

## Key Activity Area 1: Governance

## Objective: Improve effectiveness and efficiency of management committee

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
1.1 Implementation of Organisational Review Recommendations or Strategic Plan	<ul style="list-style-type: none"> <li>Organise Strategic Planning Workshop</li> <li>Consultant to prepare Strategic Plan 2007 – 2010 and provide to stakeholders for feedback before finalising</li> <li>Promote Strategic Plan with membership and obtain feedback</li> </ul>	<ul style="list-style-type: none"> <li>Workshop held</li> <li>Draft Strategic Plan completed</li> <li>Membership aware and supportive of strategic plan</li> </ul>	<ul style="list-style-type: none"> <li>February 2007</li> <li>To be finalised by April 2007</li> <li>May 2007</li> </ul>	<ul style="list-style-type: none"> <li>Executive &amp; Executive Officer</li> <li>Consultant &amp; Executive Officer</li> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Plan Completed</li> <li>Adopted by MC</li> <li>Distributed to members</li> </ul>	<ul style="list-style-type: none"> <li>Completed</li> <li>Completed</li> <li>Completed</li> </ul>
1.2 Strategic Management	<ul style="list-style-type: none"> <li>Evaluate outcomes and review future priorities within Strategic Plan</li> </ul>	<ul style="list-style-type: none"> <li>Review Strategic plans</li> <li>Operational Plan completed</li> <li>Financial Impact statement</li> <li>Updated Strategic Plan 2007 – 2010</li> <li>Ratify Strategic Plan updates</li> </ul>	<ul style="list-style-type: none"> <li>Annually by March**</li> <li>Annually by March**</li> <li>Annually by March**</li> <li>Annually by June**</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer</li> <li>Executive Officer</li> <li>Executive Officer &amp; Committee</li> </ul>	<ul style="list-style-type: none"> <li>Revised Strategic Plan adopted by MC in June</li> <li>CTO financially stable</li> </ul>	<ul style="list-style-type: none"> <li>Revised by EO &amp; MSO in Dec 07 and June 08, Feb 08, Jan 09, July 09</li> <li>Operation Plan revised by EO &amp; MSO June 08, July 09</li> <li>Reflected in 08/09 and 09/10 budget</li> <li>Held meetings for Executive review in June 08, September 09</li> </ul>

## Key Activity Area 1: Governance (Cont'd)

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
1.3 Financial Management	<ul style="list-style-type: none"> <li>Ensure CTO has financial administration policies &amp; procedures to comply with appropriate standards &amp; guidelines</li> <li>Ensure organisation maintains financial viability</li> <li>Treasurer to be presented with all draft financial documents prior to presentation and implementation</li> </ul>	<ul style="list-style-type: none"> <li>Permanent Management Committee meeting agenda item</li> <li>Annual Budget</li> <li>Ongoing</li> <li>Reports presented in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Annually by June**</li> <li>Ongoing</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Management Committee</li> <li>Executive Officer</li> <li>Executive Officer &amp; Executive</li> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Continued financial viability</li> <li>MC to identify Policies for revision</li> <li>Policies developed and adhered to maintain viability and comply with appropriate standards and guidelines</li> <li>Board kept informed of CTO financial position</li> </ul>	<ul style="list-style-type: none"> <li>Reports prepared including cash flow to June 09 and distributed to Treasurer monthly</li> <li>Total year financial analysis spreadsheet presented to MC Meetings</li> <li>Budgets prepared for 09/10 for Board Meeting March 09.</li> </ul>
1.4 New Management Committee members	<ul style="list-style-type: none"> <li>Orientation program</li> </ul>	<ul style="list-style-type: none"> <li>Completed within 2 months of appointment</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>All appropriate documents signed</li> </ul>	<ul style="list-style-type: none"> <li>MC Induction kit revised for Dec 2008 &amp; 2009 MC meeting,</li> </ul>



Key Activity Area 1: Governance (Cont'd)						
Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
1.5 Review of Management Committee Structure	<ul style="list-style-type: none"> <li>Evaluate reducing size of management committee from 14 members to 10 (one representative from each of eight regions, plus one Aboriginal and one Special Interest Groups Representative)</li> <li>Consideration that Executive be annually elected from management committee of 10</li> <li>Evaluate format of management committee meetings (2 day face-to-face meetings vs. teleconferencing meetings, or combination of both), and their frequency</li> <li>Evaluate increasing tenure of management committee members from one year to two years</li> <li>Recommendations on how changes can be incorporated into CTO Constitution</li> <li>Develop Discussion paper for membership to generate discussion and feedback prior to 2007 AGM (October 2007)</li> </ul>	<ul style="list-style-type: none"> <li>Report be prepared on cost / benefit of each proposed management committee change</li> <li>Discussion paper disseminated to membership</li> </ul>	<ul style="list-style-type: none"> <li>Report to be completed &amp; provided to current Mgt committee members prior to August Management Committee meeting</li> <li>August 2007</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer &amp; Working Party</li> <li>Executive Officer &amp; Working Party</li> </ul>	<ul style="list-style-type: none"> <li>Financial savings achieved</li> <li>Membership aware of issues prior to voting at AGM</li> <li>Potential issues reported back to MC by Regional Reps prior to AGM</li> <li>Informed decision made at AGM</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> <li>Complete</li> <li>Meetings scheduled to incorporate 1 day meetings – currently not actioned. Reduced meeting frequency actioned instead</li> <li>Incorporated into constitution</li> <li>Changes incorporated at 2007 AGM. No changes required for 2008 AGM</li> <li>Completed</li> </ul>

## Key Activity Area 2: Administration

Objective: Effective and efficient operation of CTO administration

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
2.1 OH&S	<ul style="list-style-type: none"> <li>Ensure that CTO is a safe and healthy workplace and meets legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer to report to Mgt Committee</li> <li>Issues and actions documented</li> <li>Improved work practices e.g. written procedures, increased importance &amp; priority to be afforded OHS reflected in its resourcing</li> </ul>	<ul style="list-style-type: none"> <li>Standing MC Agenda Item</li> <li>Ongoing</li> <li>Ongoing</li> <li>Procedures to be complete by June 2008</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer</li> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Nil Accidents</li> <li>Maintained insurance premiums</li> <li>Return to work &amp; OH&amp;S policies developed</li> </ul>	<ul style="list-style-type: none"> <li>OH&amp;S discussed &amp; minuted in all staff meetings</li> <li>Ongoing</li> <li>OH&amp;S Legal Decisions posted weekly on website</li> <li>Finalisation of OH&amp;S Policy Manual for June 2010 MC meeting</li> <li>In progress – Safety Works meeting Feb, 2009.</li> </ul>
2.2 Financial management	<ul style="list-style-type: none"> <li>Ensure accurate financial records</li> </ul>	<ul style="list-style-type: none"> <li>Accurate financial reports to Mgt Committee</li> <li>Financial statements prepared for Audits</li> <li>Responsive</li> </ul>	<ul style="list-style-type: none"> <li>2 weeks prior to meeting</li> <li>Ongoing</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer</li> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>MC has timely &amp; accurate information to base decisions on</li> <li>Audit signed off without qualification</li> <li>Appropriate funds</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> <li>Identified and rectifying past FBT &amp; PBI issues</li> <li>Funds obtained</li> </ul>

		financial provision made for OHS related training and material requirements			allocated to OH&S budget	from DADHC for review & training, complete by June 2010
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**Key Activity Area 2: Administration (Cont'd)**

<p>2.3 Income generation</p>	<ul style="list-style-type: none"> <li>Develop income streams to ensure future fiscal ability of CTO (see Membership Services – Review of Membership Structure)</li> <li>Investigate corporate sponsor packages</li> </ul>	<ul style="list-style-type: none"> <li>Strategies developed, costed and implemented</li> <li>User pay EOI's available to members</li> <li>Packages developed &amp; presented to corporate bodies</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>August 2008</li> <li>2007</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Alternative membership options identified &amp; costed.</li> <li>Report completed for MC decision Dec 07</li> <li>Decided not to go with Flat Membership Fees</li> <li>Increased Associate membership Costed &amp; implemented 09</li> <li>Membership income increased</li> </ul>	<ul style="list-style-type: none"> <li>Quotes received from Legal Firms re CO Ltd procedure available as user pays from Web Site. Not used to generate income</li> <li>Consumable Survey sent to CT's</li> <li>Secured tenant for spare office.</li> <li>CTP support funding secured from members.</li> <li>OBV contract complete</li> <li>Branding income generated through artwork distribution.</li> <li>Inogen one, distribution arrangements in place</li> <li>Enware distribution arrangements in place</li> <li>Packages completed and additional funds generated for 07 &amp; 08 conferences</li> </ul>
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						<ul style="list-style-type: none"> <li>• PR company contracted to write Professional Prospectus. Completed Dec 09</li> <li>• TV Volunteer advert to include request for Donations.</li> <li>• CTO registered as fundraising authority July 09</li> </ul>
2.4 CTO Office Relocation	Evaluate relocating CTO office to Sydney or Parramatta CBD (current lease expires Feb 2008)	<ul style="list-style-type: none"> <li>• Report prepared on cost / benefit for consideration of Mgt Committee</li> </ul>	<ul style="list-style-type: none"> <li>• December 2007**</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Report prepared and tabled for informed decision making.</li> <li>• Waterloo leasor advised lease not to be renewed Feb 2008.</li> <li>• Alternative Premises sort.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> <li>• Completed</li> </ul>

**Key Activity Area 2: Administration (Cont'd)**

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
2.5 Response to Government initiatives impacting on CTO members	<ul style="list-style-type: none"> <li>• DADHC Service Type Review</li>   <li>• MoT Accreditation</li>   <li>• DVA Agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Provide essential CTO input into review process</li> <li>• Members represented adequately on review process</li>   <li>• Provide positive input into process- Decision from Ministry of Transport due 1 July 2007</li> <li>• CTO achieves goal for members</li>   <li>• To be reviewed and/or negotiated when NSW tender process commenced by DVA</li> <li>• Revised tender document template prepared</li> </ul>	<ul style="list-style-type: none"> <li>• Subject to Government requirements</li>   <li>• Subject to Government requirements</li>   <li>• Ready for new Contracts 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer and Working Party</li>   <li>• Executive Officer/ Working Party</li>   <li>• Executive Officer/Consultancy</li> </ul>	<ul style="list-style-type: none"> <li>• Report accurately reflects industry activities &amp; identity</li> <li>• Awaiting MoT confirmation of start date and makeup of committee.</li>   <li>• Provided appropriate input into the development of Legislation and standards</li> <li>• Lobby MoT on behalf of member's concerns &amp; issues</li>   <li>• Successful tender subject to accreditation</li> </ul>	<ul style="list-style-type: none"> <li>• STR Steering Committee developed in conjunction with MoT</li> <li>• Service type review complete and awaiting MoT report.</li>   <li>• Heavily involved in Accreditation Model.</li> <li>• Met with several Ministers and DG's on various matters.</li> <li>• MOT rejected proposal</li> <li>• Assist MoT to develop Funding Agreement standards</li>   <li>• DVA contracts not available till 2010.</li> <li>• Representation to MoT. MoT representing sector to DVA.</li> </ul>

**Key Activity Area 2: Administration (Cont'd)**

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
2.5 cont'd	<ul style="list-style-type: none"> <li>• Growth to CTP funding</li> </ul>	<ul style="list-style-type: none"> <li>• Provide positive input into process-decision from MoT</li> <li>• CTO achieves goal for members</li> </ul>	<ul style="list-style-type: none"> <li>• Subject to government requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Representation maintained</li> <li>• Proposed CTP summit in 2008.</li> <li>• Summit cancelled.</li> <li>• State Opposition paper released indicating \$12 M proposal</li> </ul>	<ul style="list-style-type: none"> <li>• Representation to MoT in Aug 2007.</li> <li>• Representation made to Minister Nov 2007</li> <li>• Contracted PR Company &amp; commenced CTP Campaign.</li> <li>• To date extensive media coverage</li> <li>• State Opposition supporting and running with media coverage.</li> <li>•</li> </ul>

**Key Activity Area 2: Administration (Cont'd)**

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
<p>2.6 Special Projects</p>	<ul style="list-style-type: none"> <li>• To be completed as need/funding identified</li>   <li>• Prepare Prospectus documents with various cost variations for immediate lodgement</li>   <li>• Special projects to be costed and incorporated</li> </ul>	<ul style="list-style-type: none"> <li>• New initiatives identified and EOI submitted</li>   <li>• Planning in place for windfall funding</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li>   <li>• August 2007</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer / Member Services Co-ordinator</li>   <li>• Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Funding sought and secured</li> <li>• Funding successful</li> <li>• Funding successful</li> <li>• Funding successful</li> <li>• Funding successful</li> <li>• Funding successful</li> <li>• Funding successful</li> <li>• Submission sent</li> <li>• Mobil contract complete</li> <li>• Due for completion Dec 09</li> <li>• CTO has professional approach to seek funds</li> <li>• Projects undertaken</li> </ul>	<ul style="list-style-type: none"> <li>• Submissions prepared for                             <ul style="list-style-type: none"> <li>• Taxi Video</li> <li>• ATN Funding</li> <li>• ATN Conference</li> <li>• CTO Conference</li> <li>• CTO travel Assistance</li> <li>• TV Advertising and Branding.</li> <li>• Driver recruitment training</li> </ul> </li> <li>• Consumables Survey completed</li> <li>• PR company to commence prospectus when funds available</li> <li>• 09/10 Budget</li> </ul>

	into annual budget prior to (a) commencement & (b) authorisation sought from MC				as per 2.6	complete with \$600k + income budgeted for.
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**Key Activity Area 2: Administration (Cont'd)**

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
2.7 Staff	<ul style="list-style-type: none"> <li>Staff Supported by ensuring timely response to recommendations, training, mentors, and budget which reflect effective and efficient access to funds</li> </ul>	<ul style="list-style-type: none"> <li>Regular &amp; documented meetings by EO</li> <li>Access to training to reflect organisational needs</li> </ul>	<ul style="list-style-type: none"> <li>April</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer &amp; management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Completed on time</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings scheduled and minuted</li> <li>MSO training provided in:                             <ul style="list-style-type: none"> <li>MYOB</li> <li>DADHC Training orientation</li> <li>Hands on SWCT</li> <li>PowerPoint                                     <ul style="list-style-type: none"> <li>BAS Training</li> </ul> </li> <li>NEW MSO (Ben) training complete:                                     <ul style="list-style-type: none"> <li>DADHC training</li> <li>CT service Orientation SWCT</li> </ul> </li> <li>Excel training ongoing with</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Performance Appraisal</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Appraisal as Policy and Procedures Manual</li> </ul>	<ul style="list-style-type: none"> <li>• April</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer &amp; Executive</li> </ul>	<ul style="list-style-type: none"> <li>• 12 month reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• EO <ul style="list-style-type: none"> <li>• MSO training calendar to be developed Sept 09</li> </ul> </li> <li>○ P/T Accounts Person employed 08</li> <li>○ New MSO employed and appraisal not due till October 2010</li> <li>○ EO Appraisal completed Mar 09 further appraisal planned for Feb 2010</li> </ul>
2.8 Policies	<ul style="list-style-type: none"> <li>• Develop and review policies and procedures to ensure effective working of organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Annual review</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer &amp; Membership Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Policies amended as required</li> <li>• OH&amp;S Policy &amp; Procedures currently being reviewed.</li> <li>• Constitution reviewed and adopted Oct 07 AGM</li> </ul>	<ul style="list-style-type: none"> <li>• Policies ongoing as required</li> <li>• Procedure development commenced and reviewed at Staff Meetings. To be resumed with new MSO</li> <li>• Ongoing</li> <li>• OH&amp;S and Policy updates on MC agend</li> <li>• Complete</li> </ul>

**Key Activity Area 3: Member Services**

**Objective: To provide services to meet needs of CTO members**

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
3.1 New CTO staff member: Member Services Co-ordinator	<ul style="list-style-type: none"> <li>Interview and appoint Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>Candidates to be interviewed by panel</li> </ul>	<ul style="list-style-type: none"> <li>Offer of employment made by March 2007</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate person appointed May 2007</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> <li>New MSO appointed within 3 months of departure of old MSO July 08.</li> </ul>
3.2 Face-to-face interaction with Members	<ul style="list-style-type: none"> <li>Introduce new Member Services Co-ordinator to all 8 regions &amp; attendance at regional forums / member meetings &amp; State Conference</li> </ul>	<ul style="list-style-type: none"> <li>Member Services Co-ordinator to meet all regional Chairs as a minimum</li> </ul>	<ul style="list-style-type: none"> <li>Within 12 months of appointment</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer / Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>90% of all CTO members contacted</li> <li>Attended one (1) meeting per Region per year 08</li> <li>Attended two (2) meetings per Region per year 09</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>All regional meetings regularly attended.</li> <li>MSO attended and MC'd conference 08</li> <li>2009 Regional Meetings planned. EO to attend 8 per year – MSO to attend 16 per year.</li> </ul>
3.3 Member Compliance & Operations	<ul style="list-style-type: none"> <li>Support members with compliance &amp; operational issues</li> <li>Review of agreement with TMA for TRIPS software support</li> <li>Provide guidelines to members on best practice processes using research completed by other bodies such as MoT.</li> </ul>	<ul style="list-style-type: none"> <li>Timely dissemination of information</li> <li>Revised Agreement signed</li> <li>Best Practices guidelines posted on Website</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>August 2007</li> <li>Ongoing – minimum one per month</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer / Member Services Co-ordinator</li> <li>Executive Officer &amp; IT Sub-committee</li> <li>Executive Officer / Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>Annual survey of members.</li> <li>Survey planned for mid 2008</li> <li>Measurable performance indicators met</li> </ul>	<ul style="list-style-type: none"> <li>To be discussed and formulated</li> <li>Plenary session at 2009 Conference</li> <li>Revised Agreement Signed</li> <li>OBV Agreement to Completed Jan 09</li> <li>Investigating DRT system benefits.</li> <li>Regular Information relayed through forums, email &amp; website.</li> </ul>

**Key Activity Area 3: Member Services (Cont'd)**

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
3.4 Review of Membership Structure	<ul style="list-style-type: none"> <li>Evaluate types of membership (full vs. associate) &amp; standard inclusions</li> </ul> Review fees of full & associate membership and alternate based on level of recurrent funding	<ul style="list-style-type: none"> <li>Report with costs prepared &amp; submitted to Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>2008 – 2009</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Alternate fee structure not adopted at this stage.</li> <li>Report submitted to MC on current income levels for consideration in Dec 07 and budget prepared for 09/10</li> <li>Alternate Associate Membership options identified, costed and implemented</li> </ul>	<ul style="list-style-type: none"> <li>Completed               <ul style="list-style-type: none"> <li>Completed</li> <li>completed</li> </ul> </li> </ul>
3.5 Organisation Type	<ul style="list-style-type: none"> <li>Investigate feasibility of CTO becoming a "Foundation" &amp; implications (funding, constitutional, etc)</li> </ul>	<ul style="list-style-type: none"> <li>Report prepared &amp; submitted to Committee</li> </ul>	<ul style="list-style-type: none"> <li>June 2008**</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Report submitted to MC</li> </ul>	<ul style="list-style-type: none"> <li>PR company contracted to commence setting up Foundation and seek funding opportunities.</li> <li>Awaiting VIC, SA, QLD to participate in CTA</li> </ul>

## Key Activity Area 2: Administration (Cont'd)

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
3.6 Aboriginal & Special Interest Community Transport	<ul style="list-style-type: none"> <li>Ensure awareness &amp; consideration of Aboriginal and Special Interest Group's issues addressed</li> <li>Investigate the option of (1) one aboriginal &amp; (1) one special interest group representative being appointed to MC</li> <li>Aboriginal Cultural Awareness Training</li> <li>Investigate need and</li> </ul>	<ul style="list-style-type: none"> <li>Maintain awareness within industry &amp; funding bodies</li> <li>Maintain relationships &amp; support- Aboriginal Transport N'work</li> <li>Report tabled to MC</li> <li>Training sessions offered to each region</li> <li>Report completed</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Report tabled at June** &amp; August Meeting</li> <li>2007</li> <li>March 2008**</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer &amp; Constitutional Committee</li> <li>Executive Officer</li> <li>Aboriginal Committee Rep &amp; Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Issues reported back to MC/industry</li> <li>MC has timely &amp; accurate information on which to base</li> <li>Report tabled</li> <li>ATSI persons appointed.</li> </ul>	<ul style="list-style-type: none"> <li>EO Chaired ATN Meeting</li> <li>Submissions prepared and funds secured for further meetings and ATN Conference.</li> <li>Special Interest Group Board Member to be sought.</li> <li>Sessions completed</li> <li>CTO ATSI MSO</li> </ul>

	funding source for new CTO staff position of Aboriginal Member Services Co-ordinator	& submitted to Management Committee				Submission complete by ATN
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## Key Activity Area 3: Member Services (Cont'd)

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
3.7 Website	<ul style="list-style-type: none"> <li>Encourage member use of Website through on-site training/demonstration of features (e.g. Forum), as well as seeking member feedback</li> <li>Develop &amp; undertake survey of members on their experience using CTO website</li> <li>Arrange updates / upgrades as required</li> </ul>	<ul style="list-style-type: none"> <li>Number of on-site visits to members &amp; demonstrations</li> <li>Increase in hits on website</li> <li>Survey implemented</li> <li>Completed &amp; documented</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing 2007 – 2008</li> <li>2008-2009</li> <li>June 2008**</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Member Services Co-ordinator</li> <li>Member Services Co-ordinator</li> <li>Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>20% increase in hits</li> <li>35% increase in hits*</li> <li>Report on survey results tabled to MC</li> <li>Poll established on website</li> <li>Implemented updates as required</li> <li>Password &amp; profile system upgraded</li> <li>MSO now has maintenance access</li> <li>New media link/section</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Increased hits reported</li> <li>MSO forum demonstrations commenced 2009</li> <li>Complete</li> <li>OH&amp;S Legal commenced publication on Website Nov 07 with weekly updates.</li> <li>MSO cleaning up Website – ongoing</li> <li>Forum updates planned for Oct 09</li> </ul>
3.8 Travelog Newsletter	<ul style="list-style-type: none"> <li>Seek regular feedback from member's needs &amp; content e.g. survey in newsletter, member visits, etc.</li> <li>Investigate cost of external production, and mailing hard copy to members vs.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback compiled &amp; agreed improvements implemented</li> <li>Report prepared on cost / benefits and various</li> </ul>	<ul style="list-style-type: none"> <li>2007-2008</li> <li>Sept 2007**</li> </ul>	<ul style="list-style-type: none"> <li>Member Services Co-ordinator</li> <li>Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>Increased input feedback/ participation by regions/ members</li> <li>Report tabled to MC</li> <li>Hardcopy now produced twice per</li> </ul>	<ul style="list-style-type: none"> <li>Hardcopy produced for 07/08 Conference with very positive feedback.</li> <li>Complete</li> </ul>

	emailing electronic copy	options			year.	
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### Key Activity Area 2: Administration (Cont'd)

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
3.9 Training	<ul style="list-style-type: none"> <li>Co-ordination &amp; implementation of Cultural Awareness training</li> <li>Identify new and refresher training programs</li> <li>Develop member training programs based on member needs with costings (potential income stream for CTO)</li> </ul>	<ul style="list-style-type: none"> <li>Training sessions offered to all regions</li> <li>Seek feedback from members on needs</li> <li>Training programs sourced &amp; costed</li> </ul>	<ul style="list-style-type: none"> <li>November 2007</li> <li>Ongoing</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Member Services Co-ordinator</li> <li>Member Services Co-ordinator</li> <li>Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>Needs identified</li> <li>Training calendar produced</li> <li>Funding received 08</li> <li>Funding received 09</li> </ul>	<ul style="list-style-type: none"> <li>completed</li> <li>To be finalized               <ul style="list-style-type: none"> <li>Manual handling</li> <li>ATN Training</li> <li>Personal Development</li> </ul> </li> <li>ATN Training identified and funding submissions successful 2008</li> <li>Driver Recruitment training submission to DADHC 09</li> <li>OH&amp;S submission successful 08</li> </ul>
3.10 Supplier Partnerships	<ul style="list-style-type: none"> <li>Develop partnerships / incentive schemes with suppliers e.g. Member discounts on accommodation, deals with vehicle manufacturers</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships developed &amp; communicated to members</li> </ul>	<ul style="list-style-type: none"> <li>December 2007**</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> </ul>		<ul style="list-style-type: none"> <li>CTO Prospectus planned for 2010</li> <li>Consumables Survey sent 08</li> <li>Partnerships developed</li> <li>Mobil contract complete</li> </ul>

						<ul style="list-style-type: none"> <li>• TMA, SOS contract complete.</li> <li>• Oxygen Solutions arrangements in place</li> <li>• Enware arrangements in place</li> <li>• Hyperion Design arrangements in place</li> </ul>
3.11 CTO Conference	<ul style="list-style-type: none"> <li>• Review of current and alternate formats with cost / benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Report on options prepared &amp; presented to Committee</li> </ul>	<ul style="list-style-type: none"> <li>• March 2008**</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer / Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Report tabled</li> </ul>	<ul style="list-style-type: none"> <li>• 2008 Conference financially successful</li> <li>• 2009 Conference planned with alternative conference format</li> <li>• Nation Conference agreed on.</li> </ul>
3.12 Volunteer Marketing Strategy	<ul style="list-style-type: none"> <li>• Develop guidelines for members on how to attract volunteers (awaiting Accreditation outcome)</li> </ul>	<ul style="list-style-type: none"> <li>• Guidelines prepared &amp; available to members</li> </ul>	<ul style="list-style-type: none"> <li>• On-hold</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer retention report to be submitted to DADHC June 2010</li> </ul>	<ul style="list-style-type: none"> <li>• TV advertising submission successful.</li> <li>• TV advert to be complete 2009</li> </ul>

### Key Activity Area 4: Representation & Promotion

Objective: improve profile and credibility of CTO through effective representation of members and promotion of community transport

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
4.1 External Face of CTO	<ul style="list-style-type: none"> <li>Raise profile &amp; recognition of Executive Officer as external face of CTO and main contact</li> </ul>	<ul style="list-style-type: none"> <li>All external communication, submissions, etc from Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Successful representation at stakeholder meetings</li> <li>Exposure at all levels of media achieved</li> <li>Liaison with ministers &amp; govt. departments &amp; political parties achieved</li> </ul>	<ul style="list-style-type: none"> <li>Invited to participate in Cancer Council Media launch Dec 07.</li> <li>Attend all Regional Meetings with positive feedback</li> <li>CTP media exposure, radio, Newspaper 08</li> <li>Meetings attended as per Staff Meeting minutes.</li> <li>Joint presentations at MOW Conference with COPS and Neighbour Aid. 08</li> <li>QLD conference presentation 09</li> <li>VIC presentation 09</li> <li>SA presentation 09</li> </ul>
4.2 State & Regional Planning	<ul style="list-style-type: none"> <li>Ensure issues of concern to members are raised with state/regional planning bodies</li> <li>Regular liaison with DADHC, MOT Health, NCOSS, etc</li> </ul>	<ul style="list-style-type: none"> <li>Completed submissions</li> <li>Effective networking</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Formal joint meeting every 6 months</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>Members informed of activities &amp; results</li> <li>Meetings documented &amp; tabled at MC meetings</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings as listed in Staff Meeting minutes.</li> <li>Feedback received through regional</li> </ul>

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
						forum reports

### Key Activity Area 2: Administration (Cont'd)

Issue	Tasks	Measurable Performance Indicator	Timeframe	Personnel Responsible	Evaluation of Outcome	Current Position
4.3 Marketing Strategy	<ul style="list-style-type: none"> <li>Develop marketing strategy to promote community transport &amp; raise awareness among wider NSW community (e.g. print media, regional radio/TV)</li> </ul>	<ul style="list-style-type: none"> <li>Costed marketing strategy with funding options</li> <li>Implementation of marketing strategy</li> </ul>	<ul style="list-style-type: none"> <li>December 2007**</li> <li>2008 - 2010</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Executive Officer / Member Services Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>Report tabled</li> <li>Funding sourced &amp; program implemented</li> <li>TV advertisement supported by CTO.</li> </ul>	<ul style="list-style-type: none"> <li>Completed</li> <li>CTP campaign</li> <li>Prospectus planned 09</li> <li>Branding rolled out &amp; registered</li> <li>Funding submission successful for TV advertisement</li> <li>Positioning awareness campaign rolled out 09</li> </ul>
4.4 National Alliance	<ul style="list-style-type: none"> <li>Participate in the development of a national peak organisation for community transport</li> </ul>	<ul style="list-style-type: none"> <li>Formalisation of National Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Executive</li> </ul>	<ul style="list-style-type: none"> <li>Recognition of national peak body for community transport</li> <li>SA and QLD Peak</li> </ul>	<ul style="list-style-type: none"> <li>EO announced CTA at VIC Conference May 08.</li> <li>Assisted SA set up State Body</li> </ul>

					Bodies established	<ul style="list-style-type: none"><li>• Assisted QLD set up state body</li><li>• National Conference planned</li><li>• CTA registered.</li></ul>
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