

Change Summary CT Guidelines Version 2.1

Change	Why	Impact
Section 2.1 Removed 'economic wellbeing and participation' wording	This concept is better explained later in the guidelines and the wording may cause misconceptions around the purpose of CT	This change is not intended to impact services users or to change the purpose of the program. Economic wellbeing and participation is intended to indicate that CT is for service users who may be financially disadvantaged or to allow service users to access essential services including shopping centres or economic services such as banks.
Section 3.1 Removed wording 'or have limited access' in eligibility criteria	To simplify the eligibility criteria	This change is not intended to impact eligibility for service users but only to simplify the criteria. This change is intended to clarify that CT is for people unable to access other transport options, and that this is more common in communities with limited transport options. This is reflected in Section 3.2.
Section 3.1 Added wording to footnote regarding eligibility of carers	To clarify how the eligibility criteria applies to carers	This change is not intended to impact eligibility criteria for carers. It is only intended to clarify that the age limited criteria does not apply to carers.
Section 3.1 Moved wording regarding specific disadvantaged groups to Section 3.2	The level of disadvantage a group experiences impacts the priority of the service not the eligibility	This change is not intended to impact eligibility or prioritisation for service users . It is only intended to clarify that while transport disadvantage is an eligibility requirement for CT, the level of disadvantage is more relevant to prioritisation of services.
Section 3.1 Added wording regarding service users under 18 years of age	To provide clarity regarding the appropriateness of CT for service users under 18 years	This change is not intended to impact eligibility for service users under 18 years of age. All service providers who are offering services to children should already be aware of and operating in accordance with appropriate legislation. This change is only to ensure clarity and that services being delivered to children are appropriate and tailored to their needs.

<p>Section 3.1 Altered wording from 'chronic health or mental health condition' to 'support needs'</p>	<p>To provide clarity on eligibility considerations</p>	<p>This change is not intended to impact eligibility for service users. It is only intended to indicate that eligibility is not determined by the presence of a chronic or mental health condition but rather by the support needs that people with a chronic or mental health condition may have and how CT can assist with these support needs. This is similar to wording used by the Australian Community Transport Association (ACTA).</p>
<p>Section 3.4 Removed wording regarding wait list</p>	<p>To ensure that CT services are being utilised efficiently</p>	<p>This change is not intended to impact service provision. Service providers may continue to utilise a waitlist where appropriate. Due to the intended short-term nature of CT, service users should ideally not be placed on a waitlist where there is an alternative appropriate provider.</p>
<p>Section 3.4 Altered wording from 'should contribute' to 'are asked to contribute'</p>	<p>To ensure that fees are not a barrier to entry for CT service users</p>	<p>This is not intended to impact any existing fee policies set up by individual service providers. Providers may continue collecting co-contributions in line with their policies. This is only intended to ensure that CT service users are aware that their ability to pay fees will not be a barrier to entry.</p>
<p>Section 3.5 Additional wording regarding after hours operation</p>	<p>To provide clarity regarding out of hours operation</p>	<p>This does not impact the service agreement standard hours. This change is intended to clarify that CT service providers may utilise CT funding to organise out of hours service provision where appropriate.</p>
<p>Section 7 Removed statewide phone number and email address</p>	<p>The department no longer has a statewide team</p>	<p>This change is not intended to impact the service providers' ability to contact the department, merely to direct to the appropriate contact person.</p>
<p>Appendix Section 1.8.2 Change to digit code from 4 to 8</p>	<p>The Australian Standard Classification of Languages (ASCL) has been updated</p>	<p>This change is intended to align the CT Guidelines with the ASCL 2025 which has updated from 4 digit codes to 8 digit codes. This change may impact the service providers reporting as changes will need to be made to align with these new codes. This is not intended to alter the reporting obligations.</p>