



Ipsos-Eureka
Social Research Institute

Community Transport Stocktake

Prepared for VCTA

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1. EXECUTIVE SUMMARY

In April and May of 2011, the Ipsos-Eureka Social Research Institute (Ipsos-Eureka) undertook a survey of community transport providers on behalf of the Victorian Community Transport Association (VCTA). This survey of n=88 providers was designed to better understand who is both delivering and receiving community transport services, and how these services are being delivered. The survey was also designed to provide an insight into whether providers believe demand for their services will increase or decrease in the future.

An overwhelming majority of community transport providers believe demand for their services will increase in the next three to five years

The vast majority of service providers surveyed (92%) reported that demand for community transport services will increase in the next three to five years; with almost all reporting that the ageing population (99%) and a population with an increased need for access to health services (85%) as major drivers of the increase.

Four out of five surveyed (79%) reported that lack of public transport would dictate an increase in demand; with this issue being more acute for those operating in non-metro areas (89%).

Community transport providers offer many and varied services and some cover vast distances to deliver these services

There are many differences between services, particularly those that operate in metropolitan Melbourne and those that are based in regional and rural Victoria. For example, services based in non-metropolitan Victoria have a much higher reliance on volunteer drivers when compared to metro services. And, while all metropolitan services surveyed owned or leased at least one vehicle, almost one out of every four non-metro services did not. The reasons for trip types also differed; services operating out of non-metropolitan Victoria were more likely to provide community transport for medical appointments, whereas metro services were more likely to offer social outings and leisure activities.

There is no consistent model of community transport provider. The survey findings illustrate that, while there are some consistencies – for example that community transport is usually provided to elderly, frail people – the composition of services offered, modes of transport used and distances travelled is quite unique to each service.

Some community transport providers covered a large number of kilometres in 2010 delivering services. Thirty-eight percent of services who owned or leased a vehicle for CT purposes reported travelling more than 50,000 kilometres in 2010 to provide transport for their clients with the highest reported figure being 1,280,055KM across 42 vehicles (30,448KM per-vehicle). One other organisation recorded covering 748,573KM across 23 vehicles (32,547KM per vehicle). Over half of the metro based services surveyed (54%) and over one-quarter of the non-metro services surveyed (28%) reported covering more than 50,000KM in 2010.

Volunteers underpin the delivery of community transport services, particularly in regional and rural Victoria

Four out of five (80%) of the community transport providers surveyed reported using volunteers as community transport drivers. Services operating in regional or rural Victoria (non-metro) were more likely to report the use of volunteer drivers compared to Melbourne based providers (88% non-metro vs. 61% metro). With such a heavy reliance on volunteers and 92% of providers surveyed predicting an increase in demand over the next three to five years, acquisition and retention of driving volunteers is critical to adequate management of existing and future demand.

There is a gap between funding received and what it costs to deliver community transport services

There is little relationship between the cost to deliver community transport services and the funding received to provide it, with less than twenty percent (17%) of providers surveyed reporting that the cost to deliver community transport services in 2010 was equal to the amount of funding received. Of the rest, one-fifth (20%) reported that funding received was greater than the cost to deliver the service and a majority – 63% – reported that the cost to deliver the service was greater than the funding received.

Variable costs, like a rise in petrol prices, will impact the capability for services to deliver community transport within prescribed or predicted budgets

Four out of ten (38%) service providers surveyed (where the organisation owned or leased at least one vehicle to deliver community transport services) reported that their vehicles travelled more than 50,000 km in 2010 delivering community transport services. Service providers also reported that the majority of trips made by community transport providers were done using a private vehicle (56% of all trips).

The variable cost of petrol determines that the cost to deliver services will fluctuate depending upon the price of petrol. For example, in the year 2000 the average price for one litre of unleaded

petrol (regular) in metropolitan Melbourne was \$0.87¹. In 2010, the average was \$1.26 per-litre; representing a 44% increase over ten years. The average price for unleaded petrol in 2011 (January to June) was \$1.39 per-litre; representing a 59% increase since 2000 and a 10% increase since 2010.

Assuming an average car uses one litre of fuel for every ten kilometres driven, a service provider whose vehicles covered 50,000km in the year 2000 would have used 5,000 litres of fuel costing \$4,350. That same provider, in 2010, would have paid \$6,300 in petrol. In 2011, and assuming the average price of \$1.39 per-litre remains stable, the service provider will pay \$6,950 to fuel the vehicle.

As outlined elsewhere, 92% surveyed forecast an increase in demand for services in the next three to five years. This increase, coupled with a petrol price that may continue to rise beyond standard inflation figures, determines that it is going to become more expensive to deliver community transport services.

¹ Australian Automobile Association: <http://www.aaa.asn.au/issues/petrol.htm>

This section outlines the background to the project, and specifies our understanding of the research objectives

2. RESEARCH CONTEXT

2.1 Background

Community transport can be conceived as 'not-for-profit transport and mobility support which is developed to meet the needs of transport disadvantaged people in the local community'². More broadly conceived, it means transport provided by the community for the community, and can include transport related services and auxiliary support, the coordination and hiring of transport services, and the provision of personalized assistance to the client to ensure they can get to appointments and return home³, transport information, 'travel training' and emergency relief, community vehicle sharing and cost recover hire to community organisations⁴.

Community transport passengers typically include those who:

- do not or cannot drive;
- cannot access public transport;
- require assistance with mobility or communication or other forms of personal support
- need a coordinated service and consistency of drivers;
- experience financial difficulties; and/or

² Victorian Council of Social Service (2008) Community Transport Snapshot Project.

³ The Victorian Community Transport Association Incorporated (2010) Victorian Community Transport Survey 2010.

⁴ Municipal Association of Victoria, (2009) Community Transport Research Report.

- lack family or social network support⁵.

The Victorian Community Transport Association (VCTA) represents community transport in the state of Victoria⁶ with a commitment to the development and support of community transport providers reflecting the principles of access, equity and participation. Its purpose is to provide flexible transport options to assist transport disadvantaged people to access their community⁷.

Its main objectives include:

- to represent community transport providers within the state of Victoria;
- to make representations to Government, non-Government and the Private Sector on behalf of the membership;
- to provide information and support to its members;
- to develop policy and standards that promote best practice in community transport organisations;
- to promote community transport issues within Victoria; and
- to liaise with organisations involved in transport throughout Australia⁸.

VCTA: combating social exclusion and increasing demand

The VCTA recognizes the importance and value of community transport in combating social exclusion and achieving transport equity to create more sustainable communities for the future as embodied in its principles of facilitating access, equity and participation. Community transport in Victoria plays an essential role in assisting those facing 'poverty of access'⁹ to transportation services and seeks to mitigate the negative impacts of social exclusion¹⁰ on the individual, family, community and societal levels¹¹ resulting from limited mobility. Such impacts may include: restricted access to education, employment and social opportunities for young people in rural areas¹² (who as a consequence become locked into a cycle of no transport, no job, no money¹³),

5 Ibid

6 The VCTA is organized across five service areas including: Metropolitan, Barwon-South West, Gippsland, Grampians, Hume and Loddon Mallee.

7 Victorian Community Transport Association, Strategic Plan 2009-2011.

8 Available at: <http://www.vct.org.au/about.html>

9 Royal Automobile Club Victoria (2006) Transport and Mobility: Challenges, innovations and improvements – Report Summary 06/01.

10 'a short-hand term for what can happen when people or areas suffer from a combination of linked problems such as unemployment, poor skills, high crime environment, bad health and family breakdown' – UK government Social Exclusion Unit, 2001, in Scutella et.al (2009) Measuring Poverty and Social Exclusion in Australia: A Proposed Multidimensional Framework for Identifying Socio-Economic Disadvantage'.

11 Royal Automobile Club Victoria (2006) Transport and Mobility: Challenges, innovations and improvements – Report Summary 06/01.

12 Currie et al (2005) Rural and Regional Young People and Transport. Improving Access to Transport for Young People in Rural and Regional Australia.

13 Booz Allen Hamilton (2003) based on CIA 2002 in Ibid.

older people experiencing difficulties getting groceries, to medical appointments and missing out on many social and recreation activities, people with disabilities being unable to access essential services and recreation activities and young mothers being unable to engage with a range of support services (Maternal and Child Health, medical, Centrelink, educational¹⁴).

There are a variety of challenges faced by the VCTA and its members in terms of planning its activities and service provision for the future including demographic factors which currently present significant challenges to service provision and will increasingly do so in the future. Victoria's population is growing and ageing, with community transport service delivery needing to expand and service an increasing number of people and needs. The state's population will increase from 5.13 million in 2006 to 7.40 million by 2036 (an increase of 44.2 per cent); Melbourne is projected to grow by 1.8 million persons between 2006 and 2036 whilst regional Victoria is projected to grow by 477,000 people in the next 30 years, compared with 320,000 in the previous 30 years¹⁵. Additional pressures will be exerted by increasing life expectancy (life expectancy at birth has increased significantly by 2 to 4 years, for both males and females, regardless of socioeconomic status between 1996 and 2007¹⁶) and the stabilization of fertility rates at a higher level than previously assumed¹⁷. Australia's population overall is ageing: older people comprised 12% of the total population in 1998 and are projected to form almost one-quarter (24%) of the total population by 2051¹⁸. In addition, due to the popularity of coastal, riverine and alpine areas for retirement, an increasing number of retirees will chose to settle in these areas and put increasing pressure on services in regional and remote areas¹⁹. This will be further exacerbated by the rationalization of services²⁰ (meaning that longer distances will have to be travelled to gain access) and the movement of working age people to urban areas in order to access better employment opportunities (thereby reducing opportunities for door-to-door transportation of the elderly).

Meeting the needs of community transport reliant Victorians

In addition to the challenges faced it is necessary for the VCTA to have a comprehensive picture of what is available, how different services operate, the scale of their operations, who is eligible to access community transport and how they are funded. This complete picture does not currently exist, however it is important to assess where the information gap stems from. The difficulty of gathering a complete picture of the providers and services available in the community transport

14 Victorian Council of Social Service (2007) You might as well just stay at home. Young mums and transport in Victoria.

15 'The areas of most rapid projected population growth in regional Victoria are generally within 100 kilometres of Melbourne. Coastal areas such as Bass Coast and Surf Coast are expected to grow while major regional centres will also attract growth' in Department of Planning and Community Development, Impacts of Future Population Growth. Available at: http://www.dpcd.vic.gov.au/___data/assets/pdf_file/0020/31295/Impacts_of_future_population_growth.pdf

16 State Government of Victoria, Australia, Department of Health, Life Expectancy at Birth: Victoria 2003-2007. Available at: <http://www.health.vic.gov.au/healthstatus/le-03-07.htm>

17 State Government of Victoria (2009) Victoria in Future 2008. Population and Household Projections 2006-2036.

18 Australian Bureau of Statistics, Cat no. 4109.0 (1999) Older People, Australia: A Social Report. 1999.

19 Department of Planning and Community Development Changing age structure. Available at: http://www.dpcd.vic.gov.au/___data/assets/pdf_file/0003/31287/Changing_age_structure.pdf

20 Department of Planning and Community Development Local transport approaches. Available at: http://www.dpcd.vic.gov.au/___data/assets/pdf_file/0019/31384/Local_transport_approaches.pdf

sector is due the fact that it 'appears to be predominantly delivered in an ad hoc and bottom-up way'²¹. No state-wide co-ordination and monitoring mechanism exists to implement this. Rather, case studies and snapshots²² undertaken by, for example, the Victorian Council of Social Service (VCOSS) and the Municipal Association of Victoria (MAV) provide some information as to how community transport needs are being met, however, both cite the difficulty of conducting such research given the lack of consistency in data collection and methodologies (a corollary of a lack of an overarching framework as well as a resource allocation issue) to assess what types of services are available and whether demand is being met.

In Victoria 'Local Government or health / community health organizations usually take the lead in co-ordinating community transport programs, gaining funding from a range of sources including: Home and Community Care (HACC) funding programs, local government contributions, other Government grants, fundraising and donations from users'. A survey of Local Government Areas in 2004 found that the nature, level and commitment to community services varied enormously throughout Victoria with allocated funding ranging from \$90,000 to over \$200,000; with metropolitan municipalities reporting the highest funding allocations for community transport²³. In addition, the Community Transport Snapshot Report produced by VCOSS in 2008, found that given that funding is often sourced indirectly from HACC (which does not provide specified transport funding) results in funding often allocated for other purposes such as 'volunteer coordination' or 'social support' being used to fund community transport organizations. Moreover, the use of HACC funding restricts service provision to people who meet HACC criteria (the frail, aged and people with disabilities) thereby excluding other people who require community transport services. A lot of services offering community transport services are predominately health based organisations.

Due to the lack of comparable data or research it is difficult to assess the level of unmet need for community transport resources. There has been, however, concern voiced by community transport service providers²⁴ and by Victorian councils (75%)²⁵ that need is not being met.

21 Currie et al (2005) Rural and Regional Young People and Transport. Improving Access to Transport for Young People in Rural and Regional Australia, p.29.

22 Surveys and interviews have been undertaken with Victorian Councils and community transport providers.

23 Royal Automobile Club Victoria (2006) Transport and Mobility: Challenges, innovations and improvements.

24 Victorian Council of Social Service (2008) Community Transport Snapshot Project.

25 Municipal Association of Victoria (2009) Community Transport Research Report.

2.2 Research objectives

Ipsos-Eureka will work with VCTA to design a methodology, questionnaire and an analysis and reporting framework that ensures the project outcomes, as listed below, are met:

1. Gain an understanding of the breadth and depth of community transport provision in Victoria.
2. Determine the level of current demand for community transport services.
3. Estimate the level of unmet demand.
4. Document the sources of funding, funding levels, funding requirements and funding constraints.
5. Gather data regarding supply side factors such as number of volunteers, the range of vehicles available, trips provided and kilometres travelled, resource identification, etc.
6. Collate data in a format that can be easily translated to an on-line resource.
7. Undertake analysis of responses to determine directions for development of community transport sector.
8. Produce a report on the findings of the Community Transport Stocktake.

In this section, details of the methodology of the research program

3. RESEARCH DESIGN

Conduct of quantitative research

To address the objectives of this study, Ipsos-Eureka undertook a quantitative survey of n=88 community transport providers across Victoria.

A total of 257 community transport service providers were approached to participate in the survey.

A number of introductory and reminder stimuli were provided to encourage participation in the survey, including:

1. A 'pre-survey awareness letter' from the Victorian Community Transport Association advising that the survey will be taking place;
2. A 'survey approach letter' and 'survey approach email' from the VCTA / Ipsos-Eureka introducing the survey and asking people to participate online (via secure website). Participants were also provided with the option of completing the survey over the telephone with an Ipsos-Eureka consultant;
3. Targeted reminder emails to those who had not completed the survey; and
4. A series of motivational telephone calls to those who had not completed the survey.

Key dates

The window for survey completion was between 20 April and 31 May 2011.

Definitions

Community transport means many different things to many different people. Given this, the following definition was provided:

“Generally, it means transport provided by the community for the community. For the purpose of this survey community transport includes all transport and related transport services, any auxiliary support (i.e. arranging appointments, providing information), coordinating and hiring transport services, and providing a personalised assistance for people to ensure that they can get to appointments and return home.”

It is worth mentioning that a number of survey participants contacted Ipsos-Eureka and the VCTA to remark that they do not deliver community transport services, even though they had been asked to participate in the survey. These contacts highlighted the issue around one working and accepted definition for community transport services is required across the state of Victoria.

Participants were asked to report whether their service operated out of *Metropolitan Melbourne*, a *Metro/Rural Interface*, a *Regional Centre*, a *Rural Area* or *State-wide*. Agencies were permitted to select more than one option (e.g. a service may operate out of both Metropolitan Melbourne and a Regional Centre). Two non-exclusive groups (Metro Melbourne and Non-Metro) were created for the purposes of reporting.

Participants were asked to report whether community transport was their organisation’s *core or main function*, *most of what they do*, *about half of what they do* or *only a small part of what they do*. For the purposes of data-analysis and reporting, participants who advised that community transport was their core or main function, most of what they do or half of what they do were analysed under the group heading “**main or half of services**” (n=26). The remainder (n=62) were analysed and reported under the group heading “**less than half of services**”.

Participants were asked to use the year 2010 as a basis for their responses with regards to:

1. The cost to deliver services;
2. Funding received, including funding sources;
3. Kilometres travelled;
4. Service users;
5. Total number of trips;
6. Ability to meet demand; and
7. Whether there was a waiting list for services

Frequencies were calculated for all questions. Manipulation and amalgamations of variables were undertaken as appropriate.

Statistically relevant significant findings have been reported at the 95% confidence interval and are represented within tables in **green** if the response is significantly higher than the average and in **red** if the response is significantly lower than the average.

Description of key organisational characteristics

As outlined below in Table 1, just under half (49%) of the organisations surveyed reported delivering 'Health / community health' services. In addition, 44% reported being a 'local government' and two-fifths (40%) delivered 'Welfare / community services'.

Table 1. Q1 Categorisation of organisation

Organisation categories	n =	%
Health / community health	43	49
Local government	39	44
Welfare / community service	35	40
Other aged care services	34	39
Dedicated community transport provider	29	33
Disability services	26	30
Residential aged care	11	13
Indigenous or other cultural group	8	9
Sporting or other club	2	2
Other	3	3

Total sample; base n = 88

As shown in Table 2, below, under one-fifth of organisations surveyed reported that community transport was their main function. Of those organisations whose main function is not community transport the majority (85%) regard it as only a small part of what they do (see Table 3).

Table 2. Q3 Is community transport the main function of the organisation?

	n=	%
Yes	15	17
No	73	83

Total sample; base n = 88

Table 3. Q5 How community transport fits into the organisation

	n =	%
It is only a small part of what we do	62	85
It is about half of what we do	8	11
It is most of what we do	3	4

Those organisations whose main function is not community transport; base n = 73

Organisations were asked what services they delivered, their responses are shown in Table 4, below. The most commonly reported service, reported by two-thirds (67%) of organisations surveyed, was 'Health care services'. Other commonly reported services were 'Community focussed services', reported by two-fifths (40%), and 'Community transport specific services', reported by one-third (32%) of organisations surveyed.

Table 4. Q4 Services delivered by the organisation

Organisation categories	n =	%
Health care services	40	67
Community focussed services	24	40
Community transport specific services	19	32
Food related services	8	13
Volunteer services	5	8
Other	13	22

Those organisations whose main function is not community transport; base n = 88

As shown in Table 5, a little over half (53%) of organisations surveyed were based in a 'Rural area' of Victoria; of the rest, over a quarter of organisations were based in a 'Metropolitan area'.

Table 5. Q6 Location of Organisation

Organisation categories	n =	%
Metropolitan area	27	31
Rural/metro interface area	10	11
Regional Centre	11	13
Rural area	53	60
State-wide	2	2

Total sample; base n = 88

Organisations were asked which services they offer other than community transport. The most commonly reported service, reported by over two-thirds (68%) of organisations surveyed, was 'Assisting passengers with door through door assistance'; half (51%) reported the provision of 'Transport information' and a quarter (25%) reported 'Brokerage' (see Table 6).

Table 6. Q7 Transport services offered other than community transport

Organisation categories	n =	%
Assisting passengers with door through door assistance	60	68
Transport information	45	51
Brokerage	22	25
None	16	18
Travel training	13	15
Vehicle register	10	11
Other	6	7

Total sample; base n = 88

4. COMMUNITY TRANSPORT FUNDING

This section reports on all aspects related to the costs incurred by organisations in the delivery of community transport services and the funding they receive to finance these services.

Specifically, this section examines what the costs of delivering community transport are; what level of funding is available; and whether this funding is greater than, equal to, or less than the costs incurred. This section also examines the sources of funding available to organisations providing community transport.

4.1 Cost to deliver community transport

As shown in Table 7, below, there were significant differences in the amount of money organisations spent delivering community transport services in 2010. The mean of the entire sample of organisations was \$161,357; however, organisations based in metropolitan areas reported a significantly higher average expenditure of \$290,381, non-metropolitan based organisations, on the other hand, reported a significantly lower average of \$98,109. There was also a significant difference in the average expenditure of organisations whose main focus is community transport when compared with organisations whose main focus lies elsewhere. Organisations focussed on delivering community transport services averaged an expenditure of \$280,744 on these services whereas those with other focuses spent an average of \$109,547.

Table 7. Q7_a. Total amount in dollars that it cost the organisation to deliver community transport

Total Average	Total	Metro	Non-metro	Main or half of services	Less than half of services
Total amount that it cost the organisation to deliver community transport	\$161,357	\$290,381↑	\$98,109↓	\$280,744↑	\$109,547↓

Total sample; base n = 76; total n = 88

Breaking community transport delivery costs for 2010 down into groups, as shown below in Table 8, reveals that metropolitan based organisations were significantly more likely than those based in regional or rural areas to have costs running to hundreds of thousands of dollars. Nearly half (44%) of metropolitan based organisations reported costs of between \$100,000 and \$500,000 and a further fifth (20%) reported costs of over \$500,000. In comparison, just one-fifth (18%) and one-twentieth (5%), respectively, of non-metropolitan organisations reported costs in these groups.

Table 8. Q7_a. Total amount in dollars that it cost the organisation to deliver community transport

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
\$0-\$20,000	33	20	39	22	38
\$20,000-\$100,000	32	16	39	17	38
\$100,000-\$500,000	26	44↑	18↓	43	19
\$500,000<	9	20↑	4↓	17	6

Total sample; base n = 76; total n = 88

4.2 Funding received to deliver community transport

Table 9, below, shows the average amount of funding received by organisations to deliver community transport services in 2010. The average across all organisations that received any such funding was \$115,902. Those organisations whose primary focus is on delivering community transport services received significantly more funding (average of \$226,669) than those whose primary focus lies elsewhere (average of \$65,582).

Table 9. Q8 Total amount of funding in dollars that the organisation received to deliver community transport service

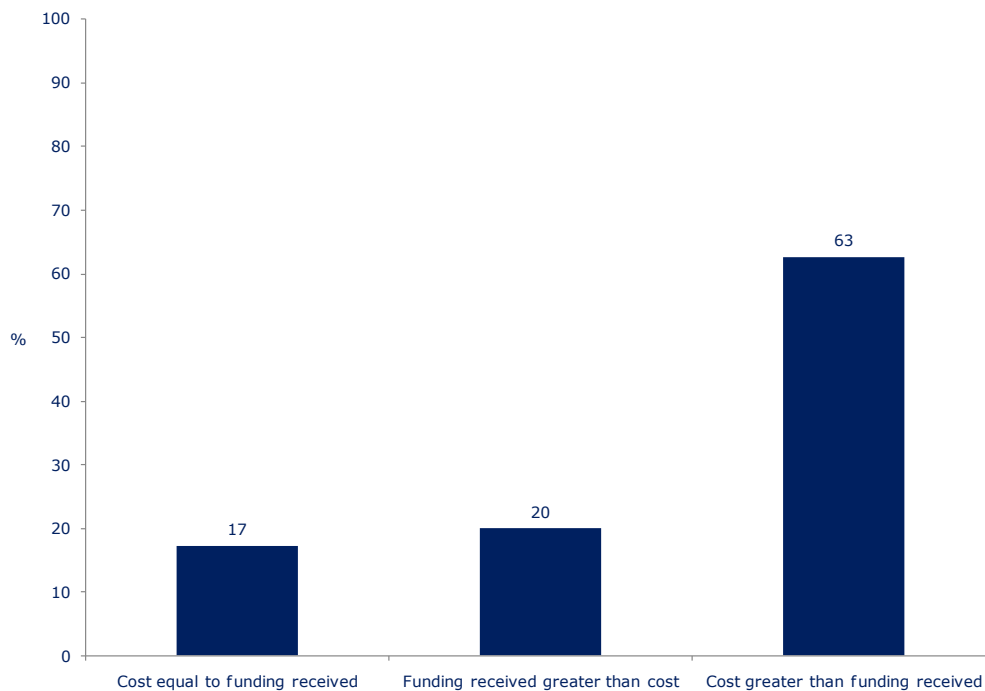
Total Average	Total	Metro	Non-metro	Main or half of services	Less than half of services
Total amount of funding that the organisation received to deliver community transport	\$115,902	\$190,533	\$80,782	\$229,669↑	\$65,582↓

Total sample; base n = 75; total n = 88

4.3 The gap between cost and funding received

Figure 1, below, is an analysis of the cost to organisations of delivering community transport services against the funding they receive to do so. Almost two-thirds (63%) of organisations incurred costs that were greater than funding they received. Roughly one-in-five (20%) organisations incurred costs less than their funding and a similar proportion (17%) incurred costs more or less equal to their funding.

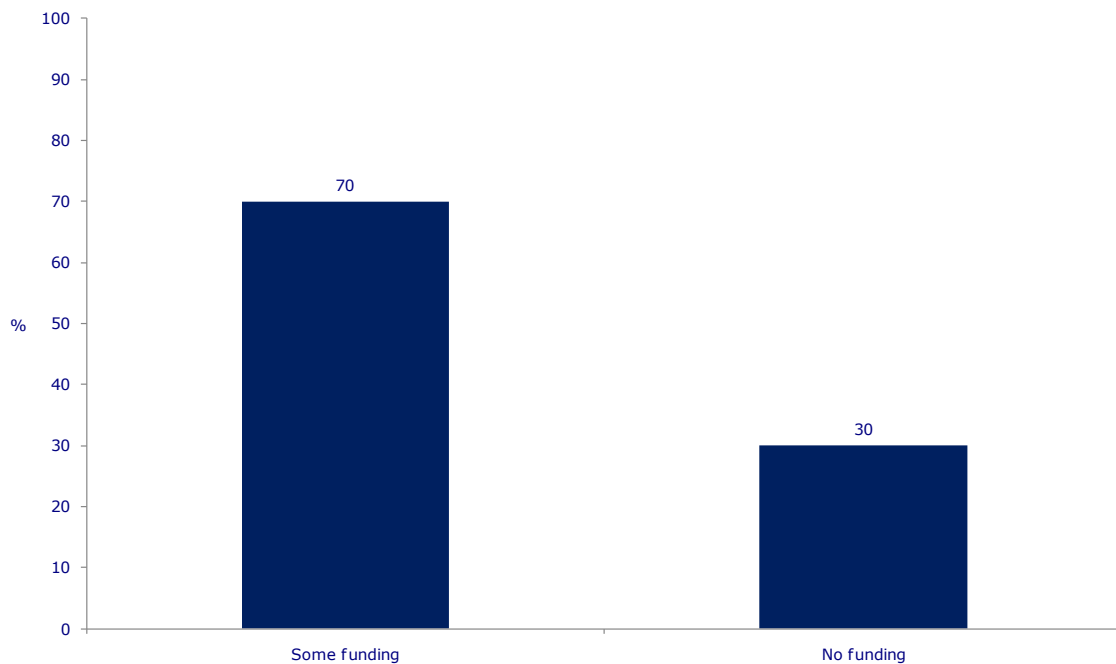
Figure 1. (Q7a-Q8) The gap between cost and funding



Total sample; base n = 75; total n = 88

Of the n=47 organisations that indicated that the funding they received was less than the cost for them to provide community transport, 70% indicated they were provided with some funding, while 30% indicated they did not receive any funding at all. It is worth mentioning that of those who reported receiving no funding (n=15), none reported that community transport was the “main or core function of their organisation” and all reported that it is “only a small part of what we do”.

Figure 2. (Q8) If funding is less than cost, whether received funding

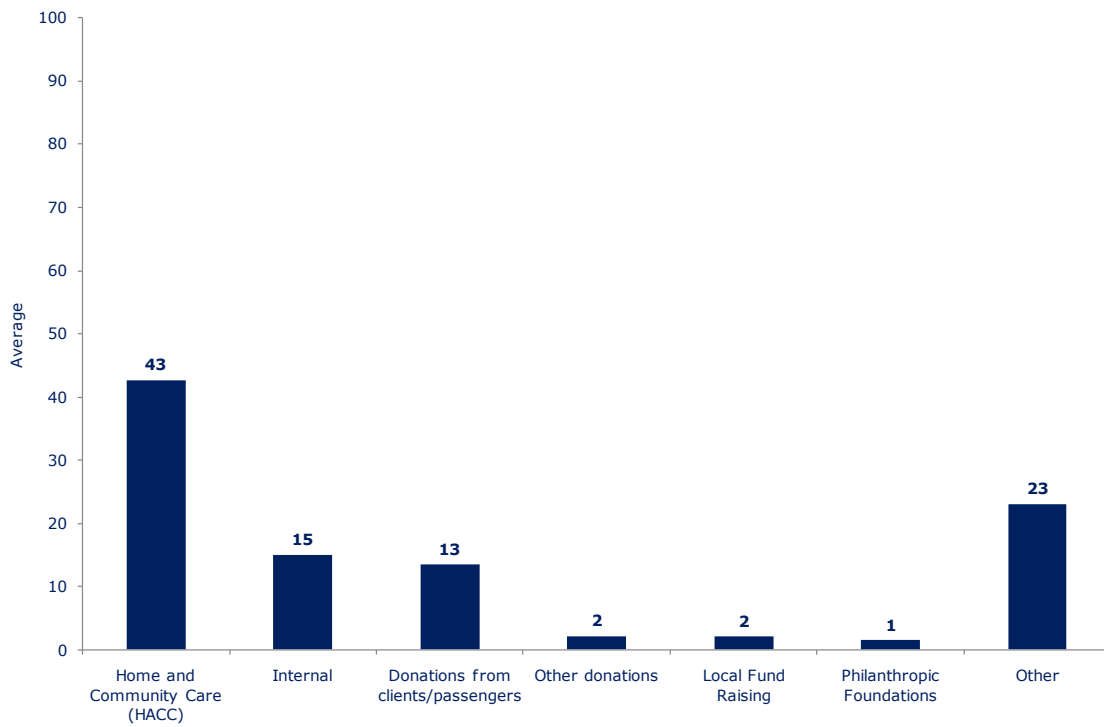


Those organisations where funding received was less than the cost to deliver community transport; base n = 47; total n = 88.

4.4 Allocation of funding received

Figure 3, below, displays the most common sources of funding for those organisations providing community transport services that received any funding in 2010. The most commonly reported source was ‘Home and Community Care Services’, reported by over two-fifths (43%) of organisations. Other commonly reported sources were ‘internal’ sources (15%) and ‘donations from clients/passengers’ (13%). The figure below determines that there is a reliance on HACC funding to deliver community transport services.

Figure 3. (Q9) Sources of funding



Those organisations who received funding; base n = 70; total n = 88

5. PERSONNEL

This section reports on aspects related to the personnel of organisations delivering community transport services.

Specifically, this section is broken into two sub-sections; the employment of paid community transport staff within organisations and the work of volunteer staff within organisations.

The first sub-section reports on the numbers of paid staff employed and the roles that they fulfil.

The second reports on the number of volunteer staff working within organisations, the roles that they fulfil and the hours that they work.

5.1 Paid staff within organisation

Number of paid community transport drivers

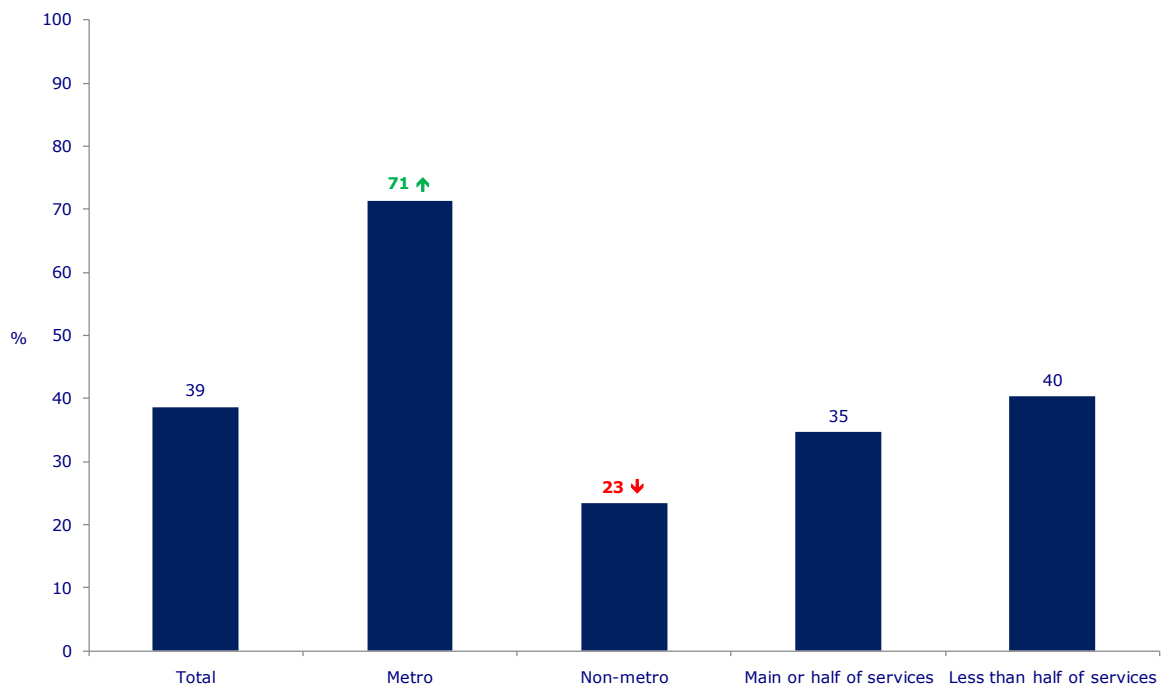
Paid staff were employed as community transport drivers by two-fifths (39%) of organisations surveyed.

There were significant differences in the proportions of organisations who reported employing paid staff as community transport drivers (see Figure 4). Organisations based in metropolitan locations (71%) were significantly more likely than those in non-metropolitan locations to employ paid staff in this capacity.

There were also significant differences between metropolitan and non-metropolitan organisations in the number of paid staff employed as community transport drivers. Table 10, below, shows the number of full time paid drivers per week - or the equivalent number of part time staff (if two drivers working part time work five full days a week between them, they count as one full time member of staff). Organisations in metropolitan locations (40%) were significantly more likely

than those in non-metropolitan locations (7%) to employ more than three full time staff per week but significantly less likely to employ one or fewer full time staff (15% metro, 50% non-metro).

Figure 4. Q10 Use paid staff as community transport drivers



Total sample; base n = 88

Table 10. Q11 How many paid full-time staff used as community transport drivers

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-1 staff	29	15↓	50↑	22	32
1-3 staff	44	45	43	22	52
>3 staff	26	40↑	7↓	56	16

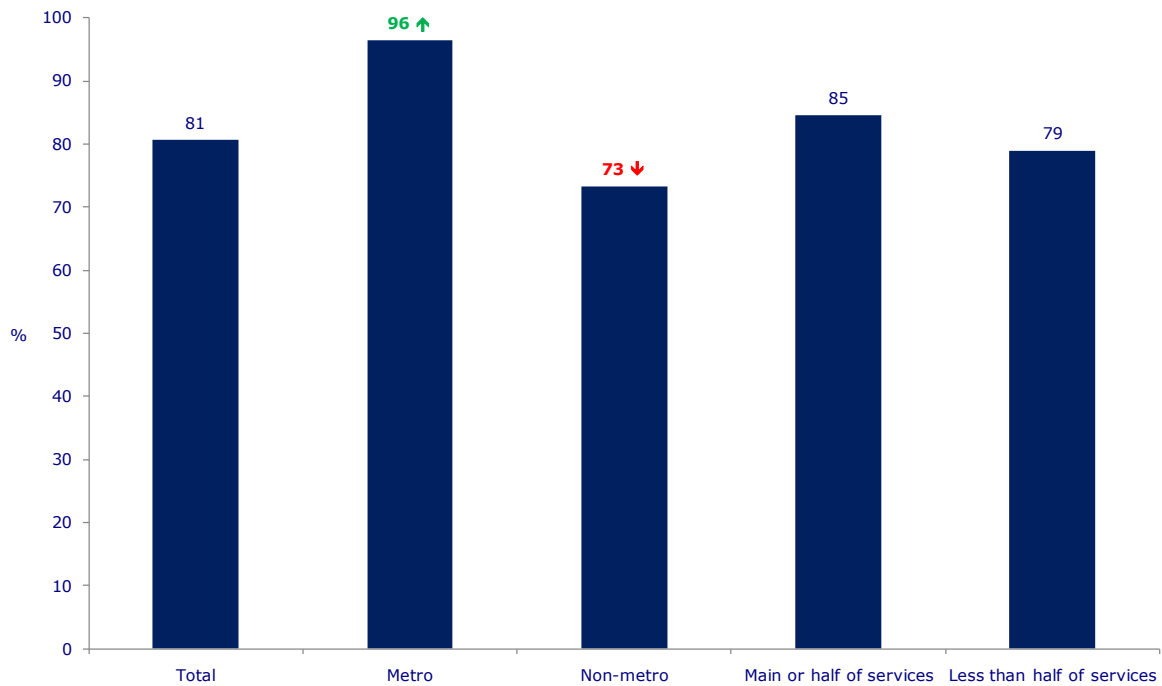
Those organisations who have paid full-time staff used as drivers; base n = 34; total n = 88

Number of paid staff other than drivers

As Figure 5 shows, over four-fifths (81%) of organisations surveyed reported employing paid staff in roles other than community transport drivers in 2010. Metropolitan based organisations were

particularly likely to report this, with 96% doing so. This represents a significantly higher proportion than of non-metropolitan organisations (73%).

Figure 5. Q12 Use paid staff other than drivers



Total sample; base n = 88

Table 11. Q13 How many paid full-time staff used other than drivers

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-1 staff	56	37	68	36	65
1-3 staff	31	41	25	41	27
>3 staff	13	22	7	23	8

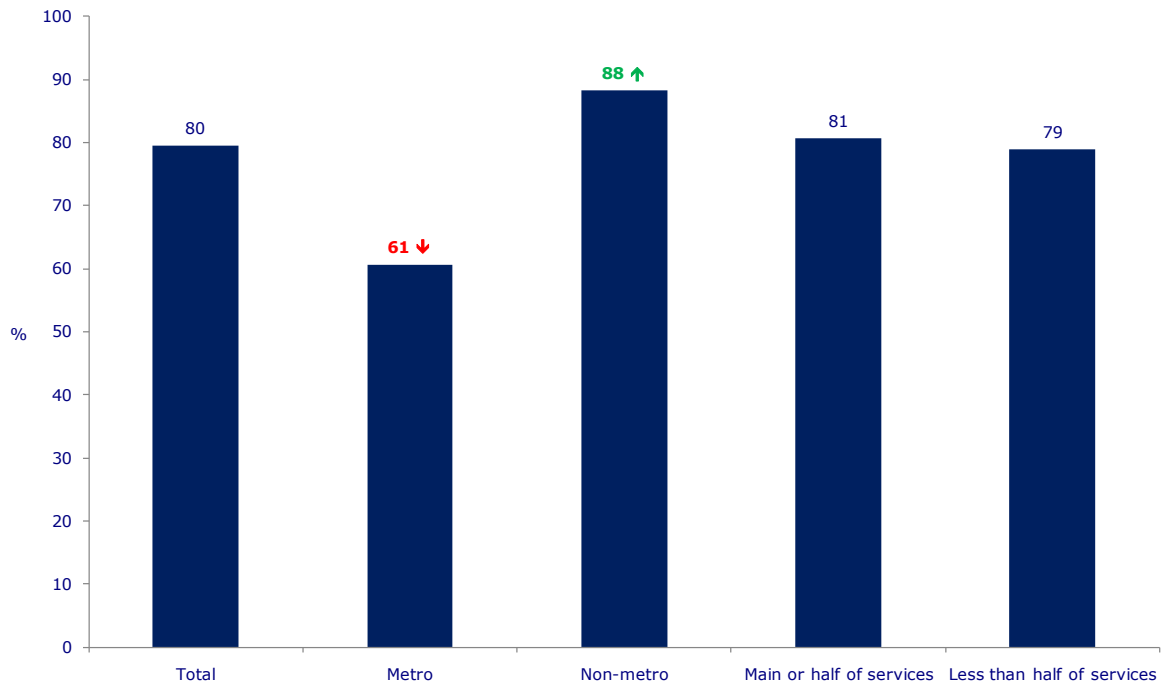
Those organisations who have paid full-time staff not used as drivers; base n = 71; total n = 88

5.2 Volunteer staff within organisation

Volunteer community transport drivers

Four-fifths (80%) of organisations surveyed used volunteers as community transport drivers in 2010. Non-metropolitan based organisations (88%) were significantly more likely to do so than were metropolitan based organisations (61%).

Figure 6. Q14 Use volunteers as community transport drivers



Total sample; base n = 68; total n = 88

Just under one-half (46%) of organisations that used volunteer staff as community transport drivers used between zero and ten volunteers in this role in 2011; there were no significant differences based on location or primary focus.

Table 12. Q15 Number of volunteer drivers used by organisation

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-10 volunteers	46	53	43	30	52
11-20 volunteers	19	7	23	15	21
21-100 volunteers	32	33	32	50	25
More than 100 volunteers	3	7	2	5	2

Those organisations who use volunteers as drivers; base n = 68; total n = 88

Three-quarters of organisations that used volunteers as community transport drivers in 2010 used between zero and ten volunteers in this role. Those organisations whose primary focus is providing community transport services (50%) were significantly more likely to use more than ten volunteers each week when compared with organisations whose primary focus lies elsewhere (15%). Correspondingly, community transport focussed organisations (50%) were significantly less likely than those with other focus (85%) to use between zero and ten volunteers as drivers.

Table 13. Q16 Number of volunteer drivers used by organisation per week

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-10 volunteers	75	60	79	50↓	85↑
More than 10 volunteers	25	40	21	50↑	15↓

Those organisations who use volunteers as drivers; base n = 68; total n = 88

Over two-fifths (43%) of organisations that used volunteers as drivers in 2010 used them for 20 hours or less per week. A third (34%) used them for a total of somewhere between 20 and 100 hours and less than a quarter (22%) used them for a total of more than 100 hours.

Table 14. Q17 Number of hours worked by volunteer community transport drivers per week

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-20 hours	43	33	46	35	47
20-100 hours	34	33	35	30	36
>100 hours	22	33	19	35	17

Those organisations who use volunteers as drivers; base n = 67; total n = 88

Volunteering staff other than drivers

Of those organisations that used volunteers in roles other than community transport drivers in 2010 seven-tenths (71%) used fewer than ten over the year (see Table 15). A similar proportion (75%) used fewer than ten volunteers in other roles per week (see Table 16). One-half (50%) of organisations that used volunteers in roles other than drivers used them for a total of 20 hours or less per week in 2010, around two-fifths (39%) used them for between 20 and 100 hours and 11% used them for a total of more than 100 hours.

There was a significant difference in the reporting of volunteer hours between organisations that have community transport services as a primary focus and those that don't. Organisations focused on community transport services were significantly more likely to report total volunteer hours between 20 and 100 hours (67% to 19%) and significantly less likely to report total hours between zero and 20 (25% to 69%).

Table 15. Q19 Number of volunteers other than drivers used by organisation

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-10 volunteers	71	67	74	67	75
More than 10 volunteers	29	33	26	33	25

Those organisations who use volunteers but not as drivers; base n = 28; total n = 88

Table 16. Q20 Number of volunteers other than drivers used by organisation per week

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-10 volunteers	75	78	74	75	75
More than 10 volunteers	25	22	26	25	25

Those organisations who use volunteers but not as drivers; base n = 28; total n = 88

Table 17. Q21 Number of hours worked by volunteer staff other than drivers per week

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-20 hours	50	22	63	25↓	69↑
20-100 hours	39	56	32	67↑	19↓
>100 hours	11	22	5	8	13

Those organisations who use volunteers but not as drivers; base n = 28; total n = 88

6. VEHICLES

This section reports on aspects related to the use of vehicles in delivering community transport services.

Specifically, the section is broken into two sub-sections; vehicles owned or leased by organisations providing community transport services and vehicles used in the delivery of community transport services but not owned or leased by these organisations.

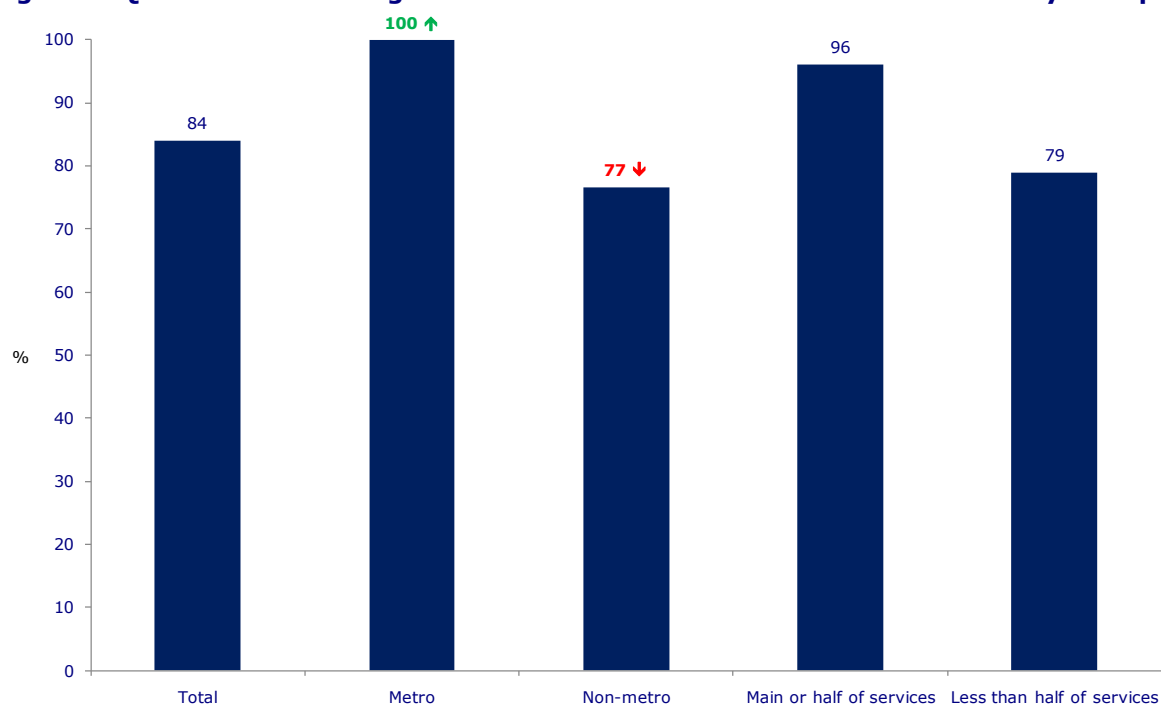
Each sub-section reports on the types of vehicles used and the distances travelled by these vehicles.

6.1 Vehicles that are owned or leased for community transport

Whether the organisation owns or leases vehicles for community transport

As outlined below in Figure 7, a majority (84%) of Community Transport providers surveyed reported owning or leasing vehicles for community transport services. All service providers from metropolitan Melbourne surveyed (100%) reported owning or leasing vehicles; a significantly higher result when compared to non-metro services (77%).

Figure 7. Q22 Whether the organisation owns or leases vehicles for community transport



Total sample; base n = 88

Type of vehicles used for community transport

As reported below in Table 18, just under three-quarters (72%) of organisations surveyed reported owning or leasing at least one small bus (up to 12 seats) for community transport services. Seventy percent reported owning or leasing at least one car and one-quarter (27%) reported owning or leasing at least one large bus (up to 22 seats).

Cars made up the majority (56%) of total vehicles owned or leased to deliver community transport services, followed by small buses (up to 12 seats) at 34%.

Table 18. Q23 Vehicle types owned/leased by organisation

Column %	Vehicle Types (at least one)	Distribution
Cars	70	56
Small buses (up to 12 seats)	72	34
Large buses (up to 22 seats)	27	8
Extra large buses (>22 seats)	8	2

Those organisations who own or lease vehicles; base n = 76; total n = 88

Distance travelled by these vehicles

As reported below in Table 19, 27% of community transport services surveyed reported travelling between 0 and 10,000km in 2010. Thirty-six percent reported travelling between 10,000 and 50,000km whereas almost four-in-ten (38%) travelled more than 50,000KM.

Non-metro service providers reported shorter annual distances when compared to metropolitan services (0-10,000km). Conversely, metro organizations reported longer annual distances (>50,000km).

Table 19. Q24 Distance travelled by vehicles owned or leased by organisation in provision of community transport

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-10,000 km	27	4↓	40↑	25	27
10,000-50,000 km	36	42	33	20	43
>50,000 km	38	54↑	28↓	55	30

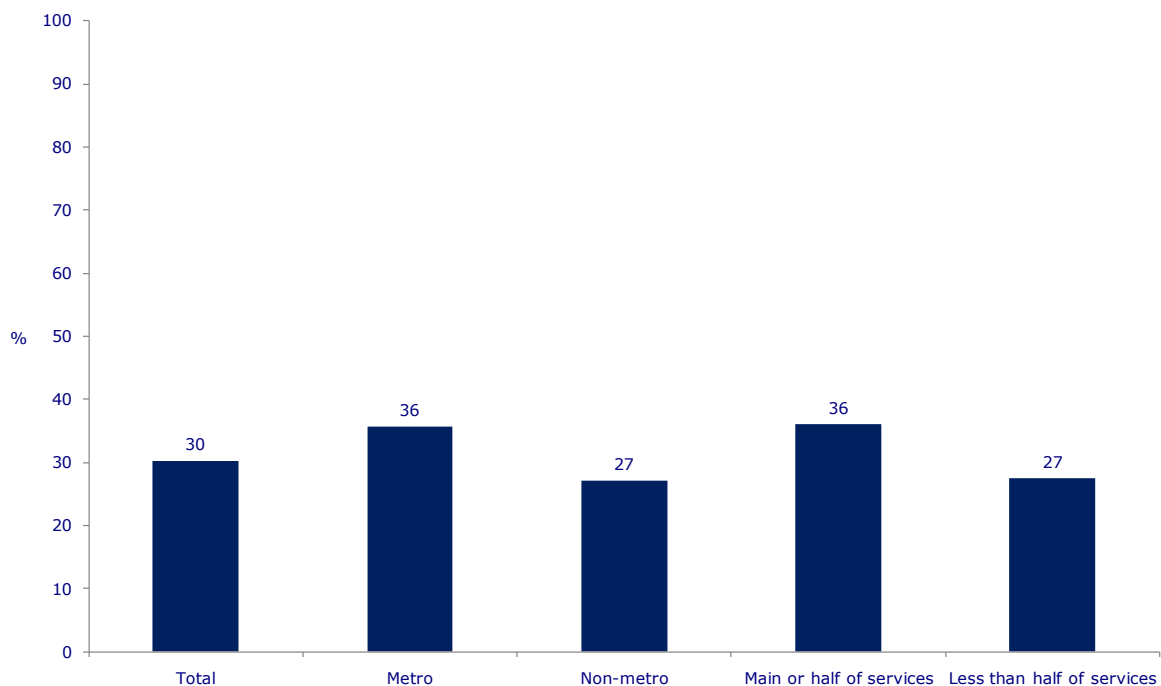
Those organisations who own or lease vehicles; base n = 64; total n = 88

6.2 Community transport provided by vehicles that are not owned or leased

Are vehicles used for community transport that are not owned or leased

One-third of community transport providers surveyed (30%) reported providing community transport in vehicles that are not owned or leased by their organization. No significant differences were observed across either of the sub-groups analysed.

Figure 8. Q25 Whether the organisation provides community transport from vehicles that it does not own or lease



Total sample; base n = 76; total n = 88

Other vehicles used for community transport

The providers who use vehicles that they do not own or lease were asked how else their organisation provides community transport services. Four-in-ten (38%) reported that volunteers use their own vehicles. A further 29% reported that they use council vehicles and one-fifth (21%) nominated that they use commercial vehicles.

As reported below in Table 20, while not significantly different, almost half (48%) of non-metro service providers (who use vehicles that they do not own or lease) reported that volunteers use

their own vehicles to deliver services. One-third (33%) of metropolitan providers (33%) reported using commercial hire vehicles.

In summary, of the n=34 surveyed in this category, under half (41%) of the organizations use private vehicles and two-thirds (65%) use commercial vehicles when delivering services in other vehicles not owned or leased by the organisation.

Table 20. Q26 How else organisations provide community transport

Column %	Vehicle Type	Total	Metro	Non-metro	Main or half of services	Less than half of services
Volunteers use their own vehicles	Private	38	11	48	33	40
We use council vehicles	Comm.	29	22	32	33	28
We use commercial hire company e.g. Budget	Comm.	21	33	16	11	24
Use Taxis/Maxi Taxis	Comm.	18	22	16	11	20
Community members allow their vehicles to be used	Private	9	11	8	11	8
Local business allows us to use their vehicle(s)	Comm.	6	0	8	11	4
Other	Unknown	15	22	12	22	12
Nett Private Vehicle		41	22	48	33	44
Nett Comm. Vehicle		65	56	68	56	68

Those organisations who use vehicles that they do not own or lease; base n = 34; total n = 88

Distance travelled by these other vehicles

The providers who use vehicles that they do not own or lease were asked to report the approximate annual distance travelled by these vehicles. Half surveyed (50%) reported between 0 and 10,000km, two-fifths (38%) nominated between 10,000 and 50,000km, the final 13% reported travelling more than 50,000km in these vehicles.

Table 21. Q27 Distance travelled by vehicles not owned or leased by organisation in provision of community transport

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-10,000 km	50	40	55	20↓	64↑
10,000-50,000 km	38	60	27	70↑	23↓
>50,000 km	13	0	18	10	14

Those organisations who use vehicles that they do not own or lease; base n = 32; total n = 88

7. CLIENTS

This section reports on aspects related to the clients of organisations providing community transport services.

Specifically, this section reports on the characteristics of these clients, the criteria used to determine their eligibility for community transport and the common activities that clients undertake requiring the provision of community transport services. This section will also report on the number of clients requiring community transport service in 2010 and the number of trips delivered by organisations providing community transport services in 2010.

7.1 Characteristics of clients community transport provided for

All survey participants were asked to describe the characteristics of their client base. As reported below in Table 22, almost all surveyed reported their client base as 'elderly' (95%), 'frail aged' (91%) or as 'people with disabilities' (88%). Over one-third (36%) reported their client base as being 'youth / young people'.

Services operating in metropolitan Melbourne were more likely to describe their clients as 'people from Cultural and Linguistically Diverse (CALD) backgrounds' when compared to non-metro services.

Table 22. Q30 Descriptions of clients

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
Elderly	95	96	95	100	94
Frail aged	91	93	90	100	87
People with disabilities	88	89	87	88	87
HACC eligible	78	93	72	77	79
People from Cultural and Linguistically Diverse (CALD) backgrounds	48	79↑	33↓	62	42
Youth / young people	36	32	38	35	37
General community	34	29	37	35	34
Indigenous	28	39	23	42	23
Disadvantaged / financially disadvantaged people	2	4	2	8	0
Other	6	11	3	8	5

Total sample; base n = 88

7.2 Criteria used to determine eligibility criteria

All services were asked about the criteria applied to ensure client eligibility for the service. Almost three-quarters (72%) reported that clients 'must live within the specific area of operation' to be service eligible. Just under two-thirds reported 'frail aged' (63%) and 'elderly' (60%) as determining criteria.

Metropolitan service providers were more likely to report that their clients must live within the specific area of operation' (89%) and be 'HACC eligible' (79%) compared to non-metropolitan providers. Conversely, those operating in non-metropolitan areas were more likely to select that their clients 'are living in remote or isolated areas' (42%).

Table 23. Q32 Criteria used to ensure client eligibility

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
They must live within specific area of our operation	72	89↑	63↓	81	68
They are frail aged	63	79	55	73	58
They are elderly	60	75	53	69	56
They are HACC eligible	59	79↑	50↓	62	58
Have difficulty in performing everyday tasks without help because of a disability	42	57	35	54	37
They are financially disadvantaged	38	50	32	54	31
They are living in remote or isolated areas	33	14↓	42↑	35	32
Anyone is eligible	16	7	20	12	18
They have no other means of transport / no access to transport	9	7	10	15	6
They attend a school based program	7	11	5	4	8
Other	11	14	10	15	10

Total sample; base n = 88

7.3 Most common activities that require community transport

All community transport providers surveyed were asked to report on the most common activities that required community transport services. As reported below in Table 24, three-quarters (75%) surveyed reported 'medical appointments' as one of the most common activities offered. Two-thirds (67%) reported 'social outings'.

Service providers from metropolitan Melbourne were more likely to provide social (89%) and leisure (79%) services compared to those regional and rural Victoria; who were more likely report 'medical appointments' (90%).

Table 24. Q31 Most common activities requiring transport

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
Medical appointments	75	43↓	90↑	73	76
Social outings	67	89↑	57↓	77	63
Shopping	64	75	58	73	60
Leisure activities	44	79↑	28↓	58	39
Program based e.g. PAGES	34	54	25	46	29
Vacation care / school holiday program	19	25	17	31	15
Sport	15	14	15	19	13
Senior Citizens program	6	14	2	15	2
Day Care program	5	4	5	12	2
Respite program	3	4	3	4	3
Other	5	4	5	8	3

Total sample; base n = 88

7.4 Number of people receiving community transport in 2010

Service providers were asked to report on the discrete number of people who received Community Transport services in 2010. Seventy-percent of service providers reported offering services to between 0 and 500 people. Seven-percent offered services to between 500 and 1,000 people and one-quarter (23%) provided services to more than 1,000 people.

As outlined below in Table 25, non-metropolitan services were more likely to report having a smaller number of people who received services in 2010. In contrast, those operating in metropolitan Melbourne were more likely to have a larger client base.

Survey participants who nominated that community transport represents all or more than half of the services they provide were more likely to have larger client bases when compared to those services that report community transport as being less than half of what they offer.

Table 25. Q28 Number of people that received community transport services in 2010

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-500 people	70	46↓	81↑	40↓	83↑
500-1,000 people	7	19↑	2↓	12	5
>1,000 people	23	35	18	48↑	12↓

Total sample; base n = 83; total n = 88

7.5 Number of trips undertaken in 2010

When asked to report on the number of trips undertaken in 2010, over one-third reported that their service provided between 0 and 500 trips. Whereas twelve percent reported between 500 and 1,000 trips the majority, 51%, reported more than 1,000 trips for 2010.

As reported below in Table 26, metropolitan service providers were more likely to report more than 1,000 trips in 2010 compared to non-metropolitan services. Similarly, service providers who reported that community transport represents at least half of the services that they offer were more likely to report over 1,000 trips.

Table 26. Q29 Number of trips undertaken for community transport services in 2010

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
0-500 trips	37	8↓	51↑	20	45
500-1,000 trips	12	4	16	8	14
>1,000 trips	51	88↑	33↓	72↑	41↓

Total sample; base n = 83; total n = 88

8. CURRENT AND FUTURE DEMAND FOR COMMUNITY TRANSPORT

This section reports on aspects related to demand for community transport services.

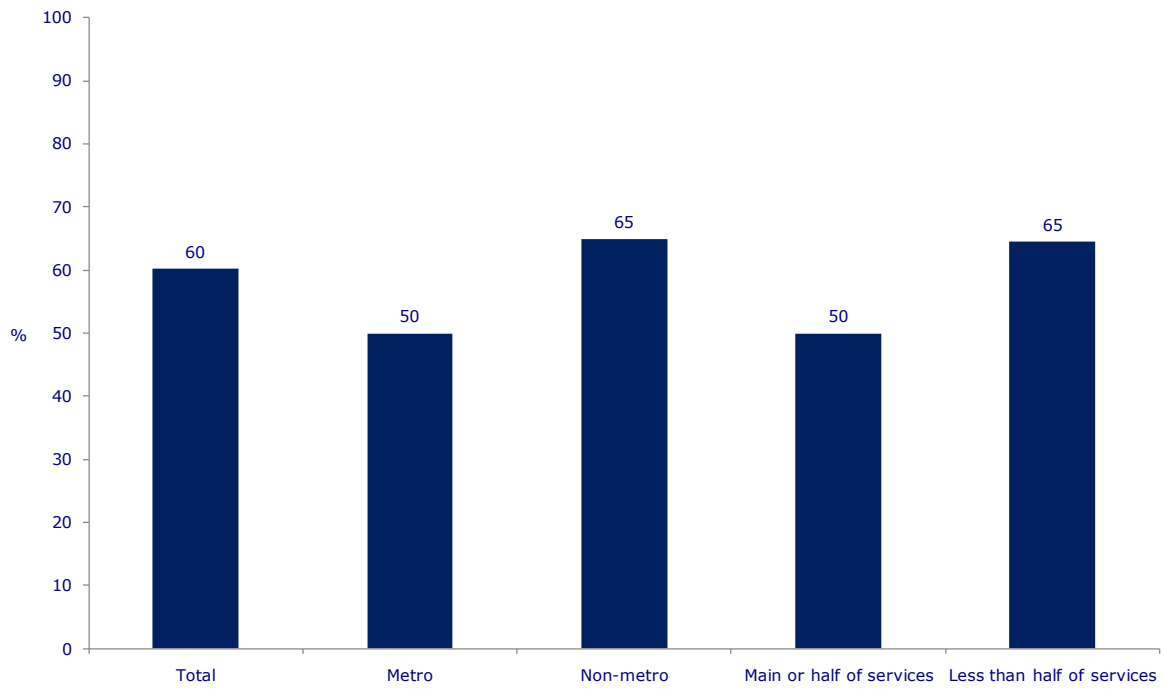
Specifically, this section reports on the ability of organisations providing community transport services to meet current demand, whether or not these organisations had waiting lists for their community transport services in 2010, the strategies that they employ to manage current demand and reasons for any inability to meet these demands.

This section also reports on organisations' predictions of future demand for community transport services and their reasoning behind these predictions.

8.1 Ability to meet demand for community transport

All survey participants were asked whether their organisation was able to meet current demand for community transport services. As reported below in Figure 9, six out of ten surveyed reported that they were able to meet current demand. Fifty-percent of metropolitan services were able to meet current demand; 65% of non-metropolitan were able to meet current demand.

Figure 9. Q33 Organisation was able to meet demand for community transport services

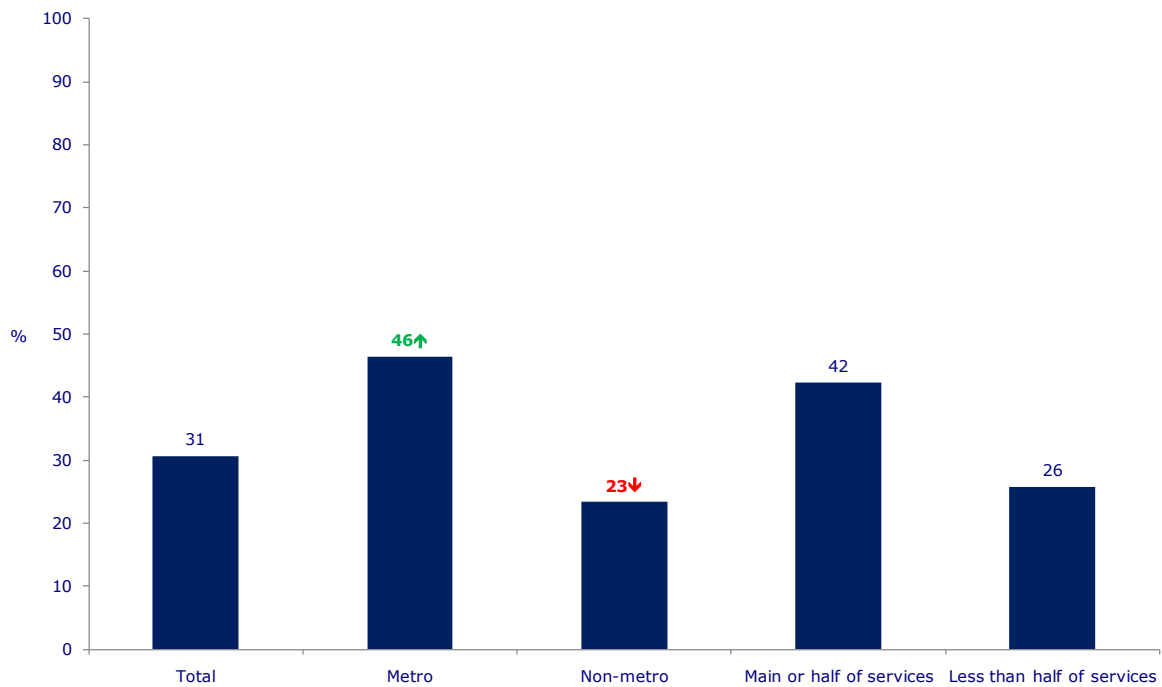


Total sample; base n = 88

8.2 Waiting list for community transport

As outlined below in Figure 10, 31% of providers surveyed reported having a waiting list for community transport services. Services offered from metropolitan Melbourne were more likely to report a waiting list (48%) when compared to non-metro services (23%).

Figure 10. Q34 Waiting list for community transport services



Total sample; base n = 88

8.3 Strategies to manage demand

All survey participants were asked to nominate strategies used to manage demand for their community transport services. As outlined below in Table 27, over half (53%) reported that they 'reschedule, prioritise, use waiting list' to help manage demand. Around one-fifth reported 'eligibility criteria, referrals and registration with service' (22%) and 'consult, work with other local organisations, management to help with demand' (19%) as strategies.

Table 27. Q35 Strategies employed to manage demand for community transport services

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
Reschedule / prioritise / use waiting list	53	61	50	58	52
Eligibility criteria, referrals and registration with service	22	29	18	27	19
Consult / work with other local organisations / management to help with demand	19	18	20	27	16
Recruit and maintain staff levels	18	11	22	23	16
Lobby for funds / grants and resources	14	11	15	12	15
Combine trips where possible	9	0	13	8	10
On a request by request basis	9	4	12	4	11
Use of promote public transport as option	9	11	8	12	8
Able to meet demand	8	7	8	4	10
Provision of other vehicles	8	11	7	8	8
Use private vehicles	6	7	5	0	8
None / nothing	1	0	2	0	2
Other mentions	14	11	15	4	18

Total sample; base n = 88

8.4 Reasons for not being able to meet demand

Organisations who reported that they cannot meet their current demand were asked for the reasons why this was the case. As outlined below in Table 28, one-third (31%) reported that 'funding and cost of running the service' as a reason why demand cannot be met. A further 29% and 23% reported 'lack of staff' and 'ageing population' as other reasons.

While no significant difference was identified, almost half (43%) of non-metropolitan services surveyed (who cannot meet demand) cited 'funding and cost of running service' as a reason why demand cannot be met.

Table 28. Q36 Reasons why demand for community transport services cannot be met

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
Funding and cost of running service	31	14	43	31	32
Lack of staff	29	36	24	54	14
Ageing population	23	29	19	15	27
Limited public transport	23	21	24	23	23
Isolation	17	7	24	15	18
Lack of resources	17	21	14	15	18
Lack of buses	14	21	10	15	14
Increase in people moving to area	11	0	19	0	18
Not able to use other providers or organisations in area	11	7	14	8	14
Family unable to help or have moved from area	6	7	5	8	5
Varied transport requests / difficult to co-ordinate	6	7	5	15	0
None / nothing	3	7	0	0	5
Other mentions	17	21	14	23	14

Those organisations who could not meet demand; base n = 35; total n = 88

8.5 Demand for community transport in next 3-5 years

As reported below in Table 29, the vast majority (92%) of community transport operators surveyed forecast that future demand for services will 'increase' in the next three to five years. Six percent reported that demand for services will 'stay the same' whereas two percent expect a 'decrease'.

Almost all surveyed (99%) selected 'ageing population' as a reason for a potential increase in demand. Eighty-five percent reported an 'increasing need for health services'. Seventy-nine percent surveyed selected 'lack of public transport in area' as a reason for forecast demand. This issue was more acute for those operating in non-metropolitan areas where 89% selected this option compared to just over half (58%) from metropolitan Melbourne.

Table 29. Q37 Expectance of future demand for community transport services

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
Increase	92	93	92	88	94
Stay the same	6	0	8	8	5
Decrease	2	7	0	4	2

Total sample; base n = 88

8.6 Reasons for an increased demand for community transport

Table 30. Q38 Reasons for a potential increase in demand for community transport services

Column %	Total	Metro	Non-metro	Main or half of services	Less than half of services
Ageing population	99	100	98	100	98
Increasing need for health services	85	77	89	96	81
Lack of public transport in area	79	58↓	89↑	78	79
Increasing awareness of community transport services	74	73	75	83	71
Increasing population	54	69	47	78	45
No access to medical services	51	42	55	61	47
Increasing geographical spread	41	31	45	48	38
Other	12	23	7	26	7

Those organisations who expect demand to increase; base n = 81; total n = 88

A

APPENDIX A: SUGGESTIONS ABOUT IMPROVING COMMUNITY TRANSPORT WITHIN VICTORIA*

**these suggestions have been provided as reported in the survey. Spell checking, where appropriate, has occurred.*

- information sharing about local services is useful
- a central register readily available online (it would seem that some funding criteria might need to be changed in order for some organisations to be able to publicly declare all their services)
- Timetables and turnaround times
- one of the problems is about the integration of medical services and transport services, coordinating with each other. The private medical system the right to choose to your own ago depending upon location all the doctor referring to specialist 200kms away instead of one available in 10kms. In the region more specialist coming to the area.
- more public transport between towns and rail links, Funding, we are not funded for what we do, funding for staff hours as there is lot of work required for transport coordination. We could not do anything without the volunteers, so if they are putting the extra effort for transporting the needy, they should be acknowledged in some way, as we don't have funding to do so.
- "Mostly they have to do it in state level, I do find its becoming difficult to keep people as a volunteers, the procedure for the police check is a bit troublesome, I think the requirement make them look like criminals. Mostly my problems is getting volunteers, and once I get them they are very nice and cooperative.
- Government funding for all aspects of Community Transport, in particular administration. System cannot operate without central coordination.

- we under utilize taxis, they are too dear. The thing with bus services are not accessible in the rural area, the concern of public transport. far better to use the taxi services in the rural area if they could be more affordable.
- it is a huge demand over here and would like it to be expanded within the local community. expanded in the sense for people to be taken to hospital and doctors appointment instead of only transporting elderly only.
- Change of Legislation, just work alongside Queensland and New South Wales.
- I think we need some common starting points, we get constant request from people near the boundary areas not having services provided to them, I think there should be no criteria for people to get the services, as there is a lot HACC funded buses around, they sit and do nothing, just afraid of using them, people think that if they are subject to wear and tear they won't be replaced. Organizations with criteria's limit their usage Just information sharing and provide relevant information to us so that we can provide that to the community.
- More government funding
- I guess more funding to provide greater opportunity to avail community services.
- Increase lobbying of light minded organization to give great emphasis to stage govt, of the needs of community transport. Working with public transport providers in a complimentary way to enable clients use to get to transport hubs.
- more funding provide by government to over this area
- we are a large service, I would like more full time paid staff, a lot of volunteers in other areas and part timers should be more defined for the work. Our services are strict to the guidelines.
- We have lots of enquiries about transport to medical appointments and shopping for people in rurally isolated areas who cannot find appropriate supports on an ongoing basis. (currently there are occasional services)
- Increasing bus services & turnaround time for clients to be able shop & seek specialist medical services in a bigger facility
- "More opportunities for community transport co-ordinators to network.
- Funding for small providers who want to expand their services.
- Training for co-ordinators so they can improve and expand their services."

- "1. we need leadership from government, we are currently falling between the cracks
- 2. we require surety of money
- 3. injection of cash to help organisations that have been starved of funds putting all their money into service provision"
- I think as an industry more sector involvement. How does the community transport sector influence the change of community transport policies in general, to benefit the needy..
- I think if there was increase funding for coordination of the community transport, so that we can utilise the downtime to provide support to the members of the community. HACC funded vehicles for council and community health specifically for transport.
- There needs to be more train services especially on V/line, more buses and timetables to be at every stop and sent out to residents in those areas, more trams available, and public transport fares to cost less. For there to be one ticketing system either chose Myki or Metcards not both.
- "Greater co-operation between transport providers, community organisations, government departments, to ensure best possible assistance for all.
- More funding for vehicles and staff"
- A realistic increase in funding for the communities that provide transport for rural Victorians. In our area we do not have a bus service to larger service centres such as Shepparton.
- Basically more public transport in the area.
- More funding from the government for public transport and to start more programs to recruit more volunteers, bring specialist to the country.
- My shire's point of view, it's a major issue, there is the only V/Line route. We have many small townships no major centre and we have requirements to transport the clients to these points. A better public transport access can lower the burden on us as well.
- "Recognition of community transport, opportunities to develop services through increased funding.
- Increased networking between services to share resources."
- Community Transport needs to be recognised not just as social support under HACC but a valuable contribution to the 'public transport' system. An established community with a lack of

infrastructure we will never have trains and trams and miss out on many services due to our 'interphase' not rural not metro. With a lack of transport options, greater distances involved to access services and limited infrastructure, a community transport service such as ours will never meet a scale of economy determined by number of trips or quantity defining need alone. The cost to provide a community transport service in an environment such as this is also greater with longer trips costing more.

- Making communities aware that this is something that is worthwhile and that one day they may need it so volunteering is a great way to help their community and to assist others that need it.
- yes more funding
- Increased assistance to clients that need to travel to medical appointments. Red Cross has now restricted the number of trips that can be taken in a 12 month period and this is impacting on our aging community
- Integrate with existing modes and broaden access, e.g. don't limit access to individual criteria, share services with groups and general community
- Not much that could really be done where we live but I do think we could be better funded for our service considering we are so isolated and access to specialist medical appointments are so far away, we run our service so it hardly meets the costs to keep it affordable for some of the most vulnerable people in our community, more funding to better manage it and to support our volunteers would be great.
- The biggest problem is it's funded by the council instead of the state government. Need council to support the community.
- Better train and bus services
- "There are many LGA's without an equivalent transport service who need these services to be established.
- Many providers require additional funding, especially for the purchase of vehicles.
- There is a need for a strong, funded, peak body to represent the views of community transport providers and advocate for changes.
- There is also a need for better communication and co-ordination between government departments i.e. Dept of Transport and HACC."

- Community Transport needs to align to the Victorian Government's policy on public transport and be seen by community as something that can support in partnership.
- To have places like shopping and medical centres to be aware and provide designated loading and unloading areas where buses can safely offload people from the hoist. If public transport were patient and provide assistance to people with walking frame to make them feel safe and not in a rush. The Maxi taxis are an issue, they should be a priority. For Nursing homes to be better funded with resources.
- Make asset sharing compulsory.
- Only that we need funding to provide the transport.
- More government funding, transport is one of the determinates of health however it is largely left to volunteer bases organisations to assist people with their transport needs.
- I guess from past work experience, the border areas are more of a issue, more flexibility with state to ensure focus on community as when I was working in Mildura, people who wanted to shop in victoria or the border region on NSW had trouble moving places, so a more flexible system would be great.
- The path we have gone down, we are not alone in the disability sector, we see some saving in cost through working together with other organizations for ex. scope bus and urella bus combining paths. We are running projects with partnership with others. We are hoping to expand that, the department of transport is also looking at measures to provide better support there as well. Review of funding level, as the govt is pushing the policy of keeping people with disability to be a part of the community, which means that the demand for transport for them would eventually increase.
- Integrate community transport into larger transport network and fund capital equipment
- Needs to be recognition of the sector by government, consultation with VCTA and providers to develop and implement policies that support community transport to become more consistent and inclusive.
- They can give us more money, so that we don't have to put our money in it. We don't get enough funding. More funding.
- "1. Public transport between rural area and the city.
- 2. Govt funding for other sources (community cars) other alternatives.

- 3. More incentive to get doctors and specialist to come to rural areas, than the community going to them."
- Subsidised taxi Service
- Develop strong links with public transport via the Department of Transport. Victorian government to recognise community transport and have a budget line item "community transport".
- The single best thing is to provide funding and professional support to volunteers to coordinate the programs. Increase funding for resources. Research like this is very important.
- In small communities like ours no public transport will offer the personal care given by a resident volunteer driver to another resident in need
- I am a bit challenged due to people moving out here, there is no job available; transport is grossly overlooked over here. And people move here without taking into consideration the health services that are not available, when they are in there 60's and they have chronic diseases, then they realize that the nearest hospital is an hour away, and due to not having the "extended family" anymore in the area it makes our job hard, as it's not my job to provide transport to them I am a nurse.
- Provide more financial support
- transport should be funded as it would be a cheaper alternative to nursing homes or institutions, which would be needed if clients aren't supported in home
- I'd like to see the government acknowledge community transport and fund it appropriately, we are funded for volunteer coordination but not for transport, which then does not give us funding to maintain the resources and purchase more vehicles to provide transport to the community.
- Funding to coordinate the projects and also like the acknowledgement that there is huge transport deficiency in community and we cannot pretend it's not there. It's about getting consultation with the community to make it better.
- As a volunteer organisation we are only able to upgrade our vehicles to a later model 2nd hand one. Govt funding to assist with the purchase of new vehicles when needed would help improve the quality of service as we have not been able to get govt funding.
- Sadly, although we receive some funding to assist with community transport, the service is significantly underfunded. We currently do not receive any funding specific to the replacement

of community vehicles. This means that in order to continue the services we must find replacement vehicle funding from an already over stretched budget every 2 or so years. This amounts to over \$12,000 each replacement.

- Increased funding to 'not for profit' organisations.
- I think what they are doing is very good, the new initiative is really good, if we train volunteers properly and maintain relationship with other business to transport clients to medical appointments in due time it would help us.
- more vehicles fully funded
- We require ongoing funding to ensure the service exists into the future. We want government to recognise the importance of community transport and give it the same status as the do towards other forms of transport e.g.: public transport, taxi's etc
- If organisations received funding to provide this service directly it would help organisations to operate community transport options. In rural Vic it is very difficult for people with special needs to access programs and the barriers are more often than not, transport.
- HACC and the Department of Transport need to recognise and fund transport and the purchase of vehicles for Community Transport Programs. Transport is a key to preventing isolation - we aim to continue residents accessing their existing groups.
- Funding for transport services/coordinators & funding for more specialty services in rural areas.
- "Small rural towns need to have affordable buses services between them. There should be link between towns, funded 100% for transport. Funds for council. There is no taxi in the town. The taxis need to take responsibility to drop and pick up elderly clients, not making the clients stranded by dropping them and not picking up, due to the fact they get a better offer somewhere else.
- Community transport for social outings for HACC clients, transport for youth is very sad around this place."
- Community advertising for more volunteer drivers with up to date training
- Well it should be recognized and funded as a transport service. HACC service is actually blurring the picture of community services, I say that because under the HACC services the people who are eligible only can get the service for community transport and the rest are left in limbo and need to avail alternative services. And when we go to extend community

transport there is no support for us. There should be true recognition of the cost of coordination and administration related to the community transport from an agencies perspective. There should be a paid coordination that looks after community transport and responsible for the smooth running of it. There are other costs related to community transport for volunteers as we pay them for their stay and food money if they are travelling long distance. But those costs are not incorporated in our budget. There is a dilemma hospital medical department not providing a return trip for some reason. We make sure we provide door through door assistance, when there is family member or a person to look after the patient. For example: If a patient is transported by an ambulance there, after a weeklong stay they are not transported back to their homes properly, you may have heard stories of people coming back home in pyjamas etc, this is a major issue here. There should be coordination between the hospitals for community transport.

- Trying to foster cooperation with other services in the area, and seeking out what are available in the area. An overall cooperation rather than working individually, if we could review our delivery and try not to make it inflexible.
- We need additional funding to service the core HACC population. Additional funding from non-HACC sources to provide transport for non-HACC transport disadvantaged people. Better unitization of non-utilized vehicles, but this requires adequate funding for co-ordination. Better support for community transport volunteers. Better co-ordination at State Government level, amongst all State Government decision makers and stakeholders involved in community transport.

B

APPENDIX B: ONLINE QUESTIONNAIRE



VCTA

Community Transport Stocktake 2011

11-000302-01 Online Questionnaire

(**FINAL** Version: 18 April 2011)

BLUE = Computer programming instructions

ORANGE = Screen outs

Comment boxes = comments about purpose of question/issues to be resolved

INTRODUCTION [EMAIL]

The Victorian Community Transport Association (VCTA) is conducting a survey to help gauge the number of community transport operators/providers in Victoria and the range of services provided by these organisations. All collected information will be shared with the Department of Transport to broaden its understanding of the Victorian community transport services provided in Victoria.

Ipsos-Eureka, an independent social research company, will be collecting and analysing the information you provide on behalf of the VCTA. All responses will remain confidential, and will only be presented at the aggregate level. No identifying information will be provided to either VCTA or the Department.

If you have trouble completing this survey or would prefer to complete the survey over the phone, please contact Ipsos-Eureka on 1800-206-686.



SECTION A: ABOUT YOUR ORGANISATION

Q1. Which of the following categories best describe your organisation? (Please tick one)
[MULTIPLE RESPONSE]

A	Disability services	
B	Dedicated community transport provider	
C	Local Government	
D	Health / Community Health	
E	Welfare / Community Service	
F	Sporting or other club	
G	Indigenous or other cultural group	
H	Residential aged care	
I	Other aged care services	
J	Other (please specify)	

Q2. Community Transport means different things to different people. Generally, it means transport provided by the community for the community. For the purpose of this survey community transport includes all transport and related transport services, any auxiliary support (i.e. arranging appointments, providing information), coordinating and hiring transport services, and providing a personalised assistance for people to ensure that they can get to appointments and return home.

Does your organisation provide community transport services? **[SINGLE RESPONSE]**

Yes ----- 1

No **[TERMINATE]** ----- 2

TERMINATION SCRIPT: Thank you for your help, unfortunately for this survey we are looking to hear from organisations that provide community transport.

Q3. Do you consider community transport the core or main function of your organisation? **[SINGLE RESPONSE]**

Yes **[GO TO Q6]** ----- 1

No ----- 2

Q4. What services does your organisation deliver **[OPEN ENDED]**?

Q5. How does community transport fit into your organisation?

- It is only a small part of what we do----- 01
- It is about half of what we do ----- 02
- It is most of what we do----- 03

Q6. Where is your organisation based within Victoria? **[MULTIPLE RESPONSE]**

- Metropolitan area ----- 01
- Rural/metro interface area ----- 02
- Regional Centre ----- 03
- Rural area ----- 04
- State-wide **[EXCLUSIVE]**----- 05

Q7. What transport services does your organisation offer other than community transport?
[MULTIPLE RESPONSE. Q7=6 EXCLUSIVE CODE]

- Assisting passengers with door through door assistance ----- 01
- Travel training----- 02
- Transport information----- 03
- Vehicle register----- 04
- Brokerage----- 05
- Other **[SPECIFY]**----- 98
- None ----- 06

Q7a. Thinking about 2010, what was the total amount in dollars that it **cost** your organisation to deliver community transport service/s?

If you are not sure please provide your best approximation. **[NUMERIC RESPONSE ONLY]**

		\$
a		

Q8. Thinking about 2010, what was the total amount of funding in dollars that your organisation **received** to deliver community transport service/s?

Please consider funding sources such as Home and Community Care (HACC) program funding, funding from within other parts of your organisation, philanthropic funding, fund raising, donations from clients and passengers and donations from other sources.

If you are not sure please provide your best approximation. **[NUMERIC RESPONSE ONLY]**

		\$
a		

Q9. **[IF Q8=0 SKIP TO Q10]** For the **[Q8]** of funding received in 2010, could you please provide the proportion of funding that each of the following sources made up?

Please note this will need to add up to 100%.

[MULTIPLE RESPONSE. INCLUDE LOGIC CHECK – NUMERIC RESPONSE ONLY AND MUST ADD TO 100%]

	Funding source	%
A	Home and Community Care (HACC)	
B	Internal	
C	Philanthropic Foundations	
D	Local Fund Raising	
E	Donations from clients/passengers	
F	Other donations (please specify)	
G	Other (please specify)	

Q10. Do you use any **paid** staff as community transport drivers? **[SINGLE RESPONSE]**

- Yes **[GO TO Q11]** ----- 1
 No **[GO TO Q12]** ----- 2

Q11. How many **paid** full-time equivalent staff do you use as community transport **drivers** on average per week? If you do not know the exact number, please provide your best estimate.

Note: Decimals can be used for part time staff. For example, 2 staff working full time plus a staff member working four days per week would equate to **2.8** staff.

[SINGLE RESPONSE. ALLOW DECIMALS]

		Number of staff or equivalent full time staff
a		

Q12. Does your organisation have **paid** staff **other than** drivers whose role is to coordinate/deliver community transport services?

Yes **[GO Q13]** ----- 1

No **[GO Q14]** ----- 2

Q13. How many **paid** full-time equivalent staff does your organisation have to coordinate/deliver community transport services on average per week? If you do not know the exact number, please provide your best estimate.

Note: Decimals can be used for part time staff. For example, 2 staff working full time plus a staff member working four days per week would equate to **2.8**.

[SINGLE RESPONSE. ALLOW DECIMALS]

		Number of staff or equivalent full time staff
a		

Q14. Do you use any **volunteers** as community transport drivers? **[SINGLE RESPONSE]**

Yes **[GO Q15]** ----- 1

No **[GO Q18]** ----- 2

Q15. How many **volunteer** community transport drivers does your organisation have in total? If you do not know the exact number, please provide your best estimate. **[SINGLE RESPONSE]**

		Number of volunteers
a		

Q16. How many **volunteer** community transport drivers does your organisation use on average per week? If you do not know the exact number, please provide your best estimate. **[SINGLE RESPONSE]**

		Number of volunteers
a		

Q17. What is the **total number of hours** worked by your volunteer community transport drivers on average per week?

Note: this is across all of your volunteer drivers. For example, 5 volunteers, working 40 hours per week would equate to 200 hours.

If you do not know the exact number, please provide your best estimate. **[INCLUDE LOGIC CHECK – NUMERIC RESPONSE ONLY]**

		Hours per week
a		

Q18. Are **volunteers**, other than drivers, involved in assisting/providing/supporting your organisation to deliver community transport services?

Yes **[GO TO Q19]** ----- 1

No **[GO TO Q22]** ----- 2

Q19. How many **volunteers**, other than drivers, are involved in assisting/providing/supporting your organisation to deliver community transport services does your organisation have in total? If you do not know the exact number, please provide your best estimate. **[SINGLE RESPONSE. LOGIC CHECK Q19≠0]**

		Number of volunteers
a		

Q20. How many **volunteers**, other than drivers, are involved in assisting/providing/supporting your organisation to deliver community transport services on average per week? If you do not know the exact number, please provide your best estimate. **[SINGLE RESPONSE. LOGIC CHECK, Q20≠0]**

		Number of volunteers
a		

Q21. What is the **total number of hours** worked by your volunteers, other than drivers, involved in assisting/providing/supporting your organisation to deliver community transport services on average per week?

Note: this is across all of your volunteers, other than drivers involved in assisting/providing/supporting the organisation to deliver community transport services. For example, 5 volunteers, working 40 hours per week would equate to 200 hours.

If you do not know the exact number, please provide your best estimate. **[INCLUDE LOGIC CHECK. Q21≠Q20x168 – NUMERIC RESPONSE ONLY]**

		Hours per week
a		

Q22. Does your organisation own/lease vehicles that are used for community transport?

- Yes **[GO TO Q23]** ----- 1
 No **[GO TO Q26]** ----- 2

Q23. How many of each of the following types of vehicles does your organisation own/lease? **[PLEASE COMPLETE ALL THAT APPLY, INCLUDE LOGIC CHECK – NUMERIC RESPONSE ONLY]**

	Type of vehicle	Number
A	Car (including people mover) run/managed by your organisation	
B	Small bus (up to 12 seats)	
C	Large Bus (up to 22 seats)	
D	Extra large bus (more than 22 seats)	
E	Other (please specify)	

Q24. Thinking about 2010, how many kilometres in total, did these vehicles **you own/lease** travel providing community transport for your organisation? If you do not know the exact number, please provide your best estimate. **[SINGLE RESPONSE]**

	Kilometres travelled
a	

Q25. Do you also provide community transport from vehicles that you do not own/lease?

- Yes **[GO TO Q26]** ----- 01
 No **[GO TO Q28]** ----- 02

Q26. How **[IF Q25=1, "else"]** do you provide community transport services?
[MULTIPLE RESPONSE]

- Volunteers use their own vehicles----- 01
 We use council vehicles----- 02
 Community members allow their vehicles to be used----- 03
 Local business allows us to use their vehicle(s)----- 04
 We use Taxis/Maxi Taxis----- 05
 We use commercial hire company e.g. Budget----- 06
 Other **[SPECIFY]**----- 98

Q27. Thinking about 2010, how many kilometres in total, did these vehicles that you **do not own** travel providing community transport for your organisation? If you do not know the exact number, please provide your best estimate. **[SINGLE RESPONSE]**

		Kilometres travelled
a		

SECTION B: ABOUT YOUR CLIENTS

Q28. Thinking about 2010, how many people (**not trips**) received community transport services provided by your organisation? If you do not know the exact number, please provide your best estimate. **[INCLUDE LOGIC CHECK – NUMERIC RESPONSE ONLY]**

		Number of people
a		

Q29. Thinking about 2010, how many **trips** (not people) received community transport services provided by your organisation? For example, if you provided transport for six people to a service and then returned them, this would equate to 12 trips.

If you do not know the exact number, please provide your best estimate. **[INCLUDE LOGIC CHECK. Q29>Q28 – NUMERIC RESPONSE ONLY]**

		Number of trips
a		

Q30. Which of the following best describes the people you provide transport for? **[MULTIPLE RESPONSE]**

- Frail aged ----- 01
- Elderly ----- 02
- People with disabilities ----- 03
- HACC eligible ----- 04
- General community ----- 05

Youth/young people-----	06
People from Cultural and Linguistically Diverse (CALD) backgrounds-----	07
Indigenous-----	08
Other (please specify) -----	98

Q31.What are the most common activities/requirements that involve community transport?
[MULTIPLE REPSONSE]

Social outings -----	01
Medical appointments-----	02
Shopping -----	03
Sport-----	04
Leisure activities -----	05
Program based e.g. PAGS. (Please specify which program) -----	06
Vacation care/school holiday program -----	07
Other (please specify) -----	98

Q32.What are the criteria used by your organisation to ensure clients are eligible for community transport services? **[MULTIPLE REPSONSE. Q32=7 EXCLUSIVE CODE]**

They must live within specific area of our operation -----	01
Have difficulty in performing everyday tasks without help because of a disability -----	02
They are elderly -----	03
They are frail aged -----	04
They are financially disadvantaged -----	05
They are living in remote or isolated areas-----	06
Anyone is eligible -----	07
They are HACC eligible-----	08
They attend a school based program -----	09
Other [SPECIFY] -----	98

Q33.In 2010, was your organisation able to meet the demand for its community transport services?

Yes -----	1
No -----	2

Q34. In 2010, did your organisation have a waiting list for its community transport services?

- Yes ----- 1
- No ----- 2

Q35. [ASK ALL] Could you please tell us about the strategies you employ to manage the demand for your community transport services? **[OPEN ENDED]**

Q36. [IF Q33=2] Can you suggest possible reasons why current demand for your community transport service cannot be fully met? **[OPEN ENDED]**

Q37. Do you think the demand for community transport services provided by your organisation will increase, stay the same or decrease over the next 3-5 years?

- Increase **[GO TO Q38]**----- 1
- Stay the same **[GO TO Q39]** ----- 2
- Decrease **[GO TO Q39]** ----- 3

Q38. What do you think are possible causes for a potential increase in demand for community transport services?

- Ageing population ----- 01
- Increasing need for health services ----- 02
- Increasing population ----- 03
- Increasing geographical spread ----- 04
- Increasing awareness of community transport services ----- 05
- No access to medical services ----- 06
- Lack of public transport in area ----- 07
- Other **[SPECIFY]** ----- 98

SECTION C: THANK YOU FOR YOUR ASSISTANCE

Q39. Do you have any additional suggestions you would like to make about improving community transport within Victoria? **[OPEN ENDED]**

Thank you for taking the time to complete the survey.

Your assistance is greatly appreciated.

[DIRECT TO VCTA WEBSITE: <http://www.vcta.org.au/>]



Ipsos-Eureka
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