
Community Transport Snapshot Project

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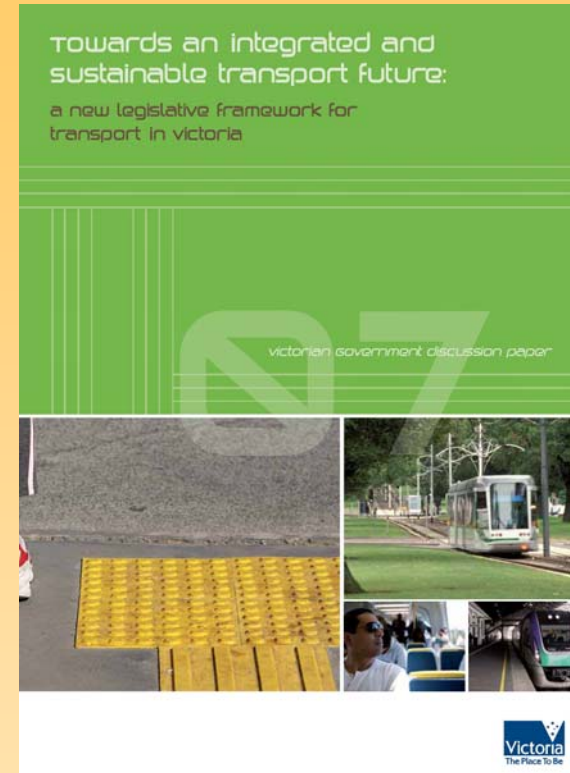


Overview

- ◆ Background
- ◆ Changing focus of transport in Victoria
- ◆ Context – why is community transport so important
- ◆ Where to from here – the case for a community transport audit in Victoria

Background

- ◆ Increased interest in transport disadvantage in Victoria eg.
 - Transport and Disadvantage Conference 2006 and 2007
 - Transport Connections
 - Review of the *Transport Act*
- ◆ CT in Victoria still ‘without a home’ in terms of funding, governance and regulation.



VCOSS/VCTA Community Transport Roundtables

- ◆ Increase community transport sector voice in these discussions
- ◆ Develop a common view on the changes required
- ◆ Identify research and policy gaps

What makes community transport different?

- ◆ not-for-profit - allowing financial flexibility for passengers
- ◆ flexibility – including offering door-to-door or door-through-door services
- ◆ ability to adapt to the level of service required by passengers on the day of travel
- ◆ passenger focussed – ‘clients come first’

Who does community transport best support?

- ◆ do not or cannot drive
- ◆ no access to suitable public transport
- ◆ require assistance with mobility, communication or other forms of personal support
- ◆ need a coordinated service and consistency of drivers
- ◆ “don’t have the wherewithal to negotiate”
- ◆ experience financial difficulties
- ◆ lack family/social support or their family structure does not or cannot support their mobility needs

Why do we need to get this right?

- ◆ Aging population – especially in areas with limited transport options
 - Including aging carers and volunteers
- ◆ Growing rates of people with a disability
 - Growing demand for disability services
- ◆ More difficult operating environment – inflation, petrol prices,
- ◆ = greater demand for services under pressure
- ◆ Huge challenge for service sustainability

Cost of leaving town for a long weekend



How our petrol price is

Petrol's wholesale price is set using international refined petrol costs and shipping, insurance and wharf costs. It is then converted from US to Australian dollars. A federal tax is levied on

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So what's the problem?

- ◆ Community transport in Victoria largely unaccounted for, literally.
 - How many providers, who are they, where are they?
 - How many passengers?
 - Who are they?
 - Where do they go?
 - How much does it cost?
 - How much does it save?
 - What is the unmet need?

Community Transport Snapshot Project

- ◆ when the service was established and why
- ◆ area covered
- ◆ type of services provided
- ◆ funding sources
- ◆ number of funded employee hours and number of paid staff
- ◆ number of volunteer hours.

Project participants

- ◆ UnitingCare Ballarat, Aged and disability Services
- ◆ South West Community Transport Program, Western District Health Service, Hamilton
- ◆ Wimmera Volunteers
- ◆ Moonee Valley City Council
- ◆ Brimbank City Council
- ◆ TransAccess, Bentleigh Bayside Community Health Service.

Findings

- ◆ Huge variation across the organisations
- ◆ Significant amounts of transport provided, even by smaller services.
 - Funding sources
 - Amount of transport provided
- ◆ Difficulties due to different data collected
- ◆ Composite picture hard to establish

Need to further clarify what the community transport sector provides

- ◆ Activity based transport
- ◆ Personal needs based transport
- ◆ Flexible public transport
- ◆ Community group transport
- ◆ Mobility support services

Case studies

Case study: Ballarat

Agnes* lives in her own home, but her husband has recently moved into supported accommodation on account of health issues. They have been married for over 50 years and had never been apart before.

Agnes is unable to access a bus and was using taxi's to visit her husband daily. Her only source of income is the pension. Even though Agnes has access to the Multi-Purpose Taxi Program, she was spending up to 75% of her pension per week in taxi fares to visit her husband.

Where to from here?

- ◆ Interviews with service providers
- ◆ An audit of community transport in Victoria under a single data collection framework?
- ◆ Field trips

Contact me!

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