



PO Box 162
Gladesville NSW 1675

Crows Nest Centre
Level 4 – 2 Ernest Place
Crows Nest NSW 2065

Stryder
ABN 22 033 281 295

T: 02 9816 5000
E: info@stryder.org.au
W: stryder.org.au

Proposed changes to our client contribution fares

Dear Valued Client,

At Stryder, we work hard every day to keep your transport reliable, safe and affordable. We're writing to let you know that from 1 November 2026, we will be increasing our client contribution fares. This is the first time we have increased our client contribution fares in two and a half years.

What's changing?

We are moving to one simple, distance-based fare for both Community Connect Transport and Stryder, so it's easier to understand what a trip will cost. Fares are also increasing to better reflect the true cost of providing your transport. This is the first time we have increased our client contribution fares in two and a half years.

Why are fares changing?

- Fuel and vehicle running costs have risen
- Driver wages are increasing by 4.75%, under the Fair Work Commission's award decision
- Other operating costs, such as rent and insurance, continue to increase

For our Support at Home and Standard rate paying clients, where the change is largest, we are staging the increase over three years to keep it manageable.

What this means for you

Trip type	What you pay now	What you'll pay from 1 November 26
CHSP trips (government subsidised)	\$2.00 per Km, minimum fare \$10.00 (one way)	\$2.70 per Km, minimum fare \$13.50. \$4.25 per additional Km beyond 10 Km (one way)
Support at Home / Standard rate trips (not subsidised)	\$5.72 per Km, minimum fare \$30.80 (one way)	\$8.00 per Km, minimum fare \$40.00. Rising in yearly steps to \$12.00 per Km, \$60.00 minimum, over 3 years (one way)
Group Shopping Services	CHSP - \$15 (return) Standard Fare - \$44 (return)	CHSP - \$20 (return) Standard Fare - \$50 (return)

Please note: There will be no change to our dialysis transport rate

Your exact fare will depend on the service you use and the distance you travel. Our Client Services team is very happy to talk you through what this means for you personally.

Have your say

We want to hear from you. Use the Feedback option on our website to share your thoughts and questions, or

- Email Stryder at info@stryder.org.au;
- Write to Stryder at PO Box 846, Crows Nest, NSW, 1585
- Attend our in-person client consultation at the Crows Nest Centre on Thursday 20 August, 11am – 1pm. Please RSVP by email to the address above; or
- Call our Client Services team on 9816 5000.