

# 2011

# CLIENT

# CONSULTATION

**SOUTH WEST**  
**Community Transport**

This transport service assists older people who are frail, younger people with disabilities and the carers of these people, living in Camden, Campbelltown, Fairfield, Liverpool and Wollondilly.

We can provide transport for both groups or individuals to attend:

- medical appointments
- hospital visits
- shopping and banking
- outings e.g. cinema, clubs, visiting friends, and other business





**SOUTH WEST**  
**COMMUNITY TRANSPORT**  
 1300 138 794

To make a booking for the cost of a local call  
**Phone: 1300 138 794**  
 General Enquiries: 02 9426 8999

**Community Transport TAXI Voucher Project**  
**9426 8999**



**SOUTH WEST**  
**COMMUNITY TRANSPORT**



Providing transport for the frail aged, younger people with disabilities, their family and carers

Home and Community Care Program funded jointly by the State and Federal Government

**Travel Training Service**






Getting Out on Public Transport

## **MEMORABLE QUOTES FROM THE CONSULTATION PROCESS**

- Huge advocate of your service.
- The office staff are beautiful people who are always willing to assist.
- Staff always have bubbly smiling faces, you're all sweet hearts.
- I recommend this service to everyone.
- You have given me back my freedom and independence and for that I am grateful.
- Wonderful personalities towards clients from both office and drivers, thank you so much.
- Can't fault the staff or stress highly on their pleasant approach, I would be up the creek without a paddle if it wasn't for your service.
- I'm a very nervy person, but when travelling with your services I have no nervousness.
- Very reliable and nice friendly staff that always go out of their way to assist.
- Vehicles always look brand new and smell lovely, well done with your vehicle presentation.
- I feel like a queen when I use your service, don't believe I would ever have a reason to complain.
- Your service has been most helpful since my husband past away 3 years ago.

## **Aim**

South West Community Transport (SWCT) undertakes a client consultation every two years via a variety of methods. 2011 is the 3<sup>rd</sup> full telephone survey that has been undertaken. South West Community Transport's aim in consulting clients is to identify client satisfaction with the services offered and potential growth of areas for the organisation.

The aim of the telephone survey was to contact **10%** of the total client base of **7664** which is a total of **766**.

An article introducing the survey was published in the *Client Newsletter – March 2011* edition which stated, "Telephone Survey, Every two years SWCT undertakes a telephone survey of our client and we will be doing so over the next couple of months. The aim of the survey is to identify the types of services you require and to obtain your feedback, both positive and negative, on the services and professionalism of the organisation. One of the questions Rebecca will be asking is if there are any services or improvements you would like to see SWCT offering. Please take the time to think about this as your answer will assist the organisation in future planning, developing a service which meets the client's needs and lobbying for growth funding from the government."

Upon contacting the client's to introduce myself and the survey I began by saying, "My name is Rebecca I'm calling from South West Community Transport and we are conducting a telephone survey with our clients to obtain some feedback on our service, are you interested in participating in the survey?"

At this point clients either agreed to participate or alternatively declined, please note that **100%** of clients that were successfully contacted participated in the 2011 Telephone Survey.

At the conclusion of the survey, clients were thanked for taking the time to participate & contribute and were informed their responses would be used to improve the services of South West Community Transport.

## **2011**

In 2011 South West Community Transport conducted a telephone survey of clients. Clients were contacted via a telephone call by a staff member of South West Community Transport. The survey was conducted throughout April, May & June 2011. A total of **178** hours was allocated to the Telephone Survey at an approx cost of **\$3253.84**. During this time a total of **1482** phone calls were attempted, with an overall cost of **\$444.60** for phone calls.

## **Consultation Process**

Clients were contacted randomly. A software program called "Random Selector/Generator" within Excel was used to randomly select a sequence of client numbers that will be contacted by telephone.

South West Community Transport has approx **7664** active client on the database and the aim was to contact **10%** of these clients. The total number of clients contacted was **766** which is **10%** of the database, of the **766** contacted, **524** participated which is **6.8%** of the total client database.

In representation of our Culturally and Linguistically Diverse (CALD) clients it was our aim to survey **25%** of the **766** selected clients to be surveyed which works out to be **191** CALD clients. Only **39** CALD clients participated in the survey via the use of an interpreter, out of the **152** CALD clients that did not participate, **1** had passed away the other **151** were either unable to be contacted due to phone disconnection or alternatively two attempts to contact over two days were made, to no avail.

### Telephone Survey

<b>TOTAL CLIENT BASE 7664 CLIENTS</b>		
	<b>CLIENT NUMBERS</b>	<b>PERCENTAGE OF TOTAL CLIENT DATABASE</b>
<b>Clients identified via Software</b>	766	10%
<b>Clients who participated</b>	524	6.8%

### BREAKDOWN OF THE 524 CLIENTS WHO PARTICIPATED

<b>LGA</b>	<b>Client Numbers</b>	<b>Percentage Surveyed from each LGA</b>
<b>Camden</b>	63	12%
<b>Campbelltown</b>	152	30%
<b>Fairfield</b>	140	26%
<b>Liverpool</b>	137	26%
<b>Wollondilly</b>	32	6%
<b>TOTAL:</b>	<b>524</b>	<b>100%</b>

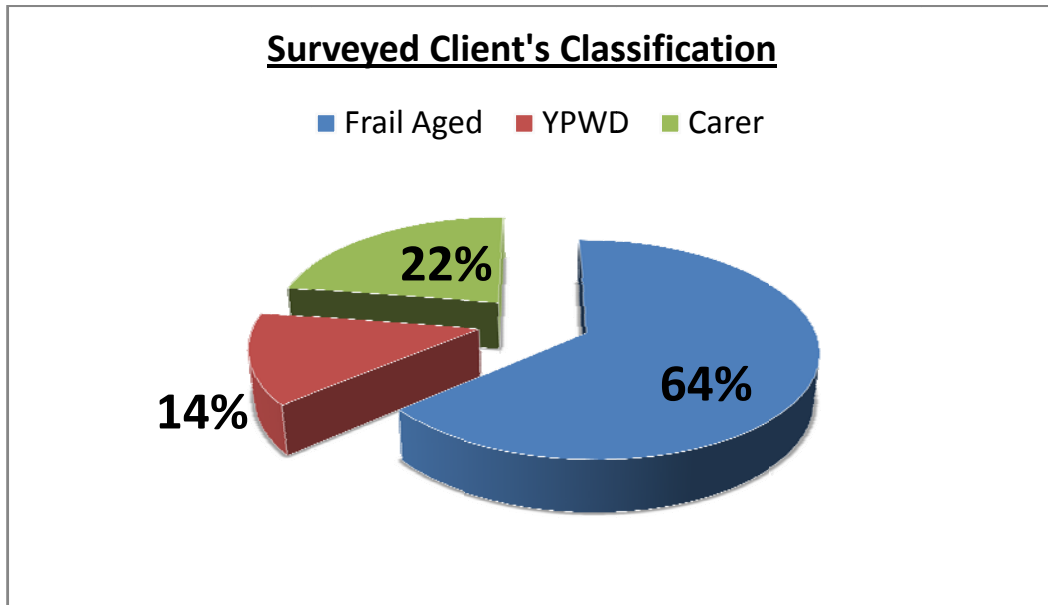
### BREAKDOWN OF THE 39 CLIENTS FROM NON-ENGLISH (CALD) BACKGROUNDS WHO PARTICIPATED

<b>LGA</b>	<b>Client Numbers</b>	<b>Percentage Surveyed from each LGA</b>
<b>Camden</b>	2	5%
<b>Campbelltown</b>	7	18%
<b>Fairfield</b>	19	49%
<b>Liverpool</b>	11	28%
<b>Wollondilly</b>	0	0%
<b>TOTAL:</b>	<b>39</b>	<b>100%</b>

### BREAKDOWN OF THE 242 CLIENTS WHO DID NOT PARTICIPATE

<b>Reason</b>	<b>Client Numbers</b>	<b>Percentage</b>
<b>Declined</b>	0	0%
<b>Unable to Contact – 2 attempts over 2 days, Phone disconnected.</b>	217	90%
<b>Exited – Client died, No longer requires service</b>	25	10%
<b>TOTALS:</b>	<b>242</b>	<b>100%</b>

**CLIENT CLASSIFICATION OF THE 524 CLIENT'S SURVEYED**



**CLIENT NATIONALITY OF THE 524 CLIENT'S SURVEYED**

American	2
Arabic	23
Armenian	2
Assyrian	6
Australian	245
Austrian	1
Cambodian	4
Chilean	1
Chinese	2
Chinese/Cantonese	1
Chinese/Mandarin	2
Croatian	8
Czech Republic	3
Dutch	2
Egyptian	5
English	31
Estonian	3
Fijian	6
Filipino	5
Finnish	2
German	4
Greek	4

Hungarian	6
Indian	8
Irish	7
Israeli	12
Italian	24
Kiwi	5
Laotian	2
Lebanese	1
Malaysian	1
Maltese	23
Mauritian	4
Pacific Islander	4
Polish	6
Portuguese	3
Russian	8
Scottish	8
Serbian	7
South African	1
South American	1
Spanish	17
Sudanese	1
Vietnamese	13

## **RECOMMENDATIONS**

The following recommendations have been developed from the client's feedback to general comments throughout the 2011 survey;

### **Review the process behind client "pick up" and "drop off" times for continuity of service delivery.**

#### **Client's comments**

- *The only thing is if the drivers are going to more than 15 minutes early to pick me up that someone call to advise this please.*
- *Bookings always confirm my "pick up/drop off" times when I make the booking, in the past if there were any alterations in these times I have received a phone call from the ladies in the office to advise me so, twice recently the driver has come approx 30-45 minutes earlier than the arranged pick up time which was very inconvenient and no call was received from the office to tell me that this was going to happen, concerning.*
  - *If anything sometimes the drivers are considerably early.*
  - *Particular drivers seem to rock up early.*

### **To consider alternative shopping centre's options for clients.**

#### **Client's comments**

- *Different places for shopping like Macarthur Square or alternatively the new Glenquarie Shopping Centre to replace Minto Mall.*

### **To continue lobbying government to increase the funding to provide more "Out of Area" wheelchair accessible vehicles.**

#### **Client's comments**

- *More out of area wheelchair vehicles.*

### **Drivers & Bus Volunteer's to wear their issued SWCT Employees ID Badges, clearly visible to our service users.**

#### **Client's comments**

- *I like to put names to faces & love saying hello to drivers but there are so many new drivers and none of the drivers seem to wear name badges anymore, so I am unable address them by name which makes the service less personal.*

### **Trial the "Social Inclusion Project", 97 people showed interest in this topic and contributed with ideas on places to venture. If even a third of the 97 people attended, I believe this would still be seen as a successful outing/social.**

#### **Client's comments**

- *Telstra Sports Stadium, Sporting, Theatre, Concerts, Comedian Shows, Musicals, Multicultural stalls in Darling Harbor. Local Mosques, Tour Christmas Lights, IMAX Theatre, Museums/Galleries and Botanical Gardens.*
  - *Not sure on what events are out there, but I think this is a wonderful idea.*
- *Fairfield City Council holds a big Christmas event annually that would be interesting to go to.*

### **Refresh the Driver's & Bus Volunteers in the practice of "Exiting the Bus Backwards" and safety of practicing this method for both clients & staff as well as for continuity of service delivery.**

#### **Client's comments**

- *Try to get off bus backwards but I'm a bit unstable, some drivers will assist you and some drivers just watch, I am no longer confident in attempting this anymore.*
  - *We need assistance with exiting the larger vehicles.*
- *The getting in and out of vehicles, not all drivers give the same service or level of assistance, some assist, some don't, this could be worked on.*

## ACTIONS TAKEN AS A RESULT OF THE SURVEY

Overall **263** clients were flagged during the survey process; issues identified during the consultation survey have been listed and passed onto the assessments team for further actioning;

- **62** clients whose phones were found to be disconnected at the time of the survey have been referred onto the assessment unit to be actioned.
- **111** clients who had not been assessed for a period of 2 years or more have been referred onto the assessment unit for re-assessment.
- **80** clients who had not used the service in over 12 months were referred onto the assessment unit for a courtesy call or reminder, to advise them of the service we provide and how to begin utilizing it.
- **8** client's electronic files were found to have any inconsistencies in either TMA Central or TMA Enterprise; the files were referred onto the assessment unit for investigation and fixing.
- **1** client wish to be referred to the Taxi Voucher Project, referred onto the assessment unit to be assessed for Taxi Vouchers.

### Client Comments

- *Transport to take mum to church on Sundays.*

## **QUESTIONS ASKED IN TELEPHONE SURVEY**

**Q1.** How would you rate our ability to meet your transport needs?

**Q2.** For what purpose do you use Community Transport?

**Q3.** Did you know that Community Transport, transports for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funeral's and to visit Friends?

**Q4.** Is there any other type of transport that we could provide to support your transport needs?

**Q5a.** How would you rate the information/literature you receive?

**Q5b.** What is your preference for receiving information?

**Q6a.** Do you think the fees charged by Community Transport are reasonable?

**Q6b.** What impact if any would there be if we increased fees by \$1 or \$2?

**Q7.** Has the office staff provided you with sufficient information about the service to be provided?

**Q8.** If the office staff were NOT able to give the information straight away, did they get back to you?

**Q9.** Is our staff (*office & drivers*) courteous and attentive to your needs?

**Q10.** Does the professionalism and skills of our drivers make you feel confident and safe?

**Q11.** Is the driver on time to pick you up?

**Q12.** Is the additional waiting time (*if any*) fair and reasonable?

**Q13.** Do you find the cleanliness of our vehicles up to your standard?

**Q14.** Are our vehicles suitable for your needs?

**Q15.** Do you use a wheelchair or walker?

**Q16.** Does the hoist and/or restraint system meet your needs?

**Q17.** Are you aware that SWCT encourages complaints/feedback from clients?

**Q18.** Have you or do you have a complaint about SWCT?

**Q19.** If YES, did you advise SWCT at the time?

**Q20.** If YES, was it dealt with in a timely manner?

**Q21.** If NO, why not?

**Q22.** If you had a complaint in the future would you report it?

**Q23.** How can we make the service safer for you?

**Q24a.** If we were to operate a "**Social Inclusion**" project which would arrange transport & tickets to Special Events that have accessible venues to events such as Sporting, Cultural, Musicals etc. Would you be interested?

**Q24b.** If YES, What type of events would you be interested in?

**Q25.** Are there any other comments you would like to make?

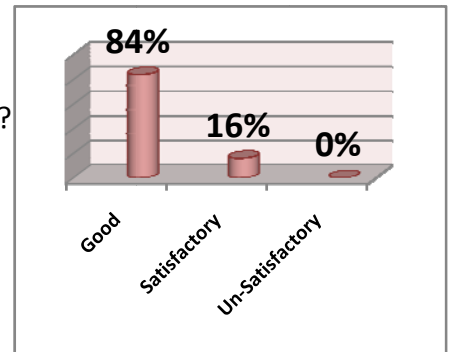
# TELEPHONE SURVEY 2011

## Collective Responses from the 5 Local Government Areas, 524 Clients Responded

	CLIENT NUMBERS	PERCENTAGE
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**Question 1:** How would you rate our ability to meet you Transport needs?

Good	442	84%
Satisfactory	82	16%
Un-satisfactory	0	0%

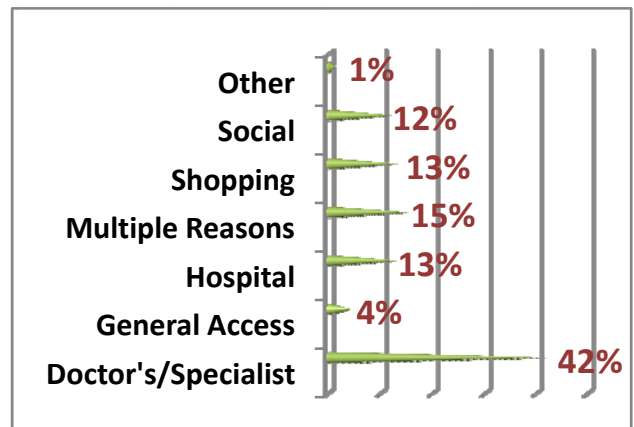


### Comments

- *Bookings always confirm my Pick Up and Drop Off Times when I make the booking in the past if there were any alterations in these times I have received a call from the ladies in the office to advice me so, twice lately the driver has come approx 30-45 minutes earlier than my arranged pick up time which was inconvenient and there was no call from the office to advice that this was going to happen, concerning.*
- *Completely no troubles what so ever, wonderful service.*
- *Don't use the service all the time because I also have Taxi Vouchers to assist with my transport, a great service.*
- *I don't rely totally on Community Transport because I also use public transport.*
- *I only use Community Transport for Social Outings, I'm a DVA Gold Card holder and the assist me with all my medical transports.*
- *Everyone is nice within your service, family also assist with my transport needs.*
- *Excellent!*
- *Extra good can't complain.*
- *Mum loves your service and doesn't know where she would be without it, thank you.*
- *I still drive locally myself but use your service for my entire out of area transports.*
- *Very good service, we recommend you to everyone we speak to.*
- *Wonderful Service, staff very lovely.*

**Question 2:** For what purpose do you use Community Transport?

Doctor's/Specialist	221	42%
General Access	18	4%
Hospital	69	13%
Multiple Reasons	81	15%
Shopping	67	13%
Social	65	12%
Other	3	1%



**Question 3:** Did you know that Community Transport, transport for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funerals and to visit Friends?

Yes	<b>498</b>	<b>95%</b>
No	<b>13</b>	<b>2.5%</b>
Unsure	<b>13</b>	<b>2.5%</b>

**Action:** Those 26 clients who answered "No" or "Unsure" were then advised of the different types of transport provided by SWCT.

**Question 4:** Is there any other type of transport that we could provide to support your transport needs?

Yes	<b>11</b>	<b>2%</b>
No	<b>513</b>	<b>98%</b>

**Comments**

- *No all is satisfactory at the moment.*
- *2 people made comment, Different places for shopping like Macarthur Square or alternatively the new Glenquarie Shopping Centre to replace Minto Mall.*
- *Everything is fine at the moment.*
- *Huge advocate of your service.*
- *5 people advised, more out of area Wheelchair vehicle.*
- *1 person required, Transport to take mum to church on Sundays.*
- *Very happy with service.*
- *Not at the moment, great service.*
- *You all do more than enough and for that I am grateful, god blesses you all.*
- *3 people said, we need assistance with exiting the larger vehicles.*

**Question 5a:** How would you rate the information/literature you receive?

Good	<b>261</b>	<b>49.8%</b>
Very Good	<b>263</b>	<b>50.2%</b>
Not so Good	<b>0</b>	<b>0%</b>

**Question 5b:** What is your preference for receiving information?

Mail	<b>524</b>	<b>100%</b>
Email	<b>0</b>	<b>0%</b>
Website	<b>0</b>	<b>0%</b>

**Question 6a:** Do you think the fees charged by Community Transport are reasonable?

Yes	<b>517</b>	<b>98.6%</b>
No	<b>0</b>	<b>0%</b>
Unsure	<b>7</b>	<b>1.4%</b>

**Question 6b:** What impact if any would there be if we increased fees by \$1 or \$2?

Little impact	<b>480</b>	<b>91.6%</b>
Medium impact	<b>41</b>	<b>7.8%</b>
Large impact	<b>3</b>	<b>0.6%</b>

**Comments**

- *An increase will affect my budget.*
- *Cheaper than petrol & taxis.*
- *Depending on the bills that come in will depend on if this increase will affect me, hard to tell.*
- *Depending on my bills, this increase may affect me.*
- *No! Wouldn't like increase.*
- *Satisfied with \$1 or \$2 increase would be more than acceptable.*
- *The increase would be manageable for my budget.*
- *The increase may affect some people but not me.*
- *Very good prices charged already, an increase by a \$1 or \$2 would be fine.*
- *Increase may impact me somewhat.*

**Question 7:** Has the office staff provided you with sufficient information about the service to be provided?

Yes	<b>523</b>	<b>99.9%</b>
No	<b>1</b>	<b>0.1%</b>
Unsure	<b>0</b>	<b>0%</b>

**Comments**

- *Always, nice lovely office staff.*
- *Don't speak with the office staff much, I rely on the Drivers and Newsletter to get my information, I called once before to confirm a booking with a lady in the office who told me that she didn't have access to the system so I hung up.*
- *They are most helpful and informative.*
- *The office staff are beautiful people who are always willing to assist.*
- *The girls in the office are wonderful.*

**Question 8:** If the office staff were NOT able to give the information straight away, did they get back to you?

Quickly	<b>20</b>	<b>4%</b>
After some time	<b>1</b>	<b>0.1%</b>
Not at all	<b>0</b>	<b>0%</b>
Not applicable	<b>503</b>	<b>95.9%</b>

**Comments**

- *It took a couple of days for the office staff to get back to me but when they did I was happy with the outcome.*
- *Always get information straight away when I ring to enquire.*
- *Very happy with the service I receive, office ladies are more than helpful.*

**Question 9:** Is our staff (*office & drivers*) courteous and attentive to your needs?

Yes	<b>522</b>	<b>99.6%</b>
No	<b>2</b>	<b>0.4%</b>

**Comments**

- *This has always been my experience.*
- *No trouble at all.*
- *Very courteous.*
- *Always, very lovely ladies in the office.*
- *Never had a complaint, the staff at South West Community Transport are more than helpful.*
- *Every time I have had dealing with them they have been quiet pleasant.*
- *Very good and very kind.*
- *I like to put names to faces and love saying hello to drivers but there are so many new drivers and none of them wear name badges anymore so I'm unable to do this anymore, this makes the service less personal.*
- *Always have bubbly smiling faces, your all sweet hearts.*
- *Sometimes the drivers can be over attentive to my needs, but I guess this is a good thing.*
- *Very much so, great work team.*
- *You have all been very nice so far.*
- *Never had a problem with the lovely staff, I recommend this service to everyone.*
- *The only thing is if the drivers are going to be more than 15minutes early to pick me up that they call to advise this please.*
- *Always very pleasant and well spoken.*
- *Wonderful personalities towards clients from both office and drivers, thank you so much.*
- *Wonderful staff.*

**Question 10:** Does the professionalism and skills of our drivers make you feel confident and safe?

Yes	<b>516</b>	<b>98.5%</b>
No	<b>8</b>	<b>1.5%</b>

**Comments**

- *Safety has never been my concern when travelling with your service.*
- *Defiantly, well done.*
- *No trouble what so ever.*
- *Did have a Taxi driver who didn't know where he was going and I had to give him all the directions, this was inconvenient but not a safety issue.*
- *Very safe.*
- *They drive safely at all times.*
- *The drivers are the best that I have come across.*
- *Extremely safe service.*
- *Can't fault the staff or stress highly on their pleasant approach, I would be up the creek without a paddle if it wasn't for your service.*
- *I'm a very nervy person, but when travelling with your services I have no nervousness.*
- *Very reliable and nice friendly staff that always go out of their way to assist.*
- *Transport has given me back my freedom, thank you.*
- *My oath the drivers are magnificent.*
- *Very friendly and helpful.*
- *The drivers are always going out of there way, they are always smiling and happy also, this is a blessing to see.*
- *Wonderful office team and drivers*

**Question 11:** Is the driver on time to pick you up?

Yes	<b>483</b>	<b>92%</b>
No	<b>8</b>	<b>2%</b>
Most of the time	<b>33</b>	<b>00%</b>

**Comments**

- *Sometimes driver has been caught up in traffic which delayed them a little.*
- *Drivers are always on time, if not early, when I'm having a bad day sometimes I wish they would arrive a little late.*
- *A couple of times the driver has been a few minutes late but that didn't cause any problems.*
- *Drivers are usually always early.*
- *They have never been late for me once that is why you tell us to allow 15 minutes either side of the pickup time to accommodate, very good service.*
- *Girls always tell you to allow 15 minutes either side of the arrange times so any delays have been taken into account.*
- *Sometimes late but this has had no impact on the appointments I was attending.*
- *Sometimes the drivers are considerably early.*
- *Particular drivers seem to rock up early.*
- *Try to get off bus backwards but I'm a bit unstable, some drivers will assist you and some drivers just watch, so I am no longer confident in attempting anymore.*

**Question 12:** Is the additional waiting time (*if any*) fair and reasonable?

Fair	<b>393</b>	<b>75%</b>
Reasonable	<b>131</b>	<b>25%</b>
Un-reasonable	<b>0</b>	<b>0%</b>

**Comments**

- *Once the drivers were late, but the office staff phone through to the Doctor's surgery and adjusted my appointment accordingly.*
- *Very reasonable drivers do a wonderful job.*

**Question 13:** Do you find the cleanliness of our vehicles up to your standard?

Yes	<b>516</b>	<b>98.5%</b>
No	<b>8</b>	<b>1.5%</b>

**Comments**

- *Perfectly alright.*
- *Vehicles have always been very clean.*
- *Always look brand new and well maintained.*
- *Always very clean.*
- *Very well maintained clean vehicles.*
- *Very clean.*
- *100% up to my standard if not more.*
- *Vehicles are very well presented.*
- *Always clean and new looking.*
- *Vehicles always look brand new and smell lovely, well done with your vehicle presentation.*
- *Always very clean it's lovely.*
- *Vehicles are always looking brand new, well done, this can't be easy with all the vehicles you have.*
- *Vehicles always very clean.*
- *Fantastic.*

**Question 14:** Are our vehicles suitable for your needs?

Yes	<b>520</b>	<b>99.2%</b>
No	<b>0</b>	<b>0%</b>
Unsure	<b>4</b>	<b>0.8%</b>

**Comments**

- *They always look brand new and this is terrific.*
- *The wheelchair vehicles are terrific and are the best on the market.*

**Question 15:** Do you use a wheelchair or walker?

Wheelchair	<b>50</b>	<b>9.5%</b>
Walker	<b>151</b>	<b>28.8%</b>
Neither	<b>323</b>	<b>61.7%</b>

**Question 16:** If you use a wheelchair or walker, does the hoist and/or restraint system meet your needs?

Yes	<b>201</b>	<b>100%</b>
No	<b>0</b>	<b>0%</b>

**Comments**

- *When travelling with my husband the hoist made accessing the vehicle much easier.*
- *Hoist & restraints help me a lot, very happy.*
- *When transporting with mum the hoist is extremely handy.*
- *I use a walker and prefer to use the hoist to enter and exit the vehicles.*
- *Love using the hoist to enter vehicle as I have poor balance.*
- *I'm vision impaired and find the hoist very useful.*
- *Prefer to ride the hoist.*
- *The hoist is good when my mother is having a bad day and is not so stable on her feet; it eliminates potential trips & falls which is a blessing.*
- *Hoist helps with my poor mobility.*
- *I sometimes use the hoist and it's good.*

**Question 17:** Are you aware that SWCT encourages complaints/feedback from clients?

Yes	<b>500</b>	<b>95%</b>
No	<b>24</b>	<b>5%</b>

**Question 18:** Have you or do you have a complaint about SWCT?

No	<b>523</b>	<b>99.9%</b>
Had	<b>1</b>	<b>0.1%</b>
Have	<b>0</b>	<b>0%</b>

**Question 19:** If YES, did you advise SWCT at the time?

Yes	1	0.1%
No	0	0%
Not applicable	523	99.9%

**Question 20:** If YES, was it dealt with in a timely manner?

Quickly, the same day	1	0.1%
After some time (1wk or more)	0	0%
Not at all	0	0%
Not applicable	523	99.9%

**Question 21:** If NO, why not?

Don't want to cause trouble	0	0%
Don't want to be a winger	0	0%
Wouldn't change anything	0	0%
Not applicable	524	100%

**Question 22:** If you had a complaint in the future would you report it?

Yes	523	99.9%
No	1	0.1%

**Comments**

- *I don't believe that I will have to complain about this wonderful service.*
- *If it was worth complaining about I would do so but I find that people complain about the most trivial things these days.*
- *I would complain but sometimes it's just me in a bad mood blowing things out of proportion.*
- *No need to complain it a great service you do for the community.*
- *I feel like a queen when I use your service, don't believe I would ever have a reason to complain.*

### Question 23: How can we make the service safer for you?

#### Comments

- *Already a safe friendly service.*
- *Service is great, no need to change.*
- *Safety hasn't been an issue.*
- *Don't change a thing.*
- *Seems ok so far.*
- *Service is safe enough as is.*
- *Everything is fine the way it is.*
- *SWCT provide a very safe service already, well done.*
- *There have been no safety concerns when I've used you.*
- *Perfectly fine.*
- *Nothing needs to change.*
- *The getting in and out of vehicles, not all drivers give the same service or level of care, some assist, some don't, this could be worked on.*
- *It's safe enough for me.*
- *Great job, don't change a thing.*
- *You all do a wonderful job, no changes necessary.*
- *Already safe service.*
- *No its quiet good at the moment haven't had any trouble.*
- *Doing a wonderful job already.*
- *Wonderful service that is safe, reliable and friendly.*
- *Not applicable, I find the service very safe.*
- *Couldn't do more than what your already doing, well done.*
- *It's a great safe service.*
- *I felt very safe when transporting with you.*
- *Service is safe by my standards.*
- *Very good service.*
- *Such a wonderful, kind, friendly safe service.*
- *The services you provide is good enough, thank you.*
- *You're doing the best that you can do and we appreciate it, great job.*
- *Your service is like a breath of fresh air.*
- *Very safe service, thank you, you are doing a very good job.*
- *Wonderful service, don't change a thing.*
- *Nothing at all, very well run service you are all to be commended.*
- *Safety has never been a concern when transporting with your organisation.*
- *Very happy with your safe service.*
- *Great safe service, quiet sure you have covered everything.*
- *Very safe, thank you.*

**Question 24a:** If we were to operate a “**Social Inclusion**” project which would arrange transport & tickets to Special Events that have accessible venues such as Sporting, Cultural, Musicals etc. Would you be interested?

Yes	97	18.5%
No	427	81.5%

**Question 24b:** If YES, what type of events would you be interested in?

Comments

- *Telstra stadium hold a large range of events like sport, theatre, concerts and comedian shows etc.*
- *Musicals that are on in the city.*
- *Sporting events.*
- *Not sure what events I'll need to think about it more but what a wonderful idea.*
- *Fairfield City Council holds a big Christmas event annually that would be interesting to go to.*
- *Theatre, musicals is what I would be interested in, Sydney has these events and pretty sure they are accessible for wheelchairs.*
- *Multicultural stalls that they have at Darling Harbor, this is advertised in the daily telegraph and looks interesting.*
- *My local mosque often holds different cultural days which seems very interesting but have not had the pleasure of attending because they are held on a Saturday.*
- *Would love to see a good show like the Sharbargo Musical or Mary Poppins.*
- *Musicals.*
- *A tour to view Christmas lights.*
- *Theatre shows.*
- *Sporting events like football or cricket, I would even be interested in stage shows and concerts.*
- *Cultural events held in Darling Harbor near the IMAX theatre.*
- *Movies or musicals.*
- *Museums, art galleries, botanical garden in Sydney.*
- *Theatre matinees*

**Question 25:** Are there any other comments you would like to make?

Comments

- *Wonderful service, thank you.*
- *No I'm easy to please I have no complaints; your service has been most helpful since my husband past away 3 years ago.*
- *It's a very good service, thank you.*
- *You all make a difference to people's lives.*

## GENERAL OBSERVATIONS FROM TELEPHONE SURVEY

- Clients were generally happy with the types of vehicles SWCT supplied.
- Community Transport is utilized for more than just medical appointments.
- The consultation gave a number of clients the chance to explain their current health situation, many whom were referred for re-assessment which was a good opportunity to update the client database.
- The community transport Newsletter was well received by client they found it very informative.
- Many clients understood the fee structure and thought that it was very reasonably priced and an increase of \$1 or \$2 would not affect their financial budget.
- Clients commented on how pleasant and helpful all Community Transport office staff and drivers were.
- 99.9% of clients expressed that if they had a positive or negative feedback for SWCT in the future; they would not hesitate & would be comfortable in advising the organisation.
- An overwhelming response from clients surveyed expressed that they are thankful for the services SWCT provide and advised that they *Quote* “don’t know where we would be without your wonderful service which helps us to remain independent”.  
*Unquote*

# **TELEPHONE SURVEY – CAMDEN LGA**

## **Responses from the CAMDEN Local Government Area, 63 Clients Responded**

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	CLIENT NUMBERS	PERCENTAGE
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**Question 1:** How would you rate our ability to meet you Transport needs?

Good	43	68%
Satisfactory	20	32%
Un-satisfactory	0	0%

**Question 2:** For what purpose do you use Community Transport?

Doctor's/Specialist	31	49%
General Access	2	3%
Hospital	6	10%
Multiple Reasons	7	11%
Shopping	8	13%
Social	9	14%
Other	0	0%

**Question 3:** Did you know that Community Transport, transport for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funerals and to visit Friends?

Yes	62	98%
No	1	2%
Unsure	0	0%

**Question 4:** Is there any other type of transport that we could provide to support your transport needs?

Yes	62	98%
No	1	2%

**Question 5a:** How would you rate the information/literature you receive?

Good	30	47%
Very Good	33	53%
Not so Good	0	0%

**Question 5b:** What is your preference for receiving information?

Mail	63	100%
Email	0	0%
Website	0	0%

**Question 6a:** Do you think the fees charged by Community Transport are reasonable?

Yes	63	100%
No	0	0%
Unsure	0	0%

**Question 6b:** What impact if any would there be if we increased fees by \$1 or \$2?

Little impact	57	90.5%
Medium impact	6	9.5%
Large impact	0	0%

**Question 7:** Has the office staff provided you with sufficient information about the service to be provided?

Yes	63	100%
No	0	0%
Unsure	0	0%

**Question 8:** If the office staff were NOT able to give the information straight away, did they get back to you?

Quickly	2	3%
After some time	0	0%

Not at all	0	0%
Not applicable	61	97%

**Question 9:** Is our staff (*office & drivers*) courteous and attentive to your needs?

Yes	63	100%
No	0	0%

**Question 10:** Does the professionalism and skills of our drivers make you feel confident and safe?

Yes	63	100%
No	0	0%

**Question 11:** Is the driver on time to pick you up?

Yes	57	90.5%
No	0	0%
Most of the time	6	9.5%

**Question 12:** Is the additional waiting time (*if any*) fair and reasonable?

Fair	47	75%
Reasonable	16	25%
Un-reasonable	0	0%

**Question 13:** Do you find the cleanliness of our vehicles up to your standard?

Yes	62	99.9%
No	1	00.1%

**Question 14:** Are our vehicles suitable for your needs?

Yes	63	100%
No	0	0%
Unsure	0	0%

**Question 15:** Do you use a wheelchair or walker?

Wheelchair	5	8%
Walker	18	28%
Neither	40	64%

**Question 16:** Does the hoist and/or restraint system meet your needs?

Yes	50	79%
No	13	21%

**Question 17:** Are you aware that SWCT encourages complaints/feedback from clients?

Yes	60	95%
No	3	5%

**Question 18:** Have you or do you have a complaint about SWCT?

No	63	100%
Had	0	0%
Have	0	0%

**Question 19:** If YES, did you advise SWCT at the time?

Yes	0	0%
No	0	0%
Not applicable	63	100%

**Question 20:** If YES, was it dealt with in a timely manner?

Quickly, the same day	0	0%
After some time (1wk or more)	0	0%
Not at all	0	0%
Not applicable	63	100%

**Question 21:** If NO, why not?

Don't want to cause trouble	0	0%
Don't want to be a winger	0	0%
Wouldn't change anything	0	0%
Not applicable	63	100%

**Question 22:** If you had a complaint in the future would you report it?

Yes	63	100%
No	0	0%

**Question 23:** How can we make the service safer for you?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" page 17*

**Question 24a:** If we were to operate a "Social Inclusion" project which would arrange transport & tickets to Special Events that have accessible venues to events such as Sporting, Cultural, Musicals etc. Would you be interested?

Yes	14	22%
No	49	78%

**Question 24b:** If YES, what type of events would you be interested in?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

**Question 25:** Are there any other comments you would like to make?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

# TELEPHONE SURVEY – CAMPBELLTOWN LGA

## Responses from the CAMPBELLTOWN Local Government Area, 152 Clients Responded

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CLIENT NUMBERS

PERCENTAGE

**Question 1:** How would you rate our ability to meet you Transport needs?

Good	<b>130</b>	<b>85.5%</b>
Satisfactory	<b>22</b>	<b>14.5%</b>
Un-satisfactory	<b>0</b>	<b>0%</b>

**Question 2:** For what purpose do you use Community Transport?

Doctor's/Specialist	<b>64</b>	<b>42%</b>
General Access	<b>3</b>	<b>2%</b>
Hospital	<b>20</b>	<b>13%</b>
Multiple Reasons	<b>24</b>	<b>16%</b>
Shopping	<b>17</b>	<b>11%</b>
Social	<b>21</b>	<b>14%</b>
Other	<b>3</b>	<b>2%</b>

**Question 3:** Did you know that Community Transport, transport for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funerals and to visit Friends?

Yes	<b>142</b>	<b>93%</b>
No	<b>4</b>	<b>3%</b>
Unsure	<b>6</b>	<b>4%</b>

**Question 4:** Is there any other type of transport that we could provide to support your transport needs?

Yes	<b>4</b>	<b>3%</b>
No	<b>148</b>	<b>97%</b>

**Question 5a:** How would you rate the information/literature you receive?

Good	85	56%
Very Good	67	44%
Not so Good	0	0%

**Question 5b:** What is your preference for receiving information?

Mail	152	100%
Email	0	0%
Website	0	0%

**Question 6a:** Do you think the fees charged by Community Transport are reasonable?

Yes	151	99%
No	0	0%
Unsure	1	1%

**Question 6b:** What impact if any would there be if we increased fees by \$1 or \$2?

Little impact	141	93%
Medium impact	11	7%
Large impact	0	0%

**Question 7:** Has the office staff provided you with sufficient information about the service to be provided?

Yes	151	99%
No	1	1%
Unsure	0	0%

**Question 8:** If the office staff were NOT able to give the information straight away, did they get back to you?

Quickly	6	5%
After some time	1	1%

Not at all	<b>0</b>	<b>0%</b>
Not applicable	<b>145</b>	<b>94%</b>

**Question 9:** Is our staff (*office & drivers*) courteous and attentive to your needs?

Yes	<b>150</b>	<b>99%</b>
No	<b>2</b>	<b>1%</b>

**Question 10:** Does the professionalism and skills of our drivers make you feel confident and safe?

Yes	<b>149</b>	<b>98%</b>
No	<b>3</b>	<b>2%</b>

**Question 11:** Is the driver on time to pick you up?

Yes	<b>139</b>	<b>91%</b>
No	<b>3</b>	<b>2%</b>
Most of the time	<b>10</b>	<b>7%</b>

**Question 12:** Is the additional waiting time (*if any*) fair and reasonable?

Fair	<b>118</b>	<b>78%</b>
Reasonable	<b>34</b>	<b>22%</b>
Un-reasonable	<b>0</b>	<b>0%</b>

**Question 13:** Do you find the cleanliness of our vehicles up to your standard?

Yes	<b>149</b>	<b>98%</b>
No	<b>3</b>	<b>2%</b>

**Question 14:** Are our vehicles suitable for your needs?

Yes	<b>150</b>	<b>99%</b>
No	<b>0</b>	<b>0%</b>
Unsure	<b>2</b>	<b>1%</b>

**Question 15:** Do you use a wheelchair or walker?

Wheelchair	<b>13</b>	<b>8%</b>
Walker	<b>41</b>	<b>27%</b>
Neither	<b>98</b>	<b>65%</b>

**Question 16:** Does the hoist and/or restraint system meet your needs?

Yes	<b>116</b>	<b>76%</b>
No	<b>36</b>	<b>24%</b>

**Question 17:** Are you aware that SWCT encourages complaints/feedback from clients?

Yes	<b>143</b>	<b>94%</b>
No	<b>9</b>	<b>6%</b>

**Question 18:** Have you or do you have a complaint about SWCT?

No	<b>152</b>	<b>100%</b>
Had	<b>0</b>	<b>0%</b>
Have	<b>0</b>	<b>0%</b>

**Question 19:** If YES, did you advise SWCT at the time?

Yes	<b>0</b>	<b>0%</b>
No	<b>0</b>	<b>0%</b>
Not applicable	<b>152</b>	<b>100%</b>

**Question 20:** If YES, was it dealt with in a timely manner?

Quickly, the same day	<b>0</b>	<b>0%</b>
After some time (1wk or more)	<b>0</b>	<b>0%</b>
Not at all	<b>0</b>	<b>0%</b>
Not applicable	<b>152</b>	<b>100%</b>

**Question 21:** If NO, why not?

Don't want to cause trouble	0	0%
Don't want to be a winger	0	0%
Wouldn't change anything	0	0%
Not applicable	152	100%

**Question 22:** If you had a complaint in the future would you report it?

Yes	152	100%
No	0	0%

**Question 23:** How can we make the service safer for you?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" page 17*

**Question 24a:** If we were to operate a "Social Inclusion" project which would arrange transport & tickets to Special Events that have accessible venues to events such as Sporting, Cultural, Musicals etc. Would you be interested?

Yes	31	20 %
No	121	80%

**Question 24b:** If YES, what type of events would you be interested in?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

**Question 25:** Are there any other comments you would like to make?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

# **TELEPHONE SURVEY – FAIRFIELD LGA**

## **Responses from the FAIRFIELD Local Government Area, 140 Clients Responded**

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	CLIENT NUMBERS	PERCENTAGE
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**Question 1:** How would you rate our ability to meet you Transport needs?

Good	<b>116</b>	<b>83%</b>
Satisfactory	<b>24</b>	<b>17%</b>
Un-satisfactory	<b>0</b>	<b>0%</b>

**Question 2:** For what purpose do you use Community Transport?

Doctor's/Specialist	<b>60</b>	<b>43%</b>
General Access	<b>6</b>	<b>4%</b>
Hospital	<b>18</b>	<b>13%</b>
Multiple Reasons	<b>17</b>	<b>12%</b>
Shopping	<b>25</b>	<b>18%</b>
Social	<b>14</b>	<b>10%</b>
Other	<b>0</b>	<b>0%</b>

**Question 3:** Did you know that Community Transport, transport for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funerals and to visit Friends?

Yes	<b>132</b>	<b>94%</b>
No	<b>4</b>	<b>3%</b>
Unsure	<b>4</b>	<b>3%</b>

**Question 4:** Is there any other type of transport that we could provide to support your transport needs?

Yes	<b>3</b>	<b>2%</b>
No	<b>137</b>	<b>98%</b>

**Question 5a:** How would you rate the information/literature you receive?

Good	73	52%
Very Good	67	48%
Not so Good	0	0%

**Question 5b:** What is your preference for receiving information?

Mail	140	100%
Email	0	0%
Website	0	0%

**Question 6a:** Do you think the fees charged by Community Transport are reasonable?

Yes	138	98.5%
No	0	0%
Unsure	2	1.5%

**Question 6b:** What impact if any would there be if we increased fees by \$1 or \$2?

Little impact	128	91%
Medium impact	12	9%
Large impact	0	0%

**Question 7:** Has the office staff provided you with sufficient information about the service to be provided?

Yes	140	100%
No	0	0%
Unsure	0	0%

**Question 8:** If the office staff were NOT able to give the information straight away, did they get back to you?

Quickly	4	3%
After some time	0	0%

Not at all	0	0%
Not applicable	136	97%

**Question 9:** Is our staff (*office & drivers*) courteous and attentive to your needs?

Yes	140	100%
No	0	0%

**Question 10:** Does the professionalism and skills of our drivers make you feel confident and safe?

Yes	139	99%
No	1	1%

**Question 11:** Is the driver on time to pick you up?

Yes	133	95%
No	1	1%
Most of the time	6	4%

**Question 12:** Is the additional waiting time (*if any*) fair and reasonable?

Fair	111	79%
Reasonable	29	21%
Un-reasonable	0	0%

**Question 13:** Do you find the cleanliness of our vehicles up to your standard?

Yes	139	99%
No	1	1%

**Question 14:** Are our vehicles suitable for your needs?

Yes	140	100%
No	0	0%
Unsure	0	0%

**Question 15:** Do you use a wheelchair or walker?

Wheelchair	<b>14</b>	<b>10%</b>
Walker	<b>40</b>	<b>29%</b>
Neither	<b>86</b>	<b>61%</b>

**Question 16:** Does the hoist and/or restraint system meet your needs?

Yes	<b>112</b>	<b>80%</b>
No	<b>28</b>	<b>20%</b>

**Question 17:** Are you aware that SWCT encourages complaints/feedback from clients?

Yes	<b>136</b>	<b>97%</b>
No	<b>4</b>	<b>3%</b>

**Question 18:** Have you or do you have a complaint about SWCT?

No	<b>139</b>	<b>99%</b>
Had	<b>1</b>	<b>1%</b>
Have	<b>0</b>	<b>0%</b>

**Question 19:** If YES, did you advise SWCT at the time?

Yes	<b>0</b>	<b>0%</b>
No	<b>0</b>	<b>0%</b>
Not applicable	<b>140</b>	<b>100%</b>

**Question 20:** If YES, was it dealt with in a timely manner?

Quickly, the same day	<b>0</b>	<b>0%</b>
After some time (1wk or more)	<b>0</b>	<b>0%</b>
Not at all	<b>0</b>	<b>0%</b>
Not applicable	<b>140</b>	<b>100%</b>

**Question 21:** If NO, why not?

Don't want to cause trouble	0	0%
Don't want to be a winger	0	0%
Wouldn't change anything	0	0%
Not applicable	140	100%

**Question 22:** If you had a complaint in the future would you report it?

Yes	140	100%
No	0	0%

**Question 23:** How can we make the service safer for you?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" page 17*

**Question 24a:** If we were to operate a "Social Inclusion" project which would arrange transport & tickets to Special Events that have accessible venues to events such as Sporting, Cultural, Musicals etc. Would you be interested?

Yes	23	16%
No	117	84%

**Question 24b:** If YES, what type of events would you be interested in?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

**Question 25:** Are there any other comments you would like to make?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

# **TELEPHONE SURVEY – LIVERPOOL LGA**

## **Responses from the LIVERPOOL Local Government Area, 137 Clients Responded**

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	CLIENT NUMBERS	PERCENTAGE
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**Question 1:** How would you rate our ability to meet you Transport needs?

Good	<b>120</b>	<b>88%</b>
Satisfactory	<b>17</b>	<b>12%</b>
Un-satisfactory	<b>0</b>	<b>0%</b>

**Question 2:** For what purpose do you use Community Transport?

Doctor's/Specialist	<b>54</b>	<b>40%</b>
General Access	<b>6</b>	<b>4%</b>
Hospital	<b>22</b>	<b>16%</b>
Multiple Reasons	<b>24</b>	<b>18%</b>
Shopping	<b>14</b>	<b>10%</b>
Social	<b>17</b>	<b>12%</b>
Other	<b>0</b>	<b>0%</b>

**Question 3:** Did you know that Community Transport, transport for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funerals and to visit Friends?

Yes	<b>131</b>	<b>96%</b>
No	<b>4</b>	<b>3%</b>
Unsure	<b>2</b>	<b>1%</b>

**Question 4:** Is there any other type of transport that we could provide to support your transport needs?

Yes	<b>3</b>	<b>2%</b>
No	<b>134</b>	<b>98%</b>

**Question 5a:** How would you rate the information/literature you receive?

Good	62	45%
Very Good	75	55%
Not so Good	0	0%

**Question 5b:** What is your preference for receiving information?

Mail	137	100%
Email	0	0%
Website	0	0%

**Question 6a:** Do you think the fees charged by Community Transport are reasonable?

Yes	134	98%
No	0	0%
Unsure	3	2%

**Question 6b:** What impact if any would there be if we increased fees by \$1 or \$2?

Little impact	123	90%
Medium impact	13	9%
Large impact	1	1%

**Question 7:** Has the office staff provided you with sufficient information about the service to be provided?

Yes	137	100%
No	0	0%
Unsure	0	0%

**Question 8:** If the office staff were NOT able to give the information straight away, did they get back to you?

Quickly	7	5%
After some time	0	0%

Not at all	0	0%
Not applicable	130	95%

**Question 9:** Is our staff (*office & drivers*) courteous and attentive to your needs?

Yes	137	100%
No	0	0%

**Question 10:** Does the professionalism and skills of our drivers make you feel confident and safe?

Yes	136	99%
No	1	1%

**Question 11:** Is the driver on time to pick you up?

Yes	126	92%
No	0	0%
Most of the time	11	8%

**Question 12:** Is the additional waiting time (*if any*) fair and reasonable?

Fair	94	69%
Reasonable	43	31%
Un-reasonable	0	0%

**Question 13:** Do you find the cleanliness of our vehicles up to your standard?

Yes	136	99%
No	1	1%

**Question 14:** Are our vehicles suitable for your needs?

Yes	136	99%
No	0	0%
Unsure	1	1%

**Question 15:** Do you use a wheelchair or walker?

Wheelchair	<b>16</b>	<b>12%</b>
Walker	<b>42</b>	<b>13%</b>
Neither	<b>79</b>	<b>57%</b>

**Question 16:** Does the hoist and/or restraint system meet your needs?

Yes	<b>105</b>	<b>77%</b>
No	<b>32</b>	<b>23%</b>

**Question 17:** Are you aware that SWCT encourages complaints/feedback from clients?

Yes	<b>128</b>	<b>93%</b>
No	<b>9</b>	<b>7%</b>

**Question 18:** Have you or do you have a complaint about SWCT?

No	<b>137</b>	<b>100%</b>
Had	<b>0</b>	<b>0%</b>
Have	<b>0</b>	<b>0%</b>

**Question 19:** If YES, did you advise SWCT at the time?

Yes	<b>0</b>	<b>0%</b>
No	<b>0</b>	<b>0%</b>
Not applicable	<b>137</b>	<b>100%</b>

**Question 20:** If YES, was it dealt with in a timely manner?

Quickly, the same day	<b>0</b>	<b>0%</b>
After some time (1wk or more)	<b>0</b>	<b>0%</b>
Not at all	<b>0</b>	<b>0%</b>
Not applicable	<b>137</b>	<b>100%</b>

**Question 21:** If NO, why not?

Don't want to cause trouble	0	0%
Don't want to be a winger	0	0%
Wouldn't change anything	0	0%
Not applicable	137	100%

**Question 22:** If you had a complaint in the future would you report it?

Yes	136	99%
No	1	1%

**Question 23:** How can we make the service safer for you?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" page 17*

**Question 24a:** If we were to operate a "Social Inclusion" project which would arrange transport & tickets to Special Events that have accessible venues to events such as Sporting, Cultural, Musicals etc. Would you be interested?

Yes	26	19%
No	111	81%

**Question 24b:** If YES, what type of events would you be interested in?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

**Question 25:** Are there any other comments you would like to make?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

# TELEPHONE SURVEY – WOLLONDILLY LGA

## Responses from the WOLLONDILLY Local Government Area, 32 Clients Responded

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CLIENT NUMBERS	PERCENTAGE
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**Question 1:** How would you rate our ability to meet you Transport needs?

Good	29	91%
Satisfactory	3	9%
Un-satisfactory	0	0%

**Question 2:** For what purpose do you use Community Transport?

Doctor's/Specialist	11	34%
General Access	1	3%
Hospital	5	16%
Multiple Reasons	4	12%
Shopping	6	19%
Social	5	16%
Other	0	0%

**Question 3:** Did you know that Community Transport, transport for Doctor's/Specialist, Hospital, Social, Shopping, Nursing Homes, Funerals and to visit Friends?

Yes	31	99%
No	0	0%
Unsure	1	1%

**Question 4:** Is there any other type of transport that we could provide to support your transport needs?

Yes	0	0%
No	32	100%

**Question 5a:** How would you rate the information/literature you receive?

Good	14	44%
Very Good	18	56%
Not so Good	0	0%

**Question 5b:** What is your preference for receiving information?

Mail	32	100%
Email	0	0%
Website	0	0%

**Question 6a:** Do you think the fees charged by Community Transport are reasonable?

Yes	31	99%
No	0	0%
Unsure	1	1%

**Question 6b:** What impact if any would there be if we increased fees by \$1 or \$2?

Little impact	29	91%
Medium impact	3	9%
Large impact	0	0%

**Question 7:** Has the office staff provided you with sufficient information about the service to be provided?

Yes	32	100%
No	0	0%
Unsure	0	0%

**Question 8:** If the office staff were NOT able to give the information straight away, did they get back to you?

Quickly	1	1%
After some time	0	0%

Not at all	0	0%
Not applicable	31	99%

**Question 9:** Is our staff (*office & drivers*) courteous and attentive to your needs?

Yes	32	100%
No	0	0%

**Question 10:** Does the professionalism and skills of our drivers make you feel confident and safe?

Yes	29	91%
No	3	9%

**Question 11:** Is the driver on time to pick you up?

Yes	29	91%
No	1	3%
Most of the time	2	6%

**Question 12:** Is the additional waiting time (*if any*) fair and reasonable?

Fair	20	63%
Reasonable	12	37%
Un-reasonable	0	0%

**Question 13:** Do you find the cleanliness of our vehicles up to your standard?

Yes	30	94%
No	2	6%

**Question 14:** Are our vehicles suitable for your needs?

Yes	31	99%
No	0	0%
Unsure	1	1%

**Question 15:** Do you use a wheelchair or walker?

Wheelchair	<b>3</b>	<b>9%</b>
Walker	<b>13</b>	<b>41%</b>
Neither	<b>16</b>	<b>50%</b>

**Question 16:** Does the hoist and/or restraint system meet your needs?

Yes	<b>25</b>	<b>78%</b>
No	<b>7</b>	<b>22%</b>

**Question 17:** Are you aware that SWCT encourages complaints/feedback from clients?

Yes	<b>32</b>	<b>100%</b>
No	<b>0</b>	<b>0%</b>

**Question 18:** Have you or do you have a complaint about SWCT?

No	<b>32</b>	<b>100%</b>
Had	<b>0</b>	<b>0%</b>
Have	<b>0</b>	<b>0%</b>

**Question 19:** If YES, did you advise SWCT at the time?

Yes	<b>0</b>	<b>0%</b>
No	<b>0</b>	<b>0%</b>
Not applicable	<b>32</b>	<b>100%</b>

**Question 20:** If YES, was it dealt with in a timely manner?

Quickly, the same day	<b>0</b>	<b>0%</b>
After some time (1wk or more)	<b>0</b>	<b>0%</b>
Not at all	<b>0</b>	<b>0%</b>
Not applicable	<b>32</b>	<b>100%</b>

**Question 21:** If NO, why not?

Don't want to cause trouble	0	0%
Don't want to be a winger	0	0%
Wouldn't change anything	0	0%
Not applicable	32	100%

**Question 22:** If you had a complaint in the future would you report it?

Yes	32	100%
No	0	0%

**Question 23:** How can we make the service safer for you?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" page 17*

**Question 24a:** If we were to operate a "Social Inclusion" project which would arrange transport & tickets to Special Events that have accessible venues to events such as Sporting, Cultural, Musicals etc. Would you be interested?

Yes	6	19%
No	26	81%

**Question 24b:** If YES, what type of events would you be interested in?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*

**Question 25:** Are there any other comments you would like to make?

- *Any comments made to this question are mentioned in the "Collaborative Responses from all 5 LGA'S" Page 18*



**THANK YOU TO ALL THE  
CLIENTS WHO  
PARTICIPATED IN THE  
2011 CONSULTATION PROCESS**