

# Community Transport

Program Guideline: Service and Reporting Specification

*January 2026 version 2.1*

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**Appendix – report data guide..... 15****Document information – version history**

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# 1. Introduction

Funding for Community Transport is provided as part of the Queensland Government's ongoing commitment to enabling economic participation, supporting healthy communities, and reducing social isolation for Queenslanders.

The Department administers the Community Transport program which supports the Queensland Government's vision of vibrant, inclusive, and cohesive communities.

## 1.1. Purpose of the Program Guideline

The purpose of this Program Guideline - Service and Reporting Specification is to describe the intent of Community Transport funding, the Service Users, the service type, and associated service delivery and reporting requirements.

The department's Service Agreement – Funding and Service Details (the Service Agreement), provides specific details that underpin the business relationship between the department and the funded organisation. This guideline should be read in conjunction with the Service Agreement.

Where there is a discrepancy between this document and the Service Agreement, the Service Agreement takes precedence.

**This Program Guideline - Service and Reporting Specification does not replace each organisation's own operational guidelines or procedures.**

# 2. Program Information

## 2.1. Program intent

Community Transport supports Service Users to access and stay connected with their local community, resulting in increased social participation and wellbeing.

Community Transport is a practical service which sits within the spectrum of transport services available in each community. The intent of the Community Transport program is:

- Having a specific focus on the most vulnerable in our community to gain or regain independence and to create more equitable community participation;
- Providing services in locations where other transport options are in short supply; and
- Being part of the human and social services sector and playing a role in creating community, networking with, and potentially being a "soft entry" point to, other social and community services.

The intended outcomes for people being supported through the Community Transport program are:

- increased social participation;
- increased community connection and inclusion;
- increased health and wellbeing through connection to essential services and community; and
- maintained or increased independence and capacity for choice and control over daily living activities.

Recognising the diversity of communities across the state, Community Transport is underpinned by a model of flexible provision with modes of delivery adapted to meet the needs of the local community.

## 2.2. Service Specification

### 2.2.1. Service codes

Service User code	Service Type code
People experiencing transport disadvantage (U8010)	Community Transport (T520)

### 2.2.2. Service user description

*People experiencing transport disadvantage (U8010)*

Community Transport assists people who are transport disadvantaged. Refer Section 3.1 for specific eligibility for Service Users.

### 2.2.3. Service type description

*Community Transport (T520)*

Community Transport provides point to point (home to destination and destination to return home) transport services with a focus on enabling Service Users to access essential services and participate socially and economically in their community.

The primary service activity is transporting Service Users to enable them to engage in activities including but not limited to; shopping and banking; social and recreational activities; community support services; volunteering opportunities and health and wellbeing supports (excluding health appointments where other transport options are available through Queensland Health or Queensland Ambulance Service).

Community Transport provides 'transport with care', meaning that service provision incorporates understanding of an individual's needs and, if required, the service incorporates appropriate assistance to enable the Service User to get in and out of their home, the vehicle and the venue / services they are accessing. It does not include providing support during the activity for the Service User to participate in it.

Community Transport services should be delivered in a manner that is appropriate to the local community, cultural needs and the individuals requiring supports. This could result in transport support being delivered:

- through individual one-to-one (1:1) services;
- on a group basis for multiple Service Users; or
- through aggregated arrangements for multiple Service Users who have separate destinations.

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## 3. Program requirements

### 3.1. Access and eligibility determination

Access to Community Transport is through self-referral to a funded Community Transport provider. Self-referral means the Service User makes contact directly, or someone makes contact on their behalf. There is no centralised intake system.

It is the responsibility of the funded organisation to undertake intake screening processes to determine the eligibility of a person requesting access to Community Transport services and, if eligible, prioritise their request for support.

#### **Eligibility**

Services through Community Transport are available to people who experience transport disadvantage and are:

- under 65 years of age; and
- unable to access other transport options, including public or private transport or transport funded through other funded/subsidised schemes; or
- an unpaid carer<sup>1</sup>, travelling in their role as a carer.

Transport disadvantage can be defined as a difficulty accessing transport as a result of a range of factors, which can include geographic location, financial disadvantage, disability, or support needs.

Service users under 18 years of age must be accompanied by a parent or guardian or the service must ensure that appropriate consent is obtained from a parent or guardian. Where any other child specific service is appropriate and available, children should first be referred there for support.

### 3.2. Prioritisation of services

It is the responsibility of the funded organisation to develop a process for allocating resources in a way that is appropriate to the needs of the local community.

Services should be prioritised for Service Users who are not able to access their local community through any other means, based on the assessment by the funded organisation of each person's situation.

Factors that should be considered include:

- whether the person's need to access the community can be met through other transport options;
- whether the person is already in receipt of similar services through other government funding mechanisms;
- whether Community Transport is the most appropriate assistance for the person seeking support;
- the extent to which the provision of assistance will positively impact on the person's participation and wellbeing, and the potential negative consequences if transport support is not available; and

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<sup>1</sup> An unpaid carer refers to a person acting in their capacity of a friend, family member or volunteer to assist the individual person receiving support, but who may receive a carers payment or allowance. They are not paid support workers. The carer does not have to be under 65 years of age to be able to accompany the service user on a Community Transport vehicle.

- the effect that providing services to a particular person, or group of persons, would have on other existing or prospective Service Users, i.e. how this effects equity and availability of services to others and the best use of resources.

Specific groups in the community may experience higher levels of transport disadvantage including Aboriginal and Torres Strait Islander people living in regional and remote communities or people who are migrants or refugees from culturally and linguistically diverse backgrounds. Services should consider the specific needs of clients when onboarding them and providing them a Community Transport service.

### 3.3. Out of scope services and eligibility considerations

Community Transport focus is to provide transport services for individuals who do not have access to other options for transport, as such, a Community Transport Service User will be an individual who is **not** eligible for other government programs or schemes that provide transport services.

Generally, persons in receipt of transport services funded through the following programs and schemes will **not** be eligible for Community Transport:

- National Disability Insurance Scheme (NDIS);
- National Injury Insurance Scheme Queensland (NIISQ);
- School Transport Assistance Scheme (STAS);
- Commonwealth Aged Care Programs (including CHSP and Aged Care Packages);
- Taxi Subsidy Scheme (TSS); or
- Patient Travel Subsidy Scheme (PTSS) and Patient Transport Service (PTS) (includes non-emergency ambulance transport).

#### **Considerations for determining eligibility:**

There are some considerations and possible exceptions to persons receiving transport services funded through other programs. These include:

#### Queensland Community Support Scheme (QCSS)

Community Transport and QCSS are separate stand-alone programs with different eligibility criteria and service delivery requirements. Although the two programs are distinct and separate, QCSS and Community Transport have similar target cohorts and historical connections that may result in some Service Users utilising both programs at certain times.

Service Users of QCSS that meet the Community Transport eligibility criteria are to be accepted to access Community Transport and **not** excluded on the grounds that they receive QCSS services. This decision is based on the understanding that QCSS provides transport support only when in conjunction with providing other support services and that Service Users may need transport for other activities, for which QCSS does not provide support.

It is acknowledged that some funded organisations may be both a Community Transport provider and a QCSS provider, it is expected that the provider will determine the most appropriate support arrangement to meet the needs of the Service User, with consideration to the accountable and efficient use of program funding.

Some example scenarios for Community Transport and QCSS providers to consider:

- If a person only requires transport, then refer them to Community Transport.

- If as part of providing QCSS Community Connection Supports or Direct Care and Support it is more appropriate to the needs of the Service User for the support worker to also provide transport, then QCSS provides transport.
- If there is insufficient capacity for a QCSS service to provide transport, then a referral to Community Transport would be appropriate.

#### Patient Transport Service (PTS) and Patient Travel Subsidy Scheme (PTSS)

Community Transport does not provide transport services that duplicate public hospital and health care facility patient transport services, provided by Queensland Health. Service Users requiring hospital and health care facility patient transport are to access these services rather than Community Transport in this circumstance.

[Patient Transport Service \(PTS\) non-emergency medical transport](#) and [Patient Travel Subsidy Scheme \(PTSS\)](#) have specific criteria, it is acknowledged that these services do not provide transport for the broader range of health services, for example General Practitioner or dental appointments. Community Transport can provide transport services to Service Users for health care services where these services are not provided by Queensland Health patient transport services, and the person cannot access them through other means such as Taxi Subsidy Scheme.

#### National Disability Insurance Scheme (NDIS)

NDIS provides transport support to meet the costs of taxis and/or private transport for NDIS participants who cannot travel independently or use public transport due to the impact of their impairment/s on their functional capacity. For this reason, the Community Transport program seeks to support the many other vulnerable and socially disadvantaged Queenslanders, under 65 years of age, with no access to appropriate, affordable transport, who are not eligible for NDIS.

It is acknowledged that some NDIS participants may fully exhaust their yearly transport funding or their NDIS plan may not include transport. As a result of this shortfall some NDIS participants may seek to access Community Transport. In this situation, consideration can be given to allowing access for an NDIS participant.

General guidance to assist determining access to Community Transport:

- NDIS participants are to utilise NDIS funds for transport services and are not to be prioritised for Community Transport services over Service Users who have no other support options.
- If the Service User's NDIS plan does not include transport, or the transport component of their plan is fully exhausted, and no other options (for example Taxi Subsidy Scheme) are available, they may access Community Transport. NDIS participants should be encouraged to request reviews of their NDIS plan to include transport supports that better meet their needs.

### 3.4. Referral to alternative services

When a person is deemed eligible for Community Transport, but the provider does not have sufficient availability to deliver the service, the service outlet should provide the person, where possible, with the contact details of an alternative Community Transport provider. The service outlet should facilitate the referral to another Community Transport provider, where appropriate. A list of Community Transport providers is available on the webpage: [Community Transport program](#)

If the person requesting transport support is likely to be eligible for an alternative more appropriate program or service, the provider should provide that person with information regarding other possible services and support options.

### 3.5. Fees / Fares

Community Transport is a subsidy program and all Service Users in receipt of Community Transport services are asked to contribute, where possible, to the cost of their support through fees/ fares.

It is the responsibility of the funded organisation to develop a clearly accessible fees/ fares schedule and to collect these fees/ fares. All fees/ fares collected must be re-invested in the provision of Community Transport services.

A person should not be refused a service based on inability to pay. All providers should have a fee waiver policy which should be publicly available.

### 3.6. Hours of operation

Funded organisations are required to ensure that they can provide services within a reasonable time frame within standard business hours. Where a person requires a return trip outside of the service's standard hours, accommodations should be made to ensure the person is able to safely and reliably return home. This may include provision of a taxi voucher, extension of service times where appropriate, or alternative services being organised.

Funded organisations should have the ability to deliver services outside of business hours and on weekends, where appropriate, to meet the needs of Service Users.

Community Transport is not considered to be a crisis service and as such, funded organisations are not expected to provide emergency services or 24-hour service coverage.

### 3.7. Service Users not responding to a scheduled service

Funded organisations need to develop their own policies and procedures for when a Service User does not respond to scheduled service/s.

It is important that Service Users and their family members are aware of the organisation's policies and procedures that will ensure a timely and appropriate response to situations where a Service User may be at risk.

### 3.8. Complaints and disputes

Service Users, or their representative, have the right to provide feedback or make a complaint about the service they receive.

Funded organisations must have an appropriate and accessible complaints mechanism in place. In the first instance, the organisation is required to review and resolve a complaint regarding the Service User's concerns wherever possible.

In cases where the Service User and funded organisation are unable to reach a resolution, the department's contract manager can be contacted to assist.

Service outlets must not discontinue supports, refuse access, or otherwise take recrimination against any person because they have made a complaint.

The Service Agreement Standard Terms – clause 3.5 sets out the obligations in regard to dealing with complaints.

### 3.9. Privacy and confidentiality

Service Users have the right to privacy, dignity and confidentiality. Funded organisations must comply with all relevant legislation and policies regarding:

- collection, use and disclosure of personal information; and
- Service Users' rights to access their personal information.

The Service Agreement Standard Terms – clause 18 sets out the obligations in regard to the protection of personal information.

### 3.10. Notification of alleged misconduct or major incidents

#### **Alleged misconduct**

A funded organisation that becomes aware of an allegation of misconduct must report it to the relevant authority, such as the Queensland Police Service.

The funded organisation must notify the department when:

- it becomes aware of any allegation of misconduct or dishonesty concerning the funded organisation; and
- it has reported any allegation of misconduct or dishonesty to a relevant authority.

An allegation would be made when there is reasonable suspicion of misconduct or dishonesty of a serious nature relating to the operation of the funded supports, including offences liable to imprisonment against the officers accountable in the funded organisation, or its employees, volunteers, agents or subcontractors in connection with the provision of the funded supports.

A funded organisation's obligations in relation to notification of alleged misconduct are set out in the Service Agreement Standard Terms – clause 4.5(c).

#### **Major Incidents**

Funded organisations must minimise the risk of harm to Service Users, staff members and volunteers from the supports they deliver and from the environment in which they deliver supports.

Funded organisations must notify the department of any major incident within one business day of the organisation becoming aware of it.

The funded organisation's obligations in relation to notification of major incidents are set out in the Service Agreement Standard Terms – clause 4.5(d).

### 3.11. Other considerations

#### **Cultural accessibility**

Funded organisations must be culturally accessible, and staff must have appropriate cultural capability including access to training for working with people from diverse backgrounds.

#### **Worker screening**

It is the responsibility of each funded organisation to ensure that appropriate processes are in place and staff are suitably qualified and have undergone relevant worker screening with regard to people accessing their service.

## 4. Funding

Funded organisations are accountable for the expenditure of Queensland Government funding. Funding for Community Transport must be spent in accordance with the terms and conditions of the Service Agreement.

Funded organisations receive funding for Community Transport based on each service outlet and target outputs for the service outlet. An organisation may have more than one service outlet providing Community Transport, the funding provided and output targets for each service outlet are not intended to be transferred between service outlets.

### 4.3. Unspent funds

Funding allocated to Community Transport providers must be spent or committed in the financial year in which it is paid. Funded organisations must report the program expenditure in the Annual Acquittal Statement and are required to provide a quarterly unspent funds report.

The department will use a funded organisation's financial statements to identify any unspent funding and the organisation should explain the reasons for any unspent funds. If the department identifies an accumulation of unspent funds, the department may reduce a future payment to take account of the unspent funding or notify the organisation of the requirement to repay the unspent funding. If the funded organisation has exceptional reasons for requesting to retain the unspent funds for a specific purpose, approval must be sought from the department.

Unspent funding is managed under the Department's Unspent Funds Policy. Where there is discrepancy between these guidelines and the policy, the Unspent Funds policy will take precedence.

### 4.4. Overspends

A funded organisation is expected to incur the cost of any overspends and work within the stipulations of the Service Agreement and contracted level of funding. The department will not fund any overspends.

## 5. Reporting requirements

Funded organisations are required to report to the department about funding and service delivery, these requirements are set out in your organisation's Service Agreement. Included in the reporting requirements is the Annual Acquittal Statement, Annual Financial Statement and the quarterly Performance Based Acquittal and Unspent Funds report.

This Program Guideline - Service and Reporting Specification advises about the required content for quarterly Performance Based Acquittal. It does not provide P2i user guide instructions or guidance for financial reporting, please refer to the P2i User Guides available online or contact your Contract Officer for assistance with financial reporting or P2i.

## 5.3. Performance Based Acquittal

The Performance Based Acquittal to be submitted in P2i has two elements:

- Measure – DOC5.01 Number of Trips
- Attachment - Upload the Service User and Service Delivery Report

Item Code	Item Description
T520 - U8010	Community Transport (T520) - People experiencing transport disadvantage (U8010)
Measure code	Measure description
DOC5.01 - Output measure	Number of trips
Attachments	Description
Upload report	Service User and Service Delivery Report (excel template)

To report against the output measure DOC5.01 – Number of trips, funded organisations must enter the total number of one-way trips provided for all Service Users in the reporting period.

The Service User and Service Delivery Report is to be uploaded in the excel document format provided with your Service Agreement. The Service User and Service Delivery Report are contained in the same excel template, with separate tabs for Service User and Service Delivery data entry.

Further description of the Service User and Service Delivery Report is provided below and in the appendix of this document.

## 5.4. Service User and Service Delivery Report

The Service User and Service Delivery Report is an excel template with four tabs:

1. Service User report
2. Service Delivery report
3. Variation report (only as required)
4. Practice Example (free text)

## 5.5. Service User report

The Service User report contains a set of data elements about Service Users and the supports provided to them during the reporting period. All Service User's data reporting is provided in a de-identified format to protect the privacy of the Service User.

Information includes:

- Service User identity characteristics (letters of name, gender, date of birth)
- Service User demographic characteristics (indigenous status, cultural and linguistic diversity, reason for access)
- Service delivery information (number of trips, reason of trips).

The Service User report is a key source of data for the Community Transport program and is used to:

- describe who uses the program and the nature of service provided to individuals
- monitor the performance of funded organisations against their contracted service delivery
- inform policy development and future service provision.

Details of the data elements for the Service User report are contained in **Appendix – report data guide, 1. Service User report.**

## 5.6. Service Delivery report

The Service Delivery report provides a report of total kilometres travelled for the total number of trips (total of all Service User) for each quarter for each service outlet.

This data, when combined with individual trip data from the Service User report will be used to analyse and gain greater understanding of:

- service delivery in different locations;
- trip composition and cost; and
- future investment.

Details of the data elements for the Service Delivery report are contained in **Appendix – report data guide, 2. Service Delivery report.**

## 5.7. Variation report

The Variation report only needs to be completed if the quarterly trip target for the service outlet has not been met or has been exceeded and the variation is greater than 10%. This report asks for an explanation for the variation, and any strategies in place to manage the variation.

## 5.8. Practice example

The Practice Example requests written information describing a de-identified example of services provided and how the service has benefited the Services User. The purpose for gathering this qualitative information is to gain greater understanding of the impacts and outcomes for Service Users and to assist the future development of the Community Transport program.

## 5.9. Format and submission

The template for the Service Delivery and Service User Report is provided with your Service Agreement.

The **Service User and Service Delivery Report** are to be submitted, via P2i, on a quarterly basis as set out in your Service Agreement and are part of the Performance Based Acquittal. Quarterly reporting periods and reporting due dates set out in the table below:

Quarter	Period	Due date
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Quarter 1	1 July – 30 September	28 October
Quarter 2	1 October – 31 December	28 January
Quarter 3	1 January – 31 March	28 April
Quarter 4	1 April – 30 June	28 July

## 6. Other supporting documents

- [Human Services Quality Framework](#)
- [Service Agreement - Standard Terms](#)
- Your organisation's Service Agreement with the department – Funding and Service Details and associated Funding Schedules.

## 7. Contact

Please contact the contract manager responsible for your service agreement if you have questions about the Community Transport Program Service Agreement or this Program Guideline - Service and Reporting Specification.

## Appendix – report data guide

### 1 Service User Report

Funded organisations are responsible for ensuring they have systems and processes in place to enable the accurate reporting of data elements requested for individual Service Users through the *Service User Report*.

Service Users are people who:

- meet the eligibility criteria for receiving Community Transport funded supports; and
- have received a Community Transport service during the reporting period.

The following data elements are required to be reported through the *Service User Report*.

#### 1.1 Service Outlet Number

**Definition:**

*Service Outlet Number* is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement Funding Schedule.

**Reporting this element:**

The *Service Outlet Number* should be reported on each row of data for the Reporting Period.

#### 1.2 Reporting Period

**Definition:**

*Reporting Period* identifies the year and quarter that the data relates to.

**Reporting this element:**

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e. Year/X.

For example, the reporting period for July-September 2025 should be recorded as 2025/1.

The *Reporting Period* should be reported on each row of data for the reporting period.

#### 1.3 Letters of Name – Given name, Last name/surname

**Definition:**

*Letters of Name* is a selected set of letters from a Service User's legal *First Given Name* and *Surname* required to form the Statistical Linkage Key (SLK).

First given name is the Service User's *Given Name* that precedes their last name or *Surname*.

**Reporting this element:**

Report this element for all Service Users.

The provision of these selected letters is necessary for the linkage of person records for statistical purposes only. As such it is important that service outlets have consistent processes for recording names.

Record the *First Given Name* and *Last name/Surname* as it appears on legal or formal identification documents, e.g. Medicare card, Birth Certificate, Passport.

*First Given Name* and *Last name/Surname* is not:

- the person's preferred name or nickname
- an Indigenous person's names as changed during periods of mourning.

*Letters of Name* is generally generated automatically by software used by the service outlet, however if manual records are kept use the following procedure:

1. combine the 2nd, 3rd and 5th letters of the person's *Last name/Surname* with the 2nd and 3rd letters of the person's *First Given Name*. Non-alphabetic characters such as hyphens (as in Lee-Archer), apostrophes (as in O'Mara), or blank spaces (as in Eu Jin) should be ignored when counting the position of each character.
2. if a person's *Last name/Surname* is less than 5 letters and/or the *First Given Name* is less than 3 letters, a number '2' should be used to substitute any missing characters in the *Letters of Name*
3. if a person's *Last name/Surname* and/or the *First Given Name* is missing altogether substitute 2s for the three spaces associated with the *Last name/Surname* and/or the two spaces associated with the *First Given Name*.

For example:

- if the person's *Last name/Surname* is **JOLIE** and *First Given Name* is **ANGIE** then the *Letters of Name* should be reported as **OLENG**
- if the person's *Last name/Surname* is **O'BRIEN** and *First Given Name* is **LI** then the *Letters of Name* should be reported as **BREI2**
- if the person's *Last name/Surname* is **HUA** and *First Given Name* is **JO** then the *Letters of Name* should be reported as **UA2O2**
- if the person's *Last name/Surname* is **SMITH** and *First Given Name* is unknown then the *Letters of Name* should be reported as **MIH22**
- if the person's *Last name/Surname* is unknown and *First Given Name* is **AMANDA** then the *Letters of Name* should be reported as **222MA**.

## 1.4 Date of Birth

### Definition:

A Service Users date of birth forms part of the SLK and is the date on which the Service User was born. It is also required for demographic analysis of patterns of service utilisation.

### Reporting this element:

Report this element for all Service Users.

The *Date of Birth* is the recorded date on which the Service User is born. It is important to record the *Date of Birth* as accurately as possible.

Dates should be reported as an eight-digit number in the following format: **YYYY/MM/DD**, e.g. **3rd July 1979** is reported as **1979/07/03**. Year should always be recorded in its full four-digit format. For days and months with a numeric value of less than 10, service outlets are to use zeros to ensure that the date contains the required eight-digits.

Where the Service User does not know their date of birth or does not disclose it, the date of birth should be estimated as:

- if the age of the Service User is known, the age of the Service User should be used to derive the Service User's year of birth
- if the Service User's age is not known, an estimate of the Service User's age should be used to calculate an estimated year of birth.

Once the Service User's year of birth has been estimated, the day and month are set as 1st January. Therefore, the estimated date of birth is set as; **1st January estimated year of birth** (e.g. if the year of birth is estimated as 1975, the date of birth is reported as **1975/01/01**).

It is important that service outlets do not record estimated dates of birth by using '00' for the day, month, or year as this would not be considered a valid date.

Date of birth	Description
Known age	The age of Service User should be used to derive the Service User's year of birth.
Unknown age	An estimate of the Service User's age should be used to calculate an estimated year of birth.
Known year of birth	Convert the date of birth with estimated day and month with actual year.
Unknown year of birth	Convert the date of birth with estimated day and month with estimated year.

If *Date of Birth* is estimated, the *Date of Birth Estimate Flag* should be recorded as 'Estimated'.

## 1.5 Date of Birth Estimate Flag

### Definition:

The *Date of Birth Estimate Flag* records whether or not a Service User's date of birth has been estimated.

### Reporting this element:

Report this element for all Service Users.

If the Service User's date of birth has been estimated, due to it being partially known or unknown, the *Date of Birth Estimate Flag* should be recorded as 'Estimated'.

Numeric Code	Description
1	Estimated
2	Not estimated

## 1.6 Gender

### Definition:

A Service User's gender forms part of the SLK and is recorded based upon how the client self-identifies. Please note that gender is different to sexuality and sexual orientation which is not reported.

**Reporting this element:**

Report this element for all Service Users.

For the purpose of this report the 'Other' response is used where a Service User does not identify as male or female and is used to encompass a range of gender diversity categories. If a Service User chooses not to disclose their gender, it is acceptable to record "not stated".

Numeric Code	Description
1	Male
2	Female
3	Other <i>Use this code if Service User does not identify as male or female but with a diverse gender group or gender-neutral group</i>
99	Not stated <i>Only use this code if it is not possible to find out from the Service User their gender or to make an informed judgement about it.</i>

## 1.7 Aboriginal and Torres Strait Islander background

**Definition:**

*Aboriginal and Torres Strait Islander background* states whether or not a Service User identifies themselves as of Aboriginal and/or Torres Strait Islander origin.

**Reporting this element:**

Report this element for all Service Users.

Australian Institute of Health and Welfare (AIHW) standard data collection definitions are used for recording this element.

Where a Service User chooses not to disclose their Aboriginal and Torres Strait Islander background, it is acceptable to record 'Not stated'.

Numeric Code	Description
1	Aboriginal but not Torres Strait Islander origin
2	Torres Strait Islander but not Aboriginal origin
3	Both Aboriginal and Torres Strait Islander origin
4	Neither Aboriginal nor Torres Strait Islander origin

99	<p>Not stated</p> <p><i>Only use this code if it is not possible to find out information about Indigenous status from the Service User.</i></p>
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## 1.8 Culturally and Linguistically Diverse (CALD) status

A Service User's CALD background is recorded to provide an important understanding of whether CALD Service Users are accessing services. Under standard data collection definitions used by the AIHW, two questions are used to record a client's CALD status: country of birth; and main language spoken at home.

### 1.8.1 Country of birth

**Definition:**

*Country of birth* refers to the specific country in which the Service User was born.

**Reporting this element:**

Report this element for all Service Users.

A 4-digit code is used to report *Country of birth*. The valid list of values for the Service User's *Country of birth* is based on the Australian Bureau of Statistics [Standard Australian Classification of Countries \(SACC\), 2025](#)

If the *Country of birth* cannot be identified by the Service User, the code to use is 9999.

### 1.8.2 Main language spoken at home

**Definition:**

The *Main language spoken at home* is the language spoken by the Service User to communicate with family and friends.

**Reporting this element:**

Report this element for all Service Users.

An 8-digit code is used to report *Main language spoken at home*. The valid list of values for the Service User's *Main language spoken at home* is based on the Australian Bureau of Statistics [Australian Standard Classification of Languages \(ASCL\), 2025](#)

If the Service User's language is not one of those listed, then record "00000002".

## 1.9 Suburb

**Definition:**

*Suburb* records the geographic area in which the Service User lives whilst receiving Community Transport services. Information about where clients live can assist with understanding if services are located in the right area.

**Reporting this element:**

Report this element for all Service Users.

Record the name of the *Suburb* in which the Service User lives while receiving supports from the service outlet.

A *Suburb* may be a town, city, suburb or commonly used location name such as a large agricultural property or Aboriginal community.

## 1.10 Postcode

### Definition:

*Postcode* records the postcode for the area in which the Service User lives whilst receiving Community Transport services.

### Reporting this element:

Report this element for all Service Users.

Record the postcode for the address at which the Service User resides while receiving supports from the service outlet. The postcode should not relate to a postal address different from the physical address at which the Service User is residing.

Postcodes are subject to change, Service outlets should use the most up-to-date postcodes, available on the Australia Post website.

## 1.11 Access Indicator

### Definition:

*Access Indicator* relates to the primary reason the Service User is accessing Community Transport services. That is, the primary reason for eligibility for services.

### Reporting this element:

Report this element for all Service Users.

If a Service User meets more than one eligibility requirement for services, the primary (main) indicator should be reported.

When the Service User is a carer travelling with their care recipient, "Accompanying Carer" should be reported.

Accompanying Carer records, including demographic details are recorded in the same way as a service user and identified by through consistent use of Access Indicator (5) and Primary Reason for Trip (6).

Numeric Code	Description
1	Disability
2	Chronic Health
3	Mental Health
4	Financial or Geographic Disadvantage
5	Accompanying Carer

## 1.12 Total One-way Trips

### Definition:

*Total One-way Trips* identifies the number of “door to door” one-way trips received by the Service User in the reporting period.

### Reporting this element:

Report this element as a number of one-way journeys provided directly to each Service User, it does not include travel to pick up points and back to base if no Service User is in the vehicle.

A single one-way trip should be reported for each Service User whether they are transported individually or in a group or aggregated arrangement. A trip from home to a destination is counted as one trip and the return journey is counted as one trip.

For example: if the community transport driver collects a Service User from their home and takes them to the supermarket and then picks them up to return home, this is counted as two one-way trips.

Travel where a Service User is not being transported cannot be counted as a trip. For example, a journey made where there is no Service User in the vehicle, such as:

- the journey that the provider makes to the Service Users home to collect the Service User; or
- for instances where the Service User cancels a scheduled trip.

## 1.13 Primary Reason for Trips

### Definition:

*Primary Reason for Trips* identifies the predominate destination or reason for the majority of trips provided to the Service User in the reporting period.

### Reporting this element:

Report the element for all Service Users.

Select the most accurate description of the most common reason for the trips received by the Service User. If the person receives transport trips for more than one reason / destination, record the main reason for the majority of trips. For example, if 20 trips are provided to a Service User in total; 16 are to get to the shops / bank / post office and 4 are to appointments with the general practitioner, record primary reason as 1 - Shopping and other daily tasks.

If the Service User is an Accompanying Carer using Access Indicator (5) the Primary Reason for Trip (6) Accompanying Carer should be consistently used.

Numeric Code	Description
1	Shopping and other daily tasks
2	Health and Medical Supports
3	Community Services and Supports
4	Social / Recreational

Numeric Code	Description
5	Volunteering
6	Accompanying Carer

## 1.14 Secondary Reason for Trips

### Definition

*Secondary Reason for Trips* allows for reporting another reason / destination for the trips provided to the Service User in the reporting period.

### Reporting this element

Report this element for all Service Users.

If the person receives transport trips for more than one reason/ destination, record the second most common reason for the trips provided. For example, if 20 trips are provided in total; 12 are to get to the shops / bank / post office and 6 are for appointments with the general practitioner. Record Secondary Reason for Trips as "2 - Health and Medical Supports" (and Primary Reason for Trips would be recorded as "1 - Shopping and other daily tasks").

Where there are many secondary reasons and the frequency is similar number across reason/ destination, this can be reported as either one of those reasons or "6 - Multiple reasons".

Where a Service User accesses Community Transport for a single reason/ destination report "99 - Nil" for this data element (and ensure a *Primary Reason for Trips* is reported).

Where the *Primary Reason for Trips* is reported as "6 - Accompanying Carers", *Secondary Reason for Trips* should be reported as "99 - Nil" for this data element as the Service User would be the accompanying carer for all trips.

Numeric Code	Description
1	Shopping and other daily tasks
2	Health and Medical Supports
3	Community Services and Supports
4	Social / Recreational
5	Volunteering
6	Multiple Reasons
99	Nil / Not applicable

## 2 Service Delivery Report

The following data elements are required to be reported through the *Service Delivery Report*. This data will be used to assist in understanding cost of service delivery across the delivery network.

### 2.1 Service Outlet Number

**Definition:**

*Service Outlet Number* is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement Funding Schedule.

**Reporting this element:**

The Service Outlet Number should be reported on each row of data for the reporting period.

### 2.2 Reporting Period

**Definition:**

*Reporting Period* identifies the year and quarter the data relates to.

**Reporting this element:**

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e. Year/X.

For example, the reporting period for July-September 2025 will be recorded as 2025/1.

### 2.4 Total Direct Kilometres

**Definition:**

*Total Direct Kilometres* refers to the number of kilometres travelled that can be attributed to Service Users and linked to the *Total One-Way Trips* as reported in the Service User Report.

**Reporting this element:**

Report the total kilometres travelled as part of the *Total One-Way Trips* provided in the Service User Report.

Do not report the kilometres travelled when there is no Service User in the vehicle, for example the distance between the depot and the first point at which a Service User is collected, or between dropping one Service User off and picking up the next Service User.