



2026 Awards (2026)

Outstanding Community Organisation (Region: Far South Coast)

Business NSW - Outstanding Community Organisation



EAGgooeR

Entry details

Trading name: Business NSW

Name to be used on all promotional materials (publicity materials, certificates, trophies, presentations): Business NSW

Registered ABN: 63 000 014 504

How is your business structured? Company

Is your business classified as a not for profit?	No
Main office address:	Level 7, 8 Chifley Square
Suburb:	Sydney
Postcode:	2000
Business trading commencement date:	2024-01-02
Number of employees:	50 to 99
What is the main industry your business operates in?	Transport or Postal and Warehousing
Is your business primarily business to business or business to consumer?	Business to Consumer

Describe your business, product/service you offer to the market or industry

Business NSW is a not-for-profit transport provider, delivering over 150,000 trips annually to more than 5,000 clients across the Far North Coast. With a workforce of 200+volunteers contributing over 50,000 hours and driving 2 million kilometres each year, the organisation provides essential services to older people, those with disabilities, and transport-disadvantaged individuals. Operating aged care, disability, education, taxi, and point-to-point services, the company is known for innovation, high customer satisfaction, and strong community partnerships. Their social enterprise model blends compassion with professionalism to create lasting impact across the regional and rural communities they serve.

Please provide a 100 word biography for your business to be used for promotional purposes.

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Website: <https://www.businessnsw.com/>

PROMOTIONAL IMAGES

Please attach 2 hero images that best depict your entry. It could be a logo or team group photo. Images will be used at the awards presentation and for Media for any promotions as required, (These must be no bigger than 10MB each in jpeg format – hi resolution, landscape format images).

PROMOTIONAL IMAGE 1

The logo for Business NSW, featuring the word "BUSINESS" in a large, bold, black sans-serif font above the word "NSW" in a smaller, bold, black sans-serif font.

[Download \(19 KiB download\)](#)

PROMOTIONAL IMAGE 2



[Download \(19 KiB download\)](#)

Full name: Business NSW

Position: Test Entry

Email: test@businessnsw.com

Phone: +61416457049

The business has been trading/operating for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry. ✓

This organisation has not entered the categories of Outstanding New Business, Excellence in Micro Business, Excellence in Small Business, Excellence in Medium Business or Excellence in Large Business ✓

A representative of this business has not been a judge in this category in 2025. ✓

A representative of this business is not a judge in the 2026 Business Awards program. ✓

Outstanding Community Organisation

Explain the social purpose of your organisation and how it contributes to the social, cultural or environmental wellbeing of the community.

The Business NSW Company exists so that no one is left behind because of where they live, what they earn, or the challenges they face. We are a not-for-profit organisation providing safe, accessible, and deeply human transport solutions to people who are older, live with disability, are socially or financially vulnerable, or simply isolated by geography. But we are not just about getting people from A to B. We are about unlocking access-to life, opportunity, and connection. Every trip is a lifeline: to dialysis, to a grandchild's birthday, to the first job interview in years, or to the supermarket for someone who hasn't spoken to a soul all week. We provide more than 150,000 trips annually, serving over 5,000 people across the Mid North Coast. Our impact is amplified by over 200 volunteers who

contribute over 50,000 hours each year-offering not just their time, but their care, compassion, and presence. We are proud to have created Australia's first not-for-profit taxi service-Bellinghen Shire Taxis proving that innovation doesn't have to be profit-driven to be powerful. We believe in equity, community and people. We're values-led-anchored in Love, Leadership, Impact, Fearlessness and Excellence. And every day, we drive those values forward-through storm, distance, and hardship-because we know that community transport changes lives.

Provide an overview of your organisation, including the product or service you deliver within the community.

Business NSW Transport Company is a not-for-profit, community-first organisation committed to making transport accessible, inclusive and life-changing across the Mid North Coast of NSW. We support older people, people with disability, financially vulnerable individuals, and geographically and socially isolated people. Our services span essential medical transport, shopping buses, social outings, overnight travel, and thousands of subsidised trips to life-saving treatments like dialysis and oncology. We deliver Assisted School Travel for children with special needs, youth transport in partnership with schools and support agencies, and access buses that connect remote areas to services and opportunity. We proudly launched Australia's first not-for-profit taxi network-Bellinghen Shire Taxis--to save a vital service, keep local drivers employed, and deliver flexible, values-driven transport to the wider community. Every year, we provide over 150,000 trips, in a fleet of 100 vehicles driven by dedicated volunteers who give more than 50,000 hours of their time. Our work goes beyond logistics-it builds connection, preserves dignity, and makes daily life possible for thousands who would otherwise be left behind. At the heart of it all is a simple belief: that everyone deserves the chance to participate, belong, and live fully. Transport is how we deliver that.

Provide an overview of the key features of your business development strategy and projected outcomes for the future.

At The Business NSW Transport, we're not just growing a service-we're reshaping what transport can mean for rural communities. Our business development strategy is bold and grounded in our social mission: creative and flexible transport solutions for access, inclusion, equality and independence for all people. We are actively diversifying income streams to reduce reliance on traditional funding and invest in long-term impact. One of our recent initiatives has been the acquisition and transformation of Bellinghen Shire Taxis into Australia's first not-for-profit taxi network. This social enterprise has created local jobs, expanded our reach, and offers flexible, on-demand services-all while reinvesting surplus into the community. It has also been recognised in the academic transport realm as a real-life example of a successful Mobility as a Service (MaaS) model. We've expanded contracted services, including Assisted School Travel for children with special needs and education transport in rural areas. We're also scaling up into larger bus services, providing a values-driven alternative where profit isn't the end goal-community impact is. Digital transformation is underway, with new allocation and dispatch systems improving efficiency and enabling smarter service planning. We're investing in fleet upgrades to increase accessibility and environmental sustainability. We are growing deliberately-pursuing new partnerships, strengthening our volunteer base, and positioning ourselves as a leader in inclusive mobility. Our projected outcomes include more services, greater reach, and fewer people left waiting. But more than that, we're building a model that proves ethical, community-centred transport isn't just viable it's vital. We strive for excellence in breaking the mould, and aim to build a transport system that can be replicated across other regions.

Demonstrate how your organisation contributes to the local economy in your region.

The Business NSW Transport Company is a powerful economic engine driving local jobs, community wellbeing, and social return across the Mid North Coast and Northern Rivers. We directly employ over 85 people and engage more than 200 volunteers, injecting over \$9 million annually directly into the local economy. Our spending supports regional suppliers-vehicle suppliers and maintenance, fuel, tyres, catering, uniforms, IT, and more-keeping local businesses strong and services close to home. We provide over 150,000 trips a year, allowing people to access health services, retail, performances, social connection and essential appointments. This enables local GPs, aged care homes, hospitals, and shops to function with regular, reliable patronage-supporting their sustainability. We deliver subsidised trips to dialysis and oncology patients, helping people receive life-saving care without the burden of travel cost or stress. We support youth, schools and sporting clubs with transport to training and competitions-unlocking potential, pride and participation. Part of our social enterprise, Bellinghen Shire Taxis, preserved local jobs and filled a critical service gap, with profits returned to the community rather than shareholders. Our volunteers contribute more than 50,000 hours annually-providing a level of service that would cost millions if paid, and

delivering care that can't be measured in dollars. In partnership with the University of NSW, we participated in research measuring our social return on investment. The findings were extraordinary: for every \$1 we receive, we generate between \$14 and \$40 in social value. This translates to more than \$130 million in community benefit each year through reduced hospital admissions, improved mental health, delayed entry into residential care, and stronger social ties. We connect people and we strengthen entire systems. We reduce pressure on health and welfare services, stimulate the local economy, and create opportunities where none existed before.

Outline the key challenges your organisation has faced over the past 12 months and explain how you have managed the impact of these challenges.

Most recently - along with everyone on the North Coast - we grappled with the floods which inundated our area and caused chaos for the travelling public. After regular and all-too-common experience with natural disasters over the past six years, The Business NSW Transport Team mobilised our crisis action plan to ensure the safety of both our drivers and our passengers. Vehicles were quickly moved to pre-identified higher ground, and essential services such as transport to oncology and renal treatments were prioritised. The Business NSW Transport Company is a nominated service to assist in evacuations for vulnerable people where needed, however we were lucky that this was not necessary during the May floods. Immediately following the floods we recognised the need for those people whose homes and vehicles had been inundated to access services, and so we introduced free and prioritised transport services for anyone who was flood affected who needed it for their recovery efforts. Volunteer acknowledgement and recruitment remains challenging across our region. We met it with creativity: launching recruitment campaigns, offering flexible roles, and deepening our volunteer engagement to attract people who want to make a difference. This year we celebrated our volunteers by launching Human Portraits: Micro-Documentaries from The Business NSW Transport Company. This initiative gives the opportunity for young local filmmakers to make 3 minute documentaries highlighting the varied and fascinating lives of individual volunteers. Our first three micro documentaries were screened at the Volunteering NSW's Annual Conference in Sydney to overwhelming feedback, with Seek Volunteer requesting to use them for their team who places over 70,000 volunteers per year. Over the past 12 months we were reminded why we exist. When a volunteer finds an older client on the floor after a fall and saves their life by calling an ambulance - that's why. When a young person reaches a sport program they'd otherwise miss - that's why. When someone finally gets to a cancer treatment because we made it possible - that's why. Even through natural disasters and policy uncertainty, our people have gone above and beyond. We've stayed steady, responsive, and values-driven - because our community needs us, and we will never stop showing up.

Log in to enter.businessnsw.com to see complete entry attachments.

BUSINESS NSW