



# Annual Report

2021-2022





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Active Care Network acknowledges the Traditional Custodians of the land on which we work and pays respect to Elders past, present and emerging and extends that respect to all Aboriginal and Torres Strait Islander people.



# Our History

From humble beginnings, Active Care Network has grown from the labour of three separate organisations to deliver community transport services for almost 40 years. Our growth has also seen diversification to meet a need for Home Support Services for our clients and the wider community in a commercial environment.

**2022**

Community Transport Provider of the Year – awarded at the peak body's Community Transport Annual Conference.

**2021**

Active Care Network's services broadened to include Home Support Services; launched to meet a demand for services other than transport. This grew from requests by our clients during COVID for gardening and home maintenance, repair and modifications. This has become a commercial arm for Active Care Network with profits going toward community programs designed to keep people socially connected and engaged.

**2020**

Official launch of Active Care Network.

**2019**

Active Care Network formed with the amalgamation of Easy-Go-Connect and GREAT Community Transport Inc. Active Care Network built on the strengths and similarities of the two organisations to deliver a more sustainable service for the three local government areas it serviced.

## Blacktown

**2016**

The name change from Blacktown Community Transport to Easy-Go-Connect was decided at a Special General Meeting. Demand for Easy-Go-Connect services increased to over 3500 registered clients.

**1983**

Blacktown Community Transport Coordinating Committee was incorporated and transport services for people living in the Blacktown local government area commenced.

**1982**

Blacktown Community Transport Coordinating Committee was formed.

## Blue Mountains + Nepean

**2004**

GREAT Community Transport formed through the amalgamation of Mountains Community Transport and Nepean Community Transport. Services were expanded to include assistance for shopping, medical, social outings and center-based meals. Almost 3000 clients used these services in the Penrith and Blue Mountains local government areas.

**1987**

Nepean Community Transport formed in the Penrith local government area.

**1986**

Mountains Community Transport was formed to provide Blue Mountains local government area residents with access to community transport services.



# Our Vision & Values

## Vision

An empowered, engaged and connected community innovating to achieve independence and wellbeing.

## Values

### Integrity

We believe integrity is the key ingredient in powerful relationships. Doing the right thing even when it is hard, knowing that we will stand up for our clients when they need it.

### Reliability

We believe reliability is the cornerstone of a strong service culture. We will be where our clients expect, delivering what they need, when they need it.

### Service

We believe each of our clients is unique and while many require similar things, each requires their own touch of service that is above and beyond.

### Respect

We believe respect is at the core of all our relationships. By respecting all people, their culture and their choices gives us the space to be caring and compassionate to them individually and collectively.

### Innovation

We believe innovation is the key to continuing improvement in the way we meet our clients' needs. Innovation will put our organisation at the forefront of client service delivery.

### Trust

We believe trust is the culmination of all the values Active Care Network aspires to. We want our clients and our communities to trust Active Care Network first and foremost.





# CEO Message

## Ben Jackson, CEO



The key word for Active Care Network this financial year has been resilience. During a time of great challenges and uncertainties presented by COVID, we have responded with resilience and the proof of the pudding was Active Care Network being recognised as the Community Transport provider of the year.

Announced at the Community Transport Organisation's annual conference, the award recognised the resilience of our organisation, the programs we put in place to support those we could and the growth of new, diversified programs. Our evolving business model and vision for an empowered, engaged and connected community innovating to achieve independence and well-being has continued to drive our engagement and service delivery strategy. Winning this award means a lot to us. It is acknowledgment of the extra mile all our staff and volunteers go to when delivering our services.

Active Care Network has driven our income diversification strategy. Our fully commercial Home Support Service program grew from identified client needs in the first waves of the COVID-19 pandemic. During this fiscal year we more than doubled the

revenue made from our Home Support Services. All the profits from this program are channeled back into community connection programs and we are pleased to have conducted more than 200 Care and Repair visits to support our most vulnerable clients.

This year Active Care Network also stepped up advocacy for our clients as we continued to represent them and advocate for fair funding for Community Transport. The Australian Government has continued to explore Aged Care reforms and funding. The proposed funding model sees the Support at Home Program designed to replace the existing Commonwealth Home Support Program, Home Care Packages and short-term restorative care funding, programs and the removal of block funding for community transport. We have continued to advocate along with our clients at the federal, state, and local government levels for the best outcomes for senior Australians.

We have accepted the challenges of the financial year and are confident we have the resilience, innovation, and commitment to be comfortable with the challenges funders, the sector and the community will throw at us in 2023 and to ensure short and medium-term success at Active Care Network.

**Ben Jackson**  
CEO



# President's Message

## Kevin Richards, President



We have now completed our second full year as Active Care Network and witnessed further expansion of our services. Alongside Community Transport we now provide garden and home maintenance (including youth training), Care and Repair, and home repair and modifications. These are

further steps into a multi-service organisation to give our clients more of what they require to go about their daily lives and live comfortably.

Congratulations and commendations are justly deserved to our staff and volunteers for the recognition we received from the peak Community Transport Organisation by winning the annual Community Transport Provider of the Year Award 2021-2022.

We were offered and accepted the transfer of Link Wentworth Housing's Neighbourhood Jobs program to Active Care Network. This program gives young people of high school age real life work experience in a garden and yard maintenance field, so they learn what is necessary to hold down jobs and attend school. The results have been successful with some going on to find jobs and others returning to school or TAFE.

We have also taken on the Community Transport component for greater Western Sydney from Australian Unity giving us further contracted trips and greater access to indigenous clients.

COVID has continued to impact on our service delivery, especially in the transport area. We have endeavoured to reopen and adjust to life in the COVID world, and this has provided ongoing challenges which will undoubtedly continue into the foreseeable future.

The challenges from the lockdown and the dramatic operational changes that have occurred of necessity have again shown that our management, staff, and volunteers were ready and capable of adapting to the changing situations that arose. Through their efforts, we provided essential services to those in need and where possible.

We welcomed Mitchell Beggs-Mowczan and Francis Ross as new Board members and farewelled Elspeth Beck, Joshua Baker and Ashely Baker this past year.

I would like to extend my thanks and appreciation to my fellow Board members for their hard work and dedication over the past year as the guidance provided has been invaluable.

Finally, I would like to express my sincere gratitude to our staff and volunteers for their positive response to the tribulations we have faced and recognise that this will only serve us well as we move into the future.

Sincerely

**Kevin Richards**  
President





# Treasurer's Message

## Michael Howard, Treasurer



I am pleased to present the financial results for the financial year ended 30th June 2022.

The financial year began with COVID still providing challenges. During this time, Active Care Network continued to make progress against the strategic plan.

We gradually returned to full

operations as restrictions began to ease to record a bottom-line surplus for the year of \$222,278.

### Income Sources And Grants

Government grants from Transport for NSW continue to be the major source of income, amounting to \$4,288,397 for the financial year. This grant has had a short-term renewal, and discussions are continuing about the next round of funding.

The Home Support Services function has continued to grow, generating \$532,987 in income this year compared to \$198,755 in the prior year. Home Support Services remains an integral part of our income diversification strategy, so it is pleasing to see continued growth.

### Expenses

Total expenses for the year were \$5,182,608 – an increase of 12% on last year. The increase was mainly due to additional staff costs to ensure we have the right operating model to take our organisation into the future and rising transport costs.

### Strong Balance Sheet Position

Our net assets as of 30th June 2022 were valued at \$2,941,728. Active Care Network responsibly provisioned to continue maintaining its vehicle fleet; ensuring our drivers and clients can travel safely and comfortably. This strong balance sheet position will also enable the organisation to invest in the next stages of the strategic plan and ensure we remain strong and sustainable in the coming years.

I want to thank all the staff and volunteers for their efforts over the past year. It has been an incredibly tough challenge to continue operating during COVID, and our team has shown incredible resilience and care to ensure the needs of our clients are continually met. We operate in an incredibly challenging industry and I am confident the team we have at Active Care Network can continue to thrive.

Sincerely

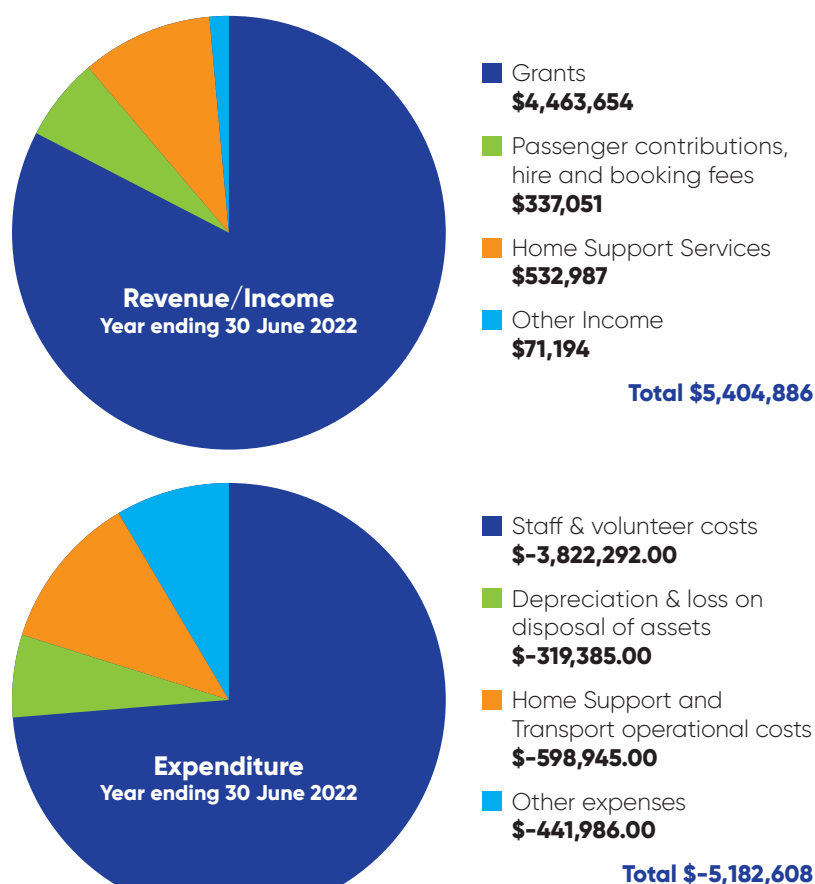
**Michael Howard**  
Treasurer



# Financial Summary

Active Care Network continued its ability to achieve our principal activity of providing services for travel disadvantaged people and remaining financially viable which is dependent upon the support from our funding body, Transport for NSW and partners including NSW Department of Communities and Justice, and NSW Department of Education and Link Wentworth Housing.

Active Care Network's accounts and the resulting financial statements for the year ending 30th June 2022 have been audited by SDJA audit specialists and give a true and fair view of our financial position and comply with the Australian Accounting Standards for Australian Charities and Not-for-profits Commission Regulation.



Surplus before tax	\$222,278
Surplus for the year	\$222,278
<b>Total comprehensive income</b>	<b>\$222,278</b>

Balance sheet 30 June 2022	AUD \$
Current assets	3,487,569
Non-current assets	1,130,157
<b>Total Assets</b>	<b>4,617,726</b>
Current liabilities	1,593,274
Non-current liabilities	82,724
<b>Total Liabilities</b>	<b>1,675,998</b>
<b>NET ASSETS</b>	<b>2,941,728</b>
<b>TOTAL EQUITY</b>	<b>2,941,728</b>



# Our Key Performance Areas

## A Connected Community

- > Deliver programs that connect our community
- > Seek and share public knowledge
- > Partnering to improve connection

Like so many others, our operations were affected by consecutive waves of the COVID pandemic, enforced lockdowns and social distancing. We continued to provide essential medical and individual transport while maintaining client safety and wellbeing, however we were unable to offer group social outings or shopping bus trips.

Sadly, our scheduled premium overnight tour to Floriade did not proceed, as the ACT closed borders to NSW. In January we made one trip to the Hunter Valley Gardens Lights Spectacular and when restrictions were placed on regional travel, our second trip was cancelled. In June we returned to the Hunter Valley for a fully booked wine, cheese and chocolate trip. We look forward to continuing our overnight trips as restrictions are lifted and we return to a new normal.

Post lockdown we strived to rebuild trip numbers, reduce travel apprehension, and diversify the social experiences offered to balance clients' interests and independence while maintaining safety and wellbeing.

“

**It was a really great day, thoroughly enjoyable, and all the staff made the day so much fun for all the clients. I want to thank everyone for their effort on what was a fun and wonderful day.**

– Social Outing Client

Our regular shopping bus services have resumed and include trips to Bunnings, Spotlight, Westfield, local shopping precincts and Chemist Warehouse so our clients can purchase reasonably priced groceries, craft, maintenance, gardening and medical supplies, or enjoy a day shopping, browsing, or catching up with friends.

“

**I was so grateful and felt the operations team had jumped through hoops to sort out a driver for my trip. I cannot thank the team enough for their effort.**

– Client

We continued to listen to our clients through our Community Advisory Group sessions promoted in our outings calendar and conducted half yearly – seeking new and innovative ways to meet our clients' needs for connection, using our transport as a means to an end!

In the Blue Mountains we provided transport enabling clients to gather weekly across four locations to enjoy a community meal provided by Blue Mountains Community Food Services. This provided clients with nutritious, low-cost meals and addressed social isolation by engaging them in a regular social activity.

We worked with Syd West Multicultural Services connecting cultures and building communities by providing regular transport for social activities and day programs to enhance cohesion and connection with the wider community.

Western Sydney has one of the largest and most diverse populations of First Nations people in Australia. We established the Aboriginal Community Connection Project, to generate social connections and improve the wellbeing of Aboriginal community members over 50 through a process of service provision, innovation and codesign. We engaged with local Elders, leaders, and community groups to plan and deliver a series of transport, gatherings, and social outings for older people. This included attending NAIDOC Week activities, delivery of essential items and transport for ITC clients' medical appointments, Real Futures sewing and floristry groups, Butucarbin sewing group and outings, 2770 collective meetings and other social programming activities.

“

**We have noticed the people who have been using the great service Active Care Network provides seem to be a lot more relaxed and happier on arrival. The courteous and reliable service has a lot to do with their feeling more energised and motivated but mostly they feel safe. The transport takes a lot of stress away, so they can enjoy the day here, so thank you.**

– Christine, Butucarbin Aboriginal Corporation

Our Active Garden Club established in partnership with Penrith City Council provides an opportunity for like-minded local residents to meet regularly and enjoy a morning of gardening talks, activities, tours and more. The program provides opportunities to develop, maintain and support social connection and wellness.

# Our Key Performance Areas

We established a mentoring partnership with the Blue Mountains Aboriginal Cultural Resource Centre (ACRC) to help provide local Aboriginal communities with greater access to essential services, reduced social isolation and an improved quality of life. This partnership will support the ACRC and build transport capacity, professional growth and development through information sharing, discussion, guidance and, where possible, offer scheduling and driver support to supplement ACRC operational needs and service delivery.

We collaborated with Baptist Care Hope Street Initiative Mount Druitt to provide a community transport response to enhance sustainable employment opportunities in the local area. Ongoing conversations with community members identified lack of public transport, and transport in general, as one of the main barriers to employment.

We engaged a Community Programs Manager and an Indigenous Transport Officer who will continue to drive and develop our partnership programs.



During the 2021 Sydney lockdowns the challenges a local school faced delivering learning packages to home schooled students presented an opportunity for Active Care Network to step in. With vehicles and drivers, available and willing, each week of the lockdown drivers delivered around 60-70 learning packs to the most disadvantaged students. Feedback from the principal, teachers and parents was extremely positive and our drivers were thrilled they could continue to be of service, supporting community groups.

We also reached out to other local community groups who had trouble accessing goods during lockdown and major flooding. We extended our home delivery services to include the delivery of grocery staples and fresh fruit on behalf of other service providers including Butucarbin Aboriginal Corp and Peppercorn Services, who supported flood affected communities.

Our Home Support Service program arose from the needs of clients during COVID. As our Client Care team checked-in with clients, we found many asked for gardening and home maintenance support as family and friends were unable to assist during lockdowns. From drivers offering gardening assistance, our Home Support Services team has grown into a fully commercial arm of our business. We now employ a team of seven crew members and three support officers, have completed nearly 3,500 commercial jobs and, with the profits generated, provided our Care and Repair service to just over 200 of our most vulnerable clients.

“

**Patrick does a wonderful job. He's efficient, hardworking, kind and polite. We are very happy with the work he does every time, and we never want to use anyone else.**

*– Home Support Service Customer*

## A Sustainable Organisation

- > Values driven
- > Drive income for sustainable programming
- > Environmentally responsible organisation
- > Responsive organisation

While COVID continued to impact our organisation and the provision of services, being true to our values and vision, we adjusted our services to better fit the needs of our local communities, clients, and staff.





# Our Key Performance Areas

“

**Someone walked up my drive and complimented me on how amazing my yard looked.**

*– Home Support Service Customer*

The Australian Government continued to focus on Aged Care reform and a new funding model through the proposed Support at Home Program; designed to replace the Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) and Short-Term Restorative Care (STRC) programs that community transport serves. Concerned diminished funding would result in greater social isolation, advance aging and early entry to residential care, Active Care Network advocated strongly at the federal, state, and local level for fair ongoing access to funding for Community Transport. We wrote an open letter to all our clients, which was also published in the local papers, and sent three buses along with supportive clients to join other community transport operators in the convoy to Cook to petition the then Prime Minister.



We also engaged our clients and took groups to pre-polling booths to lobby local candidates and raise concerns about proposed funding for Community Transport. We delivered petitions and letters to local members' offices and were interviewed by Channel Nine and our local paper, the Western Weekender. Despite the new Government announcing reforms will be pushed back until 2024, Active Care network will continue to advocate for the best outcomes for our clients and senior Australians.

“

**I have been using your service for almost two years. I am retired and I have a limited budget. Your service allows me to meet all my doctors' appointments, including physio. You are fantastic; all the drivers are super courteous and always prompt. Their vehicles are always clean. You are the best. I hope that the government continues to fund you. If not, we need to change the government.**

*– Client*

## Neighbourhood Jobs

Neighbourhood Jobs was developed by Link Wentworth Housing in 2018 to create opportunities for disadvantaged young people to develop skills, knowledge, experience and confidence to secure employment.

In January 2022 Neighbourhood Jobs transferred to Active Care Network as part of an ongoing partnership with Link Wentworth Housing.

Neighbourhood Jobs provides skill development and training in garden and yard maintenance, along with developing a real sense of what a job 'feels like' and the personal attributes and skills required to commit to work.

Twenty young people from various schools and youth organisations were inducted into the program over two school terms. Most displayed behavioural issues, cognitive and/or psychiatric disabilities and were disengaged from education, not attending school regularly.

Sixteen of the participants graduated with certificates of achievement, three found permanent jobs, another three found paid casual work and two had job interviews lined up. Some participants focused on finding apprenticeships and attending TAFE. Feedback from teachers and counsellors was positive with school attendance improving, greater enthusiasm about making plans for the future and a reported decrease in behavioural issues.

Neighbourhood Jobs also provides a valuable, wider community service to others as the garden services are offered to those experiencing financial hardship.

# Our Key Performance Areas

## Deliver Quality Services

- > Community transport that cares
- > Home Support Services with heart
- > Drivers transport offering
- > Satisfied customers

Our drivers are regularly praised for their consideration, compassion, politeness, respect, and assistance. We also rely on our committed, respected, and respectful volunteers to help us provide services to our clients. Our volunteers and drivers have many years of experience and support our clients, working together to create an effective and reliable team, who enjoy what they do and deliver quality services.

“

You have a wonderful service and every single driver I have had has been wonderful and immensely helpful. I am happy my daughter arranged for me to use your service, and I am happy with the service I get. Thank you.

– Client



Our Care and Repair service is a community program that provides clean-up jobs, ongoing lawn and garden services and a chance to connect with our most socially and economically vulnerable customers. Care and Repair is funded from the profits generated by our commercial Home Support Services program and conducted by our team along with participants in our Neighbourhood Jobs program.

We are fully committed to the Harwood Public Innovation community engagement approach and conducted three conversations with client groups to guide our service delivery direction and ensure clients receive fair, equitable, inclusive, hopeful, and a just pathway to wellbeing and reablement. The Harwood approach provides an innovative and creative method of giving communities what they really want and need as we focus on a community conversation model to develop solutions to bridge gaps, build capacity and tackle shared issues in delivering services and programs.

Key staff are trained in the Harwood Public Innovation approach to community engagement, and we are committed to having as many staff as possible participating in introductory sessions in this form of engagement.

## Safe and Productive Workplace

- > Systems and technology for regulatory and quality compliance
- > Recruit, retain and develop people with the right skills
- > Use technology that connects us to our community
- > Facilities that are fit for purpose.

We continued to introduce new systems that enable us to be more sophisticated at collecting, using, analysing and presenting data so we can be more responsive to our clients' needs and to drive the change necessary to support a new funding model.

We have hired staff to fill critical skills and leadership gaps identified in the organisation; community and indigenous partnerships, communications, and marketing. Filling these positions enables us to better support business growth and development, and the challenges presented to adapt to a new funding model and working in a more competitive market.





# Board Of Directors

## Kevin Richards President

Kevin was re-elected President in 2021 and has over 13 years serving on the Board. He has over a decade of governance experience in small and medium sized not-for-profits. Kevin is now retired and comes from a career background of project and operations management. He volunteers with LEEP and was a founding member of the Central Mountains Men's Shed in Lawson.

## Michael Howard Treasurer

Michael holds the position of Treasurer and is a Senior Finance and Strategy Manager. He has over 20 years' experience in finance, business planning, analytics and strategy roles within large organisations (including CBA, Woolworths and Spotless) and has MBA and CPA certifications. He has been on the board since 2013 (originally with Blacktown Community Transport / Easy Go Connect) and is also active in several junior sports clubs in the local area in committee and coaching capacities.

## Joshua Baker Secretary (vacant)

Joshua resigned in September 2021 after serving on the Board of Directors since 2014 and being secretary for nearly two years. This position is vacant.

## Francis Ross Board Member

Frank joined the Board in 2021. While now retired, Frank was a registered nurse and clinical nurse consultant. He has held senior positions in hospitals and research facilities for over 25 years. Frank also has 10 years' Board experience in the nursing field, including with the NSW

Nurses Registration Board and Council.

## Anne Hurni PhD Board Member

Anne was elected Deputy of the Board in December 2021. Anne has extensive experience in urban, transport and social research, along with policy and planning. She has a diverse career history across Australian, State and local government areas. She is also grounded in community development practice and working with marginalised communities in Western Sydney. Anne currently coordinates research and policy for the City Strategy Team at Penrith City Council and is a long-time resident of the Blue Mountains.

## Ashley Baker Board Member

Ashley joined the Board in 2020 and resigned in September 2021.

## Mitchell Beggs-Mowczan Board Member

Mitchell joined the Board in March 2022. Mitchell is the Aboriginal Liaison Officer at Nepean Blue Mountains Primary Health Network and has worked in Aboriginal health for over 12 years with the Closing the Gap program. Mitchell resides in the Penrith area.

## Elsbeth Beck Board Member

Elly resigned as Deputy of the Board in November 2021 and has volunteered in governance of Community Transport organisations for over a decade. While retired, Elly has extensive experience across a 30-year career in human resources, administration and business management.

## Board Meeting Attendance

	2021						2022				
	Jul	Aug	Sep	Oct	Nov	AGM	Feb	Mar	Apr	May	Jun
Kevin Richards	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
Michael Howard	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Anne Hurni	✓	✓	✓	✓	✓	✓	✓	x	✓	x	✓
Frank Ross	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	
Ash Baker	✓	✓	x	x	x	x	-	-	-	-	-
Joshua Baker	✓	x	✓	x	x	x	-	-	-	-	-
Mitchell Beggs-Mowczan	-	-	-	-	-	-	✓	✓	x	✓	✓
Elly Beck	x	✓	x	x	x	-	-	-	-	-	-

# Volunteer Honour Role

Active Care Network relies on the dedication and commitment of our volunteers who provide transport, client support, and administration functions. We have welcomed new volunteers and bid farewell to others. We were also excited to see one of our volunteer drivers become a paid staff member.

Bradley Sines  
Brian Rees  
Carol Askar  
Daphne Ward  
Dian Walker  
Dianne Notton  
Erica Morris  
Fay Chate  
Grace Carney  
Jen Chambers  
Jenny Dillon

Joy Goodchild  
June Stewart  
Kay Hudson  
Kay Yealand  
Kevin Chidgey  
Kim Jackson  
Lenore Price  
Linda McGee  
Lyn Higgins  
Lynne Foley-Brown  
Margaret Milton

Michael Hopkins  
Michael Wachter  
Nell Jasiak  
Pam Smith  
Phillip Lopes  
Ruth Bramble  
Steve Hrepka  
Sue Beevers



## Supporters

### NSW Government

Transport for NSW (TfNSW) provides funding to Active Care Network to provide subsidised, community transport services to eligible transport disadvantaged people under the Commonwealth Home Support Program and Community Transport Program.

### Nepean Blue Mountains Local Health District

Nepean Blue Mountains Local Health District provides funding to Active Care Network to deliver subsidised, health related transport in the Penrith and Blue Mountains Local Government Areas.

### Department of Communities & Justice

A Reducing Social Isolation Grant of \$57,000 was received in February 2022.

### Donations

We receive donations from clients who give us more than their scheduled fees, families who donate and the public. We would like to express our thanks to those that donated during 2021- 2022, especially in the light of COVID. Thank you to our donors of \$200 or more; Richard Russell and Susan Firmstone.

### Link Wentworth Housing

Funding of \$75,000 in October 2021 was received to conduct and manage Neighbourhood Jobs.

### Department of Social Services

A volunteer grant of \$3,600 was received in January 2022.

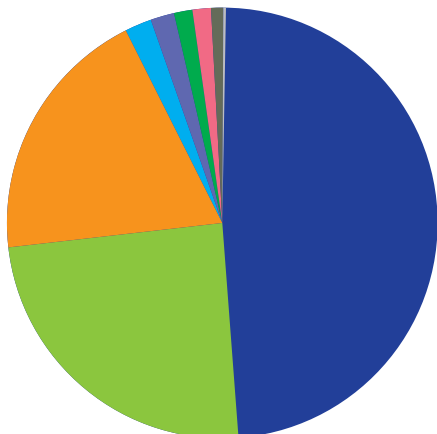
### Blacktown City Council

A grant of \$ 9,500 was received in November 2021 for welfare programs including Care and Repair visits in the Blacktown local government area.



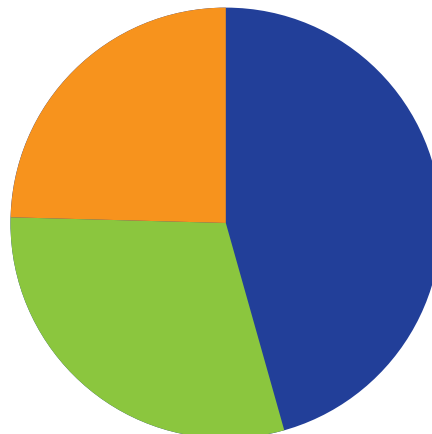
# Service Delivery

## Total Number of Trips



Medical	20,507	48.89%
Social - Group Outing	10,233	24.40%
Shopping / Personal Business	8,086	19.28%
Social - Independent	823	1.96%
Social - Visiting Friends and Relatives	759	1.81%
Access/Community	570	1.36%
Work/Work Related Business	564	1.34%
Day Program	362	0.86%
Other	37	0.09%
<b>Total</b>	<b>41,941</b>	<b>100%</b>

## Trips by LGA



Blacktown City Council	45.6%
Penrith City Council	29.9%
Blue Mountains City Council	24.5%
<b>Total</b>	<b>100%</b>

## This Financial Year





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