

30 April 2026

**Increase to Client Contributions/Fees.**

As mentioned in my letter of 9 March 2026, in order to maintain the high standards of quality and reliable service that you expect from Access Sydney, it has become necessary for us to adjust our fees. The new fee schedule can be found on our [website](#). The new fees will be effective from 1 June 2026.

This adjustment reflects the rising cost of living, leading to a significant increase in our operating costs. Access Sydney's last fee increase was in February 2024, and the government does require us to collect a reasonable contribution from clients for the subsidised services you receive. I can assure you that we have kept any increases to a minimum.

We know that any fee adjustment may have an impact and if you have any questions or would like to discuss your specific circumstances, feel free to get in touch with our friendly multilingual team by phone: 82418000 or email: [admin@accesssydney.org.au](mailto:admin@accesssydney.org.au).

We are here to help.

Thank you for your understanding and continued support. We look forward to providing you with the best transport services and experience.

Best regards,



Michelle Newman, CEO  
Access Sydney Community Transport Ltd