



# Community Transport

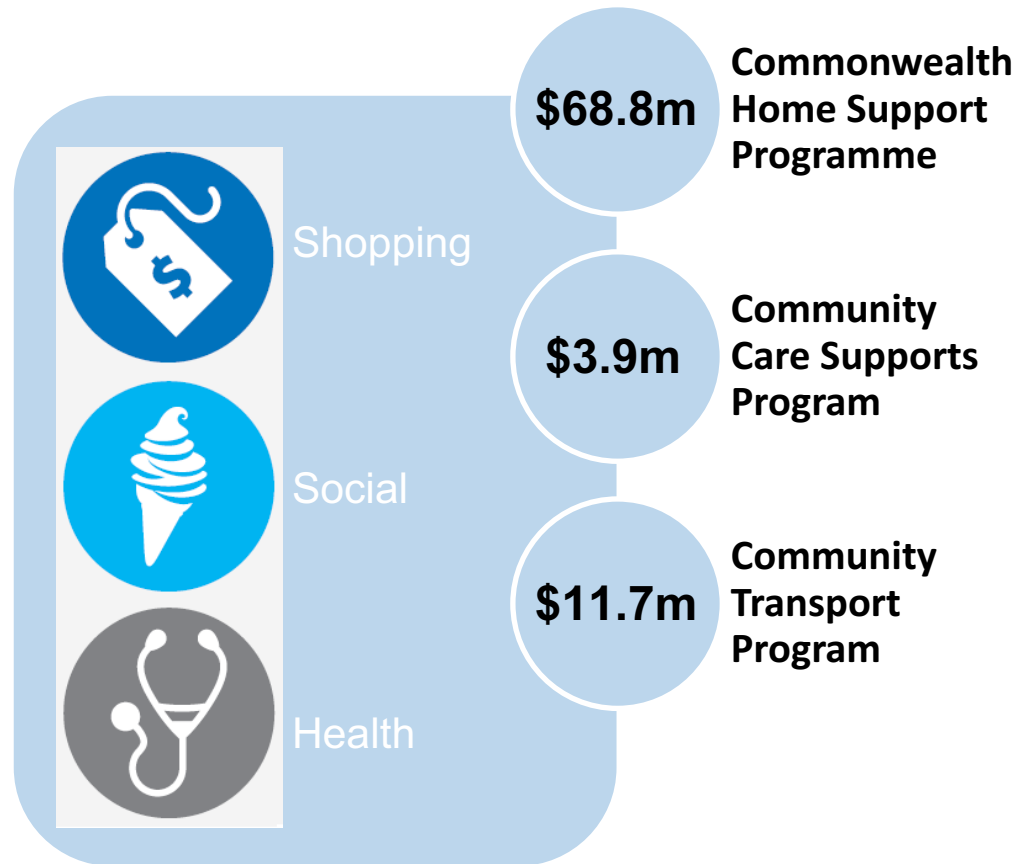
CTO Conference

Ross Elson

Director, Rural & Regional Service Delivery &  
Performance

16 November 2017

# what we do



# achievements

Certificate in  
Transport  
Management

Family and  
Community Services

Ministry of Health



Bus Operator  
Accreditation Scheme  
(BOAS) networking  
and training

Federal Department  
of Health

# service contract

Current Term  
1 October 2016 -  
30 June 2018





CHSP funding extension  
30 June 2020



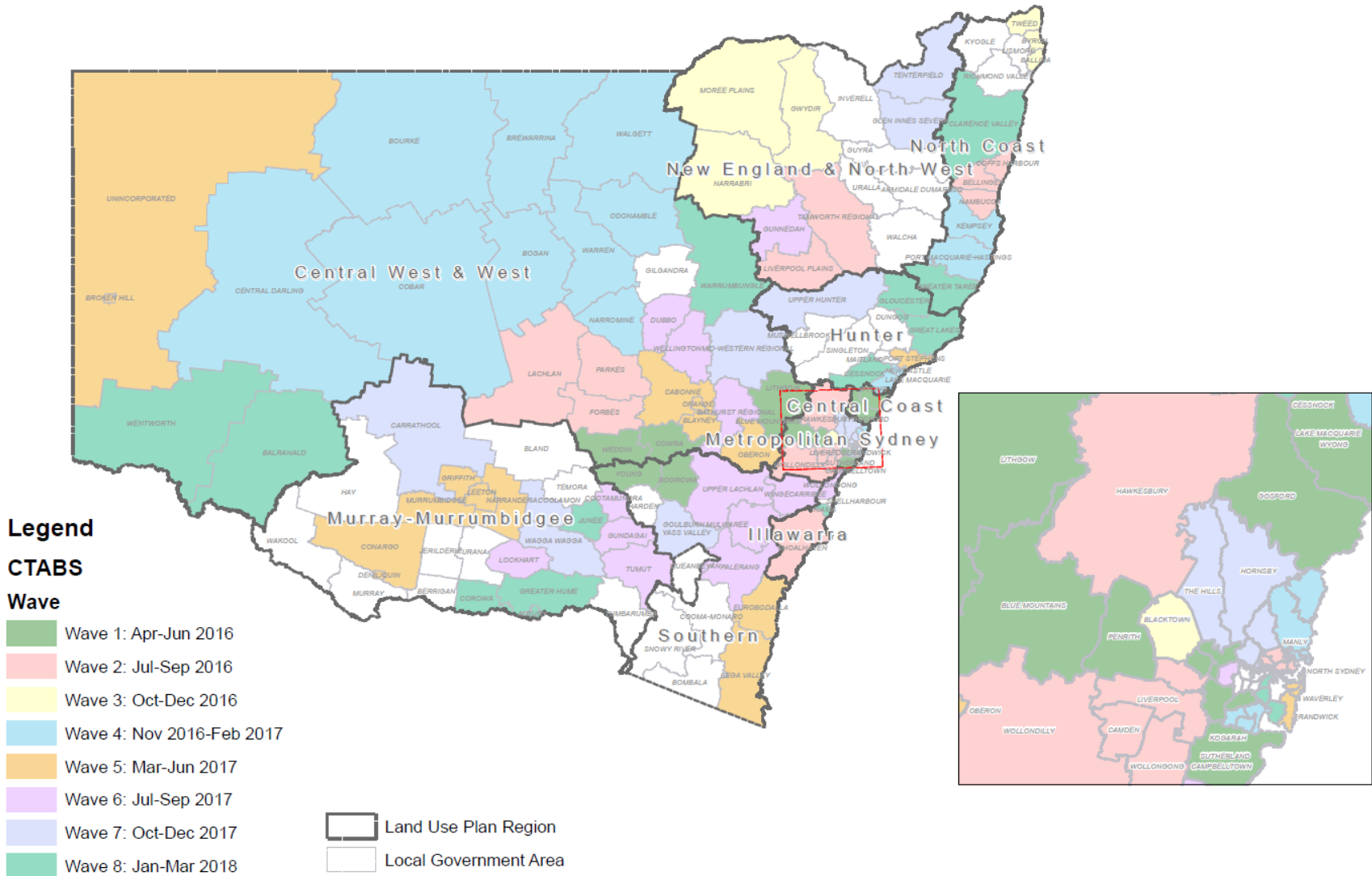
KPI Reporting

Extension options  
30 June 2020

# service contract

Reporting Requirement	Due	Received
Commencement Asset Register	Oct-2016	 98%
Operational Budget	May-2017	 99%
Additional Performance/Service Delivery Report	Jul-2017	 95%
Customer Feedback	Jul-2017	 74%
KPI Reporting	Jul-2017	 93%
Aboriginal Engagement Plans	Jul-2017	 87%
Annual Compliance Returns	Oct-2017	 73%
Audited Financial Report & Financial Acquittals	Oct-2017	 67%

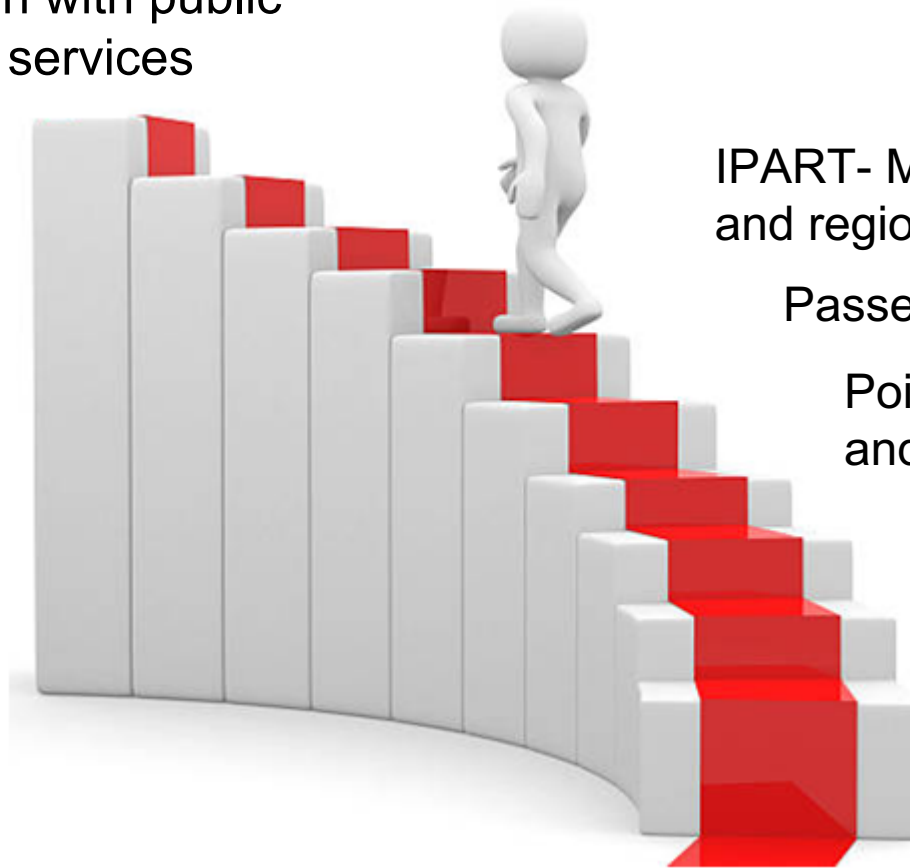
# CTABS



# next year

Greater customer service  
and choice

Interaction with public  
transport services



IPART- Maximum fares for rural  
and regional bus services

Passenger Transport Regulations

Point to Point Transport (Taxis  
and Hire Vehicles) Regulations

National Disability Insurance  
Scheme

questions





