



Transport

# Community Transport - Best Practice & Innovation in Service Delivery in NSW

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# Local & Community Transport branch - Overview

- **Local and Community Transport - Transport Services – Department of Transport, NSW**
- **Local and Community Transport Branch**
- **28 staff – 15 based in Sydney and 13 statewide**
- **Administers 3 programs:-**
  - **- CTP - \$3.9m**
  - **- HACCC - \$39.1m**
  - **- Country Passenger Transport Infrastructure Grants Scheme - \$1.4m**
- **CT is a separate service type in HACCC program in NSW unlike other states.**
- **There are 134 Community Transport organisations in NSW**
- **Run Regional Transport Coordination Program**

# LACT

- Transport disadvantage – circumstance or set of circumstances that leaves those who are affected by it in a situation where they have limited or no access to private transport and they have difficulty in gaining access to conventional transport systems due to physical, social or geographic factors.

# What we do

- Work with transport service providers and transport users to promote more flexible transport options
- Ensure greater coordination & cooperation between transport operators, Govt agencies and the community
- Better use of existing resources

# Transport Coordination Program

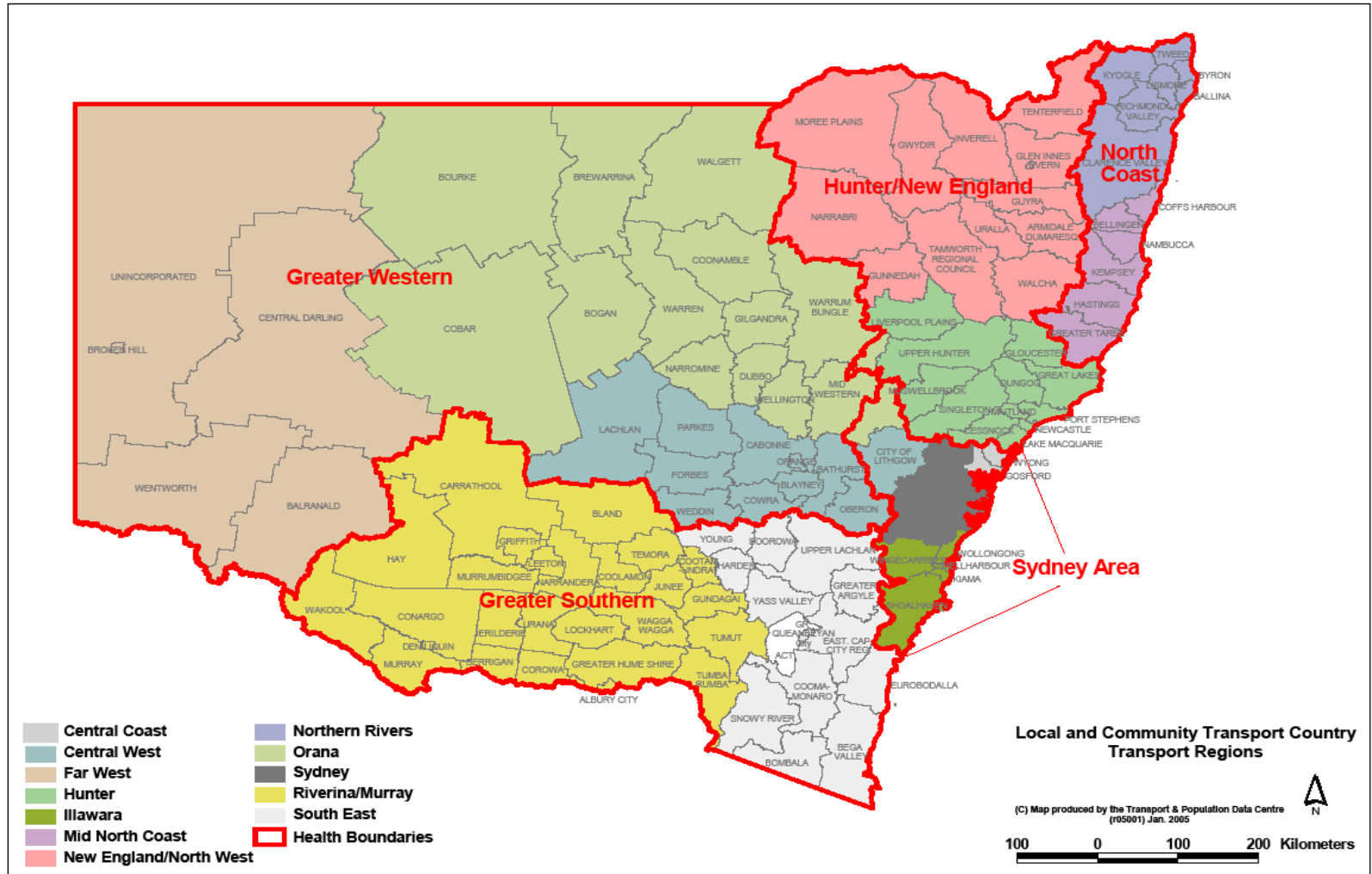
# LACT

- Regional & Metro Transport Coordinators – target non-HACC and transport disadvantage
- 11 regions – 1 EFT Regional Transport Coordinator based in each region
- Aboriginal Project & Liaison Officer – statewide position
- 2 Metropolitan Transport Coordinators based in Sydney

# Transport Coordinators

- Facilitate local solutions to address transport disadvantage
- Stakeholder consultations – formal and informal with transport operators, local councils, government departments, community groups, Transport Working Groups
- Coordination role – work to improve coordination & communication at local level across modes

# Map



# Transport Coordinators

- Identify issues
  - -lack of coordination between service providers and with stakeholders
  - -lack of information
  - -gaps in transport service provision
- Trial projects funded – non recurrent, promote coordinated approach, better use of existing resources, promote partnership with other organisations – 567 projects since July 2004

# Driver Licence Programs

- Over 35 projects funded
- Programs to get Learners
- Programs to get 'Ps'
- Train the trainer projects to deliver Aboriginal driver projects
- Programs to get mainly Aboriginal people their bus licence
- Many gained employment as a direct result

# Transport to Funerals

- Statewide project including Metro Sydney
- Group transport (8 people+) to travel more than 25 kms or from metro area to rural and regional NSW
- LACT funds up to 50% of the actual transport cost
- Highly responsive program – limited timeframe

# Travel assistance for victims of domestic violence

- Many projects across NSW – Transport to Safety projects
- Projects assist transport disadvantaged women to escape domestic violence when the abuser is out of the house
- Not used as primary intervention in a violent situation – Police role
- Transport usually by taxi, bus or rail
- May be used for transport to court hearings/counselling etc

- What is a carpool?



# Northern Rivers Carpool

- 9 councils and major employers eg Uni, TAFE, Area Health
- Over 550 registered users and growing
- Web based interface linking compatible drivers and passengers
- Free service that people log onto securely to provide travel details for transport matches
- Designated car parking spaces throughout regions
- Benefits – reduce greenhouse gas emissions, savings for users, less traffic congestion, building social networks

# Western Sydney Carpool

- Due to success of NR Carpool, similar project in Western Sydney
- Partner organisations Councils, UWS, Area Health Service, RTA, Western Sydney Community Forum, Office of State Revenue
- Project is about to commence with partner agencies as a trial, then community launch later this year.
- Another Carpool is to commence on the Mid North Coast

# Midnight Sports

- Provide funding for transport to Midnight Sports programs in rural and regional NSW
- Late night sports competitions eg basketball, combined with lifeskills workshops
- Targeted at young people 12-16 yrs
- Programs very successful eg Tamworth 80 young people, 80% ASTI, transport component picked up by other funding sources so project is ongoing

# Access to community services

- Aboriginal Language Outreach Project “46 children have accessed the program – transport funding is a great enabler and is helping ensure the success of a highly valued program” (from auspice)
- Central Coast Supported Playgroups – assisted many families to attend the playgroups -16 families in Gosford (taxi vouchers and running costs for a van). In Wyong paid for petrol for a volunteer driver to transport 8 families

# Voucher projects

- Many bus and taxi voucher projects eg Goulburn, Bega, Wollongong, Shoalhaven etc
- Many are ongoing with no extra funding from LACT
- New projects developed using existing voucher projects eg Southern Youth Transport project using existing Illawarra voucher project to access youth programs

# Other projects

- Mobility and Access Days
- Display and information sessions on local accessible transport, mobility aids and various services and concessions



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# The Wellness Project

# Philosophical change

- To move service provision from a culture of “**doing for**” or “**doing to**” to one of “**doing with**”.

# Wellness project context

- Trial to investigate implementation of wellness approach in community transport context
- Aim: increase transport independence of participants through providing a range of transport options
- Produce a “how to” resource guide for use across community transport sector.

# Project principles

- Focus on improving quality of life, social participation and functional capacity as defined by the client themselves.
- Assist participants to learn new skills or regain previous skills.

# Transport options

- Travel training
- Taxi vouchers
- Individual transport
- Group transport
- Social outings
- Access to driving instruction
- Partnership with other services
- *Or a mix and match of any of these...*



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# Travel Training

South Western Sydney

Northern Sydney

Maitland/Hunter Region

Shoalhaven/South

Coast

# Improves Independence

- Supports participants to use public transport
- Individual assistance or group training, assesses needs, develops travel plan, travels with participant
- Free service
- Volunteer training package developed



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# Questions