

**A Planning Report on Community
Transport in
Canterbury and Marrickville**

**Prepared for Greater Inner West
Community Transport**

by

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Summary of recommendations

1. That the HACC funding for Marrickville/Canterbury be distributed to Bankstown Community Transport and Leichhardt Community Transport on a 69% - 31% basis.
2. That the Health Related Transport Program funding for Canterbury/Marrickville be distributed to Bankstown Community Transport and Leichhardt Community Transport on a 69% - 31% basis.
3. That service subsidy funding for Marrickville/Canterbury be distributed to Bankstown Community Transport and Leichhardt Community Transport on a 69% - 31% basis.
4. That this distribution of funds be based on GIWCT entering into contracts with Bankstown Community Transport and Leichhardt Community Transport Group for the provision of Community Transport services in Canterbury and Marrickville respectively.
5. That the contracts for the provision of bus services in Canterbury and Marrickville be on a “cost only” basis.
6. That \$16,000 of the GIWCT funds for individual transport be allocated to Leichhardt Community Transport Group to provide additional individual transport services in the Marrickville area.
7. That \$33,000 of the GIWCT funds for individual transport be allocated to Bankstown Community Transport to provide additional individual transport services in the Canterbury area.
8. That this allocation of funds be based on GIWCT entering into contracts with Bankstown Community Transport and Leichhardt Community Transport Group for the provision of individual transport services in Canterbury and Marrickville respectively.
9. That the contracts for individual transport be on a “cost only” basis.
10. That a Shuttle Service be developed, as described in this report, that will link Campsie; Canterbury Hospital; Kitchener Parade, Bankstown; and Bankstown Hospital.
11. That the Campsie – Bankstown Individual Transport Shuttle be run at as regular frequency as possible to encourage patronage.
12. That the Campsie – Bankstown Individual Transport Shuttle be heavily promoted particularly through GPs, medical specialists, the ACAT team, COPs, Home Care, aged and disability services workers, Community Health workers and the Hospitals. The promotion should include existing passengers of the Marrickville/Canterbury service and of Bankstown Community Transport.
13. That the Campsie – Bankstown Individual Transport Shuttle provide a service to accessible railway stations at Campsie and Bankstown.
14. That a Shopping Shuttle be developed as described in this report, that will link strip shopping areas at Beamish Street, Campsie; Haldon Street, Lakemba; and Punchbowl Road, Punchbowl.
15. That the Shopping Shuttle be run as frequently as possible to encourage patronage.
16. That the Shopping Shuttle be heavily promoted particularly through COPs, aged and disability services workers, Home Care, Meals on Wheels, other HACC services and other Community Services in Canterbury and the eastern suburbs of Bankstown.
17. That a Marrickville - Royal Prince Alfred/Balmain Individual Transport Shuttle be established as described in this report.
18. That the Marrickville - Royal Prince Alfred/Balmain Individual Transport Shuttle be run at as regular frequency as possible to encourage patronage.

19. That the Marrickville - Royal Prince Alfred/Balmain Individual Transport Shuttle be heavily promoted particularly through GPs, medical specialists, the ACAT team, COPs, Home Care, aged and disability services workers, Community Health workers the Hospitals. The promotion should include existing passengers of the Marrickville/Canterbury service.
20. That a Fish Market/Haymarket Shopper be established for HACC eligible people in Marrickville as described in this report.
21. That the Fish Market/Haymarket Shopper be integrated with the existing Leichhardt Community Transport Group Fish Market service in order to bring about service efficiencies.
22. That the Fish Market/Haymarket Shopper be heavily promoted through COPs, Home Care, Meals on Wheels, other HACC services, aged and disability services workers and other Community Services in Marrickville and Leichhardt.
23. That an outings program be developed to operate across Marrickville and Canterbury to address social isolation among HACC eligible people.
24. That the outings program be initially targeted towards people who have little or no opportunity to get out of their homes.
25. That the outings program be promoted through the ACAT teams, COPs services, Home Care at Burwood and Beverley Hills, Meals on Wheels services, Local Councils aged and disability services workers , other HACC services and community services.
26. That the services be funded through HACC growth funding for Marrickville/Canterbury, service subsidy funding (if approved), Health Related Transport Program funding and passenger fares.
27. That where possible, Community Transport services allow linkages with accessible Public Transport services.
28. That GIWCT retain ownership of the Marrickville/Canterbury bus fleet and pay all insurance, registration and maintenance costs.
29. That contractors be able to use the GIWCT fleet to provide Community Transport services on a fee per kilometre basis.
30. That the current Marrickville/Canterbury office be closed in the near future and that operation be transferred to the offices of the contractors for services in the Marrickville/Canterbury area.
31. That GIWCT support Leichhardt Community Transport Group in finding an office/depot in or near to the Marrickville municipality.
32. That GIWCT support Bankstown Community Transport in finding an office/depot close to the Canterbury municipality.
33. That GIWCT continue to work closely with other service providers in the region, particularly Newtown Neighbourhood Centre and Riverwood Community Centre in order to develop an effective network of transport services that address transport disadvantage among the residents of Marrickville and Canterbury.
34. That the establishment of a bus brokerage system, based on models at the Eastern Transport Register and Northern Care and Share in Victoria be further investigated.

Background

In late 2002 a consortium of Community Transport groups (Inner West Community Transport, Bankstown Community Transport and Leichhardt Community Transport Group) tendered to provide HACC funded transport services in the Marrickville and Canterbury areas through a new organisation known as Greater Inner West Community Transport. Services had

been provided in the area over the previous 15 years by Marrickville/Canterbury Community Transport Association. Earlier in the year the Association had agreed to forgo government funding and to wind up its operations.

In order to ensure a smooth takeover of the operations of MCCTA and to avoid any disruption of services, workers from the consortium members agreed to join the committee of MCCTA on a temporary basis while arrangements were made to transfer funds and other resources to Greater Inner West Community Transport. This proved to be more difficult than expected as MCCTA had a number of unpaid debts to the ATO and a finance company. The organisation's assets were limited to office equipment, only some of which was serviceable and two very old decrepit buses. The main part of the fleet, 2 x 20 seat minibuses and one 12 seat minibus was not owned by the Association but was on lease.

The service had been operated during the previous six months by a Departmental appointed administrator using casual office and driving staff.

The services that were being operated at the time of the takeover included a small individual transport service run using a hired car as the project vehicle had been sold by the previous committee, and a bus hire service. The hire service was made available to HACC and non-HACC groups alike. No direct group services were being provided by the group. Services in operation at the time of the takeover are described in more detail in a later section of this report.

The service was located in an office in the old Marrickville Hospital, a site currently owned by Marrickville Council and which is due to be redeveloped in the near future at which time the Community Transport group will have to find a new home.

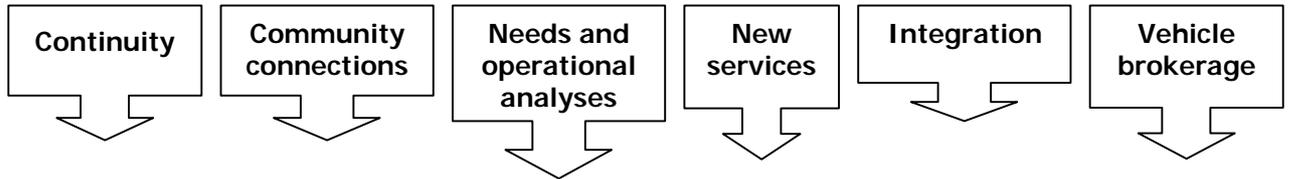
MCCTA service operations and management could only be described as haphazard. Few records appear to have been kept, a financial audit was three years overdue and annual reports had not been produced for some years. Office procedures were very basic and no policies were in place. Operational and staff practices were not what should be expected from a funded Community Transport operator. Staff had not been trained to deal with the needs of HACC passengers.

No funding had been put aside to replace the two owned vehicles and there were no contingency plans for replacing the lease vehicles when the leases expired (which happened three months after GIWCT took over).

Little or nothing appeared to have been done in terms of keeping in contact with other HACC and non-HACC service providers and there was no evidence that any attempt had been made to ascertain the mobility needs of the HACC target population in the area.

In light of this situation a number of service and planning priorities were set. These included continuity in existing services to HACC eligible people, improved community connections, needs and operational analysis, the development of new services, better integration of services and the establishment of vehicle brokerage.

Greater Inner West Community Transport – Service and Planning Priorities



MORE RELEVANT, APPROPRIATE, FLEXIBLE AND RESPONSIVE SERVICES

IMPROVED MOBILITY AND ACCESS TO GOVERNMENT, COMMERCIAL AND COMMUNITY SERVICES FOR HACC CLIENTS

BETTER COOPERATION AND COLLABORATION BETWEEN COMMUNITY TRANSPORT AND OTHER SERVICES IN THE REGION

As a first step a demographic analysis was undertaken using data provided by the Department of Ageing, Disability and Home Care, the Australian Bureau of Statistics and the Australian Institute of Health and Welfare.

This was followed by an analysis of public transport services in the area, an analysis of the existing Community Transport services, consultations with bus users and other stakeholder groups. A survey of HACC eligible people from culturally and linguistically diverse communities was also undertaken and analysed. From these consultations a summary of unmet transport need was developed.

Finally potential new services for the area were developed and costed and a service framework was recommended.

Canterbury and Marrickville – Demographic Profile

The Canterbury – Marrickville area represents a large portion of the Inner West of Sydney stretching from South Sydney in the east to Bankstown in the west.

In 2001 the area had a population of 208,000 people, 132,000 of whom lived in Canterbury and 76,000 in Marrickville. The area is within the Central Sydney Area Health Service boundary and has two significant hospitals, The Royal Prince Alfred at Camperdown and Canterbury Hospital at Campsie.

Older People

Ageing and activity restriction

From the data on the table below it appears that there is a correlation between age and the prevalence of core activity restrictions. Profound and severe activity restrictions describe people who are unable to perform a core activity or who need assistance to do so (profound) or sometimes need assistance (severe). Core activities encompass mobility, which includes using public transport.

Table 1. Prevalence of profound or severe core activity restriction by sex and age group – percent of people aged 65 years and over.

Males					Females				
65-69	70-74	75-79	80-84	85+	65-69	70-74	75-79	80-84	85+
8%	12%	19%	24%	56%	9%	15%	25%	35%	69%

Source: ABS (1999) Disability, ageing and carers: summary of findings.

Activity restriction among this population appears to remain relatively low until the age of 75. At the age of 85 over half of this population will have activity restrictions.

At the age of 75 people tend to start to lose their independent mobility and are more likely to require the assistance of Community Transport and other dependent transport services. In 2001 there were 10,500 people over the age of 75 in Canterbury/Marrickville, an increase of 350 over the previous five years. The over 75 population is growing quicker in Canterbury than in Marrickville where the population was steady over the 1996 – 2001 period.

Table 2. Canterbury – Population 75 and over

	Males		Females		Persons	
75 to 79	1538	51.63%	1988	44.70%	3,526	47.48%
80 to 84	878	29.47%	1335	30.02%	2,213	29.80%
85 to 89	394	13.23%	759	17.07%	1,153	15.53%
90 to 94	127	4.26%	270	6.07%	397	5.35%
95 to 99	38	1.28%	83	1.87%	121	1.63%
100 and over	4	0.13%	12	0.27%	16	0.22%
Total 75+	2979	100%	4447	100%	7,426	100%
Total all ages	65170		65777		130,947	

Source: ABS 2001 Census

Table 3. Marrickville – Population 75 and over

	Males		Females		Persons	
75 to 79	624	50.36%	751	39.44%	1,375	43.75%
80 to 84	340	27.44%	553	29.04%	893	28.41%
85 to 89	185	14.93%	374	19.64%	559	17.79%
90 to 94	63	5.08%	156	8.19%	219	6.97%
95 to 99	23	1.86%	62	3.26%	85	2.70%
100 and over	4	0.32%	8	0.42%	12	0.38%
Total 75+	1239	100%	1904	100%	3,143	100%
Total all ages	36723		36708		73,431	

Source: ABS 2001 Census

Table 4. Comparison of number of over 75s in Marrickville and Canterbury

	Marrickville	Canterbury	Both LGAs
People over 75	3,143	7,426	10,569
Percentage of total	30%	70%	100%

Once people reach the age of 85 over half are likely to have activity restrictions which include the ability to get around. The growth in the number of over 85s is more pronounced in Canterbury than in Marrickville.

Table 5. Growth in number of over 85s in Canterbury

	1996	2001	Increase
Females 85+	1303	1511	208
Males 85+	553	680	127
All	1856	2191	335

Source: ABS Population Projections

Table 6. Growth in number of over 85s in Marrickville

	1996	2001	Increase
Females 85+	546	544	-2
Males 85+	227	247	20
All	773	791	18

Source: ABS Population Projections

Unmet transport need among older people

According to the ABS 1998 Survey of Disability, Ageing and Carers survey, in NSW most of the 182,000 older people (over 60 years of age) who needed assistance with transport received the assistance they required but 7% had their needs only partly met and 10% did not have their needs met at all¹. In Marrickville and Canterbury this would equate to 6,240 older people

¹NSW Department of Ageing, Disability and Home Care, *Disability and the Use of Transport*, yet to be published.

needing assistance with transport, with 436 having their needs only partly met and 624 not having their needs met at all.

Table 7. Number of persons over 60 requiring assistance with transport and whether needs are met

	Need assistance with transport	Needs partly met	Needs not met
NSW*	182,000	12,900	18,400
Estimate for Canterbury/Marrickville**	6,240	425	625

*Source: ABS 1998 Survey of Disability, Ageing and Carers

**Source: Estimate from above

People with disabilities

According to the last census there were over 37,000 people with a disability in Marrickville and Canterbury LGAs – about 18% of the population. Of these 13,000 had moderate or severe disabilities and are likely to require assistance with transport.

Table 8. People with disabilities

	People with a Profound Disability	People with a Severe Disability	People with a Moderate Disability	People with a Mild Disability	People with another Impairment	Estimated Number M/S/P* with Disability (2001)	Estimated Number People with Disability (2001)
Canterbury	2,932	4,071	4,678	7,712	2,164	11,681	24,697
Marrickville	1,457	2,014	2,232	3,887	1,174	5,703	12,331
Total	4,389	6,085	6,910	11,599	3,338	17,384	37,028

Source: ABS 2001 Census

*M/S/P = Moderate/Severe/Profound

Table 9. People with a disability as a proportion of the total population

	Total population	People with disability	% of population
Canterbury	130,947	24,697	19%
Marrickville	73,431	12,331	17%
Total	204,378	37,028	18%

About twice as many people with moderate, severe or profound disabilities live in Canterbury compared to Marrickville.

Table 10. Comparison of number of people with Moderate, Severe or Profound Disabilities between Marrickville and Canterbury

	Marrickville	Canterbury	Both LGAs
Number of in Canterbury and Marrickville.	5,703	11,681	17,384
Percentage of people with moderate, severe or profound disabilities in Canterbury and Marrickville.	33%	67%	100%

Unmet transport need among younger people with disabilities

The most useful information on the current need for assistance with transport by people with disabilities is to be found in the ABS Survey of Disability, Ageing and Carers (1998). The survey included information about transport used, destinations reached by various modes and the assistance with transport needed by persons with disabilities.

If a person needs to be driven and/or cannot transit between locations without help or supervision they would be considered as having a need for transport assistance². According to the survey, in NSW 75% of all people with a disability did not need assistance with transport. Of those who did need assistance 41% always needed assistance and 59% sometimes needed assistance. The need for transport assistance among people with a disability was more pronounced in females (17%) than among males (9%).

In Marrickville and Canterbury this would equate to 3,800 people with disabilities that always need assistance with transport and 5,500 who sometimes need assistance.

According to the survey, of people with disabilities who needed assistance with transport, 6% received no assistance, 84% received informal assistance³, 3.6% received formal assistance⁴, and 6.6 % received assistance from both sources. If the same is true in Marrickville and Canterbury it means that there may be 600 people who do not receive the assistance with transport that they need.

Table 11. Number of younger persons with disabilities requiring assistance with transport and whether needs are met

	Always need assistance with transport	Sometimes need assistance with transport	Do not receive assistance they need
NSW*	53,000	75,000	7,600
Estimate for Canterbury/Marrickville**	3,800	5,500	600

*Source: ABS 1998 Survey of Disability, Ageing and Carers

**Source: Estimate from above

² NSW Department of Ageing, Disability and Home Care, *Disability and the Use of Transport*, p 2, yet to be published.

³ "Informal assistance" is defined by the ABS as unpaid help or supervision that is provided to persons living in households. Informal assistance may be provided by family, friends or neighbours. Any assistance received from family or friends living in the same household was considered to be informal assistance regardless of whether or not the provider was paid. It does not include providers whose care is privately organised for profit.

⁴ "Formal assistance" is defined by the ABS as help provided to persons by organisations or individuals representing organisations (whether profit making or non-profit making, government or private); or other persons (excluding family, friends or neighbours) who provide assistance on a regular, paid basis and who were not associated with any organisation.

Many people with disabilities received assistance with transport from an informal source or used both formal and informal support. 72% had only one informal source of that assistance. Where informal assistance is provided by a person on an ongoing basis that person is referred to as a “primary carer”.

The survey indicates that there are 162,000 primary carers in NSW of whom 73% are women. 13% primary carers were aged between 65 and 74 and 10% were aged 75 years or more. 31% of primary carers stated that they spent more than 40 hours per week caring for the main recipient of care.

Of the carers who received assistance in their caring role, 32% said that they need further assistance, of those who do not receive assistance, 21% said they needed assistance.

In a recent survey 8.3% of carers stated in a response to an open-ended question that transport was the most helpful type of support that they could receive⁵. 41% of primary carers said that fall-back carers were not available to them⁶. Among carers over the age of 65 half have some degree of core activity restriction themselves⁷.

Given that a significant number of primary carers are aged over 75, have disabilities themselves and may not have the support they need, the sustainability of such forms of assistance at existing levels must be brought into question and the demand for dependent transport of the type provided by Community Transport is likely to increase in the future.

People from culturally and linguistically diverse backgrounds

In 2001, 80,000 people in Canterbury and Marrickville were born in non-English speaking countries. This represents 40% of the total population. Two very distinct trends are visible among this population group, the number in Marrickville dropped significantly during the 1996 – 2001 period (5,800 persons) but increased dramatically in Canterbury (45,000 persons).

Table 12. People born in non-English speaking countries

	People Born in Non-English Speaking Countries (1996)	People Born in Non-English Speaking Countries (2001)	% People Born in Non-English Speaking Countries (2001)	Growth 1996-2001	% Growth 1996-2001
Canterbury	12,631	57,717	44.1%	45,086	356.9%
Marrickville	28,233	22,366	30.5%	-5,867	-20.8%
Total	40,864	80,003	39%	39,219	96%

Source: ABS 2001 Census

Unsurprisingly, the proportion of people in this population group who do not speak English well or not at all is higher in Canterbury where there are many more new migrants compared to Marrickville. Poor ability to speak English may be an indicator of difficulty in accessing HACC services and in using public transport.

⁵ Carers Association of Australia (1999) *National Survey of Carer Health and Wellbeing*. Table 21.

⁶ ABS 1998 Survey of Disability, Ageing and Carers, Summary Tables, Table 26.

⁷ Australian Institute of Health and Welfare (1999) *Older Australian at a Glance*, Canberra, Catalogue No. AGE 12.

Table 13. Persons that speak English not very well or not at all

	Speaks English Not Very Well or Not at All (1996)	Speaks English Not Very Well or Not at All (2001)	% Speaks English Not Very Well or Not at All (2001)	Growth 1996-2001	% Growth 1996-2001
Canterbury	2,685	16,845	12.9%	14,160	527.4%
Marrickville	8,933	6,514	8.9%	-2,419	-27.1%
Total	11,618	23,359	11%	11,741	101%

Source: ABS 2001 Census

Table 14. Comparison of number of people who speak English not very well or not at all between Marrickville and Canterbury

	Marrickville	Canterbury	Both LGAs
People who speak English not very well or not at all in Canterbury and Marrickville.	6,514	16,845	23,359
Percentage of all people who speak English not very well or not at all in Canterbury and Marrickville.	28%	72%	100%

There was a small indigenous population of 1,600 in Canterbury and Marrickville in 2001. This number dropped by 170 compared to the previous census in 1996. Most indigenous people (60%) live in the Marrickville LGA. Indigenous people are more likely to use health services than the general population and are more likely to become frail at an earlier age. This has been recognised in terms of their eligibility for HACC services.

Table 15. Indigenous persons

	Indigenous Population (1996)	Indigenous Population (2001)	% Indigenous Population (2001)	Change 1996-2001	% Change 1996-2001
Canterbury	723	664	0.5%	-59	-8.2%
Marrickville	1,094	983	1.3%	-111	-10.1%
Total	1,817	1,647		-170	-9.3%

Source: ABS 2001 Census

Table 16. Comparison of number of indigenous people between Marrickville and Canterbury

	Marrickville	Canterbury	Both LGAs
Indigenous people in Canterbury and Marrickville.	983	664	1647
Percentage of indigenous people in Canterbury and Marrickville.	60%	40%	100%

Overall, Canterbury/Marrickville is a very diverse area with very significant numbers of older people, people with disabilities and people from culturally and linguistically diverse communities many of whom are not gaining access to the transport assistance that they require. The demand for Community Transport is likely to grow in the foreseeable future.

Public transport services in Canterbury and Marrickville

Rail Services

The area is served by three railway lines.

The Inner West line in the north has stations within the area at Newtown, Stanmore, Petersham and Lewisham.

The Bankstown line which has stations within the area at Sydenham, Marrickville, Dulwich Hill, Hurlstone Park, Canterbury, Campsie, Belmore, Lakemba, Wiley Park and Punchbowl.

The East Hills line has stations within the area at Sydenham, Tempe, Bardwell Park, Bexley North, Kingsgrove, Beverley Hills, Narwee and Riverwood.

Of these stations only three are wheelchair accessible – Riverwood, Campsie and Beverley Hills. None have tactile platform tiles or are sensory accessible.

The railway lines all run east – west and the East Hills and Bankstown lines converge at Sydenham Station which is also serves the Illawarra Line which links the Sutherland/St George area to the City and Bondi Junction.

Bus Services

There is a large network of bus services throughout the area. Services are provided by Sydney Buses (SB), the Punchbowl Bus Company (PBC) and Pleasure Tours (PT).

A number of services run into the city including:

- SB Route 412 (Campsie to City) which passes through Clempton Park, Earlwood, Marrickville, Petersham, Stanmore and Camperdown .
- SB Route 413 (Campsie to City) which passes through Campsie and Croydon Park.
- SB Route 422 (Tempe to City) which passes through Tempe, Sydenham, St Peters and Newtown.
- SB Route 423 (Kingsgrove to City) which passes through Clempton Park, Earlwood, Undercliffe, Marrickville South, Marrickville, Enmore and Newtown.
- SB Route 426 (Dulwich Hill to City) which passes through Dulwich Hill, Marrickville, Enmore and Newtown.
- SB Route 428 (Canterbury to City) which passes through Canterbury, Hurlstone Park, Dulwich Hill, Petersham, Enmore and Newtown.

Cross-regional services include:

- SB Route 355 (Marrickville Metro to Bondi Junction) which passes through Enmore and Newtown.
- SB Route 370 (Annandale to Coogee) which passes through Newtown and St Peters.
- SB Routes 408/9 (Hurlstone Park to Rookwood via Ashfield and Burwood) which passes through Hurlstone Park and Ashbury.
- SB Route 411 (Roselands to Ashfield) which goes through Roselands, Beverley Hills, Kingsgrove, Bexley North, Earlwood, Dulwich Hill and Hurlstone Park.
- SB Route 415 (Campsie to Strathfield) which passes through Campsie and Croydon Park.
- SB Route 425 (Dulwich Hill to Rockdale) which passes through Dulwich Hill, Marrickville, Sydenham and Tempe.
- SB Route 445 (Canterbury to Balmain) which passes through Canterbury, Hurlstone Park, Dulwich Hill and Petersham.
- PT Route 447 (Greenacre to Roselands) which passes through Belmore, Lakemba and Roselands.
- PT Route 448 (Roselands to Kogarah) which passes through Roselands, Earlwood , Bardwell Park and Bexley North.
- PBC Route 450 (Hurstville Station to Strathfield) which passes through Beverley Hills, Roselands, Lakemba and Belfield.
- PBC Route 451 (Hurstville Station to Campsie) which passes through Beverley Hills, Wiley Park and North Belmore.
- SB Routes 471/472 (Rockdale to Haberfield) which passes through Bardwell Park, Earlwood and Canterbury.
- SB Route 487 (Canterbury to Bankstown) which passes through Campsie, Lakemba, Roselands and Bankstown Hospital.
- SB Route 492 (Campsie to Rockdale) which passes through Campsie, Clempton Park Kingsgrove and Bexley North.
- SB Route 494 (Drummoyne to Rockdale) which passes through Croydon Park, Campsie, Clempton Park, Kingsgrove and Bexley North.
- SB Route 499 (Hurstville to Drummoyne) which passes through Bexley North, Bardwell Park, Earlwood, Clempton Park, Campsie, Croydon Park.
- SB Route 500 (Burwood to Bondi Junction via the airport) which passes through Campsie and Bexley North.
- PBC Route 940 (Bankstown Station to Hurstville) which passes through Punchbowl, Roselands, Riverwood and Narwee.
- PBC Route 941 (Bankstown Station to Hurstville) which passes through Punchbowl, Roselands and Narwee.
- PBC Route 942 (Bankstown Station to Lugarno) which passes through Punchbowl, Roselands, Narwee and Riverwood.
- PBC Route 944 (Mortdale to Roselands) which passes through Riverwood, Punchbowl and Roselands.
- PBC Route 945 (Mortdale to Bankstown) which passes through Riverwood.

A few routes are operated using wheelchair accessible buses although not every bus is accessible. Timetables provide more information. These include:

- SB Route 400 – Burwood to Bondi Junction.
- SB Route 422 - Tempe to the City via Newtown.
- SB Route 423 - Kingsgrove Depot to the City via Earlwood and Marrickville.
- SB Route 426 - Dulwich Hill to the City via Newtown.
- SB Route 428 - Canterbury to the City via Newtown.

Bus services to hospitals

Royal Prince Alfred Hospital is close to the following bus routes - 412, 413 370.

Canterbury Hospital is close to routes 487, 415, 492 and 494.

Bankstown Hospital is close to route 487.

Balmain Hospital is close to route 445.

Accessible travel chains

Accessible travel chains are journeys that can be taken on accessible buses that link with accessible stations. Only one accessible bus route, Route 400, connects with accessible railway stations at Campsie and Rockdale.

Community Transport services in Canterbury and Marrickville

When Greater Inner West Community Transport took over the operation of Community Transport services in Canterbury and Marrickville a limited range of services were being provided by the previous Community Transport group. These can be divided into two categories – individual transport services and bus hire services. The previous group provided few direct group transport services.

Individual transport services

The following analysis was drawn from a review of all individual transport trips undertaken during the six month period July 2002 – December 2002. Details of the trips were kept at the Marrickville office on the Trips Transport Management System. This information was downloaded to an Excel file for analysis.

Over the six month period a total of 1,282 passenger trips were provided. Of these 912 (71%) were provided to residents of Canterbury LGA and 370 (29%) to residents of Marrickville LGA.

While most trips were to health related destinations a significant number of trips were to shopping centres and nursing homes.

Canterbury

Table 17. Individual transport trips from Canterbury LGA July – December 2002

	Return trips	Passenger trips	% of all trips
Trips within Canterbury LGA	225	450	49%
Trips out of area	231	462	51%
All trips	456	912	100%

Table 18. Origins of return trips (outward journey)

Suburb	Passenger trips
Punchbowl	105
Belfield	72
Earlwood	58
Belmore	48
Lakemba	44
Ashbury	38
Croydon Park	32
Campsie	15
Kingsgrove	15
Riverwood	15
Narwee	14
Total	456

The origins of trips were skewed towards 7 suburbs in particular. This may be partly explained by regular transport being offered to some passengers.

Table 19. Destinations of return trips (outward journey)

Suburb	Passenger trips
Ashbury*	97
Camperdown**	92
Kogarah***	60
Sydney	53
Belmore	52
Punchbowl/Roselands	25
Campsie	25
Marrickville	10
Lakemba	10
Burwood	9
Kingsgrove	8
Bankstown	5
Ashfield	4
Hurstville	2
Belfield	1
Enfield	1
Earlwood	1
Riverwood	1
Total	456

* Mainly Canterbury Hospital

** Mainly RPA Hospital

*** Mainly St George Hospital

Over half of all trips were to one of three hospitals. Most people travelled to Canterbury Hospital which is within the area and high numbers also went to Royal Prince Alfred and St George Hospitals.

Marrickville

Table 20. Individual transport trips from Marrickville LGA July – December 2002

	Return trips	Passenger trips	% of all trips
Trips within Marrickville LGA	127	254	69%
Trips out of area	58	116	31%
All trips	185	370	100%

There were proportionately fewer trips out of area compared to Canterbury LGA. This may be explained by the fact that a major destination, RPA Hospital is within the Marrickville LGA boundary.

Residents of the suburb of Marrickville made nearly half the trips.

Table 21. Origins of return trips (outward)

Suburb	Return trips
Marrickville	88
Tempe	33
Newtown	29
Lewisham	19
Dulwich Hill	13
Stanmore	3
Total	185

As in Canterbury, most trips (64%) were to hospitals with nearly half going to RPA.

Table 22. Destinations of trips

Suburb	Passenger trips
Camperdown*	87
Balmain**	32
Sydney	17
Tempe	14
Marrickville	14
Newtown	9
Ashbury	4
Lewisham	3
Burwood	3
Lilyfield	1
Punchbowl	1
Total	185

* Mainly RPA Hospital

** Mainly Balmain Hospital

Bus hire services

The bulk of the services provided by the previous operator were bus hire services. This also was the major non-funding source of income (over \$100,000 in 2001-2002).

Buses were hired to a wide range of community and church groups across a wide area which stretched from South Sydney to Campbelltown. Some of the hiring agencies were HACC funded, others provided services for the HACC target group and others, such as Scout Troops, Golf Clubs and Churches did not.

An analysis of the bus hire services identified that there were 15 main hirers of the buses. This has since reduced to 12 regular hirers as one group has since purchased their own bus and two other groups no longer have a budget for bus hire.

Table 23. Bus hire usage Marrickville/Canterbury

Agency	Type	Purpose	Clients	Use of bus	Frequency	Days	Times	More often	W/ch	How long	Driver
Afford Day Care	Inc	Disabilities Post School Options	Dev Disab	Outings	3 - 4 x per year No funds at moment		Full day	No		0.4 yrs	Own
IW Aboriginal Comm. Cov	Non-profit	Socialisation	Aboriginal HACC	Outings. Bring clients into Centre	Regular fortnightly outings	F		Yes - arranging weekly meeting		1.2 yrs	MC
CMADSS	Inc	NESB Activities Centre based care and meals	HACC	Outings once a month		MTWThF W		Leisure outings 12 times per yr		1.5+ years	Own
Allena Home Care	Govt	Domestic assistance, respite and personal care	HACC	WAVES. Shopping	Every Mon and Thurs fortnightly	M W Th (Pen)		Every Tuesday		1.3.5 yrs	Own
CECAL	Non-profit	Education progs Councelling, cultural and language sessions	Well aged and frail aged	Social support, bring clients in to CECAL, outings	Every Mon and Fri (last F of mnth an outing)	M F		Sometimes need a second bus		0.15 yrs	Own
Lakembe Masonic Centre	Non-profit	Assist hostel residents (aged people)	Frail aged, pwd, dementia hostel residents	Outings	Once per month on last Wed	W		Need bus twice per month		2.7+ yrs	Own or MC
Tempe Comm Centre	Inc	Outings, functions and clubs	General public all ages and cultures	Taking out seniors	Once per month on third Tues	T	9 - 3.30	Occasionally		0.5 yrs	Own
May Murray NC	Inc	Activities, welfare, settlement, play groups	All ages	HACC/NESB outings	None (too expensive)			Wed fortnight and Fri fortnight		1 years	Own
Newtown NC	Inc	Shopping service	HACC	Shopping and trips	3 times per week	TThF	9-Mar	Outing once a month		0.10 yrs	Own
Wolli Seniors Day Care	Inc	Day Care	Nursing home residents	Bring in clients from nursing home	Once per week	T	10 - 2pm	No		Many 0 years	MC
Tom Foster	Council	MoW CBA Home visting, ethnic access, Centre based activities	HACC	Use own bus				Large group activities 6 time a year		1	MC
Riverwood	Inc	Shopping service	HACC	Shopping	Once a fortnight	W (off pen)		No (would like to accommodate more pass. on service)		2.8 yrs	MC
Earlwood Aged Services (E'wood)	Inc	Centre based day care	Frail aged and people with dementia	Pic up and return home. Some outings	Every week two days	M & T		8-10 and 1-3.30		3.4 yrs	MC
Partners Program	Inc	Disability, ageing and child care programs	Multicultural respite. One week adults other week children	Pick up and drop off at home and travel to activities	Every Saturday and every Thursday evening	Sa Th(ev)	9-4.30 Sat 5-10 Th	2nd group on Sat Minius for womens group	2 both services	8 yrs	MC
CCCC	Inc	Local NC, auspice direct services including 4 HACC services	HACC	Bring clients in to centre - outings	Every Thursday, outings once a month (usually Thursday)	Th	9-10.30 1-2.30	May start garden service and will need to transport clients		0.8 yrs	MC

Table 24. Use of drivers on regular services

Each shaded cell represents one regular service

	Week1					Week2 (Pension week)						
Mon	7	7				14	7	7				14
Tues	7	7	7			21	7	7	7			21
Wed	7	7				14	7	7				14
Thurs	7	7	7			21	7	7	7			21
Fri	7	7				14	7					7
Sat	7					7	7					7
Sun						0						0
Total						91						84

7 = MC Driver and number of paid hours
 = Own Driver

Funded driver hours = 76 p/w
 Funded bus assistant hours = 20 p/w

	Week3					Week4 (Pension week)						
Mon	7	7				14	7	7				14
Tues	7	7	7			21	7	7	7			21
Wed	7	7				14	7	3				10
Thurs	7	7	7			21	7	7	7			21
Fri	7	7				14	7					7
Sat	7					7	7					7
Sun						0						0
Total						91						80

Of these, seven provided their own drivers, seven used Community Transport drivers and one did both. Some of the hirers paid full cost recovery for the Community Transport drivers, others were only charged at \$4.00 per hour. These services are considered to be joint services, however the service activity is recorded by the bus hirer rather than the transport provider. This means that although Community Transport are paying for ¾ of the drivers wages no activity can be recorded by Community Transport on their Minimum Data Set Returns. The provision of such subsidies have meant that there has been no budget for Community Transport to provide direct group services. This matter has been raised with both the Ministry of Transport and the Department of Ageing, Disability and Home Care and there is a possibility that additional funding may become available to cover the shortfall.

As can be seen in Table 24 the use of drivers is also inefficient. When the services were first taken over drivers were being allocated all day for some services that only take approximately four hours per day. Services such as shopping could be developed to dovetail with day care services at very little additional cost where the same bus and driver can be used and the areas covered by the two services is not too far apart.

Purpose of bus hire services

The purpose of the bus hire varied between shopping, bring clients in to day care centres and outings. Two agencies, Newtown Neighbourhood Centre and Riverwood Community Centre were funded some years ago to provide shopping services and both used to deliver these services using Marrickville Canterbury Community Transport Association buses. At this moment this arrangement still exists with Newtown Neighbourhood Centre but Riverwood provide their own bus except for one day per week. Nine of the hirers require wheelchair access.

The bus fleet

The bus fleet consists of five minibuses, two unmodified Nissan Civilians (both 5 years old), two Nissan Civilians with wheelchair hoists and wheelchair restraints (one 9 years old and one 10 years old) and an unmodified Toyota Commuter (also 5 years old). At the time of the takeover the unmodified vehicles were all leased from a finance company while the modified vehicles were owned by the Association. The unmodified vehicles were in reasonable condition while the owned vehicles were in a very poor state and beyond the end of their useful working life. The leases on the three buses were due to expire in March/April 2003.

Since then the HACC program has funded GIWCT to purchase the leased vehicles outright. However there has been no funding forthcoming to replace the two modified vehicles and the previous group had put no money aside for vehicle replacement.

These vehicles are the cause of many complaints from user groups and currently break down regularly. This is not only costing the maintenance budget a great deal of money it is disrupting services and further frustrating the user groups.

The two older buses need to be replaced as a matter of urgency. This is critical as they are the only wheelchair accessible vehicles in the fleet.

Fleet usage

The use of the bus fleet for regular hirers can be found at Table 25. In the table the codes refer to the identity of the group (the letter) and the average number of passengers carried (the number). The column headings refer to w = wheelchair accessible vehicle used and u = unmodified vehicle used.

As can be seen from the table the most regular users are group C, Canterbury Multicultural Aged and Disabled Service (CMADS) who use a modified bus every weekday to bring clients to a day care centre in Campsie.

Group J, Newtown Neighborhood Centre who use an unmodified bus three days per week to operate their shopping services.

Group N, Earlwood Aged Services use the bus twice a week – also to bring clients in to two different day care centres.

Table 24 . Schedule of bus hirings

	Week1					Week2 (Pen)					Week3					Week4 (Pen)										
	W	W	W	W	U	U	U	U	W	W	W	W	U	U	U	W	W	W	W	U	U	U				
Mon	C18		N25		E20		C18		N25		E20		C18	N25			E20			C18		N25		E20		
Tues	C18			N25	J20	K15	C18			N25	J20	K15	C18		N25		G19	J20	K15		C18	N25			J20	K15
T (avg)		O12						O12								O12								O12		
Wed	C18			M15			C18			C18			C18		M15					C18						
Thurs	C18			Q20	J20	P15	C18			Q20	J20	P15	C18	Q20			J20	P15		C18	Q20			J20	P15	
Fri	C18	B12			E10	J20	C18	E10			J20		C18		B12		J20		E10	C18				J20	E10	
Sat	O20						O20						O20							O20						
Sun																										

Code example A10, A = Afford Day Centre (see table below), 10 = average number of passengers

Table headings **w** = wheelchair modified, **u** = unmodified.

There are also 11 groups that rent the buses on an occasional basis (usually once per month)

- | | | | |
|--|---|-------------------------------------|--------------------------------------|
| A Afford Day Care | E Cant/Earlwood Caring Association | J Newtown Neighbourhood Cent | N Earwood Aged Services |
| B IV/Aboriginal Company | F Lakemba Masonic Centre | K Wollri Seniors Day Care | O Partners Program (ECCCS) |
| C Cant/Mile Aged and Disabled Support Service | G Tempe Community Centre | L Tom Foster Centre | P Canterbury City Community C |
| D Alena Home Care | H May Murray Neighbourhood Cent | M Riverwood Community Centre | Q MCCTA |

Table 25. Four week bus hire cycle

	Week One				Week Two				Week Four							
	Lu	Sw			Lw	Sw	Tot		Lu	Sw			Lw	Sw	Tot	
Tues	2			3		1			2			3		1		
		2			2			4		3			2			4
Thurs	2				2			4	2				1			
		2			2			4		2			2			4
Sat	1		1	4		1		3		1		1	1		1	
				1				1				1				1
				0								0				

Table 26 shows bus usage by day and by bus size. The column headings represent the following:

- Lw = Large bus, modified for wheelchair access;
- Lu = Large bus not modified;
- Sw = Small bus modified for wheelchair access; and
- Su = Small bus not modified.

It can be seen from the table that there may be no need for a fleet as large as five buses. During the four week cycle five buses were only required on one day and four buses on nine days out of a total of 20 days.

The buses are also used inefficiently. It should also be noted that once a bus is hired to a group they are allocated all day. Unless the group is going on an outing the buses remain idle for up to three hours per day. There is scope to fit other services, such as shopping services, in between day care services.

The present bus hire system does not appear to be sustainable. Buses are hired out at an average of 75 cents per kilometre whereas the real cost is likely to be in excess of \$1.00 per kilometre. New, modified vehicles now cost \$130,000. With a useful working life of about 5 years and residual value of approximately \$40,000, each vehicle needs to generate about \$18,000 per year just to cover replacement costs.

The value of bus hire services

The services provided to the 12 core groups are of great value to the HACC target group in Canterbury and Marrickville. Although not all of the groups are funded through the HACC program, those that are not are still providing services to HACC eligible people.

These services can be maintained but only if three conditions are met:

1. All driver hours for these services need to be either fully funded or charged out at full cost recovery.
2. A realistic hire rate for the buses needs to be struck which will allow a bus replacement fund to be developed.
3. The fleet is used more efficiently so that a smaller fleet can be used and the replacement cost of one vehicle at \$130,000 can be saved (money the group does not have at present).

This arrangement will mean that GIWCT will have sufficient resources to develop and operate direct group transport services as outlined in a later section.

Consultations with bus users and other stakeholders

In order to build a picture of the Community Transport services currently provided in Canterbury and Marrickville and the extent and nature of transport need in the area a series of consultations took place. Most of the consultations took the form of face to face interviews supplemented by some telephone interviews. The groups that were consulted were:

Bus user groups

- Earlwood Aged Services
- Newtown Neighbourhood Centre
- May Murray Neighbourhood Centre (Marrickville)
- Partners Program (Ethnic Child Care, Family and Community Services)
- Alleena Home Care Service
- Canterbury Marrickville Aged and Disability Services
- Riverwood Community Centre
- Canterbury City Community Centre

Other stakeholders

- Marrickville Council Community Services Department
- Canterbury Council Community Services Department
- Disability Workers, Marrickville
- Tripoli and Mena Association
- Marrickville Community Health
- Aged Care Assessment Team – Canterbury
- Canterbury/Bankstown Migrant Resource Centre
- Home Care Service (Burwood)
- Home Care Service (Beverley Hills)

Marrickville Council

This meeting with staff of Community Services Department took place at Petersham Town Hall and included the Manager of Community Services and the Disability Worker.

Council buses

Council has a minibus which is available to community groups which could be used more effectively. Its availability is currently being promoted.

It would be useful to develop consistency between the bus booking systems of Marrickville Council and GIWCT.

Tom Foster have a bus but it tends to be captured by certain groups. Social support services tend to use the Tom Foster Centre bus, however, there may be scope for joint services and outings.

Unmet Transport need

Some clients do not want to go to the large shopping centres. Transport to strip shopping or individual shopping services might be more appropriate.

Health related transport is a big gap in transport services. Boarding house residents also require regular transport to medical appointments and need to be able to access a suitable service. Some may be able to cope with kerb to kerb transport, others may need assistance into their destination and there are some that will need accompanying all the time they are out.

Community transport

At the moment people have low expectations of Community Transport because of the history of the project.

Earlwood Aged Services

This service runs two day care groups. On Mondays they run a group funded through the Respite for Carers program at Ashbury Senior Citizens. About 17 people travel using the MCCTA bus and other make their own way. This interview took place at the Earlwood Senior Citizens Centre and involved the group's President.

On Tuesdays they run a HACC funded group at Earlwood Senior Citizens. About 16 people are transported by MCCTA including one client who uses a wheelchair.

The service is up to capacity at the moment because they cannot transport any more clients to the centre. The demand is increasing particularly on the Monday group. The group currently has a waiting list and the lack of transport is preventing more people from attending.

The clients are also becoming less mobile and more dependent on the transport service.

They need the use of a large bus but are often provided with the small bus. This means that the driver has to do a double run which costs more because they are charged on a per kilometre basis.

During the holidays they only are offered the small bus as the big buses are used for Vacation Care.

The buses are not in good order and necessary repairs can take a long time to take place.

Storage of walking frames on the bus is an unresolved issue. The steps up into the bus are not wide enough. A wooden step is used on the small bus and is not safe for passengers. On the large bus the air conditioner does not work well. One bus does not have seat belts.

The current driver, Tony, is good but they have been poor in the past.

There are also no proper procedures for goods and belongings that are left on the bus.

The administration of the transport service, in particular the invoicing leaves something to be desired. Often the invoices are not correct or illegible.

Disability workers – Marrickville

This meeting took place at the Petersham Town Hall and involved disability workers from Leichhardt Council, Canada Bay Council and Marrickville Council, the DADHC SSDO and representatives from RAPS, FRANS and the Roselands Sports and Aquatics Club.

There are a range of transport needs and issues that are currently not being addressed in the Canterbury and Marrickville areas. For example, there is a need for individual transport for people with disabilities. However, Community Transport in the past has been defined as health related transport but there are other transport needs to be addressed. There is a

concentration on the 0200 Cab system but people find there are difficulties in using taxis because there are usually different drivers and there is no consistency as to how good they are. Some people use small networks of drivers who they can trust. However, in general, people with disabilities have low expectations of this system at the moment.

Public transport in the area is great but it is not accessible and is therefore irrelevant for many people.

In Marrickville Council's Recreation Plan a lack of suitable transport has been identified as a barrier for both people with disabilities and older people to their involvement in recreational activities.

A lack of modified vehicles may discourage agencies from including people with disabilities who are wheelchair users.

There is also a need for transport for people with intellectual disabilities.

Another gap is transport for people with disabilities and their families and friends. There is also transport disadvantage among public housing tenants who have disabilities.

Marrickville/Canterbury Transport Working Group

This group was brought together by Marrickville Council to address the need for improved community transport services in the area. The group met once at Riverwood Community Centre during August 2002 and included transport service providers, Council workers, a representative from the Department of Transport and the Department of Ageing, Disability and Home Care and other local HACC services. The group identified that the following needed to be achieved:

- more individual Transport including medical and non medical;
- individual Shopping for assisted and list shoppers;
- better promotion of services and consultations with passengers and service providers;
- possible transport for an HIV group;
- maintenance of existing activities of MCCTA;
- a smaller wheelchair accessible bus to be added to the fleet;
- addressing ethnic specific requests for transport; and
- social support outings

Newtown Neighbourhood Centre

This meeting took place at the Centre in Newtown and was attended by the Centre Manager, the Shopping Coordinator and the Coordinator of the Boarding House Project.

The Centre is a heavy user of MCCTA buses. They run three of shopping services and offer occasional outings. NNC provide their own driver. There is one Greek service that goes to the Marrickville Metro and services that run from Stanmore/Camperdown to Leichhardt Marketown. Altogether there are 6 double runs (12 trips) eleven of which go to the Metro and one to Marketown. All runs are fortnightly. This service is funded by DADHC.

They have concerns about the reliability and standard of the buses.

Unmet transport needs

They could take up to 20 more passengers on these services but the big demand is for assisted shopping. They also run a limited fortnightly assisted shopping service which caters for 3 clients per day and one list shop. The Neighbourhood Centre provide a car for this service.

The intention is to expand the service to 5 days per week. The group estimate that about 20 of their clients need to transfer from group services to individual shopping services.

NNC also run services for residents of licenced Boarding Houses as one of three organisations involved in the Acting Linking Initiative. The other services are Ashfield Supported Living and the After Care Association in Rozelle. CSAHS currently have some money to spend on transport and might be willing to sub-contract an NGO to provide the service. The estimate that 30% of their clients need assisted transport. NNC have 37 clients and there are 150/200 over the whole inner west.

May Murray Neighbourhood Centre

This interview took place at the Centre and was attended by the Centre's Executive Officer.

MMNC are about to purchase a 14 seat bus (unmodified) and may start shopping services.

The Centre are happy to take on the role of pick-up zone if some buses were to be kept there. There is room for 2 buses at the side of the building in Gladstone Street if they are parked nose to tail.

The Centre run recreational leisure outings once a month for Vietnamese and Arabic clients. There may be scope for a partnership with GIWCT.

The Centre has good contacts with the Portuguese, Greek and Egyptian communities. Other significant communities in the area include Indonesian, African and Chinese.

Unmet transport needs

The Centre has also been running individual transport, mainly to medical facilities through their Vietnamese and Arabic HACC workers. The service was cancelled in February.

From mid September to the 3rd of February the Vietnamese worker provided 55 return trips for her clients. From the end of October to the 3rd of February the Arabic worker provided 14 return trips. Destinations included Campsie Medical Centre, RPA, the Dental Hospital, the Prince of Wales Hospital and Burwood.

Partners Program (Ethnic Child Care, Family and Community Services)

This interview took place at the ECCFCS premises in Addison Road Community Centre and was attended by the Service Manager and the Coordinator of the Partners Program.

The Partners Program provides services for children and adults with a disability. The services consist of off-site activities including sport and recreation. Clients are picked up from home and taken to the venue of the day. The service is funded by the Respite for Carers and the HACC Programs. The transport element is funded through HACC. Most clients live in the Marrickville/Canterbury area.

This project hires a 12 seat MCCTA bus on Thursday evenings and a large bus on Saturdays. On Thursdays they have 8-9 clients plus their carers. There is currently a need for an additional bus.

Unmet transport needs

In terms of transport needs two concerns are the ageing of carers who may not be able to provide transport for very much longer and the transport needs of older people with an intellectual disability.

There are also unmet transport needs among members of a women's group that meets from 4 to 7 p.m. every Wednesday in Summer Hill. None of the group are travel trained and the parents are reluctant to drive at night.

Overall the lack of transport is limiting what the service can achieve. Staff have to pick clients up themselves and this cuts into the core service.

The South East Area Health Service run a Carer Respite Centre but there is no transport component to get people to the program.

Transport to workshops is also a problem for some people.

Alleena Home Care Service

Alleena Home Care are based in Alexandria and cover a large area of the eastern suburbs and the inner west. This interview took place at the Home Care office.

Since having discussions with this group they have purchased their own bus.

The service use the MCCTA bus to provide transport for a weekly WAVES service (Monday and Wednesday) and a fortnightly shopper. The latter mainly services Glebe, Redfern and Hillsdale and goes to Marketown and Eastgardens. The shopping service needs wheelchair access.

Alleena will shortly need transport for the WALK group on a weekly basis. A large bus will be required.

The bus driver works for both Alleena and MCCTA.

Unmet transport needs

Individual transport is the biggest issue. At one time Alleena had five clients receiving dialysis treatment. The Aboriginal Medical Service has drivers and provide some transport but only to the AMS itself.

CMADSS

CMADSS provide multicultural day care services and are based in Campsie. At the moment there are two Arabic groups and Vietnamese, Chinese, Italian and Polish groups. There are over 60 people on waiting lists. The service is funded by HACC and the Respite for Carers Programs. This interview took place at the CMADSS premises in Campsie and was attended by the Manager of Bankstown Community Transport and the Manager of the Service.

The service uses MCCTA buses to provide transport for their clients to come to their venues five days a week with two buses required on Wednesdays. Sometimes a wheelchair accessible bus is required. CMADSS provide their own driver.

There have been problems with the buses because of their age. The clients need soft seats and seatbelts neither of which is available in some buses. There have also been problems with the flooring of the buses and with an engine cover which is not secure and which could be dangerous.

There is also a need for handrails and fold down steps.

Invoices have not arrived regularly in the past although this has improved recently.

Unmet transport needs

At the moment some of the clients are taken shopping by Home Care and under CACPs. CACP staff sometimes take clients to medical appointments.

There is an unmet need for transport to medical appointments. Shopping could also be a need.

If the service receives more funding then there will be a need for more transport. The service may possibly require two large buses every day in the future. There will also be a need for wheelchair access.

There is also a new village of elderly Chinese people in a new development on the corner of Beamish Street and Canterbury Road. Most are living alone and may require transport services.

Riverwood Community Centre

This interview took place at the Centre and was attended by the Manager of Bankstown Community Transport, the Centre Manager and the Centre's Transport Coordinator.

The Centre has three vehicles: a Coaster purchased by the Lions Club, a Sprinter (ex-Olympic bus) and an unmodified Commuter mostly used by youth groups.

RCC run seven shopping services at present but have 40 people on their waiting list and a waiting list for every run. They provide two runs on most days with 10-12 passengers per run. Volunteers are used at the shopping centre to assist passengers. There is also a paid bus assistant.

Each Tuesday fortnight services run from Lakemba/Belmore and from Campsie/Canterbury. These services share a bus with Before and After School Care between the hours of 9 and 3. Clients have no choice as to what day they go. Double runs are sometimes used to maximise service capacity.

A 19 seat bus and driver from MCCTA is used every other Wednesday. This services Punchbowl/Beverly Hills/Riverwood.

On Thursday a shopping service is provided in the Belfield/Croydon Park area. This trip services a block of DVA units at Croydon Park.

Two shopping runs are provided in Kingsgrove on Fridays and one run is provided at Earlwood.

A wheelchair accessible run is also provided but it is not fully utilised. This uses a modified bus from MCCTA. The run includes list shopping although this might be picked up by Neighbour Aid in the future.

The services in Earlwood/Undercliffe share buses with children's services as the bus is available during the day.

All of the runs go to Roselands Shopping Centre. Because of the distances involved double runs cannot be provided for the eastern Canterbury suburbs. Passengers have been asked if they would prefer to go to another centre but they are currently happy with Roselands. Roselands supply a wheelchair and has facilities such as lifts, seating and banking facilities.

20% of passengers come from CALD communities. Have done pilot project with these groups that went well.

List shopping is offered when passengers are too sick to travel or are agoraphobic. The Centre has just received a grant from Council to instigate internet shopping.

Current problems

When the Marrickville bus is off the road the shopping service is cancelled. The Centre has an Olympic bus but it is not suitable for shopping but the aisles are too narrow and the volunteers had to lift the groceries over the passengers' heads which is not safe for either party.

Access to the MCCTA office can be difficult at sometimes no-one answers the telephone. Generally there has been poor communication between RCC and MCCTA.

MCCTA has no flexibility with their individual transport services. Often there is a flat "no" to requests.

Unmet transport need

Apart from the waiting lists for shopping the Centre runs a centre based meals program but it has no funding for buses or drivers and it depends on volunteers.

There may also be a need for occasional shopping for clothes etc.

Individual transport for shopping is an unmet need.

The Centre had considered running a circular/shuttle service between Bankstown, St George and Canterbury Hospitals using the Sprinter.

There is also a need to start a Therapy service to serve some of the hospital clinics. There is no transport at the St George dialysis clinic. There is also a need for transport for hydrotherapy at Canterbury Hospital.

Other unmet needs include weekend medical appointments and hospital visiting. Transport to GPs is also an issue as few now do home visits.

Carers also have transport needs. Sometimes they cannot get a break because they spend all of their spare time on the bus getting to and from where they need to go.

Clients don't just need transport – they need other assistance as well.

Many of the residents of the Department of Housing units in Narwee are elderly and are living in the middle of nowhere. They have transport needs.

There are also a few pockets of DVA accommodation where there may be a need for non-medical transport.

When Canterbury Council withdrew their buses a lot of NESB groups folded because they could not transport their clients any more.

Canterbury City Community Centre

This Centre runs a Neighbour Aid program on Thursdays and also provides Day Care and an outing once per month. They may tender for additional Neighbour Aid services in the future which may include an individual transport component and outings for older men. This interview took place at the Centre and involved the Centre Manager and the Coordinator of the STARS volunteer service.

The Centre does not have regular access to a bus and uses an MCCTA bus and driver. When they hire the bus there is no need for wheelchair modifications. Usually they require a large bus but often get the small one. This then requires a double run. The 12 seat bus has very poor access. A client has been injured in this bus before.

Other buses in the area include Riverwood CC – 3 buses, CASS – 1 bus, Roselands Sport and Recreation – 1 bus and FRANS – 2 buses.

At the moment there is little or no contact with MCCTA and this needs to be formalised. There is also a need for a complaints procedure.

CCCC also has a small budget for training drivers. Originally MCCTA were to do the training using their buses but this never happened. They could also do driver refresher courses. There is a very small budget of \$2,000 for this.

The Centre has plans with Council to upgrade the Centre and there is the possibility of there being some parking spaces.

Tripoli and Mena Association

The Fraternal Society of Tripoli and Mena aims to provide services addressing the needs of the Arabic community irrespective of their cultural or religious background. The Society runs a social welfare centre, a child care centre, and Arabic aged centre and has Community Aged Care Packages. This is a summary of a telephone interview.

The Society used to borrow buses from Canterbury Council to bring people to the day care centre once a week but four years ago this service was withdrawn. Transport to the centre is now a big problem for them. Transport is now provided by using volunteers. They also provide excursions and have to hire buses commercially from private bus operators. This means that there is no access for wheelchair users available.

The Coordinator thought that the Society's clients probably had other unmet transport needs and thought that a survey to test the need for shopping, outings and individual transport would be useful.

Marrickville Community Health – Portuguese Worker

There are about 7,000 Portuguese speaking immigrants in the Central Sydney Health area. It is an ageing community with many now in their 50s and 60s. Most come from a rural background and do not speak much English. There are three Portuguese speaking seniors groups.

There is an unmet need for people to get to hospitals and to doctors with some of the appointments out of the local area.

There are groups based at Community Health such as the Walking Group that also need transport. They sometimes get access to the Tom Foster bus.

Shopping for some HACC eligible people is also an unmet need. Some people have children but they may work full-time and cannot take their parents shopping during the day.

Finally social isolation was thought to be an unresolved issue for some people that could be addressed through the provision of some bus outings.

Aged Care Assessment Team - Canterbury

This was a telephone interview with a member of the team which is based at Canterbury Hospital.

Individual transport is a very big gap, particularly health related transport (to GPs and to hospital).

Shopping services are a need as well that should be addressed.

Older people with severe disabilities tend to be housebound and suffer from social isolation.

Some people have trouble getting to the bank – many older people prefer to pay their own bills – it means they retain some independence and are on control of their lives.

People from non-English speaking backgrounds have trouble accessing current services. Often language is the barrier – drivers may need to speak a second language to encourage people to use the service.

Canterbury/Bankstown Migrant Resource Centre

This was a telephone interview with a staff member at the centre.

Community members have individual unmet need for transport.

A lack of transport is a barrier to other services. The consequences of having no transport escalate and create other problems. Many problems could be eliminated by providing more transport.

It is especially hard for older people – they tend to stay at home as they don't drive and their children may be out working. They can be isolated. Outings would be beneficial.

Community members are spread out over the suburbs but there are quite a few in Canterbury.

Canterbury Council Workers

We met with the Canterbury Council Workers at their Campsie office. The workers were able to provide us with a list of useful contacts, particularly in culturally diverse communities.

It was noted that among some ethnic communities there were difficulties in getting people to meetings because of a lack of suitable transport. One example was the Group Italiano that meets at the Senior Citizens Centre in Earlwood.

The workers felt that social isolation is an issue that needs to be addressed and that there could be a big demand from HACC eligible people throughout Canterbury for outings.

Inadequate transport on public housing estates was also raised as an issue. There was some discussion about whether this is more appropriately addressed by Community Transport or a local bus company. The Flexibus service run by Baxters Bus Lines was suggested as a possible model which could be offered on contract to GIWCT.

Home Care Service (Burwood)

This was an interview with the Service Manager at the Home Care office in Burwood. This office covers the Marrickville area.

Individual transport remains an unmet need in the area – particularly to get to medical services. Much of this need is for transport locally – for example to local doctors.

There is also a need for HACC clients to get to rehabilitation services, hydrotherapy and other therapy services and to get to the Royal Prince Alfred Hospital at Camperdown. The service used to take clients to chemotherapy but no longer does so. This is also likely to be an unmet need.

Given the very poor mobility of some passengers there is an increasing need for individual shopping services and for list shopping for those who cannot to out at all.

Many HACC clients are housebound and there is a need for a program of outings targeting this group.

Some HACC eligible people also have a need to visit spouses and friends who may be in hospital or nursing homes. There is no service like this at present.

Finally, given the multicultural nature of the area, there is a need for some culturally appropriate services.

Home Care Service (Beverley Hills)

This consultation took the form of a group discussion with the Manager and Service Coordinators and the Coordinator of the Community Options Service which is based in the same office at Beverley Hills.

The groups saw a big demand for individual transport, particularly to medical appointments and to therapy services. However, they thought that this demand was being driven by a lack

of modified buses. Because three of the MCCTA buses do not have hoists people have to be taken by car.

Transport for people being discharged from hospital remains a problem as does the issue of getting shopping for people so that they have food in the house when they return home.

It was also noted that DVA clients are currently coming back to using HACC services, including transport. Veterans Home Care no longer provide transport to their clients.

COPS have also had to arrange transport for people to get to the Dental Hospital because of a lack of a suitable Community Transport service. This is generally achieved by using Cabcharge. COPS also indicated that some clients are having difficulty in getting to dialysis treatment at Concord Hospital.

In terms of the Community Transport shopping services some people are having difficulty in completing their shopping within two hours. There are also a limited number of volunteers to assist clients at the shops.

There is a general lack of culturally appropriate transport services.

Social isolation remains a problem for some clients and need to be targeted for transport services. Outings could be one approach to the issue.

Earlwood Aged Services are having problems in getting their people to their centres. They would also like to have outings for their clients.

Accessing buses during Seniors Week has also been problematic.

Other unmet transport needs include visiting spouses who are temporarily in hospital and in nursing homes. People also need transport to be able to attend to their business affairs.

Summary of unmet transport need

Transport services required

Those consulted saw gaps in the provision of a number of types of transport service and a range of problems in the operation of the service in the past.

Table 27. Identified gaps in services

Service gap	Times mentioned
Health related transport	8
Therapy transport	6
Weekend medical transport	1
Hospital/nursing home visiting	2
Outings	7
Shopping	4
Individual (assisted) shopping	4
Strip shopping	1
Clothes shopping	1
Individual transport	4
Transport for private business	1
Culturally appropriate services	3
Individual transport for people with disabilities	1
Transport to recreation	1
Transport to workshops	1

Table 28. Target Groups that require transport

Groups	Times mentioned
People with intellectual disabilities	1
Public housing tenants	3
DVA Units	2
Boarding house residents	2

Table 29. Specific groups that require (more) transport

Women's Group (Intellectual Disabilities) Summer Hill
Carer Respite Centre
More transport needed by CMADSS
More transport needed by Earlwood Aged Services
New village development for Chinese people at Campsie
Tripoli and Mena Centre
WALK groups – Alleena and Community Health
Centre based meals program at Riverwood Community Centre
Partners Program

Table 30. Problems identified with old Community Transport service

Problem	Times mentioned
Reliability of buses	4
Need for additional buses	2
Need for larger bus	4
Administration of service (bookings and invoicing)	2
Communication	2
Access to buses by passengers	2
Storage for walking frames	1
Lost property arrangements	1
Lack of a modified vehicle	1
Poor/inoperable air conditioning	1
Bus comfort	1
Lack of seatbelts	1
Damaged flooring	1
Lack of handrails	1
No fold down steps (a box is used)	1
Individual transport is inflexible	1
Need for a complaints process	1

Results of a survey of HACC eligible members of cultural and linguistically diverse communities in Canterbury and Marrickville.

Summary

This survey was undertaken in order to gauge the unmet transport needs of HACC eligible people from culturally and linguistically diverse backgrounds who live in the Canterbury and Marrickville LGAs.

The questionnaire was distributed through a variety of community based agencies. Each agency was asked to provide assistance to people who do not speak or write English well enough to complete the survey on their own which they all agreed to do.

The agencies chosen for involvement in the survey represented the major HACC funded groups that provide services to people from culturally and linguistically diverse backgrounds in the region.

Questionnaires were distributed through the following agencies:

- Canterbury Multicultural Aged and Disabled Service;
- Riverwood Community Centre
- Newtown Neighbourhood Centre
- Home Care (Beverley Hills Office)
- Allena Home Care
- CSAHS Migrant Health Portuguese Worker
- May Murray Neighbourhood Centre
- Korean Bilingual Access Worker
- Tripoli and Mena Association
- Canterbury/Marrickville Migrant Resource Centre

Other centres were approached but indicated that their clients/members either did not fall within the HACC target group or did not have any unmet transport needs. These included the Greek Welfare Centre at Newtown, The Chinese Australian Services Society and the Vietnamese Seniors Association.

Blank survey forms were provided to the agencies who copied them and distributed them to their clients. Clients were given a choice of returning the questionnaire by using a reply paid, pre-addressed envelope or by handing the completed survey back to the agency which forwarded them on to Transport Planning and Management who were to undertake the data entry and analysis.

The questionnaire was completed by 134 people. Of these, 22 did not live in the Canterbury/Marrickville region so their responses are not included in the analysis.

Profile of respondents

Just over 50% of respondents were aged between 65 and 74, 35% were over 75 years old and the remaining were aged between 35 and 64. Most of the respondents were female and four were wheelchair users.

Respondents spoke a variety of languages with 38 being Arabic speakers, 31 spoke Chinese languages, 15 spoke Vietnamese, 13 European languages, 6 Samoan, 4 Korean and 6 did not reply.

Most of the respondents live in Canterbury LGA (74%) and only 9% in Marrickville LGA compared with 65% of the general population living in Canterbury and 35% in Marrickville. 17% of respondents did not indicate what suburb they live in. This discrepancy may be explained by the fact that two agencies in Canterbury assisted their clients to fill in the questionnaires in a group setting thus ensuring a higher return rate.

There was a particularly high number of returns from people living in Riverwood (35% of all returns) and this will skew the answers to a number questions about where people would like to travel to.

Where people wanted to go to

Health facilities topped the list of places people wanted to get to. These included 54% of respondents who wanted to get to local doctors appointments, 50% to hospitals and 49% to other medical appointments. Demand for transport to medical appointments was mainly to Bankstown (18 replies) and Campsie (17 replies). The hospitals that respondents wanted to get to were mainly Canterbury (34), Bankstown (27) and St George (12).

Shopping was nominated by 47% of people as a destination they would like to go to. Choice of shopping areas included destinations within the Canterbury/Marrickville area (the most common were Campsie, Lakemba, Roselands and Riverwood) and outside the area (Bankstown, Haymarket, Flemington and the Fish Market). Bankstown was nominated almost twice as often as any other shopping destination (18 times).

Getting out and mixing in the community was also nominated by a significant number of respondents with outings the most popular (45% of respondents), followed by visiting friends and relatives (40%), social events or recreation (35%) and cultural events (26%).

Other destinations included worship (27%) and other appointments (24%). On average respondents nominated four different destinations.

How respondents travel now

The most common form of travel was by various forms public transport - community transport or community bus (51 people), the train (44 people) and public bus (39 people). This was followed by walking (47 people) and being driven by family (40 people). Being driven by friends or neighbours was not as common (24 people) or using a village or unit bus (8 people). Three respondents drive themselves and five do not go out at all.

Difficulties with transport

Nearly three quarters of the respondents indicated that they had problems with transport when they went out.

We asked why people did not use community transport, buses or taxis.

There were three main reasons why respondents said they do not use community transport, because they could not contact the service (27 people), they were not aware of the service (26 people) or it was not available when they needed it (20 people).

Two major problems stood out with the use of taxis – expense was the biggest reason (83 people) followed by problems with language (45 people).

The bus service was not favoured by 40 people because there was no direct route to where they wanted to go. Problems with language were also an issue (28 people) as were the bus stop being too far away (24 people) and not being able to get on the bus (22 people).

Table 31a. Age of respondents

Age	Under 35	35 - 64	65 - 74	75 or over	No reply	All

Number	0	21	52	36	3	112
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Table 31b. Gender

	Male	Female	No reply	All
Number	27	71	14	112

Table 31c. Language spoken at home

Arabic	38	Samoan	6
Vietnamese	15	Polish	4
Cantonese	14	Greek	3
Mandarin	11	Italian	3
Chinese	6	Portuguese	2
Korean	4	No reply	6

Table 31d. Suburb of residence

Riverwood	40	Beverly Hills	2	Earlwood	1
Punchbowl	9	Canterbury	2	Newtown	1
Belmore	8	Petersham	2	Roselands	1
Campsie	8	St Peters	2	Stanmore	1
Lakemba	6	Belfield	1	Summer Hill	1
Wiley Park	4	Clempton Park	1	No reply	11
Marrickville	3	Croydon Park	1		
Narwee	3	Dulwich Hill	1		

Table 31e. Uses a wheelchair

Yes	No
4	0

Table 31f. Problems with transport when going out

Yes	No	No reply
81	26	5

Table 31g. If transport were available where would respondents would like to go

Local doctor's appointment	61	Visiting friends or relatives	45
Hospital appointment	56	Social or recreation	39
Other medical appointment	54	Place of worship	30
Shopping	53	Cultural event	29
Outings	50	Other appointment	27

Table 31h. Specific places respondents would like to go

If you wanted to go shopping, where would you prefer to shop?	Bankstown 18; Campsie 11; Lakemba 9; Roselands 8; Marrickville 8; Haymarket 7; Riverwood 7; Flemington 4; Fish Market 3.
If you needed to go to a hospital, which hospital are you likely to go to?	Canterbury 34; Bankstown 27; St George 12; RPA 6; Concord 3.
If you had to go to an appointment, what suburb are you likely to need to go to?	Bankstown 20; Campsie 17; Hurstville 7; Canterbury 4.
If you wanted to go to a cultural event, what suburb is it likely to be held in?	Lakemba 15; City 14; Bankstown 6; Homebush 4; Campsie 4.
If you were to go on an outing, where would you prefer to go to?	Lakemba 7; Anywhere 7; City 6; Taronga Park Zoo 7; Blue Mtns 7; Manly 6; Cabramatta 5.
If you were to go out for social or recreational reasons, what suburb would you need to travel to?	Lakemba 14; Campsie 8; Carlingford 4; The Entrance 4; Cabramatta 4; Punchbowl 3.
If you wanted to go to a place of worship, what suburb would you need to travel to?	Lakemba 10; Punchbowl; 12; Canley Vale 5; Wollongong 4; Belmore 4; Marrickville 3.
If you went to visit friends or relatives, what suburb would you need to travel to?	No pattern

Table 31i. When respondents go out, how do they travel now.

Walk	47	Driven by friend-neighbour	24
Use the train	44	Use community transport	15
Driven by family	40	Use unit/village bus	8
Use the public bus	39	Do not go out	5
Use community bus	36	Drive myself	3

Table 31j. Why respondents do not use community transport

Cannot contact the service	27
Not aware of the service	26
Not available when I need them	20
Too expensive	13
Unreliable	9
Drivers not helpful	4

Table 31k. Why respondents do not use taxis

Too expensive	83
Problems with language	45
Do not feel safe	11
Not available when I need them	8
Drivers not helpful	8
They fail to arrive on time	5

Table 31l. Why respondents do not use public buses

No direct route to where I want to go	40
Problems with language	28
Bus stop too far away from home/destination	24
Not able to get on bus	22
Too expensive	19
Do not feel safe	12

Potential new Community Transport services for HACC eligible people in Canterbury and Marrickville

According to the summary of unmet transport need (see above) the most commonly reported gaps in service are:

- health related transport;
- transport to therapy services;
- individual transport;
- shopping;
- culturally appropriate services; and
- outings to address social isolation.

Suggested priorities for service development

Health related transport/individual transport

Three approaches are suggested to address health related transport needs:

1. An upgrade of existing individual transport services most of which currently run to health related destinations. Funding for this will be available from the GIWCT Individual Transport Project. At this time it is proposed that \$33,000 will be made available for additional individual transport services in Canterbury and approximately \$16,000 for Marrickville (to be embedded in a \$67,000 project that will cover Marrickville, Leichhardt, Canada Bay, Ashfield, Drummoyne and Burwood).

Each project will also have an additional individual transport vehicle made available to it by GIWCT.

2. The second approach addresses the demand for people to access Canterbury and Bankstown hospitals (as shown in the CALD survey). We propose the establishment of an individual transport shuttle service. The service would be operated between Canterbury and Bankstown hospitals with a catchment area of the suburbs within 2.5 kilometres radius of the hospitals and the suburbs in between. The service would also service medical specialists rooms in Campsie and Bankstown and would operate all day on one day per week.
3. The third approach is to operate a similar shuttle service from Marrickville to Royal Prince Alfred Hospital and Balmain Hospital (as shown by the demand for individual transport to these venues). This service would pick up passengers in the Marrickville LGA and proceed to RPA and on to Balmain Hospital. The shuttle would operate all day on one day per week.

Canterbury/Bankstown Individual Transport Shuttle

This service is intended to address the demand for expensive and relatively inefficient individual transport services to medical facilities. The service would have two outcomes:

1. it would soak up some of the currently unmet, latent demand for health related transport; and

2. it would also provide suitable transport for some existing individual transport clients which would free the individual transport service up to concentrate on those passengers whose mobility status is such that they cannot use a service such as the one proposed here.

The service has been designed to link the four major health transport destinations in the area which are the two major hospitals and the places where many medical specialists have their rooms or clinics. Canterbury Hospital was the most common destination for individual transport provided to Canterbury residents between July and December 2002.

Each service will travel through the core stopping points as shown in Table 31. Otherwise the service will deviate from the main route in order to pick up or drop off passengers at their homes or other places as requested (within operational constraints).

The service has the additional advantage of allowing passengers to access accessible stations at Campsie and Bankstown.

This service should be relatively efficient because every leg has the potential to attract paying passengers. The way the service has been designed each stopping point will have eight services a day, four in an easterly direction and four travelling west.

Table 32. Possible schedule for Canterbury/Bankstown individual transport shuttle

Stopping point	Time	Time	Time	Possible 4 th run
Outward journey				
Start at depot	7.45			
Campsie, Beamish Street	8.00	10.40	13.40	16.20
Canterbury Hospital	8.20	11.00	14.00	16.30
Bankstown, Kitchener Parade	8.50	11.30	14.30	17.00
Bankstown Hospital	9.10	11.50	14.50	17.20
Inward journey				
Bankstown Hospital	9.15	11.55	14.55	17.25
Bankstown, Kitchener Parade	9.35	12.15	15.15	17.45
Canterbury Hospital	10.05	12.45	15.45	18.15
Campsie, Beamish Street	10.25	13.05	16.05	18.35
Finish at depot			16.20	18.50

Three runs could be managed by one driver who would have a 15 minute crib break at the end of the first run (at Campsie) and a 35 minute meal break at the end of the second run.

Four runs could still be operated by one driver within award conditions (straight shifts must not exceed 11 ½ hours) but it might be better to share the runs between two drivers.

Costs of Canterbury/Bankstown Shuttle

For a three run service:

- The service would travel an estimated 150 kilometres – 75 kilometres on a straight journey and 75 kilometres allowance for deviations to collect and drop off passengers.
- A driver would need to be employed for eight hours.
- Scheduling and administration has been calculated at one hour per service.

For a four run service:

- The service would travel an estimated 200 kilometres – 100 kilometres on a straight journey and 100 kilometres allowance for deviations to collect and drop off passengers.
- A driver would need to be employed for ten and a half hours.
- Scheduling and administration has been calculated at one and a quarter hours per service.

Table 33. Estimated costs of Canterbury individual transport shuttle

Service costs*	Amount (3 runs)	Amount (4 runs)
150 kilometres at \$1.00 bus cost per kilometre	\$150	\$200
Driver costs	\$188	\$247
Scheduling costs	\$21	\$27
Total costs per day	\$359	\$474
Service Income		
Calculated at six passengers per leg (outward journey is one leg, inward journey is one leg etc.) at \$4.00 per one-way trip.		
Fares per leg	\$24	\$24
Fare income per day	\$144	\$192
Annual cost of a 2 day per week service to run over 50 weeks in a year	\$33,816	\$44,696
Annual income from farebox	\$14,400	\$19,200
Net costs		
Net cost of service per year	\$21,467	\$28,231
Net cost per service	\$359	\$474
Cost per passenger trip	\$5.96	\$5.88

RPA/Balmain Individual Transport Shuttle

This service is also intended to address the demand for expensive and relatively inefficient individual transport services to medical facilities. As with the Canterbury/Bankstown Shuttle the service would also soak up some of the currently unmet, latent demand for health related transport and provide suitable transport for some existing individual transport clients.

The service has been designed to take HACC eligible Marrickville (LGA) residents to the two major health transport destinations in the area – Royal Prince Alfred Hospital and Balmain Hospital. Data from the individual transport trips provided to Marrickville residents over six months last year show that these were the two most common destinations, representing 64% of all trips.

Each service will pick up passengers at their homes in the Marrickville area then travel to RPA and Balmain Hospitals. On the return trip passengers will be both dropped home and others picked up for the next run.

RPA and Balmain Hospitals will have eight services a day with four from Marrickville and four returning to Marrickville.

Table 34. Possible schedule for RPA/Balmain Individual Transport Shuttle

Stopping point	Time	Time	Time	Time
<i>Outward journey</i>				
Start at depot	8.00			
Marrickville	8.05	10.00*	12.00	2.25
RPA	8.45	10.45	12.45	3.00
Balmain Hospital	9.05	11.05	1.05**	3.20
<i>Inward journey</i>				
Balmain Hospital	9.05	11.05	1.35	3.35
RPA	9.25	11.25	1.55	3.55
Marrickville	9.45	12.00	2.25	4.45
Finish at depot				4.50

*Crib break

**Lunch break

Costs of the RPA/Balmain Individual Transport Shuttle

The service would travel up to an estimated 200 kilometres per day. This allows for deviations to collect and drop off passengers in the Marrickville area.

A driver would need to be employed for eight and a half hours per service.

Scheduling and administration has been calculated at two hours per service.

Table 35. Estimated costs of RPA/Balmain Individual Transport Shuttle

Service costs*	Amount
200 kilometres at \$1.00 bus cost per kilometre (includes depreciation).	\$200
Driver costs	\$200
Scheduling costs	\$41
Total costs per day	\$441
Service Income	
Calculated at four passengers per leg (outward journey is one leg, inward journey is one leg etc.) at \$4.00 per one-way trip.	
Fares per leg	\$16
Fare income per day	\$128
Annual cost of a 2 day per week service to run over 50 weeks in a year	\$44,094
Annual income from farebox	\$12,800
Net costs	
Net cost of service per year	\$31,294
Net cost per service	\$313
Cost per passenger trip	\$9.78

Shopping services

The Canterbury/Marrickville area is well covered in terms of traditional Community Transport type shopping services with a network of services being offered by Riverwood Community Centre and by Newtown Neighbourhood Centre.

However Riverwood Community Centre reported that they have long waiting lists for their services, particularly in the Kingsgrove/Roselands area while Newtown Neighbourhood Centre services currently have some spare capacity.

Both areas report an increasing demand for individual shopping services for those passengers who have difficulty in coping with traditional group shopping services.

In this regard, Newtown Neighbourhood Centre are hoping to receive funding in the near future to boost their individual shopping services and money has been allocated to the Canterbury area for a Neighbour Aid service which may provide a similar service using volunteers.

We propose two new shopping services, a shopping shuttle in Canterbury to address the needs of people who wish to access culturally appropriate shopping at Campsie, Lakemba and Punchbowl and a Fish Market/Haymarket run from Marrickville. The need for such services was suggested in the CALD survey analysis.

Shopping Shuttle

According to the consultations there is a need for some culturally appropriate services in the Canterbury area. The suburbs with the highest number of people born in a non-English speaking country are Campsie, Lakemba, Belmore, Earlwood, Wiley Park and Punchbowl. Five of these suburbs form a contiguous corridor:

Punchbowl – Wiley Park – Lakemba – Belmore - Campsie

The proposal is to establish a “Shopping Shuttle” which will travel between the main strip shopping in Campsie (Beamish Street), Lakemba (Haldon Street) and Punchbowl (Punchbowl Road).

The service would run on a flexible timetable, picking up and dropping off at the core points (Beamish Street, Haldon Street and Punchbowl Road). Passengers would be picked up or dropped off in any of the five target suburbs on the way, either at their homes or at some prearranged point.



Table 36. Possible schedule for shopping shuttle

Stopping point	Time	Time	Time	Possible 4 th run
Outward journey				
Start at depot	8.45			
Campsie, Beamish Street	9.00	11.15*	1.45**	4.00*
Lakemba, Haldon Street	9.30	11.45	2.15	4.30
Punchbowl, Punchbowl Road	10.00	12.15	2.45	5.00
Inward journey				
Punchbowl, Punchbowl Road	10.00	12.15	2.45	5.00
Lakemba, Haldon Street	10.30	12.45	3.15	5.30
Campsie, Beamish Street	11.00	1.15	3.45	6.00
Finish at depot			4.00	6.15

*15 minutes crib break

**30 minute meal break

Table 37. Estimated costs of shopping shuttle

Service costs*	Amount (6 legs)	Amount (8 legs)
120 kilometres at \$1.00 bus cost per kilometre (includes depreciation).	\$120	\$160
Driver costs	\$163	\$212
Scheduling costs	\$55	\$55
Total costs per day	\$338	\$432
Service Income		
Calculated at eight passengers per leg (outward journey is one leg, inward journey is one leg etc.) at \$4.00 per one-way trip.		
Fare income per leg	\$32	\$32
Fare income per day	\$192	\$256
Annual cost of a 2 days per week service, 50 weeks	\$33,796	\$43,228
Annual income from farebox	\$19,200	\$25,600
Net costs		
Net cost of service per year	\$14,596	\$17,628
Net cost per service	\$146	\$176
Cost per passenger trip	\$3.04	\$2.75

Fish Market/Haymarket Shopping Service

This service will be aimed initially at the Chinese and Vietnamese communities in Marrickville although it will be open to any HACC eligible person in the area.

The service will operate once per fortnight collecting passengers from within the Marrickville LGA and running to Haymarket via the Fish Market at Pyrmont.

The service will dovetail with an existing LCTG service to the Fish Markets.

Table 38. Proposed schedule for Fish Market/Haymarket Shopping Service

Stopping point	Time	Stopping point	Time
Outward journey		Inward journey	
Start at depot	8.45	Fish Market, Pyrmont (dep)	11.45
Leichhardt	9.00	Leichhardt	12.30
Fish Market	9.45	Haymarket (arr)	12.45**
Marrickville	10.15	Haymarket (dep)	1.15
Haymarket	11.15	Fish Market, Pyrmont	1.30
Fish Market, Pyrmont (arr)	11.30*	Marrickville	2.30
		Finish at depot	2.45

*15 minutes crib break

**30 minutes meal break

Table 39. Estimated costs of Fish Market/Haymarket Shopper

Service costs	Amount
75 kilometres at \$1.00 bus cost per kilometre	\$75
Driver costs	\$94
Scheduling costs	\$21
Total costs per day	\$190
Service Income	
Calculated at 10 passengers per service at \$6.00 per one-way trip.	
Fare income per service	\$60
Annual cost of a fortnightly service, 50 weeks	\$4,740
Annual income from farebox	\$1,500
Net costs	
Net cost of service per year	\$3,240
Net cost per service	\$130
Cost per passenger trip	\$6.48

Outings

There is an obvious need, according to the consultations, to address the issue of social isolation of HACC eligible people. Although most shopping services play a part in addressing this problem – they only do so for those passengers who travel on them. Home Care services report that they have clients that are housebound and who hardly get out at all. One approach to this is to develop an outings program and to target it to housebound people.

Identifying the passenger group can be done by working with the Home Care Services, COPS programs, ACATs and Meals on Wheels.

The passenger groups is unlikely to be homogeneous, however, and two types of outing may need to be provided.

1. Day outings for passengers who are able to cope with a full day out; and
2. Half day outings for more frail passengers who are not able to cope with being away from home for a full day.

Half-day outings would be shorter in duration than day outings and would involve less walking.

Table 40. Estimated costs of outings

Service costs*	Amount Full day	Amount short day
Bus costs at \$1.00 per klm	\$100	\$60
Driver costs at \$23.50 per hour	\$165	\$94
Scheduling costs	\$41	\$41
Morning tea and sundries	\$25	\$25
Total costs per day	\$331	\$220
Service Income		
Calculated at six passengers per leg (outward journey is one leg, inward journey is one leg etc.) at \$4.00 per one-way trip.		
Fare for each passenger	\$9	\$6
Fare income per outing	\$108	\$72
Annual cost of service (26 long outings and 12 short outings per year)	\$8,597	\$2,641
Annual income from farebox	\$2,808	\$864
Net costs		
Net cost of service per year	\$5,789	\$1,777
Net cost per service	\$222	\$148
Cost per passenger trip	\$9.28	\$6.17

Inner West Community Transport might be used as a model for the outings program. This is described in Table 41 overleaf.

Table 41. Example of an outing program from Inner West Community Transport

Date in 2003	Destination	Additional Information	Phone from this date if you want to attend
Monday 10 March	<ul style="list-style-type: none"> • Fairfield City Farm, Abbotsbury Lunch provided and sheep shearing show ! 	Some walking	Monday 3 March
Monday 14 April	<ul style="list-style-type: none"> • Camellia Gardens, Caringbah Lunch at Maroubra Seals Club 	Limited walking	Monday 7 April
Monday 12 May	<ul style="list-style-type: none"> • Fagan Park, Arcadia Lunch at Parramatta Leagues Club 	Limited walking	Monday 5 May
Monday 2 June	<ul style="list-style-type: none"> • Eastern Suburbs drive to Watson Bay Lunch at Rose Bay RSL 	Limited walking	Monday 26 May
Monday 14 July	<ul style="list-style-type: none"> • Independent Living Centre Lunch at North Ryde RSL 	Short walking tour	Monday 7 July
Monday 11 August	<ul style="list-style-type: none"> • Gosford Regional Gallery, Gosford Morning tea and lunch at same venue 	Limited walking	Monday 4 August
Monday 8 September	<ul style="list-style-type: none"> • Fish & Chips at Balmoral Beach Morning tea at Balls Head Reserve, Waverton 	Limited walking	Monday 1 September
Monday 20 October	<ul style="list-style-type: none"> • Northern Beaches Drive • Morning tea at Willoughby Leisure Centre park, Lunch at Dee Why RSL Club 	Limited walking	Monday 13 October
Monday 10 November	<ul style="list-style-type: none"> • Drive to Nepean River, Penrith • Morning tea Prince Edward Park, Cabarita, Lunch Penrith RSL 	Limited walking	Monday 3 November

Cost: All Outings cost \$8.00 unless noted. Lunch cost is not included, allow approx. \$8.00 - \$15.00.

Pickup time : Approximately 9.00am to 10.00 am.

Individual transport

A major enhancement to individual transport services will be possible because of the allocation of \$100,000 per year for individual transport by the HACC program across the inner west of Sydney which includes Marrickville and Canterbury. \$33,000 of this funding is to be made available to Bankstown Community Transport to provide individual transport services in Canterbury LGA. The remaining funding will be used by Leichhardt Community Transport to provide services in the Inner West, Leichhardt and Marrickville. According to the relative numbers of people over 75 and people with moderate, severe or profound disabilities in the area, it is likely that 25% of this funding will be used to provide services in the Marrickville area. This will amount to approximately \$16,750 per year.

In addition, the establishment of the Heath Transport Shuttles in Canterbury and Marrickville will soak up some of the demand for individual transport. While not all passengers will be able to use the Shuttles, there will be more scope to use individual transport for those passengers with significant mobility limitations. As it is estimated that the Shuttles will cost half as much to provide as individual transport services this appears to be an efficient use of resources.

Financing the new services

The previous Community Transport group used to operate on an annual grant of \$240,000 plus fare and bus hire income of about \$100,000 per year.

The recurrent funding has since grown to \$316,700 per year, an increase of \$76,700. However, \$30,600 of this is allocated to the People with Disabilities Project and this funding will not be available for Canterbury/Marrickville operations. This means that there will be an effective increase of \$46,100 that can be invested in new services.

In addition, application has been made to the Ministry of Transport and the Department of Disability, Ageing and Home Care for funds to assist with the subsidy that is provided to a number of existing bus hire groups. Historically these groups have been allowed to hire drivers from the previous Community Transport Group at \$4.00 per hour when the real cost is approximately \$23.50 per hour. The two Departments have indicated that they are sympathetic to funding the shortfall which amounts to \$41,396 per year. A decision on this funding will be announced after the Commonwealth Government signs the NSW/Commonwealth HACC Funding Agreement for the current round of funding.

There is the possibility that some of the costs of the Canterbury/Bankstown Individual Transport Shuttle could be borne by Bankstown Community Transport and some of the Fish/Haymarket Shopper by Leichhardt Community Transport.

Health Related Transport Program funding of \$14,923 has also been allocated to the Canterbury/Marrickville area for the coming year. This funding could be legitimately used to subsidise the Individual Transport Shuttles. An amount of \$5,000 may also be made available for the 2002/03 year and this could be used for service development costs or used to increase the volume of services for one year.

There could also be some efficiency gains from the regular operations at Marrickville/Canterbury now that they are being managed by Bankstown Community Transport. However, these will be hard to quantify until at least three months of the BCT contract period has gone by and an analysis can be undertaken.

It would appear therefore, that there may be approximately \$100,000 available for investment in new services, depending on funding decisions. This is summarised in Table 43 below.

Table 44. Summary of funding sources

Source of funding	Amount
Increase in MoT funding Marrickville/Canterbury	\$46,100
MoT/DADHC funding for transport subsidies M'ville/Canterbury	\$41,396
H RTP funding M'ville/Canterbury	\$14,923
Efficiency savings	Not known
Totals	\$102,419

Summary of costs and services

If all of the proposed services are established, between 13,000 and 15,000 additional passenger trips will be provided each year. The costs and outputs of services are summarised in Table 42, below.

In the case of the Canterbury/Bankstown Individual Transport Shuttle and the Shopping Shuttle there would be lower costs if only three runs are offered rather than four. The differences in costs and the number of passenger trips provided by not offering a fourth run are to be found in Table 43.

Table 41. Summary of costs of proposed services

Services	Cost	P/T	Cost per P/T
Canterbury/Bankstown Shuttle (4 runs)	\$28,231	4,800	\$5.88
RPA/Balmain Individual Transport Shuttle	\$31,294	3,200	\$9.78
Outings	\$7,566	912	\$8.30
Fish/Haymarket Shopper	\$3,240	500	\$6.48
Shopping Shuttle (4 runs)	\$17,977	6,400	\$2.81
Totals	\$88,308	15,812	\$5.58

Table 42. Additional costs of fourth run on shuttle services

	Savings on 4th run	Fewer P/T
Canterbury/Bankstown Shuttle	\$6,764	1,200
Shopping Shuttle	\$4,174	1,600
Totals	\$10,937	2,800

If all of the above funding became available there would be scope to increase the frequency of some or all of the shuttle services or to invest more funding in enhancing the individual transport program.

Fitting new services into a permanent infrastructure

It is all very well to discuss the transport needs of the community and the development of new services to address those needs, however, the new services and the existing ones that are to be maintained need to fit into an appropriate management context.

The structure of GIWT allows for a great deal of flexibility as to how this might be achieved. However, it would appear that there are compelling reasons to opt for the simplest solution – the allocation of all of the funding earmarked for Marrickville to Leichhardt Community Transport Group and the funding earmarked for Canterbury to Bankstown Community Transport Group. The main reasons for taking this view are as follows:

Canterbury

Canterbury is not, either geographically or demographically a part of the inner west of Sydney. It is an area that has traditional links with Bankstown and the two areas share a number of services that are commonly used by the residents of both areas. These include major shopping centres at Roselands and Bankstown, the Canterbury and Bankstown Hospitals and medical specialists based at Campsie and Kitchener Parade in Bankstown.

Two of the new services we propose cross the Canterbury – Bankstown boundary – the Individual Transport Shuttle and the Shopping Shuttle. In both cases residents of one municipality will be travelling to the other to access services.

Marrickville

Marrickville, on the other hand has a great deal in common with other inner western suburbs. The major health facility in the area, Royal Prince Alfred Hospital, is based in the Marrickville LGA and is a major transport attractor across the inner west. There are also many medical specialists in the same suburb (Camperdown). Individual transport records from Marrickville show that most people requested transport to either Camperdown or Balmain.

Marrickville Metro is also one of the main shopping centres in the area along with Broadway (on the edge of the municipality in Glebe) and Leichhardt Marketown.

Another consideration is the future of Leichhardt Community Transport Group which may lose its funding to provide services in Glebe and Forest Lodge now that these areas are to become part of the City of Sydney. A virtual amalgamation with Marrickville would create a viable and logical Community Transport Service. Two of the proposed services also run in both the Marrickville and Leichhardt LGAs – the RPA/Balmain Individual Transport Shuttle and the Fish/Haymarket Shopper which is intended to dovetail with the existing LCTG Fish Market run.

In effect, the Cooks River represents a natural boundary between the two areas.

In terms of the contractual arrangements that GIWCT will enter into, the simplest arrangement would seem to be to enter into a contract with Bankstown Community Transport to provide Community Transport services in Canterbury and with Leichhardt Community Transport for services in Marrickville. The form of the services to be provided can be defined by the contractors. They may or may not accept the advice in this planning document.

This approach will make the contracting simpler thus decreasing the potential workload on the GIWCT Board and in terms of administration.

A possible division of the current Marrickville/Canterbury funding, based on population statistics is described in Table 44.

Table 45. Relevant population figures

	Persons	>75	M/S/P Disability	Born NESC
Marrickville	76000	3100	6000	22000
Canterbury	132000	7400	12000	57000
All	208000	10500	18000	79000
% Marrickville	37%	30%	33%	38%
% Canterbury	63%	70%	67%	72%

Source: ABS 2001 Census

On this basis a fair division of funds that reflects the possible demand for services would be 69% to Canterbury and 31% to Marrickville.

Table 46. Proposed funding division for Marrickville/Canterbury funding

	Recurrent funding	Possible enhancement	H RTP funding	Total
Leichhardt Community Transport Group (31%)	\$98,184	\$12,832	\$4,626	\$115,642
Bankstown Community Transport (69%)	\$218,537	\$28,564	\$10,297	\$257,398
Total	\$316,721	\$41,396	\$14,923	\$373,040

The estimated costs of the proposed services do not follow the 69 % – 31% split exactly, mainly because of the additional costs of operating the RPA and Balmain Hospitals Shuttle. However, if the possible enhancement of \$41,396 becomes a reality there will be sufficient funds to cover the cost of all new services. Bankstown Community Transport will, in this circumstance, have additional funds available that could be used to enhance individual transport or to increase the frequency of one of the Shuttle services.

Table 47. Estimated costs of new BCT and LCTG services for Canterbury and Marrickville

BCT Services	Cost
Canterbury/Bankstown Shuttle	\$28,231
Outings	\$5,221
Shopping Shuttle	\$17,977
Total	\$51,429

LCTG Services	Cost
RPA/Balmain Individual Transport Shuttle	\$31,294
Outings	\$2,346
Fish/Haymarket Shopper	\$3,240
Total	\$36,879

Where necessary, buses will be hired from GIWCT at a rate to be established. Contractors may choose to use their own vehicles. Maintenance and replacement would be the responsibility of GIWCT. GIWCT would invoice the contractors periodically for the use of fleet vehicles.