

SCHEDULE 4 - COMMUNITY TRANSPORT PROGRAM (CTP) SERVICES

1. CTP OVERVIEW

1.1 Key objectives of the CTP

The key objectives of the CTP (**'CTP Objectives'**) with respect to the provision of the CTP Services are to:

- (a) provide Services to CTP Eligible Customers who have no or limited access to private or public transport due to their location, when they need to travel, or their financial resources, or physical and cognitive capacities;
- (b) assist CTP Eligible Customers to take part in activities that promote social inclusion and to obtain goods and services required for daily living such as groceries and clothing, medical services and other essential services; and
- (c) provide CTP Eligible Customers connections to public transport.

1.2 CTP Eligible Customers

- (a) The Provider must only provide CTP Services to CTP Eligible Customers.
- (b) **'CTP Eligible Customer'** means a person who:
 - (i) requires a transport service for a medical, social, recreational or shopping purpose;
 - (ii) is not eligible to receive transport services for that same purpose, under another government program such as the CHSP, TTSS, ASTP, NDIS or NEPT or any equivalent or replacement programs; and
 - (iii) has limited or no access to private or public transport due to their location, when they need to travel, or their financial resources, physical or cognitive capacities.

1.3 Recognition of Special Needs Groups

The CTP must recognise the following Special Needs Groups:

- (a) people from Aboriginal and Torres Strait Islander communities;
- (b) people from culturally and linguistically diverse backgrounds;
- (c) people who live in rural and remote areas; and
- (d) people who are financially or socially disadvantaged.

2. CTP FUNDING DETAILS AND PROVISION OF CTP SERVICES

2.1 CTP Funding and CTP Services

- (a) TfNSW will pay the Provider the Funding, at the times and in the amounts specified in **Attachment A** 'CTP Funding Table' to this Schedule 4 to deliver the CTP Services.
- (b) The Provider must deliver the CTP Services, which include:
 - (i) the community transport services and any other services identified in **Attachment A** 'CTP Funding Table' to this Schedule 4, to CTP Eligible Customers; and
 - (ii) delivery of the Funded Trips set out in **Attachment A** 'CTP Funding Table' to this Schedule 4.
- (c) Without prejudice to the Provider's other obligations under this Service Contract, including the key requirements set out in the General Services Schedule 2, the Provider must design, plan and deliver the CTP Services to achieve the CTP Objectives.
- (d) The CTP Funding must not be used to:
 - (i) purchase or lease any vehicles, premises or other assets;
 - (ii) provide transport for the purpose of attending educational institutions such as schools, universities or technical colleges or vocational training;
 - (iii) pay any Indirect Costs not associated with the delivery of CTP Services;
 - (iv) provide transport services that duplicate public transport services,unless TfNSW otherwise agrees in writing or this is specifically provided for in in **Attachment A** 'CTP Funding Table' to this Schedule 4.

3. EQUALITY OF ACCESS

Except to the extent the **Attachment A** 'CTP Funding Table' to this Schedule 4 requires the Provider to use the relevant CTP Funding to provide CTP Services to an identified group of people (to meet their special needs or to promote equal or improved access for them to facilities, services and opportunities), the Provider must ensure that all customers eligible to be provided with the CTP Services, are able to access the CTP Services regardless of their race, gender, age, cultural or linguistic background, marital status, religion, gender identity, sexual preference, disability, health status or ability to pay for the CTP Services.

4. FEE COLLECTION

- (a) The Provider must establish and publicise a written Fees policy for the CTP Services consistent with any policies or guidelines TfNSW may issue from time to time. If TfNSW have not issued any policy or guidelines in relation to Fees for the CTP Services, the Provider must ensure that the Provider's Fees policy is

consistent with the principles set out in the CHSP Client Contribution Framework located here: <https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework>, as updated from time to time, unless otherwise advised .

- (b) The Provider must use the Fees paid for the CTP Services to provide further CTP Services (to those CTP Eligible Customers eligible to be provided with the CTP services as set out in this Schedule 4) and in doing so comply with all requirements for the provision of CTP Services in this Service Contract.