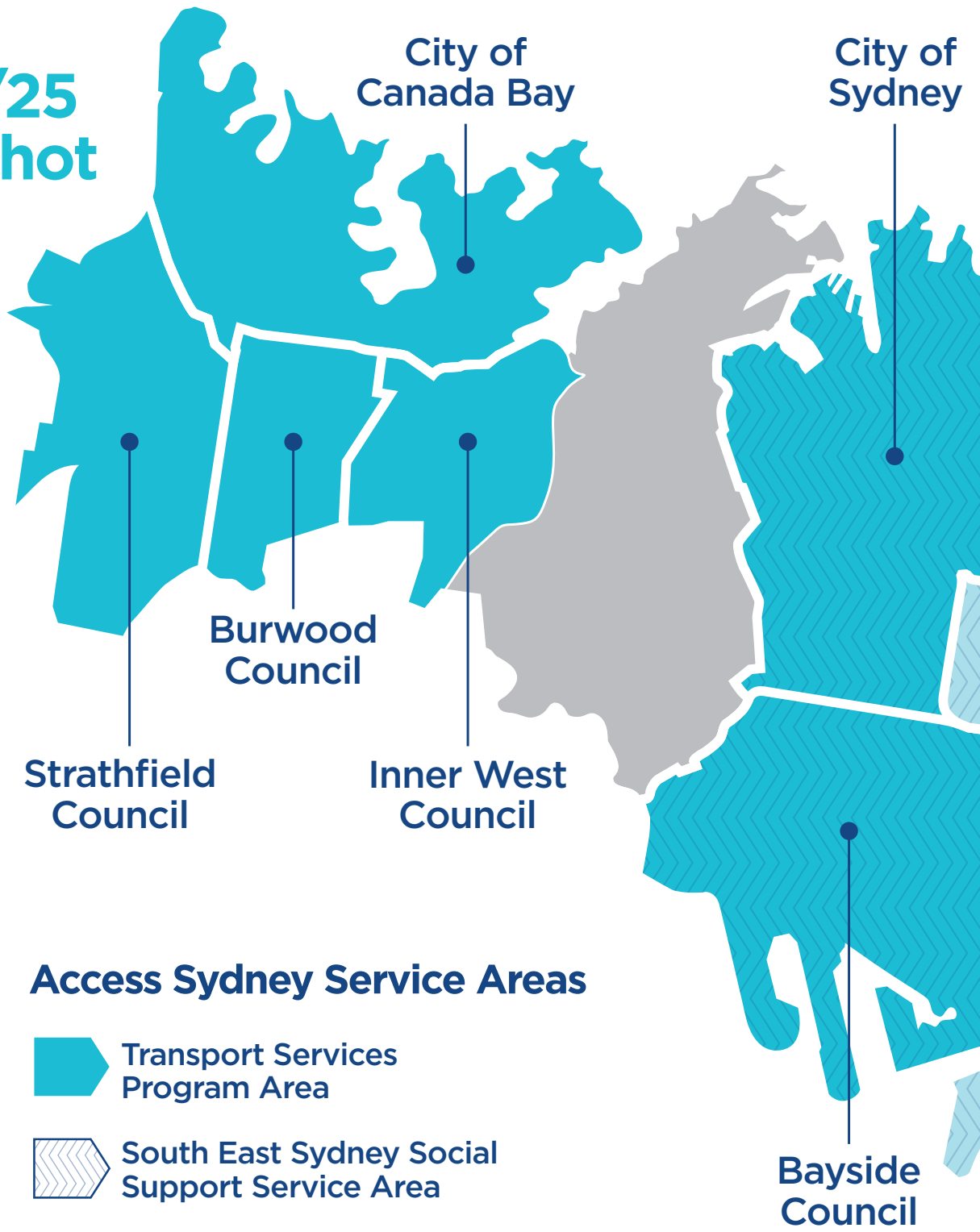
20% of clients suggested we introduce more flexible outings – on weekends or in the evenings. Planning is already underway to incorporate these ideas.



Listening brings better services

In 2024, some clients suggested we develop shorter – half day – outings, which led to the introduction of our fortnightly Coffee Club program. Coffee Club has already become one of our most popular services – offering the opportunity to get out and meet and have a chat over a coffee.

2024/25 Snapshot




620,982
Kilometres
Travelled


160,268
Total number
of Trips


89,612
Client trips*



Our Fleet



8 Buses



10 Vans



7 Cars

Client trips*

Share of trips	Percentage
Shopping	10%
Social Outings	54%
Health Related	32%
Individual Social Activities	4%

Local Govt. Area	No. of Trips	Km Travelled
Sydney	27,283	136,884
Inner West	12,228	59,044
Canada Bay	13,649	97,985
Bayside	6,846	25,651
Strathfield	9,398	48,889
Burwood	6,941	31,242
Eastern Suburbs	5,678	61,720
Other	7,589	20,445
TOTALS	89,612	481,460

* Aged Care, Community and Health Related Transport for registered clients



9,135

hours of social support provided



15,968

Village to Village Passenger Trips



44,234

Commercial Passenger Trips



Health Related and Personal Transport

Our Health Related and Personal Transport service assists clients to get to their appointments on time and back home safely. The service operates 'door to door' from the client's home to their destination and return.

Our clients use this service to attend medical appointments, go to the pharmacy, the bank, the hairdresser, activity and exercise groups, or visit friends or family.

We delivered
35,556
personal
transport trips
in 2024/25



Personal Transport is On Time

Bruce

Few people know how important it is to get to your appointment on time more than Bruce. Bruce, who lives alone in Five Dock, has been travelling to Concord Hospital three times a week for kidney dialysis for the past 2 ½ years. He says,

"it was quite a shock to discover I needed dialysis"

Bruce then came to realise the enormous amount of time and travel involved. To ensure he meets the requirements of the dialysis schedule, Bruce needs to leave home at around 6.30am and is usually collected by

Access Sydney Driver, Dev. Despite the early rise, he says that ***"It's nice to have a chat with Dev early in the morning."***

Following his dialysis treatment, Bruce is collected by an Access Sydney driver who calls him on arrival, gives him time to get to the vehicle and then ensures that he gets home safely.

Bruce sums up his experience, ***"for someone like me, who must get to appointments on time, I appreciate this reliable, friendly and helpful service."***



Shopping

Our Shopping Service helps clients to maintain independence and meet their everyday needs by providing safe access to major shopping centres. When needed a Client Assistant is on board the bus to help clients on and off the vehicle and carry their shopping bags to their door.

The service provides access to Broadway Shopping Centre, Burwood Plaza, Eastgardens, Leichhardt Market Place and Marrickville Metro Shopping Centre.

We delivered
7,089
shopping
service trips
in 2024/25

“We Couldn’t Do Without It!”

That’s what Brenda, Margaret, and Taunaz say about the weekly shopping service that collects them from their homes in the Ashfield area and takes them to Leichhardt Market Place to go shopping.

For Brenda and Margaret, who live alone and with no local family, and with lesser mobility making it harder to get out, the weekly excursion to the shops is often the only weekly trip.

The service works to respond to everyone’s needs. As Taunaz explains,

“they ring us five minutes before the bus arrives so that we can be ready to join it.”

Brenda adds ***“my street is very awkward, but Brian, our driver, knows where to park.”***

And, for Margaret, “the staff are very helpful, they pack my walker for me and get it back out at the shops.”

At the shops they are met by Gurmeet, who assists them with their shopping – with heavier items, or getting something off a higher shelf. But, as Margaret points out, ***“I want to make my own choices – that’s why I go shopping”***.

While at the shops, Brenda, Margaret and Taunaz always meet up for a coffee and talk over the week’s events.

On the way home, they rely on Josephine who assists on the bus, to help them with their shopping bags ***“I’m beyond carrying the shopping up the steps to my apartment”*** says Brenda.





Social Outings

Our Social Outings program offers clients the opportunity to enjoy a day out, discover new places, and make new friends. Each quarter a new calendar of outings is distributed to clients so they can find something they like and book ahead. Outings include visits to scenic outdoor locations, cultural experiences, museums and galleries – and of course there is always good company and great food!

We delivered
46,599
social outing
trips in 2024/25



Zig Zag Railway

More than 80 clients celebrated winter in the Blue Mountains with a ride on the historic 1869 Zig Zag steam train that winds through the mountains.



A Day in Berry

Over 90 clients travelled to Berry to visit the local sights including the Treat factory and the Berry Museum.



Coffee Club

A new innovation of last year, this program has been a stunning success among clients. Three Coffee Club groups are now meeting every fortnight, alternating between cafes, but always enjoying the coffee and friendship.



Bates Street Social Group

Every Monday morning, the Bates Street Group gathers at the Strathfield Community Centre—a tradition that's been going strong for over 35 years. Founded by Strathfield Council, the group now includes around 135 members from a rich tapestry of cultural backgrounds.

Their weekly meetups are filled with laughter, shared stories, yoga, exercise classes, and morning tea. But it's the third Monday of each month that brings a special kind of excitement: a social outing with Access Sydney Community Transport.

"We get the quarterly outings calendar from Access Sydney," says Loga, one of the group's long-time members and current treasurer. *"We sit down together and decide which trip we'd like to go on. It's really nice to get out as a group."*

For many in the group, these outings are more than just a change of scenery—they're a lifeline to independence and connection. Lois shares a moment that stuck with her: *"Arthur, our driver, was looking in the rearview mirror and I couldn't figure out why. Then I realised he was checking to see if we all had our seatbelts on. He's always looking out for our safety."*

Safety and care are recurring themes in the group's experience. *"Even at lunch," Loga adds, "the drivers help us get our meals and make sure we all have water."*

Anasuya, who also uses Access Sydney for Friday shopping trips, says the social aspect is just as important as the errands.

"It's not so much about the shopping. It's the socialising. Access is excellent and I always feel safe."

Meriel appreciates the warmth and professionalism of the staff behind the scenes. *"Nothing is too much trouble," she says. "The staff on the phone are always lovely and helpful."*

And for those who no longer drive, Access Sydney makes it possible to stay involved. *"There are many of us who no longer drive," Lois reflects. "Being picked up to attend the Centre and go on outings makes it easier to stay part of the group."*

Through Access Sydney Community Transport, the Bates Street Group continues to thrive—staying active, connected, and supported in their community. Their story is a testament to the power of inclusive transport in helping seniors live vibrant, social lives.



Social Support

Our Social Support program plays a vital role in reducing isolation and keeping people connected to others in their community. With 45% of our clients living alone and many having no family nearby, this program provides opportunities to engage with others and build friendships. Through small group shopping trips, social outings, and everyday assistance we help clients to stay connected, supported and active in their communities.

We delivered
9,135
hours of social
support services
in 2024/25



A Passport to Friendship

Robyn

Robyn believes Access Sydney is her passport to friendship. Living alone, without family nearby, and not getting younger, often left her feeling lonely. Recommended by a friend, Robyn linked to Access Sydney to ensure she could get to her medical appointments and do her shopping.

“The services were so friendly, I decided to see what else they offered – and that’s when I discovered the social outings program.”

Access Sydney’s small group outings program for social support clients is now a key part of Robyn’s life. The program has provided the opportunity for her to get out and about, meet people and visit places she not seen before or for a long time. The program has been so successful that Robyn now organises her other appointments around the outings!

As Robyn puts it, *“This is the life with Access Sydney – get out and enjoy yourself and meet new friends.”*

On Board with Aged Care Reforms

Access Sydney supports the Government's new Aged Care Act 2024, which comes into effect on 1 November 2025. The Act sets out a stronger foundation for aged care—one that prioritises fairness, safety, and respect for older Australians.

As a long-standing provider under the CHSP, Access Sydney will be formally registered as a provider under the new legislation. We've been working hard in preparation and have reviewed and updated our procedures to meet the legislation and strengthened Aged Care Standards, and we're actively informing clients about what the changes mean for them.

The New Act aims to improve Aged Care services by:



Providing a single point of access to Aged Care services that are safe and culturally appropriate.



Ensuring that participants can make their own decisions about services, have their choices respected and can retain control over the services that they receive.



Better oversight of Aged Care services, including improved regulation of service providers.

Through newsletters and consultation forums, we've shared information on the new Statement of Rights, the Code of Conduct for staff, and how clients can continue to make informed choices about their services.

These reforms align with our commitment to delivering client-led services that are safe, affordable, and responsive—and we're ready to move forward with our clients, together.

The Future of CHSP

As the aged care reforms take shape the future of CHSP remains uncertain. CHSP provides vital 'entry level' support that helps older people live independently in their homes and communities – services such as community transport.

While the Government has confirmed that CHSP will continue for the next two years, there is uncertainty about what happens after that. It is unclear if CHSP will continue as a program or be absorbed into the new Support at Home program – a fee for service, packaged based program.

Access Sydney strongly supports CHSP continuing as a standalone program. It empowers client choice, promotes wellness and enables early intervention – all at a local community level. However, improvements are needed, including a sustainable funding model, to ensure CHSP can keep delivering quality services for people where they live.

We will continue working with sector partners to inform the community and advocate to government for the retention and strengthening of CHSP.

Our Staff



Our driving force in the community

Access Sydney's drivers and client assistants are at the heart of our service. Coming from diverse backgrounds and united by a commitment to safety and care, they are the trusted faces our clients see every day - and sometimes they are the only person our client sees that day.

In 2024-25, they travelled over 620,000 kilometres and delivered more than 160,000 trips—including 956 social outings to destinations across NSW, from the Blue Mountains to the South Coast.

Client safety, choice and comfort remain our top priorities. Over the past year, all staff maintained current first aid certification and completed approved aged care, disability and driver related training. These skills, combined with their experience, reinforce our commitment to delivering safe, respectful, and client-focused services.



Total Staff
75



49%
of Staff Work
Part-time



69%
Culturally and
Linguistically Diverse



43%
of Staff
are Female



18

Different Languages Spoken

Including: Mandarin, Cantonese, Nepali, Italian Greek, Japanese, Vietnamese, Korean, Russian, Spanish, Tamil and Yoruba

Jenny: 30 Years – and A Lot More to Give

When Jenny Armitage commenced working one day a fortnight, assisting older people with their shopping, she had no idea that she would one day look back over 30 years of exemplary service to the aged community of the Inner West.

In 1995 Jenny commenced work with Inner West Community Transport supporting clients to do their shopping at Birkenhead Point Shopping Centre. Assisting up to 11 clients at a time, and sometimes surrounded by shopping bags, she would get hard to reach and heavy items in the supermarket, help at the checkout, and make sure that everyone in the group was organised to get what they needed.

Over the past 30 years Jenny has seen numerous changes to the staff, clients, her own organisation, and even the shopping centres visited. As she laughingly says,

“I got to know a lot about shopping and A LOT about shopping centres!”

But, for Jenny, it is really about the people who she assists - the opportunity to help people as they age, become less mobile, or lose some sight, but want to remain independent.

“I am lending a hand to people who have been used to doing things for themselves.”

Jenny has helped hundreds of clients over the years of her service. Naturally, our clients recognise Jenny’s contribution to their lives – they say she is like their sister who is always there to help but wants nothing in return.

And for her part, building relationships with the clients and making sure they are right for the week brings its own satisfaction.

In her own words, ***“I absolutely love my job – the chance to help older people with their everyday needs is all the reward I need!”***

Thank you, Jenny, and we look forward to your continued contribution to older people in the Inner West!



Antonia and Josephine – A Lifetime Of Experience



Access Sydney lost nearly half a century of valuable experience when two of our long-standing and much loved Client Assistants, Antonia Condoluci and Josephine Baudille, retired this year.

Antonia started working with Inner West Community Transport in 1999 and Josephine commenced in 2003.

In their role as Client Assistants, they assisted older people with their shopping. As Antonia described, they were *“pushing a trolley, getting goods off the shelves, packing their bags, helping them on and off the bus, and taking their shopping in for them.”*

Shopping services were, at the time, the backbone of the community transport service with clients being able to access Ashfield Mall, Birkenhead Point and then Leichhardt Market Place on a regular basis.

Through numerous staffing and organizational changes Antonia and Josephine showcased

the care, respect, and assistance that became the hallmark of their service to our clients. Josephine described her role as

“I got to know, help and care for a lovely group of people who I would catch up with regularly.”

In 2025, after nearly 50 years of service together, Antonia and Josephine retired. Looking back Antonia summed it up,

“I have loved working with such beautiful people whether they be field or office staff - we have all become a great team always working together to support our clients.”

Volunteers Making Community Connections



Community connection is the key contribution that our volunteers make to the delivery of Access Sydney's services.

Our volunteers bring together community members from a range of cultural backgrounds to ensure that everyone can enjoy the social outings that Access Sydney offers. Volunteers work closely with our client services team to shape our services to meet the needs of each group and determine appropriate destinations, lunch spots, and timing.



Over 2024/25 volunteers helped us to extend our services to 20 groups to take monthly outings across the Sydney region. Reflecting the demographics of our service area, this includes supporting 14 Chinese language groups, each of which is supported by volunteers. We met with the volunteers earlier this year to plan services and respond to each group's needs.

Report from the Treasurer



Arthur Stobierski
Treasurer and Board Director

Over a three-year period, led by our CEO, Michelle Newman, and the Board of Directors, Access Sydney has embarked on a journey of improving productivity, outputs and re-investing in core systems and processes. This journey also included the re-building and strengthening of our Senior Leadership Team to ensure optimum customer outcomes were achieved.

The results are evident and have been reported as such, with Access Sydney delivering a Compound Annual Growth Rate (CAGR) in outputs of 50% over the last three-year period, which equates to a +300% increase on the FY2022 closing balance. This significant increase has been achieved through investment in key staff and management personnel, team collaboration, and a focus on systems and processes.

In addition, last financial year saw strategic re-investment in our vehicle fleet with the purchase of four (4) new vehicles and disposal of several older units, assisting with output delivery and a future reduction in vehicle operating maintenance costs.

In summary, whilst a very challenging year financially, the business was still able to deliver a surplus profit on closing, and there are many positives entering the new financial year. Focus will continue on key operational activities, customer service delivery, and key strategic investments.

Key Operating Metrics

Access Sydney has reported an Operating Income of \$80,888 versus last year of \$100,213. This year's operating results included the release of prior year retention fund which related to Deferred Government Revenue (\$542,500).

Grant and Service Income was up on prior year by 14.5% and reported at \$5,468,899 (\$4,775,901 prior year). It should be noted that excluding the release of the retention

fund of \$542,500, Grant and Service Income was up on prior year by 3.75% which was represented by CPI growth.

Employee expenses were reported at \$5,188,097 and were up by 11% on prior year. The increase consisted of a 3.75% CPI gazetted wage increase, 0.5% increase in superannuation guarantee, and investment in key strategic roles making up the balance.

In line with the prior year, a significant contribution to our overall income stream was Interest Received and was reported at \$237,182 (\$264,265 prior year). This additional income was received from an ongoing investment in surplus cash funds into cash term deposits, a strategy that is expected to continue next year.

Our cash at the beginning of the financial year was \$5,282,319 and our cash at the end of the financial year was \$4,826,920 an overall decrease of 8.6%. A contributing factor to the overall cash decrease was the capital re-investment in new vehicle fleet (\$310,821).

On behalf of myself and the entire Board, I would like to thank our CEO Michelle Newman, and the entire Senior Leadership Team for an outstanding effort during the last financial year in delivering yet another positive step change in overall outputs, and a closing surplus in Operating Profits.

I look forward to working with you all in 2025-26 to achieve even greater results across various key performance indicators.



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 2025, 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

22 October 2025
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 2025, 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 2025 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 2025 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

22 October 2025
Sydney NSW 2000

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Directors' Report

For the Year Ended 30 June 2026

1. General information (Cont'd)

Information on Current Directors (Cont'd)

Ian Lordish

Ian is a Governance Institute of Australia Facilitator, Chair of Burrendong Minerals Ltd and Company Secretary of the Sydney Eye Hospital Foundation Ltd. He is an experienced Director and Secretary having experience in the governance of Listed, Unlisted and Not-for-profit entities with formal qualifications in Accounting, Law & Governance. Ian's experience includes senior roles in mining, quarrying, real estate and education. He is a Commissioner in Scouts Australia NSW and was a member of Abbotsleigh Council for over 11 years. Ian joined the Access Sydney Community Transport Board in May 2024.

Members' guarantee

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the constitution states each member must contribute an amount not more than \$10 (the guarantee) to the property of the company if the company is wound up while the member is a member, or within 12 months after they stop being a member, and this contribution is required to pay for the: (a) debts and liabilities of the company incurred before the member stopped being a member, or (b) costs of winding up. On 30 June 2025 the number of members was 15 (2024: 19).

2. Other Items

Future developments and results

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.

Auditor's independence declaration

The lead auditor's independence declaration, for the year ended 30 June 2025 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 20 day of OCTOBER 2025

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 2025

		2025	2024
	Note	\$	\$
Grants and services income	4	5,468,899	4,775,901
Interest income		237,182	264,265
Other income	4	1,007,241	1,134,821
Employee benefits expense	5	(5,188,097)	(4,663,994)
Depreciation and amortisation expense		(220,372)	(255,163)
Vehicle service & on costs	5	(761,866)	(614,181)
Occupancy expenses		(76,071)	(33,203)
Professional fees		(12,752)	(29,749)
Other expenses		(369,497)	(474,202)
Finance expenses		(3,779)	(4,282)
Surplus before income tax		80,888	100,213
Income tax expense		-	-
Surplus for the year		80,888	100,213
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		80,888	100,213

The accompanying notes form part of these financial statements.

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Financial Position

As At 30 June 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	4,826,920	5,282,319
Trade and other receivables	7	507,792	704,531
TOTAL CURRENT ASSETS		5,334,712	5,986,850
NON-CURRENT ASSETS			
Property, plant and equipment	8	478,712	284,208
Right-of-use assets	9	232,486	110,861
TOTAL NON-CURRENT ASSETS		711,198	395,069
TOTAL ASSETS		6,045,910	6,381,919
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	324,422	390,613
Lease liabilities	9	110,004	111,311
Short-term provisions	11	548,564	534,955
Deferred liabilities	12	581,663	1,085,000
TOTAL CURRENT LIABILITIES		1,564,653	2,121,879
NON-CURRENT LIABILITIES			
Lease liabilities	9	122,482	-
Long-term provisions	11	207,763	189,916
TOTAL NON-CURRENT LIABILITIES		330,245	189,916
TOTAL LIABILITIES		1,894,898	2,311,795
NET ASSETS		4,151,012	4,070,124
EQUITY			
Reserves	14	626,790	1,126,790
Retained Surplus		3,524,222	2,943,334
TOTAL EQUITY		4,151,012	4,070,124

The accompanying notes form part of these financial statements.

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Changes in Equity For the Year Ended 30 June 2025

2025

	Service Delivery Reserve - CHSP	Vehicle Replacement Reserve - ASCT	Retained Surplus	Total
	\$	\$	\$	\$
Balance at 1 July 2024	1,126,790	-	2,943,334	4,070,124
Net surplus for the year	-	-	80,888	80,888
Transfer from Service Delivery Reserve - CHSP to Retained Surplus	(500,000)	-	500,000	-
Balance at 30 June 2025	626,790	-	3,524,222	4,151,012

2024

	Service Delivery Reserve - CHSP	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

The accompanying notes form part of these financial statements.

Access Sydney Community Transport Ltd

ABN: 23 985 892 007

Statement of Cash Flows

For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers and grant revenue		7,122,507	5,692,700
Payments to suppliers and employees		(7,384,515)	(5,968,510)
Interest received		237,182	264,265
Interest paid		(3,779)	(4,282)
Profit on sale of vehicle		150	43,090
Net cash (used in) / provided by operating activities		(28,455)	27,263
CASH FLOWS FROM INVESTING ACTIVITIES:			
Net proceeds from sale of plant and equipment		-	87,091
Purchase of plant and equipment		(304,014)	(26,126)
Net cash (used in) / provided by investing activities		(304,014)	60,965
CASH FLOWS FROM FINANCING ACTIVITIES:			
Principal elements of lease payments		(122,930)	(70,835)
Net cash (used in) financing activities		(122,930)	(70,835)
Net (decrease) / increase in cash and cash equivalents held		(455,399)	17,393
Cash and cash equivalents at beginning of year		5,282,319	5,264,926
Cash and cash equivalents at end of financial year	6	4,826,920	5,282,319

The accompanying notes form part of these financial statements.

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 2025 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 20/10/2025.

Village to Village Shuttle

Since 2007, the Village-to-Village shuttle has been linking residents in the inner city to health, shopping and community facilities. Supported by the City of Sydney, the shuttle runs every Thursday and Friday across three routes.

Passengers accessed facilities like the Royal Prince Alfred and St Vincent's Hospitals, as well as Broadway Shopping Centre, Chinatown, Glebe and Surry Hills libraries and a range of other community facilities. Around half of the Shuttle's passengers use the service to do their shopping, and a further 20% travel to their medical appointments.

The Shuttle meets the needs of vulnerable residents of the City. The passengers are mainly older people – with nearly 60% older than 70 years. Two thirds of passengers are women, and they are from diverse backgrounds – with over half of Chinese heritage.

Last year 16,000 passengers used the Village to Village service



Our Partners



Australian Government

Department of Health,
Disability and Ageing

Department of Health, Disability and Ageing

Access Sydney is supported by the Australian Government Department of Health, Disability and Ageing



NSW Government

The NSW Government supports Access Sydney through funding to deliver the Community Transport and Health Related Transport Programs. These small, but flexible programs extend our ability to respond to the broad range of transport needs in our communities.



Australian Government

Department of Home Affairs

Department of Home Affairs

Access Sydney received funding from the Australian Government for Cyber Security Awareness communications.



City of Sydney

For 18 years the City of Sydney has been critical to the delivery of the Village to Village Shuttle service, by supporting the operation of the service and providing garaging facilities for vehicles.

Community Groups

We work in partnership with organisations such as Australian Chinese Community Association, Multicultural Care NSW, Greek Orthodox Community of NSW to transport their clients to services and activities across the region. We are passionate about supporting Culturally and Linguistically Diverse communities everywhere to access services.



澳華公會
Australian Chinese Community
Association of NSW



Southpoint

Southpoint Shopping Centre in Hillsdale provides a designated parking space for Access vehicles in Hillsdale, strengthening our capacity to service clients living in the Bayside and Randwick areas.



Paula Le - Volunteer for 10 years

Charitable Donations

Access Sydney is a registered charity and welcomes donations from community members to extend our services into areas of need. Our deductible gift recipient status allows donations to be tax deductible. For more details contact our friendly team on **8241 8000**.

Volunteers

We welcome volunteers from all walks of life. Whether you are a university student or recently retired we have a range of roles which can provide benefits to you as well as our clients. Give us a call on **8241 8000** to learn how you can help your community.



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