

**South West Community Transport Inc.**

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# Client Profile and Key Statistical Data 2007

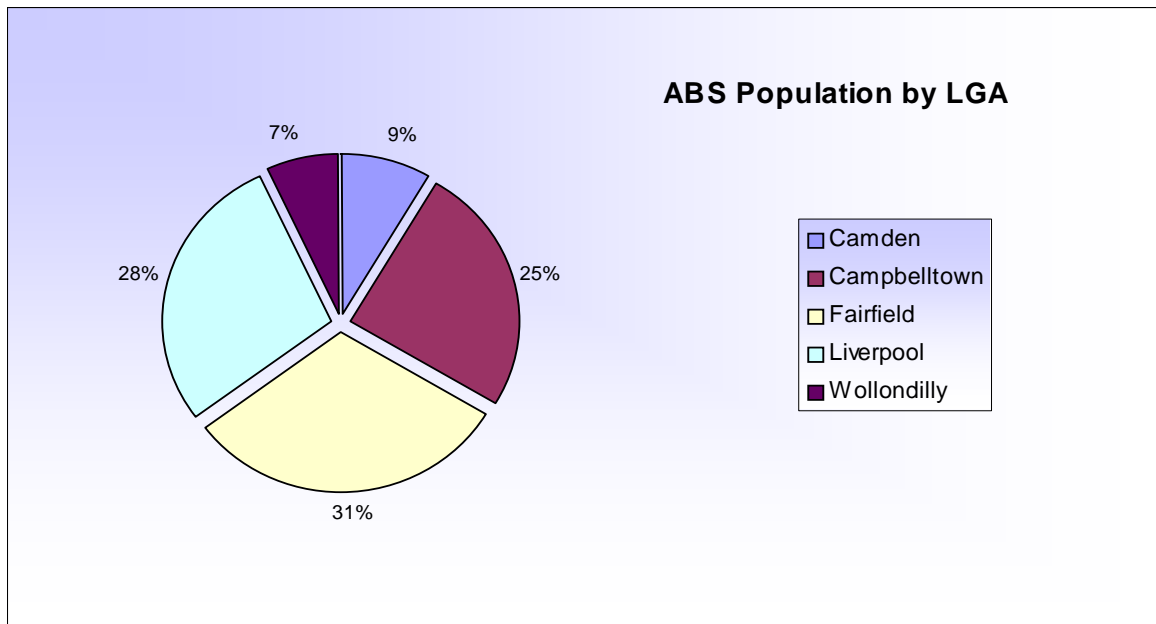


Prepared in consultation with South West Community  
Transport by Jigsaw Admin Solutions

### South West Community Transport Area & Client Profile

South West Community Transport services a large area which includes the Fairfield, Liverpool, Campbelltown, Camden and Wollondilly Local Government Areas.

The total population of this area is 601,028<sup>1</sup>. The Organization area is extremely diverse in terms of social, economic and cultural and language diversity as well as extreme variances in the population of each local government area.



The Organization has steadily increased services over the **past three years** with service provision numbers being equivalent to each Local Government Area population.

### Client Demographic Profile

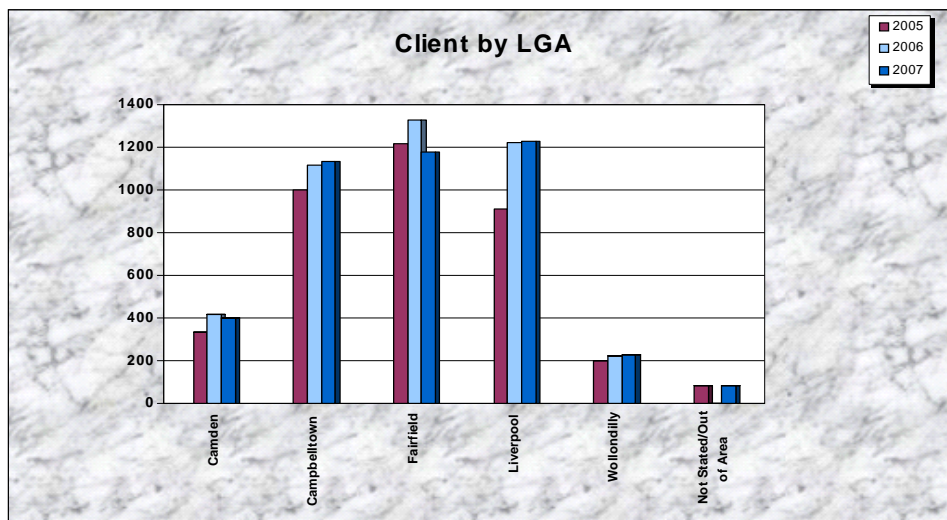
South West Community Transport Inc. provide a variety of transport services to the Frail Aged, Younger People with Disabilities and their Carers in the Camden, Campbelltown, Fairfield, Liverpool and Wollondilly Local Government Areas.

2007 saw a shift in service provision with The Organization's major client groups with increases in Campbelltown by 2% and Wollondilly of 4%. Decreases in numbers were experienced in Fairfield of 28% and Camden of 9%. Numbers were maintained in the Liverpool Area.

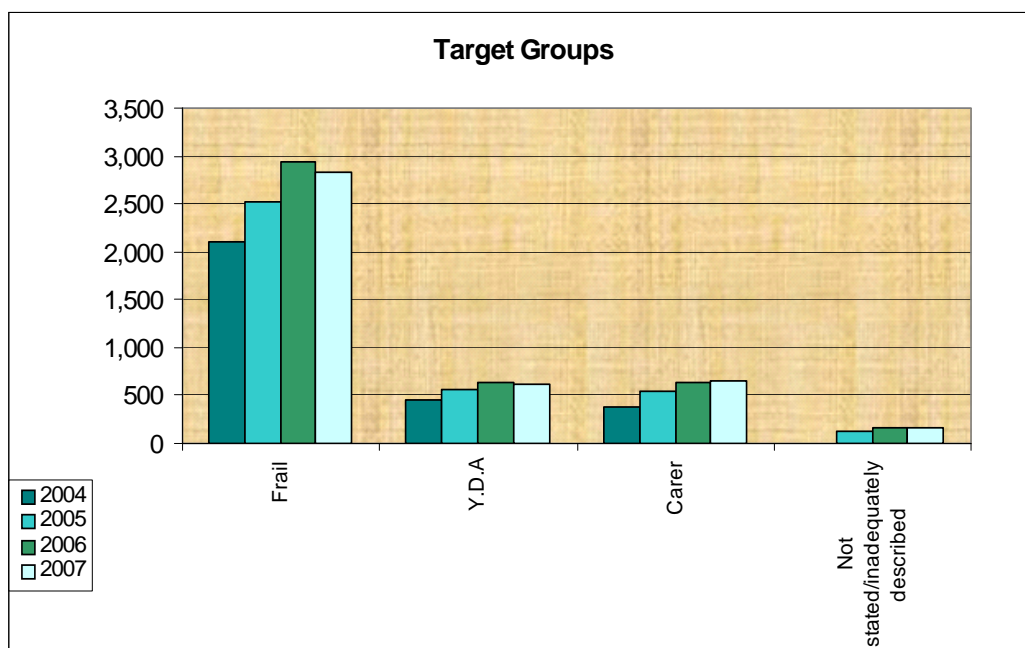
<sup>1</sup> ABS Population Totals by LGA 2005

## Client Profile & Key Statistical Data – 2007

Also in 2007, the Service Exit Procedure, i.e., removing clients from their records who have not used the service for the past two years has had an impact on overall numbers. The Exist procedure is a vital tool for the Service as it requires a re-assessment of clients returning to the Service.

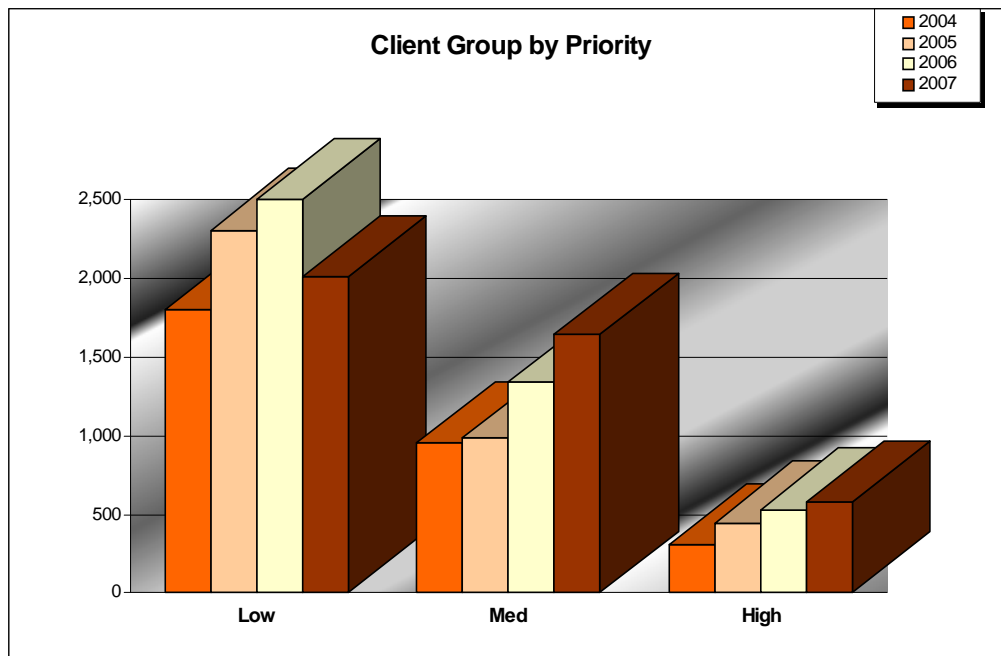


Numbers in each of the Organisations Target groups are being maintained with only a 2% variance between each of the groups. In 2007

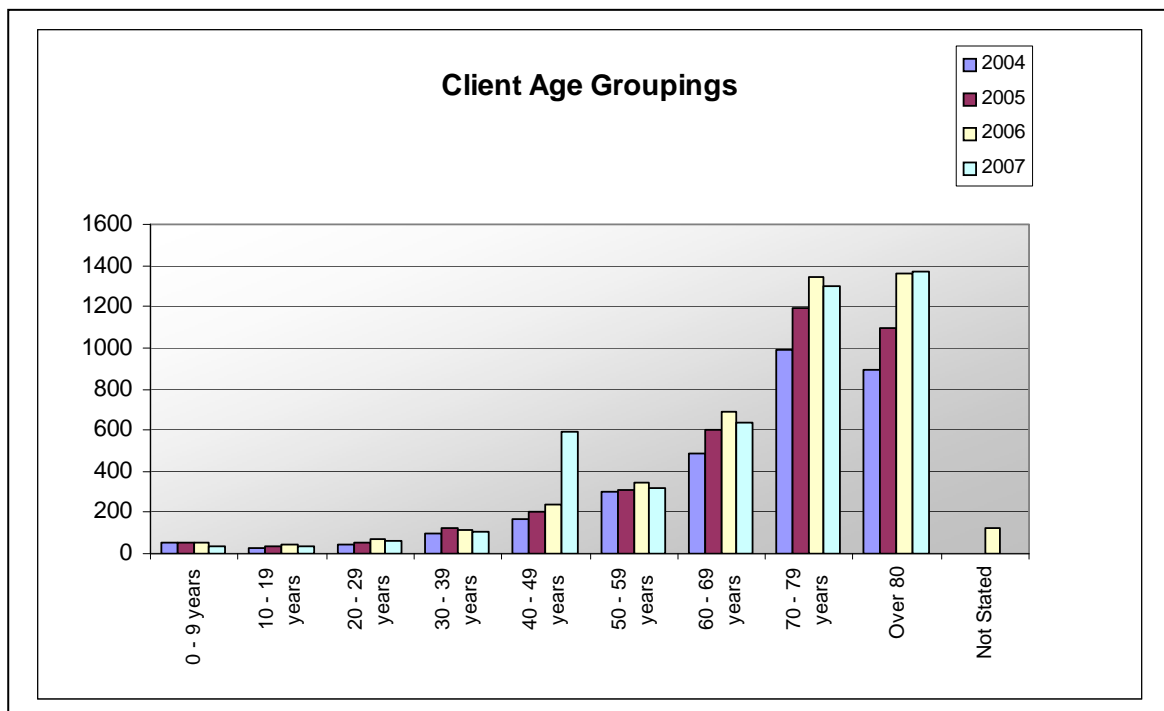


## Client Profile & Key Statistical Data – 2007

The Organization client groups have three priority rankings, based on client's mobility and access to alternative transport, namely, high, medium and low. Increases in client numbers, in the high priority group continues to rise and has increased by 9%, with the major increase experienced by the medium priority group of 23%, however, low priority clients have decreased by 20%. These figures represent the increased dependency by clients on mobility aids and additional support decisions for service delivery.

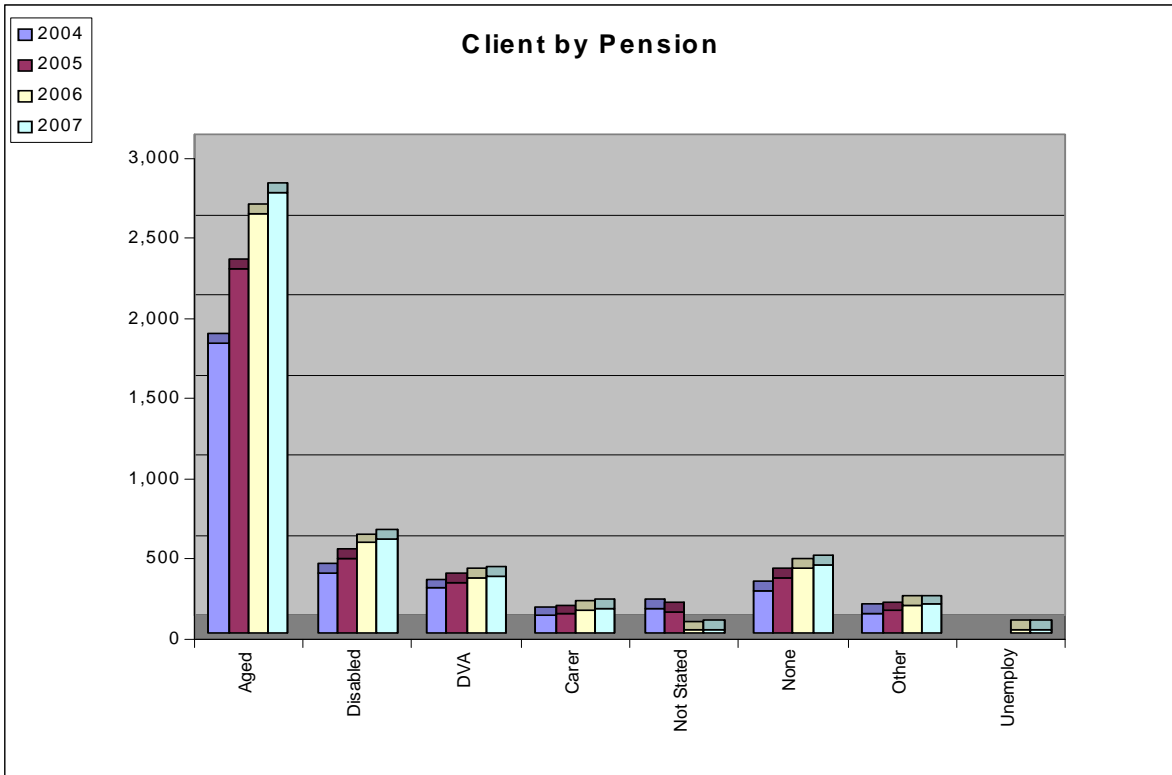


Changes in the client age groupings over the past two years is mainly attributed to increase in client numbers, however, a noticeable increase was experienced in 2007 in the 40-49 year age group, showing a 60% increase with the over 80 age group being maintained.

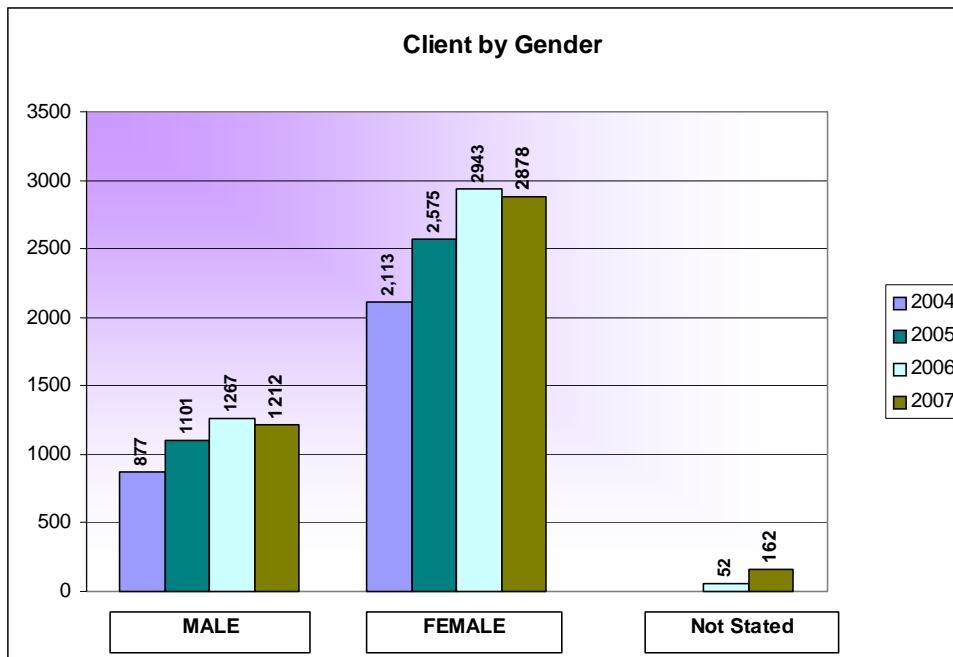


## Client Profile & Key Statistical Data – 2007

Client income sources continue to change as a result of continuing increase in client numbers with an aggregate increase over all pension and income types of 5%.



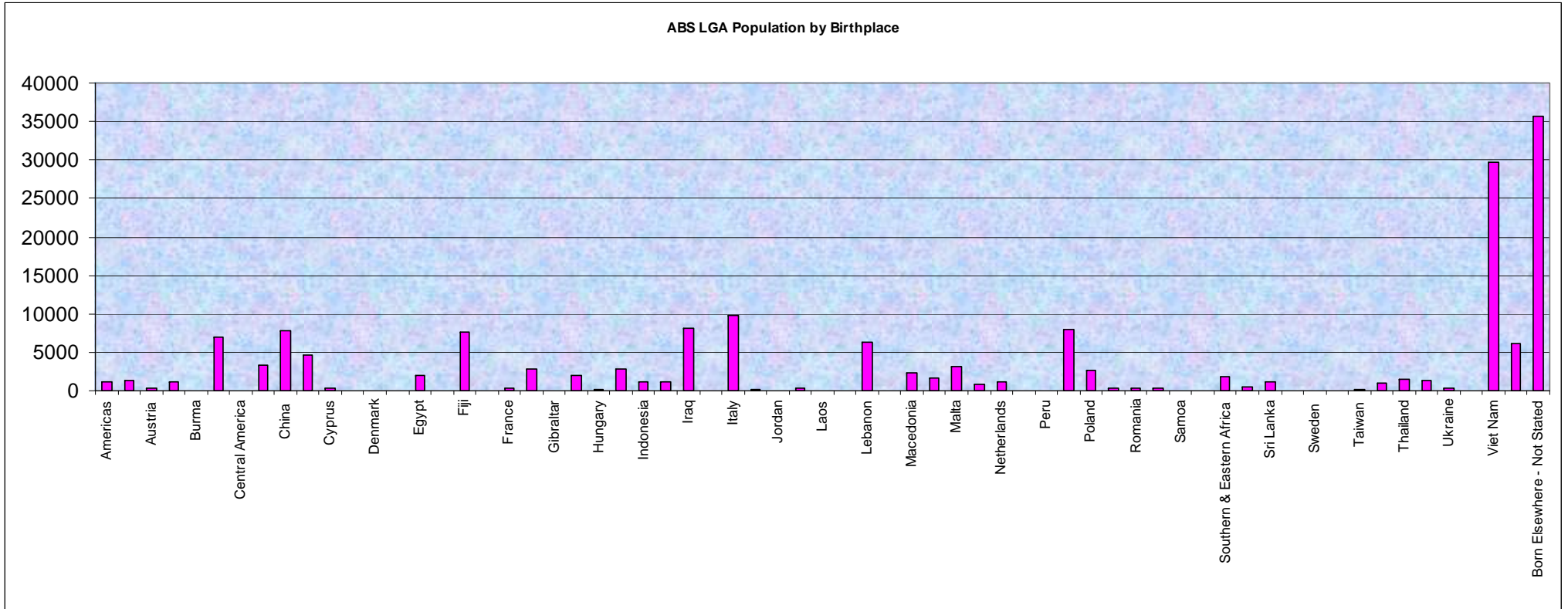
The overall ratio of male to female clients is still reasonably constant at 30-70% respectively. The combined LGA gender population remains at 50-50 ratio.<sup>2</sup>



<sup>2</sup> ABS Total Population by Gender of Combined LGA's

## Client Profile & Key Statistical Data – 2007

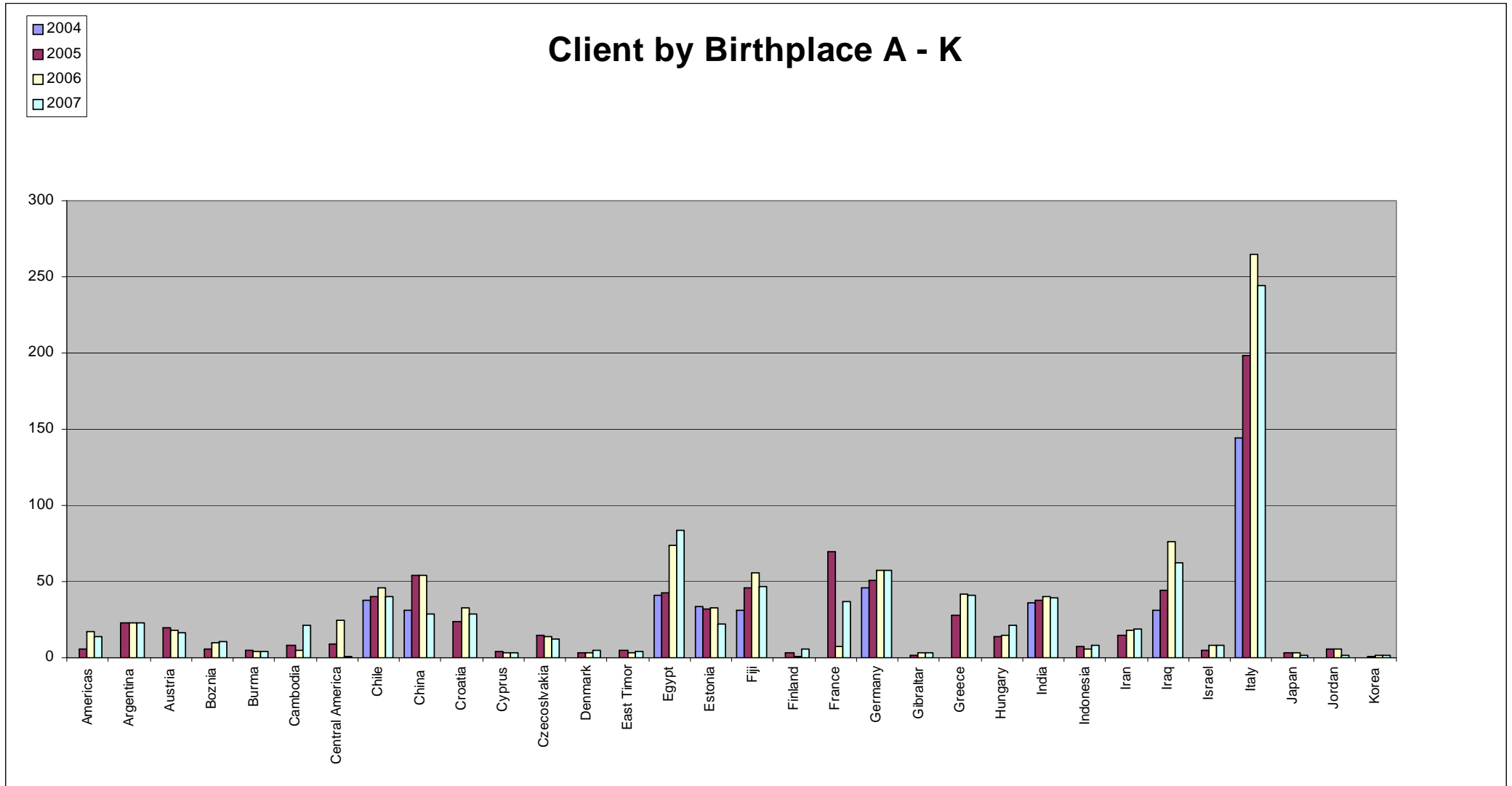
The ABS has 33 formally listed Countries of Birthplace across the 5 Local Government Areas. (LGA's)



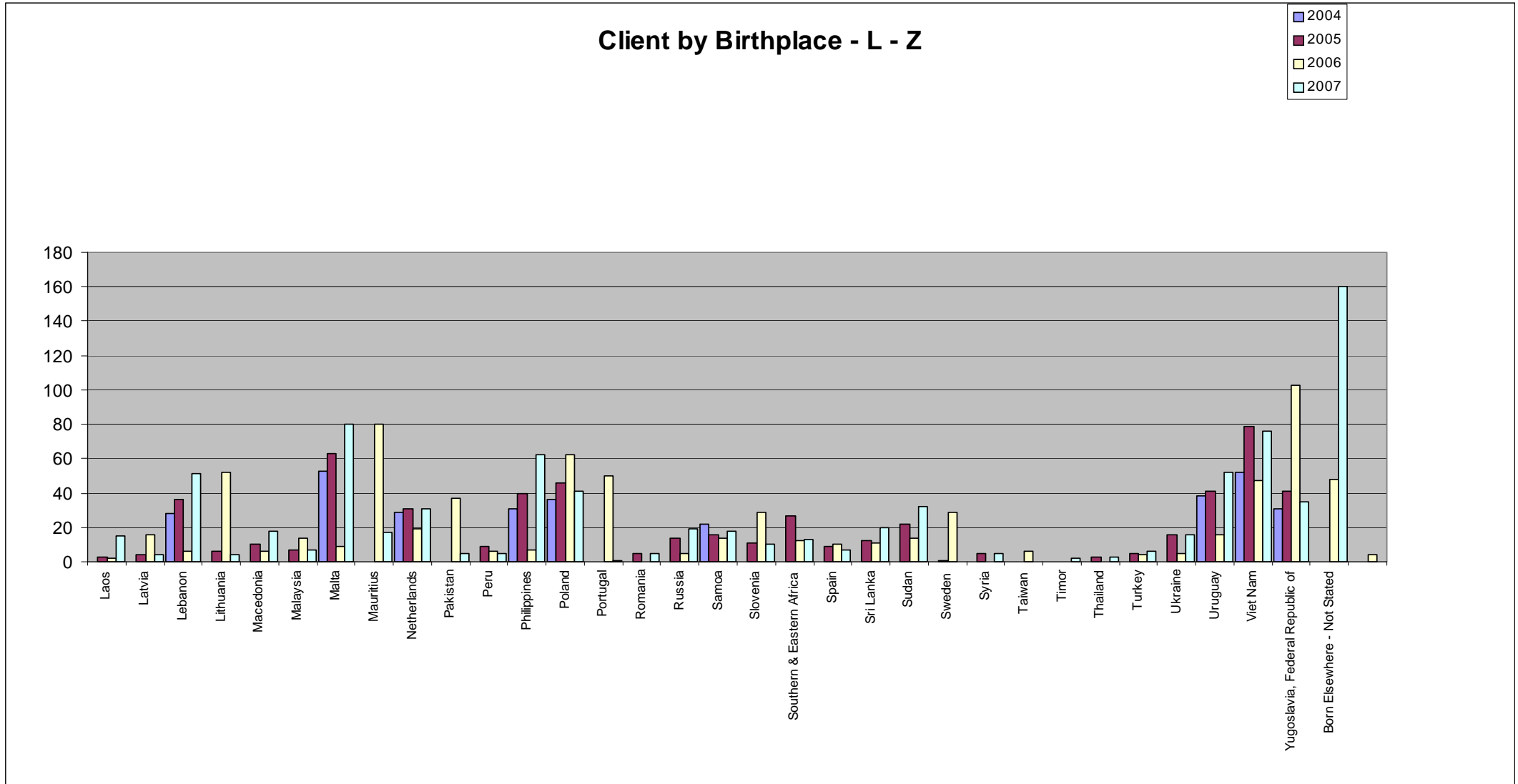
## Client Profile & Key Statistical Data – 2007

Client Country of Birthplace in the A – K range

The Organization has captured Client Country of Birth listing of 65 countries over the 5 LGA's



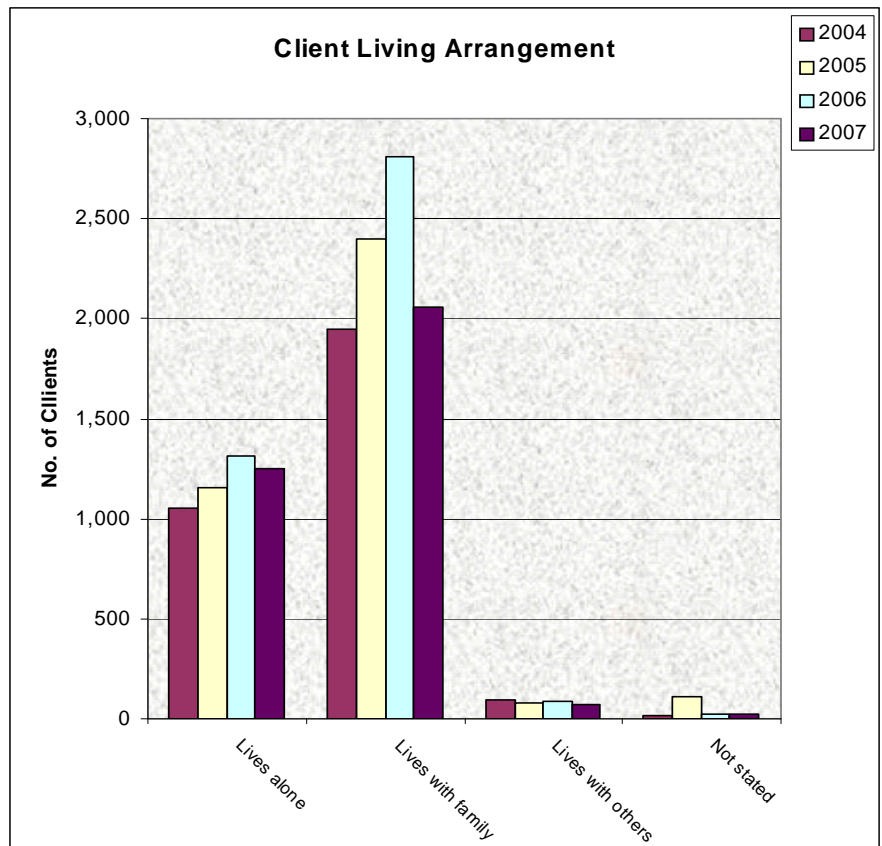
Country of Birthplace in the L - Z range



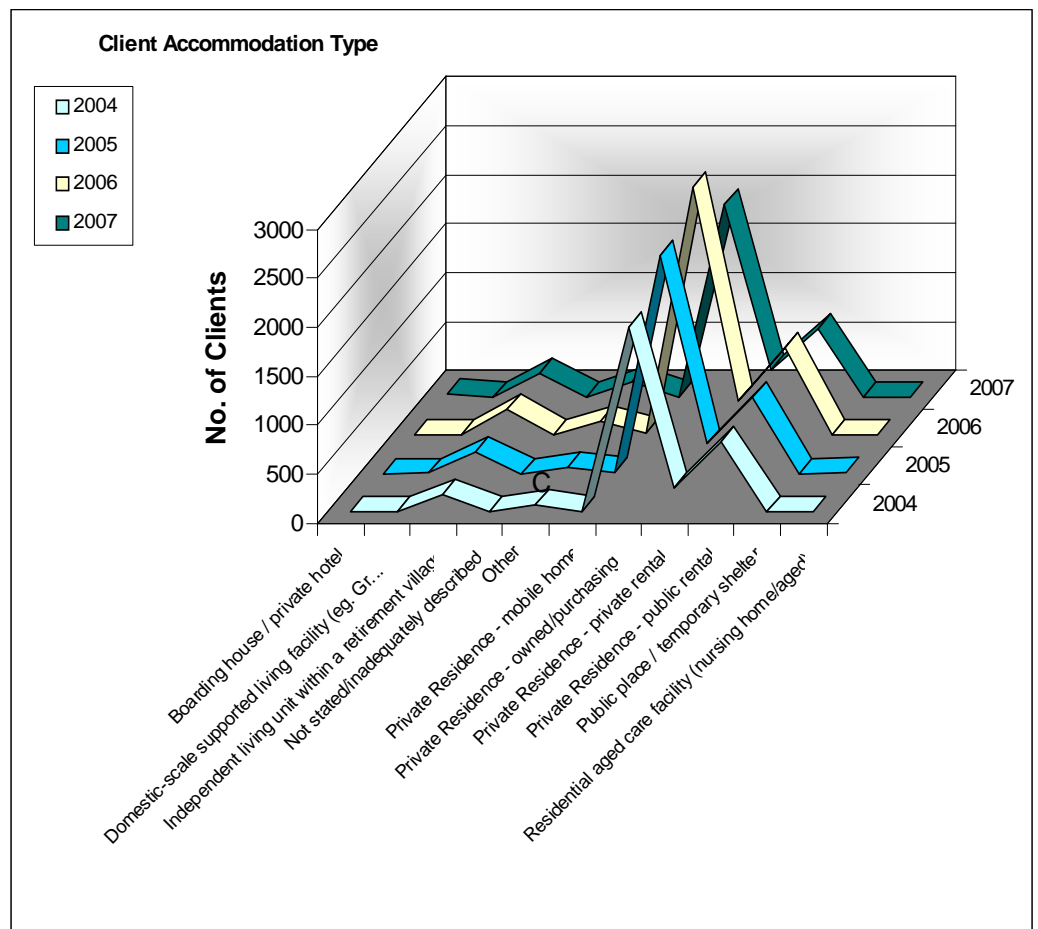
The Status of client living arrangements has changed during 2007.

There is minimal decrease of clients living alone. Although there is a decrease in data, 37% of clients are still living with family and 2% of client living with others.

Clients living with family still constitute 61% of the overall living arrangements.

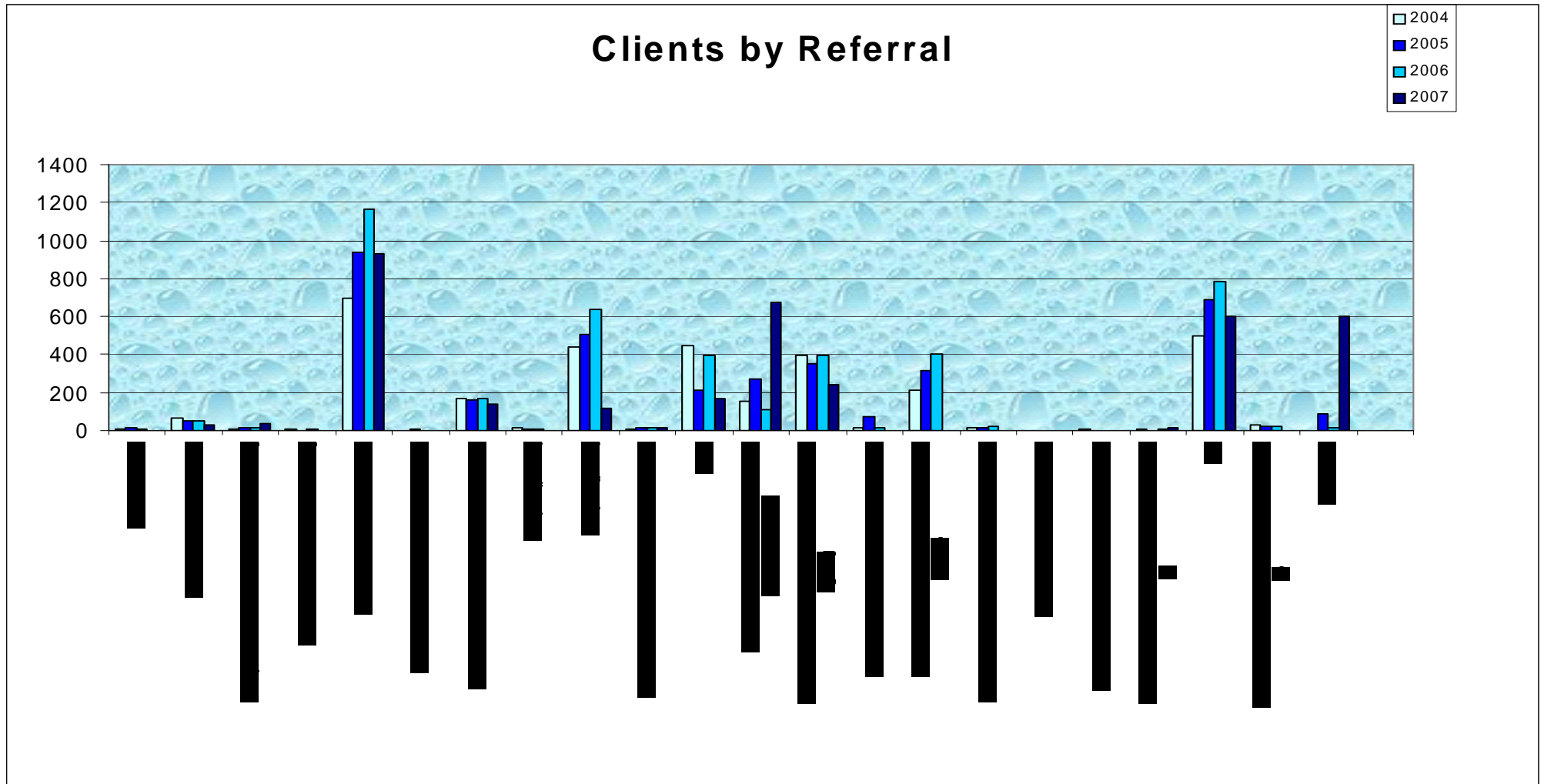


There have also been fluctuations in the Type of Accommodation during 2007. Major increase of 97% in the numbers living in Private Hotels or Boarding Houses and a 20% increase in domestic scale supported accommodation. There has been a major decrease in Mobile Home Accommodation down to only 1 client.



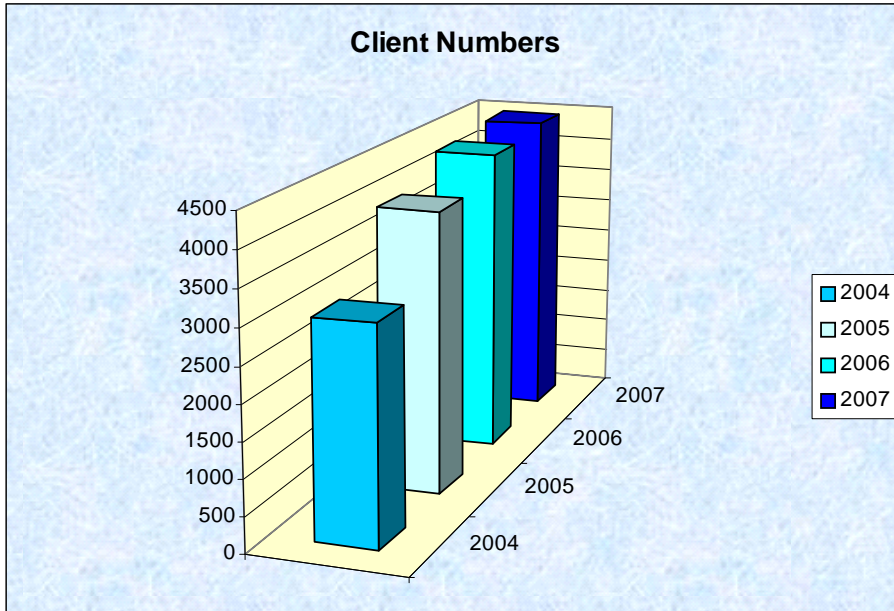
## Client Profile & Key Statistical Data – 2007

Sources of Referral saw shift in sources throughout 2007, showing increases in referrals from HACC Assessment Services of 59%, and increases of 84% from Psychiatric/Mental Health Care Services. There has been a continued decrease in referrals from Carelink Centre as well as significant decreases in referrals from Public and Private Hospitals.

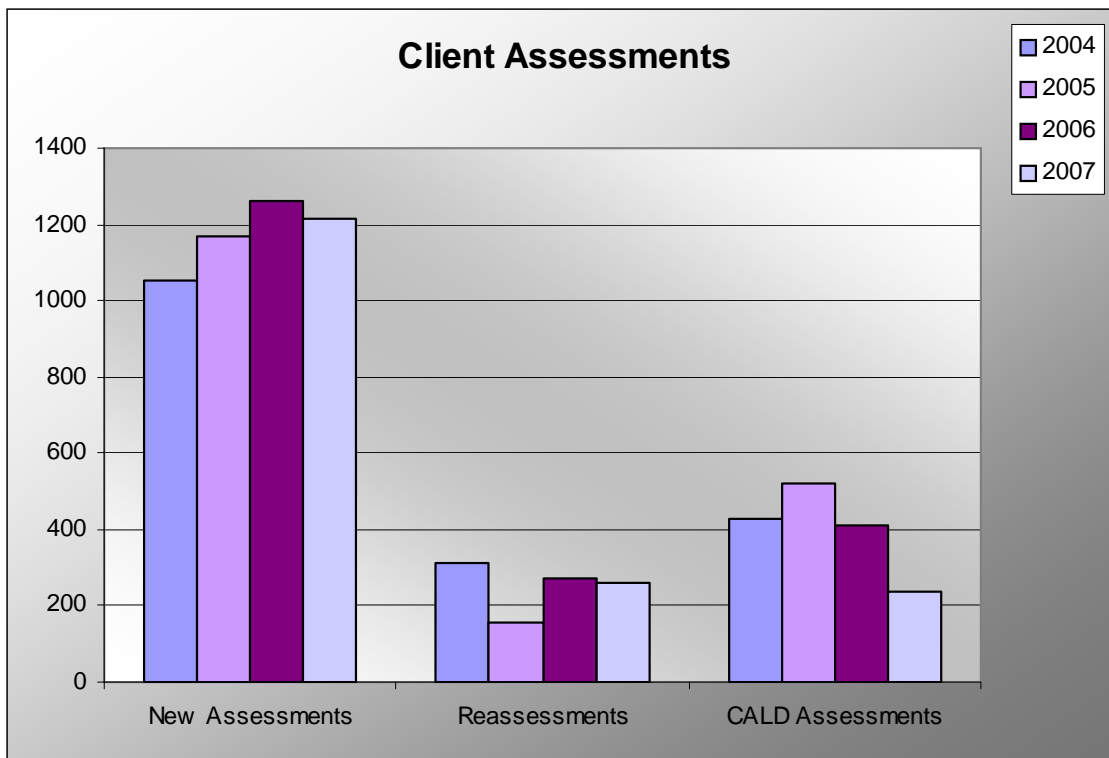


### Key Statistical Data

Client numbers continue to steadily increase. There was a 40% increase in numbers from 2004 to 2006 with a further 2% increase in 2007.

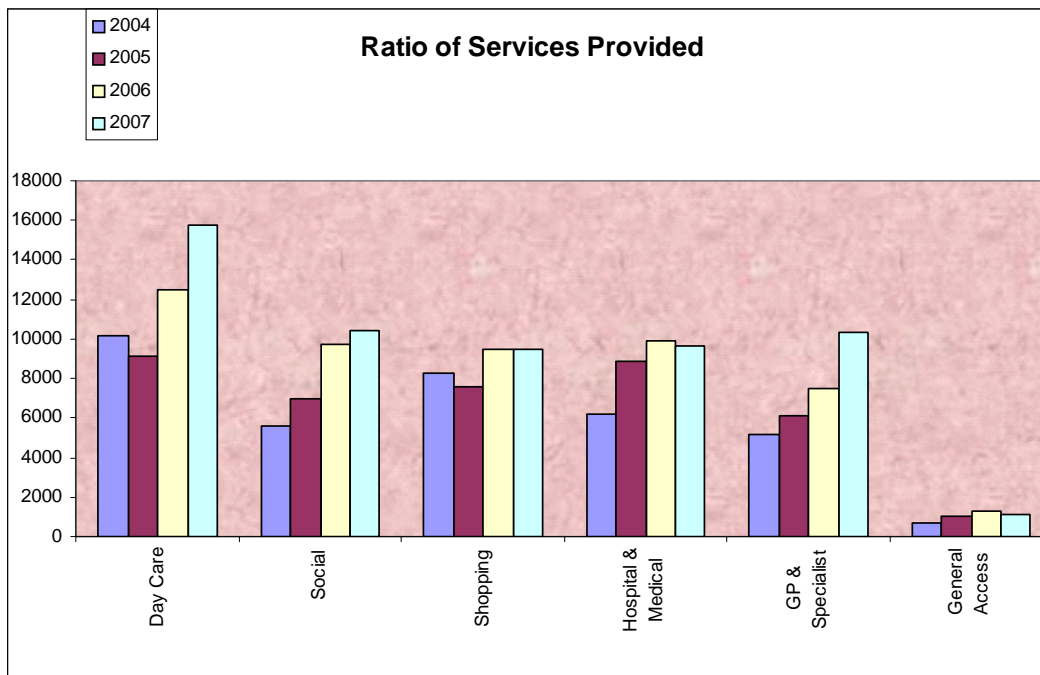
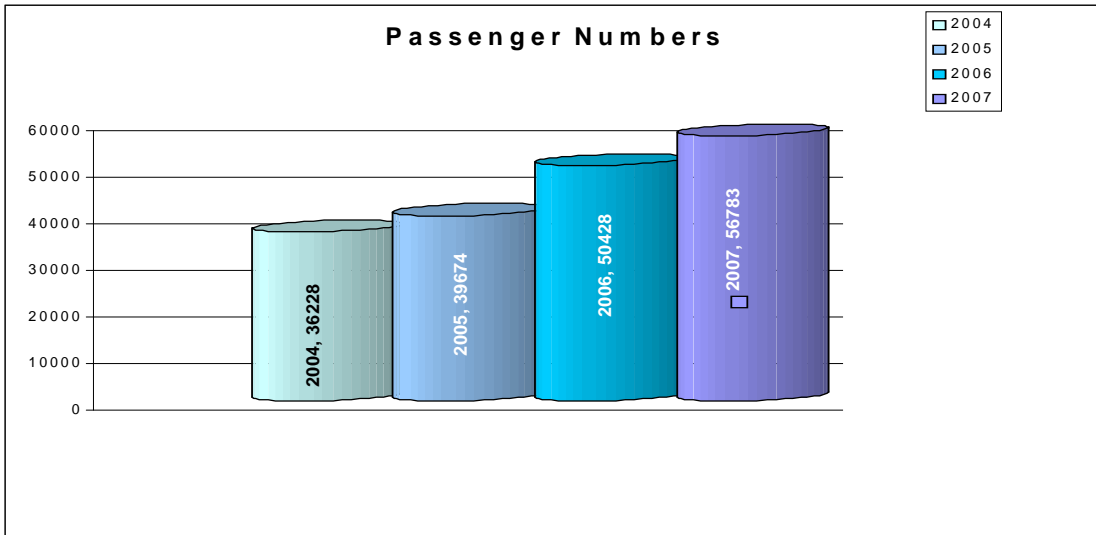


Clients are continually undergoing assessments in order that their needs may be met appropriately. Over the past years assessments have been made as follows:



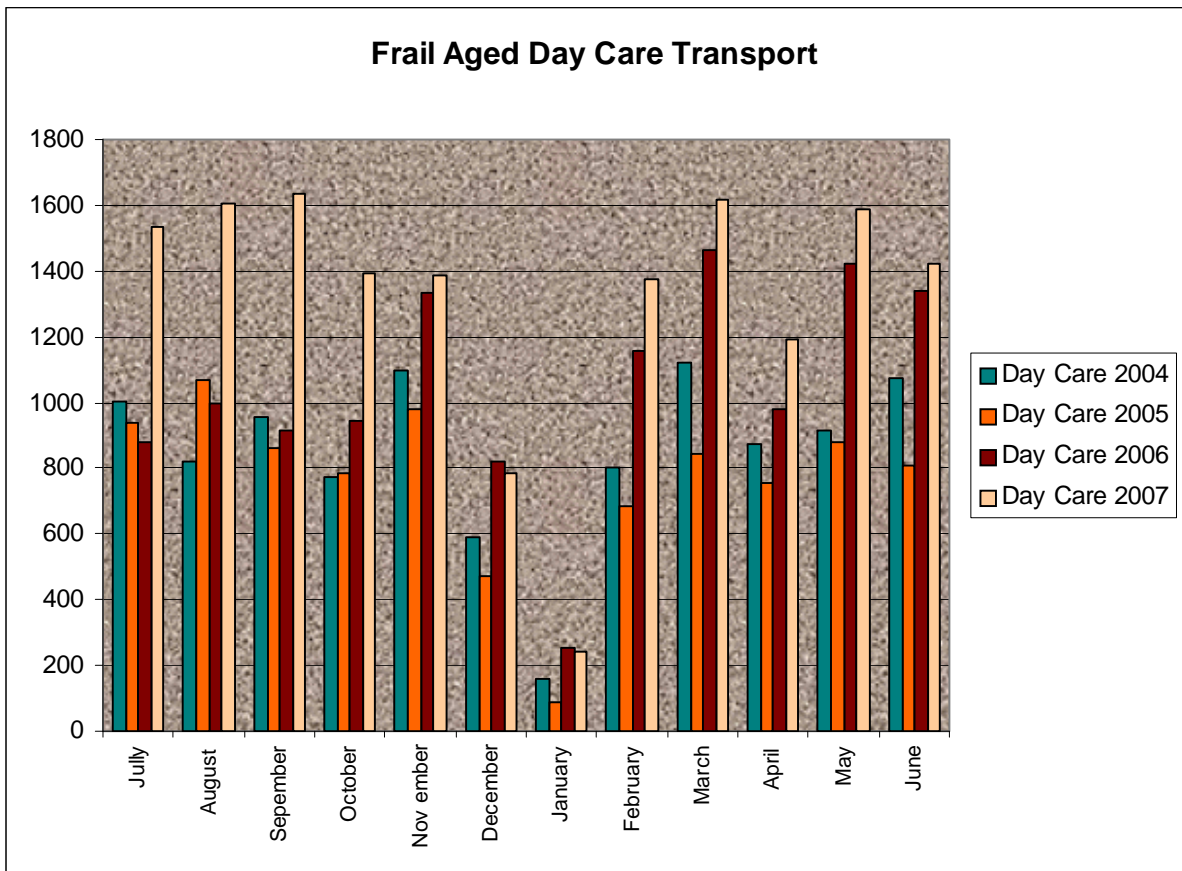
Service Activities

➤ During 2007 core transport activities continued to be maintained. 56,783 passenger services were provided which is an 11% increase from 2006. Service provision over the past 4 years is outlined in the Graphs below. .

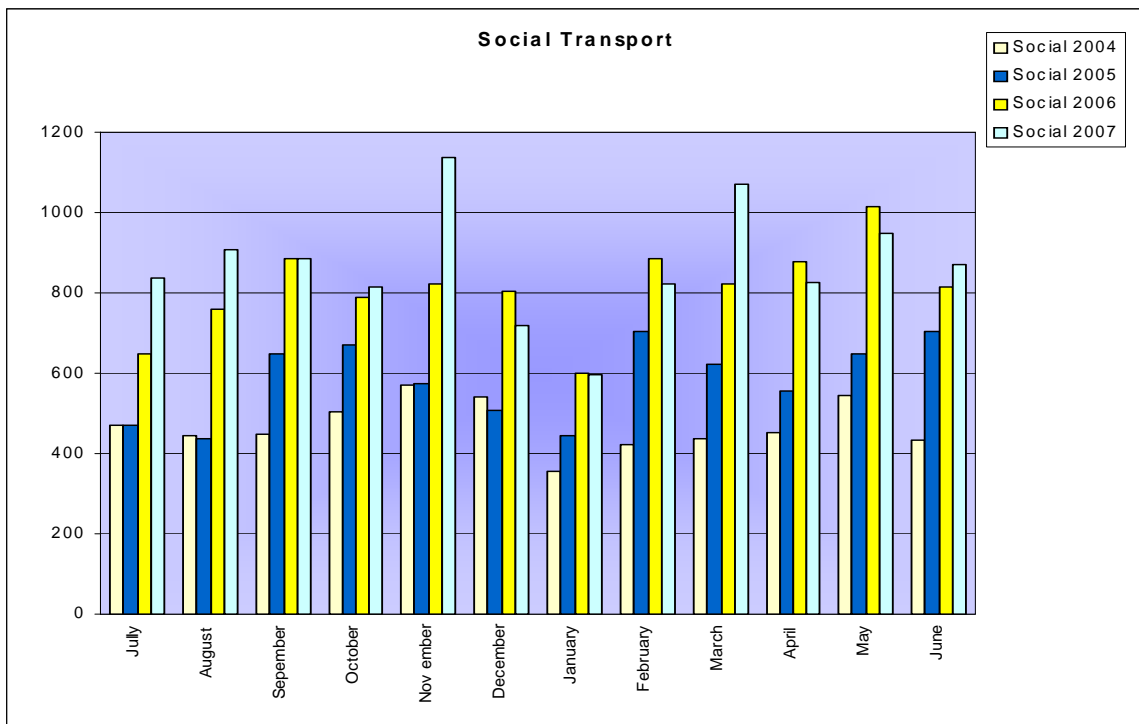


## Client Profile & Key Statistical Data – 2007

Day care transport showed marked increases throughout the whole year. There have been increases over the period 2004-2006 of 7% with a major increase of 26% during 2007, the majority of such increase being in the 1<sup>st</sup> quarter. Day care Transport provided was 15,769.

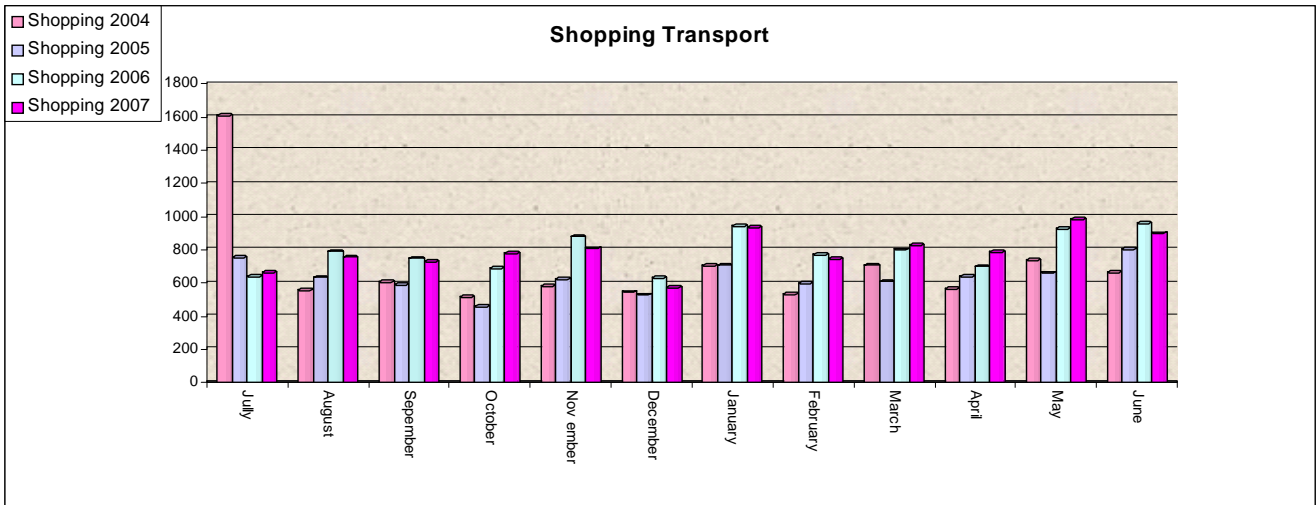


Social Activities transport increased throughout the year by 7% with marked increases experienced in November and March. Social Transport services provided were 10,426.

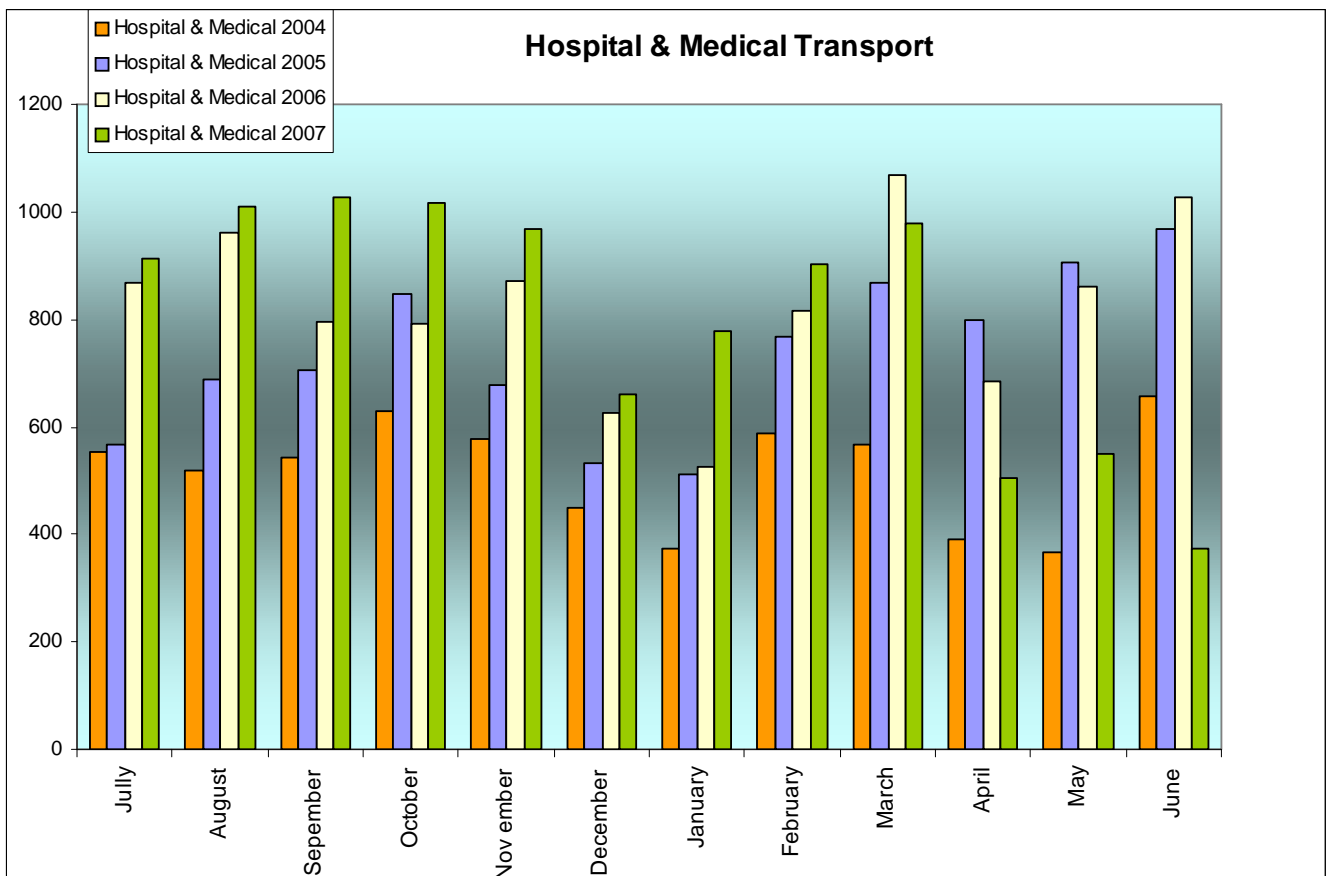


## Client Profile & Key Statistical Data – 2007

Shopping transportation services were consistent throughout 2007. Total services provided in 2007 were 9465, showing identical services to 2006.



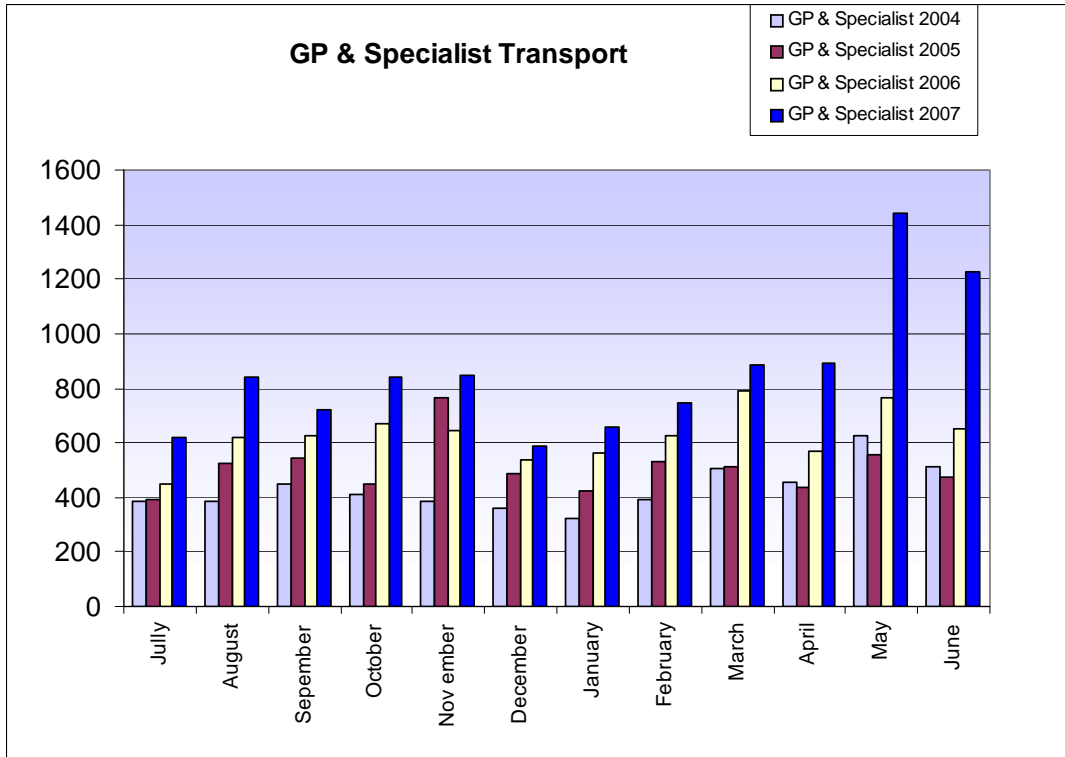
Transportation for Hospital and Medical Purposes has steadily increased by 11.9% over the past two years with service numbers being maintained during 2007. Total services provided were 9678 and was 17% of total services provided.



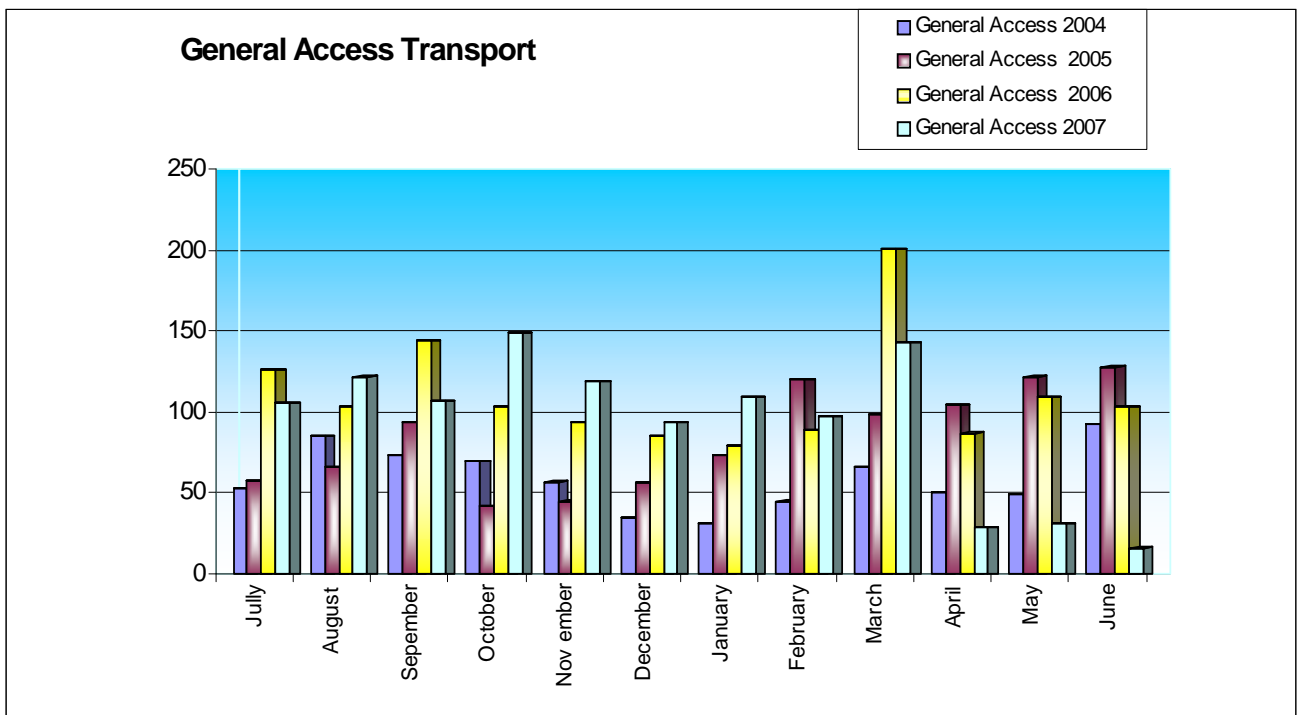
## Client Profile & Key Statistical Data – 2007

Transportation for GP and Specialist Access has also seen a marked increase of 37% with the highest level of activity during May 2007. Total services provided were 10323 – 18.2% of total services.

**Health related transport services including Hospital and Medical and GP and Specialist transport constitutes 35.2% of the total transport service provision.**

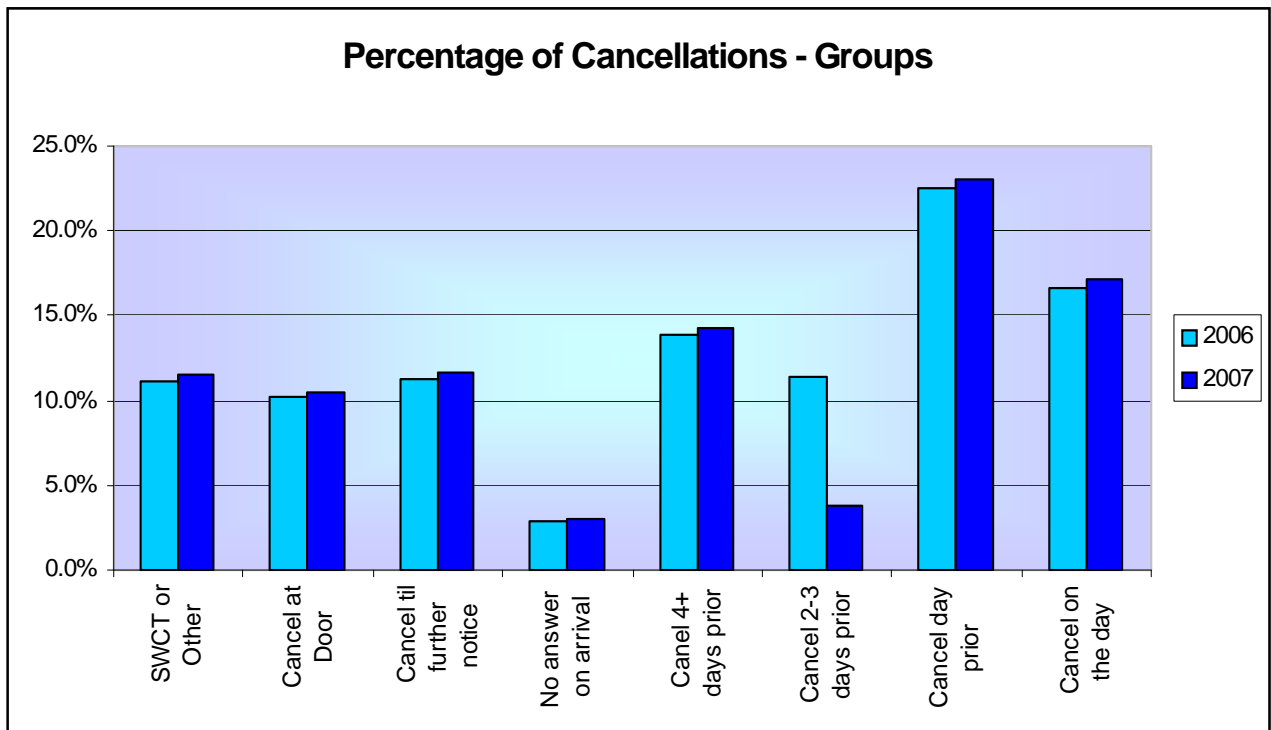
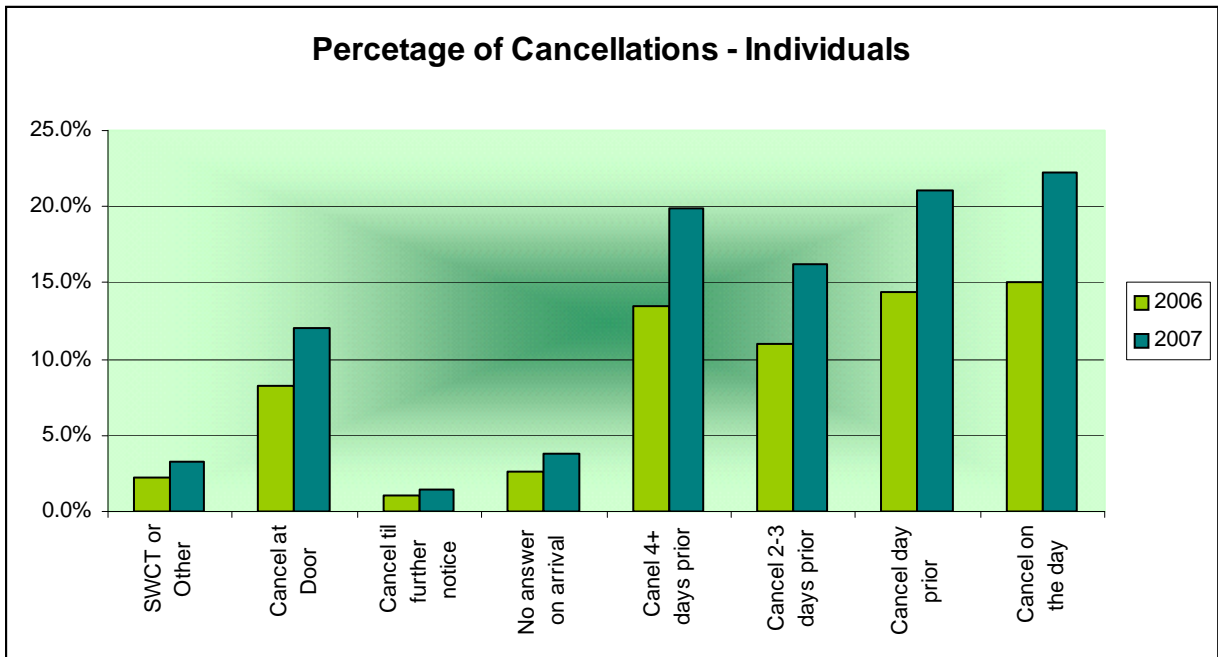


General Access Transportation showed a decrease of 15% from the number of services provided in 2006. Total services provided in 2007 were 1122. This type of transport still constitutes 2% of the total services provided.



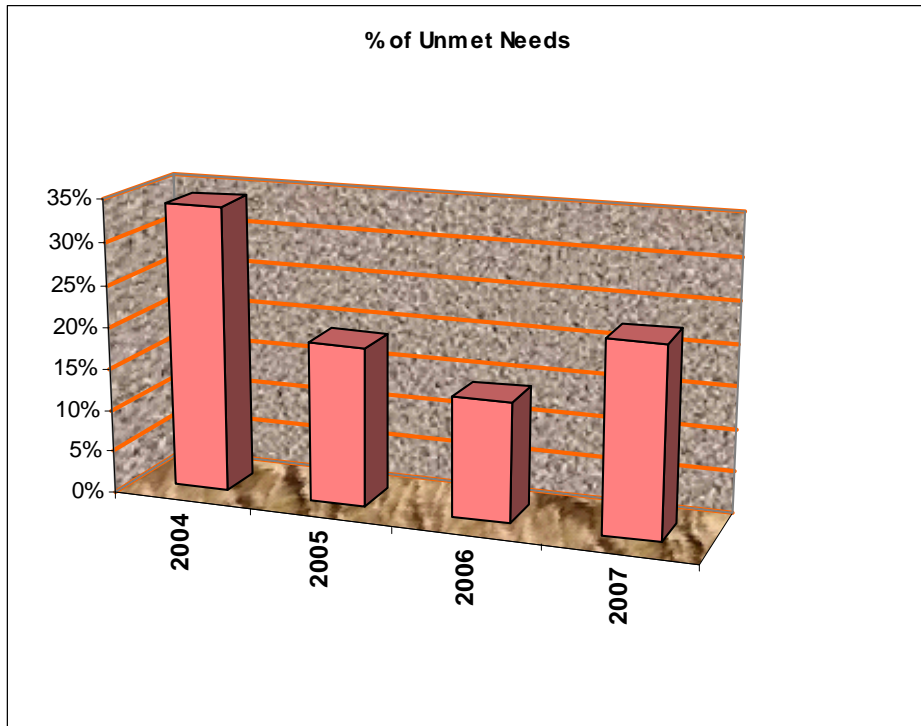
## Client Profile & Key Statistical Data – 2007

Cancellations have a huge bearing on overall passenger numbers. The main areas of cancellations for individuals and groups can be seen below:

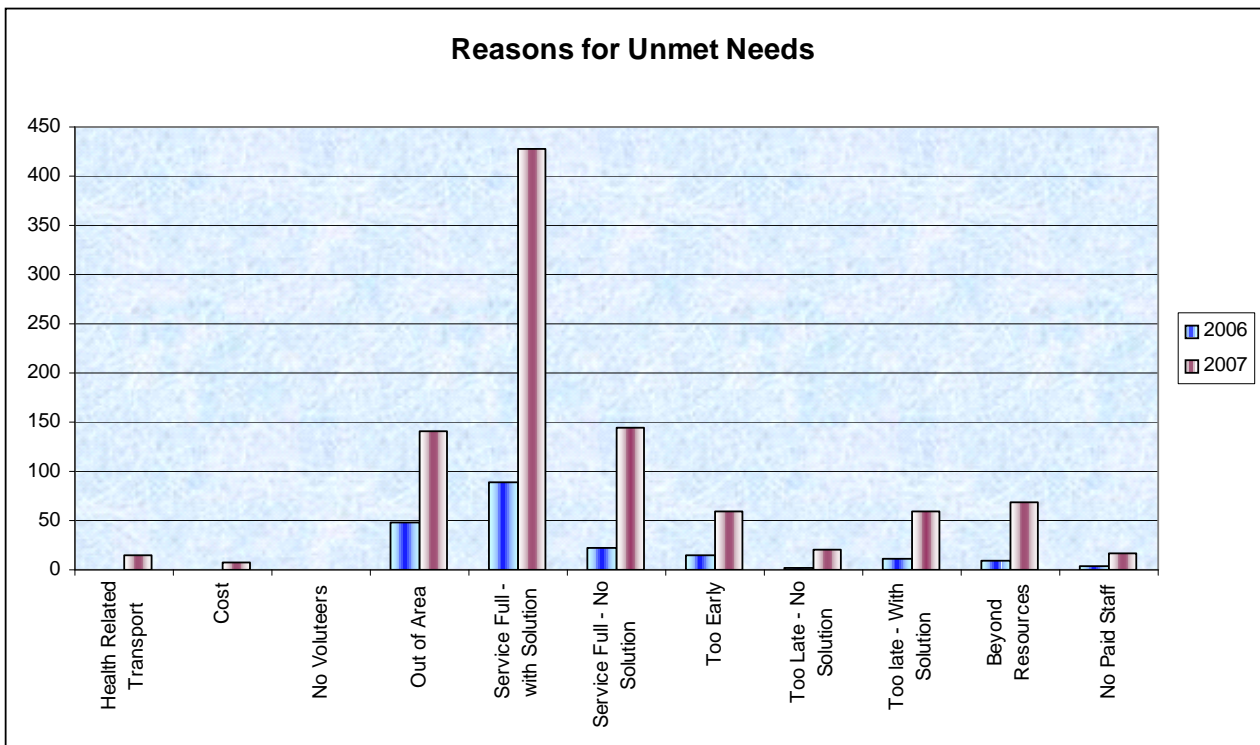


## Client Profile & Key Statistical Data – 2007

The Organization over the past 4 years has been committed to reducing the level of unmet needs of their clients, and has continued, over the past 3 years to successfully reduce unmet needs. However, 2007 showed an increase of 9% from last year. This increase was able to be resolved as can be seen in the next graph.



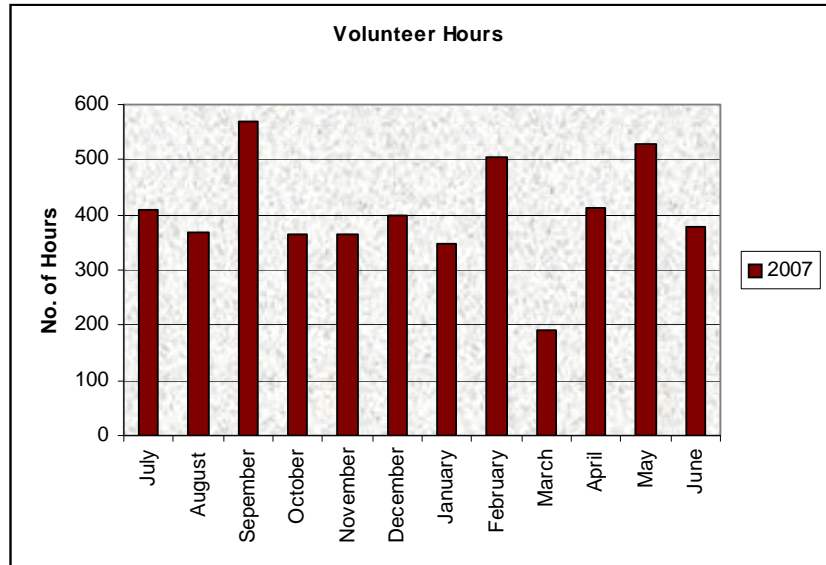
There are a number of reasons for unmet needs within The Organization and are addressed in the table below. In 2007, 45% initially recorded unmet need were due to a Full Service, however, alternative solutions, such as services provided at alternative times or alternative days, were available to the client. 15% of all the unmet need was due to clientele being out of The Organization area.



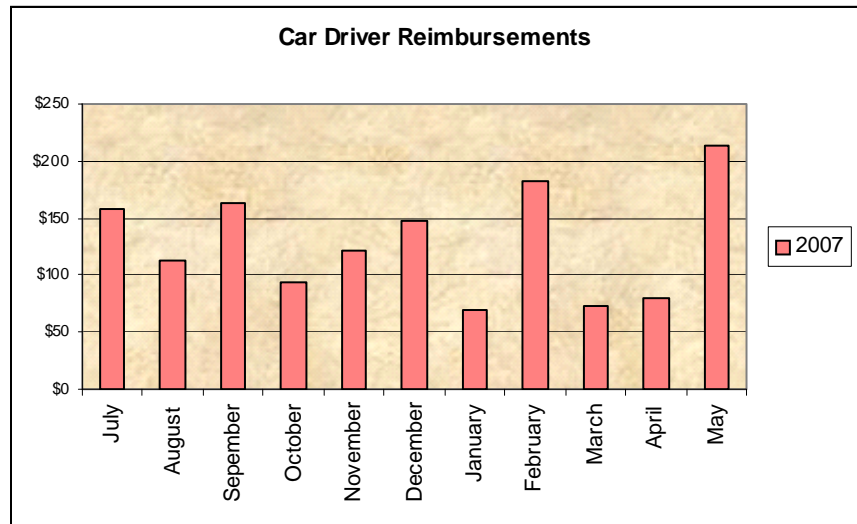
## Client Profile & Key Statistical Data – 2007

A very important factor in the Service being able to run efficiently is the contribution by Volunteers. The Service Volunteers include Car Drivers, Bus Drivers, Bus Assistants, Venue Assistants and Office Assistants. The tables below show the numbers of hours that Volunteers donated to the Service and the amount of reimbursements spent during 2007.

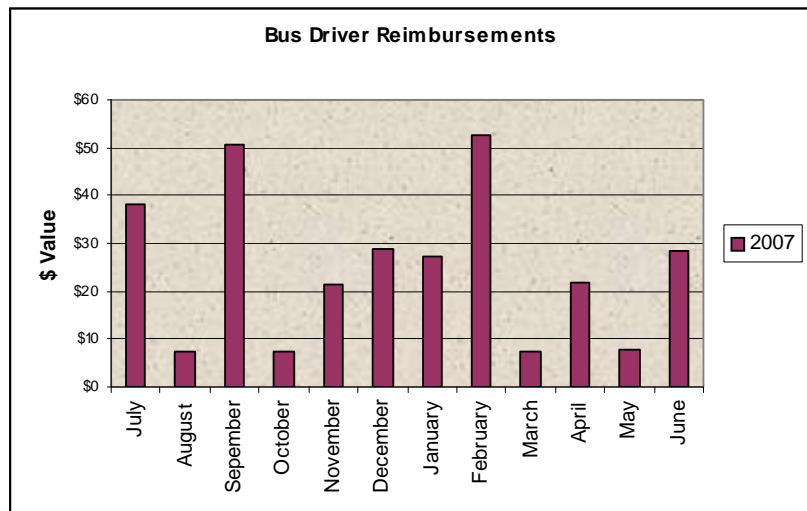
Volunteers contributed a total of 4,840 hours during 2007



Car Driver reimbursements totalled \$1547 during 2007.

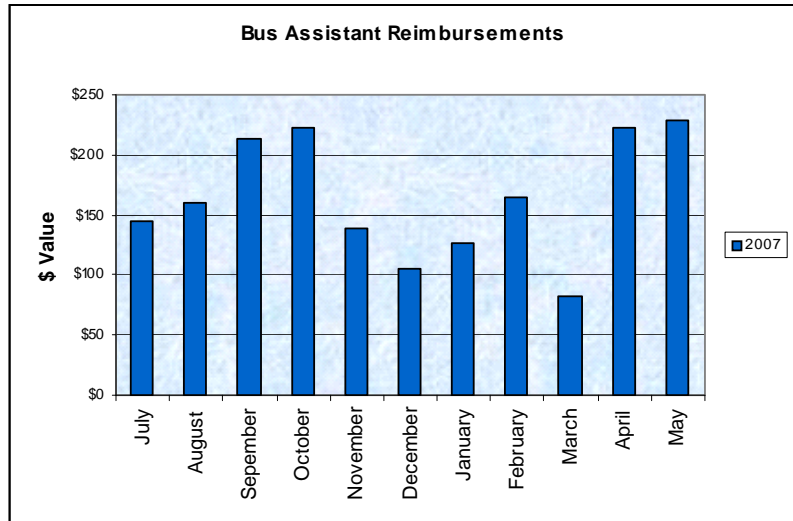


Bus Driver reimbursements totalled \$298 during 2007

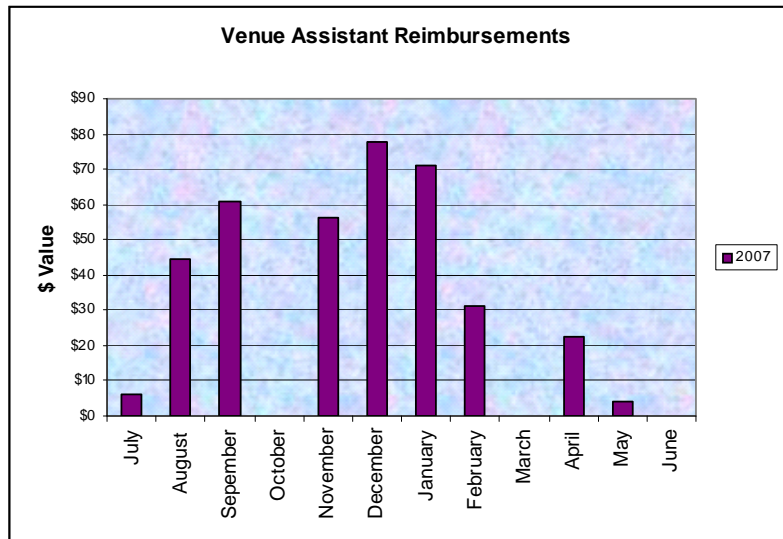


## Client Profile & Key Statistical Data – 2007

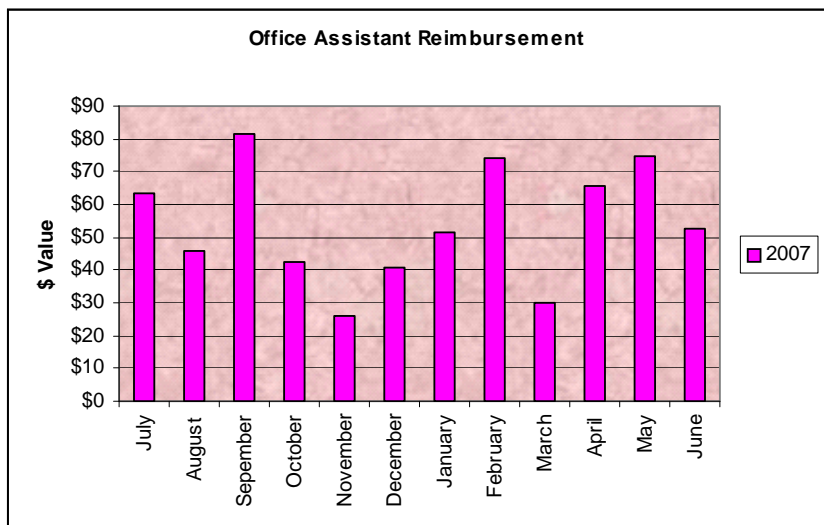
Bus Assistant reimbursements totalled \$1971 during 2007



Venue Assistant reimbursements totalled \$374 during 2007

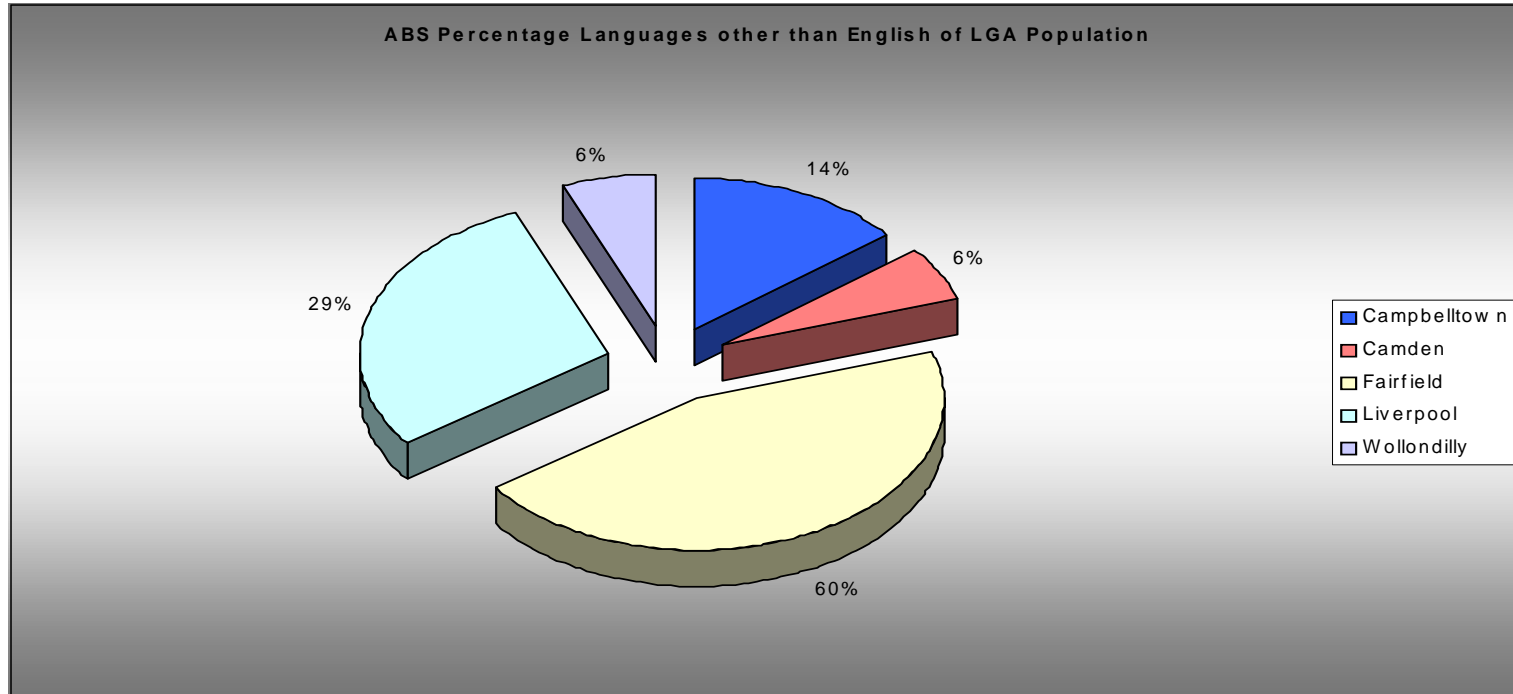


Office Assistant reimbursements totalled \$649 during 2007



## CALD Clientele and Community Access.

The Local Government Areas where transport activities are provided by The Organization have a low to high percentage range of CALD population. The graph below sets out percentage of the LGA population speaking Languages other than English.<sup>3</sup>



<sup>3</sup> ABS Total Population of a Language other than English Spoken at Home 2000  
ABS Local Government Area populations for each State and Territory 2003

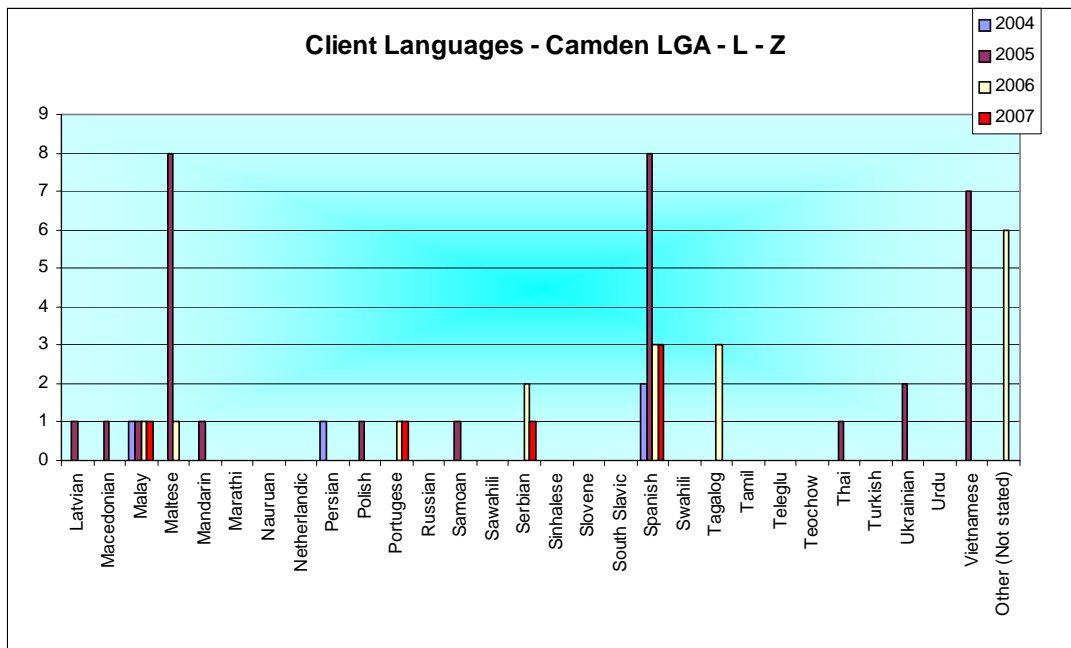
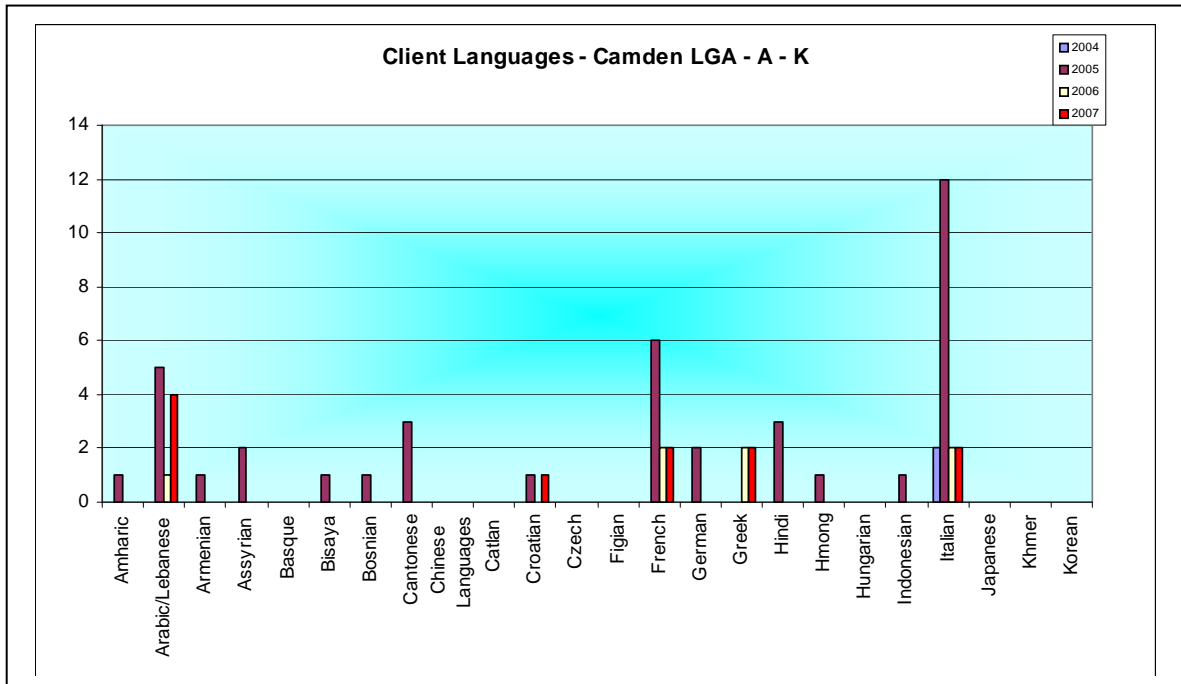
## Client Profile & Key Statistical Data – 2007

The Organization has undertaken 13 translations of their literature, namely, Assyrian, Italian, Vietnamese, Spanish, Tagalog, Chinese, Lao, Hritvaski, Serbian, Maltese, Arabic, Farsi and English.

Translated Information is also available on CD and Cassette for clients with visual impairment and/or literacy issues in Arabic, Italian, Vietnamese, Chinese, Spanish, Lao, Serbian and Maltese.

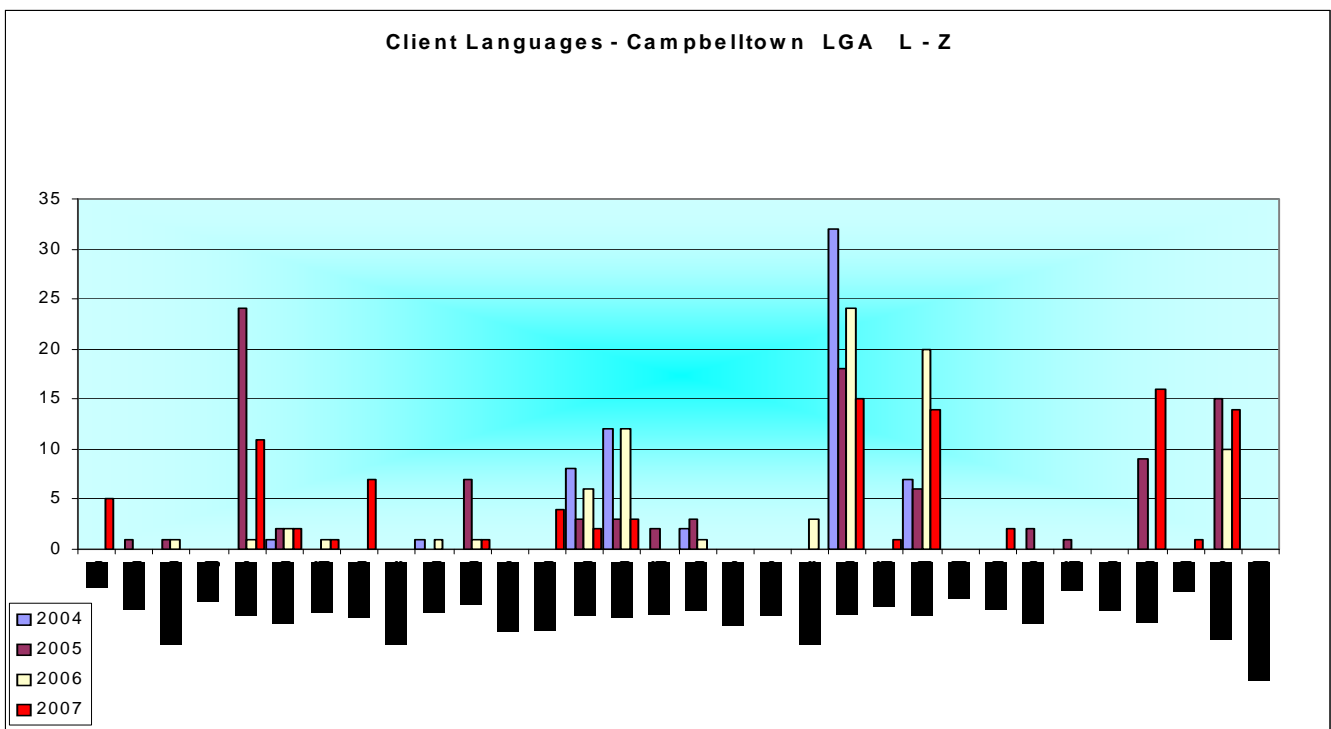
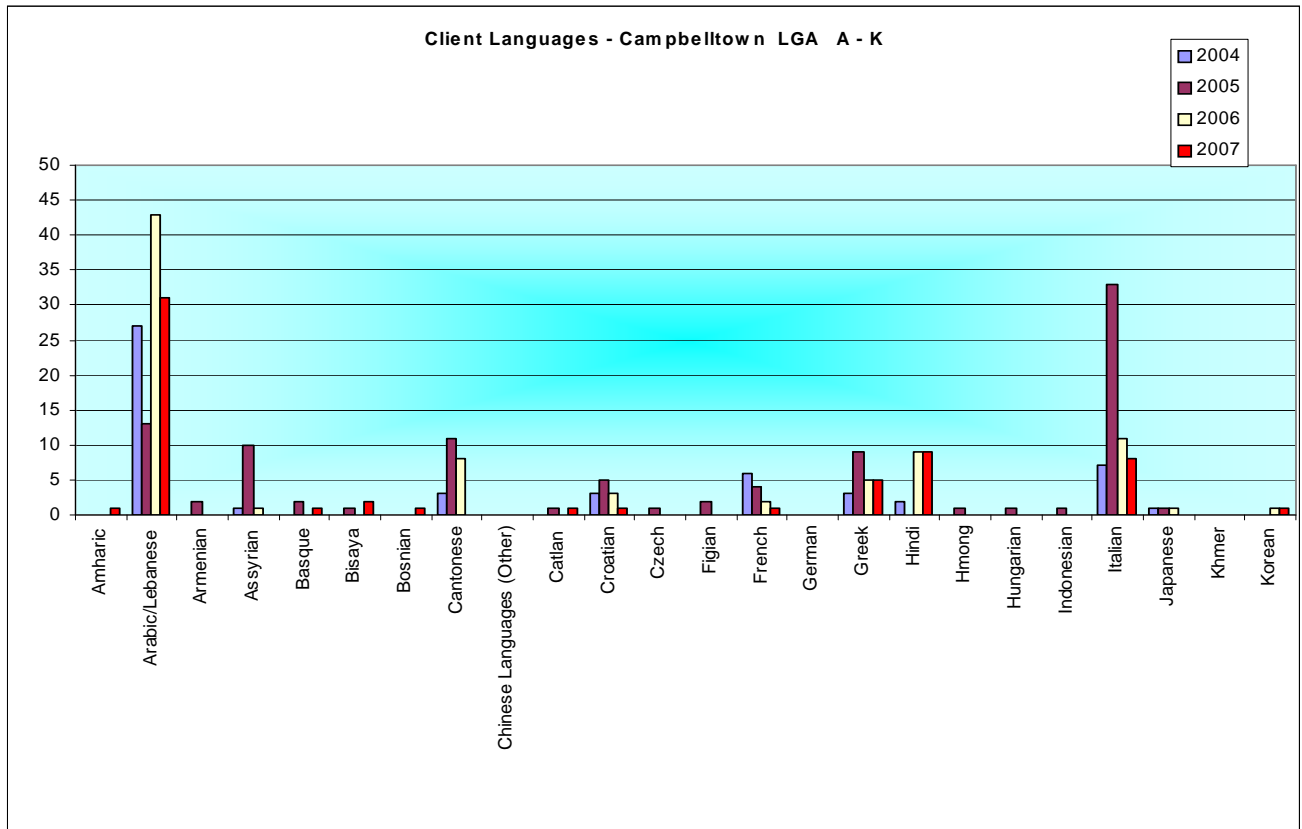
Key Languages (other than English) spoken by The Organization’s Client Group per LGA are as follows:

Client Language Groups in the Camden LGA during 2007 have decreased from 10 to 9.



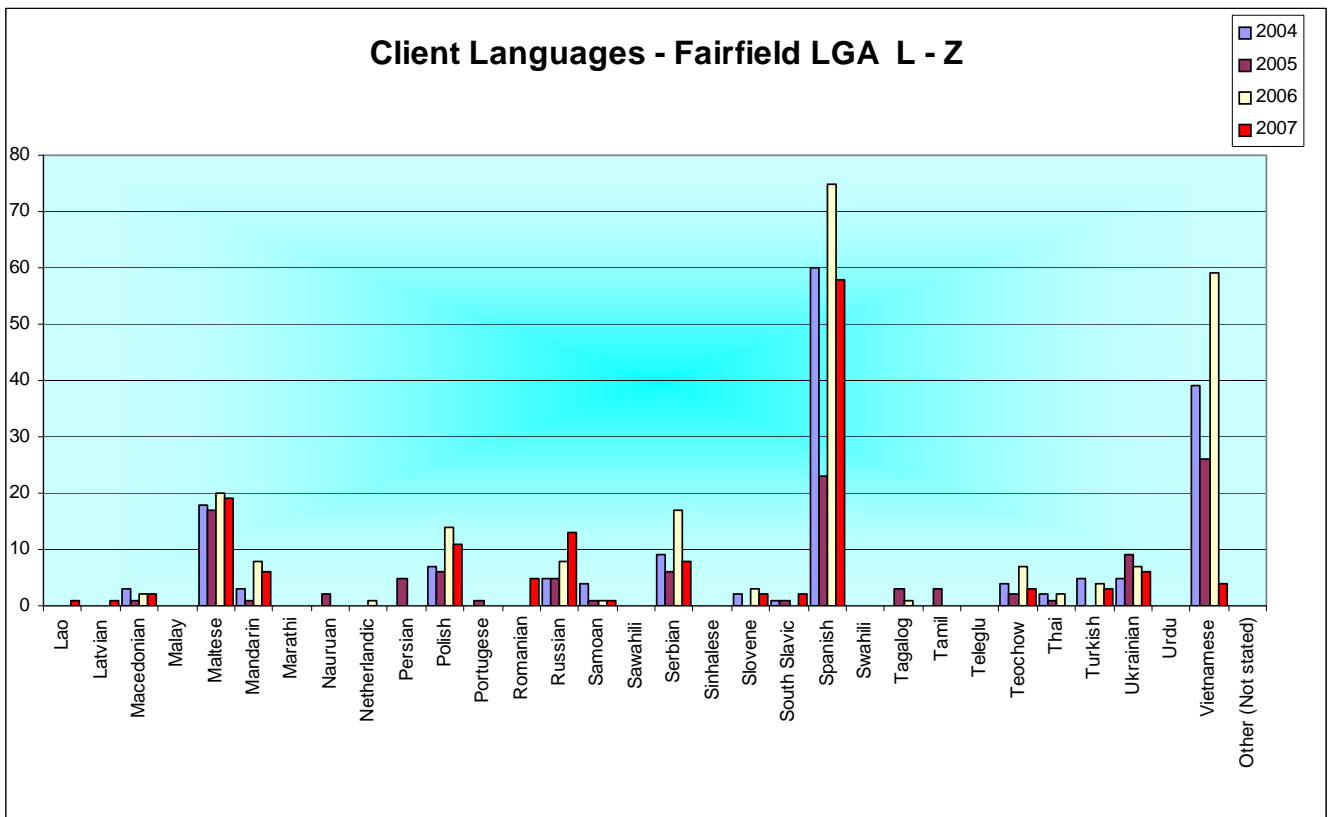
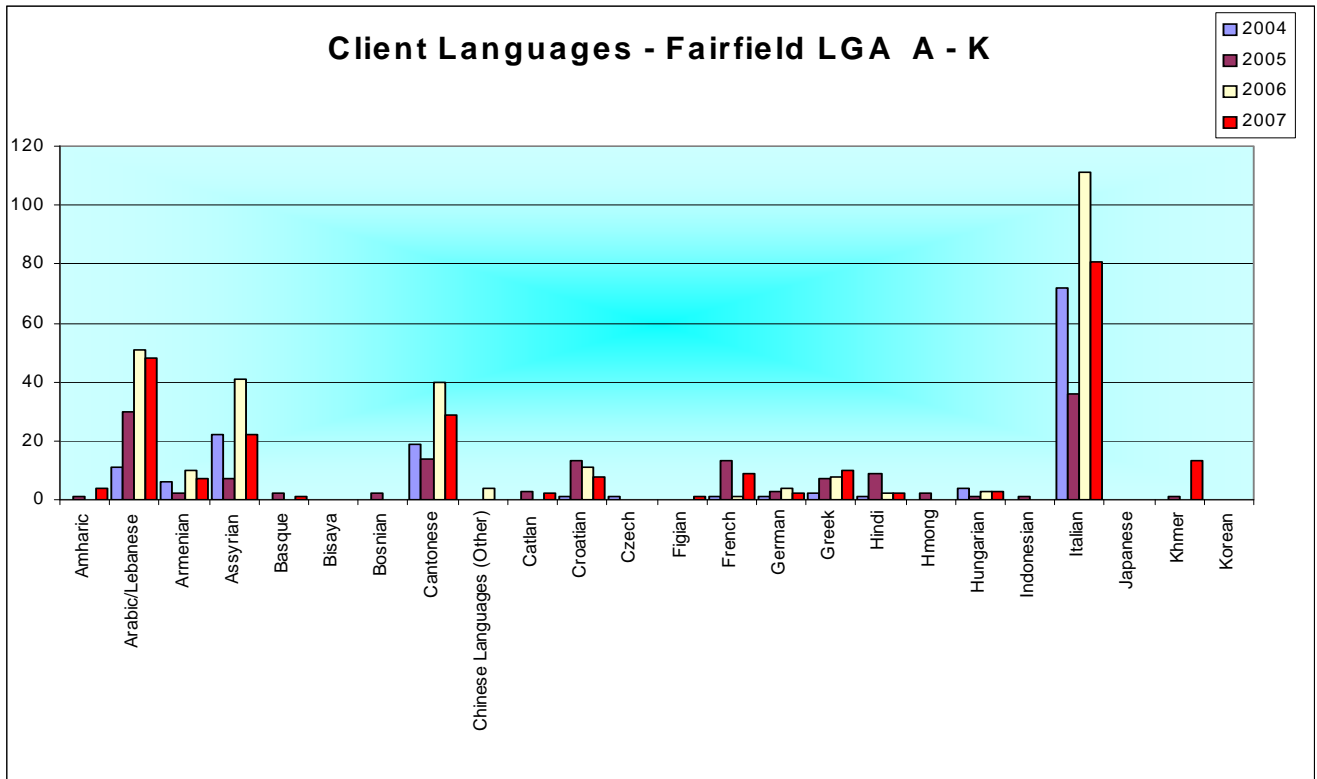
## Client Profile & Key Statistical Data – 2007

Client Language Groups in the Campbelltown LGA have increased from 22 in 2006 to 29 during 2007 with a marked increase in the Nauruan and Ukrainian speaking communities using services.



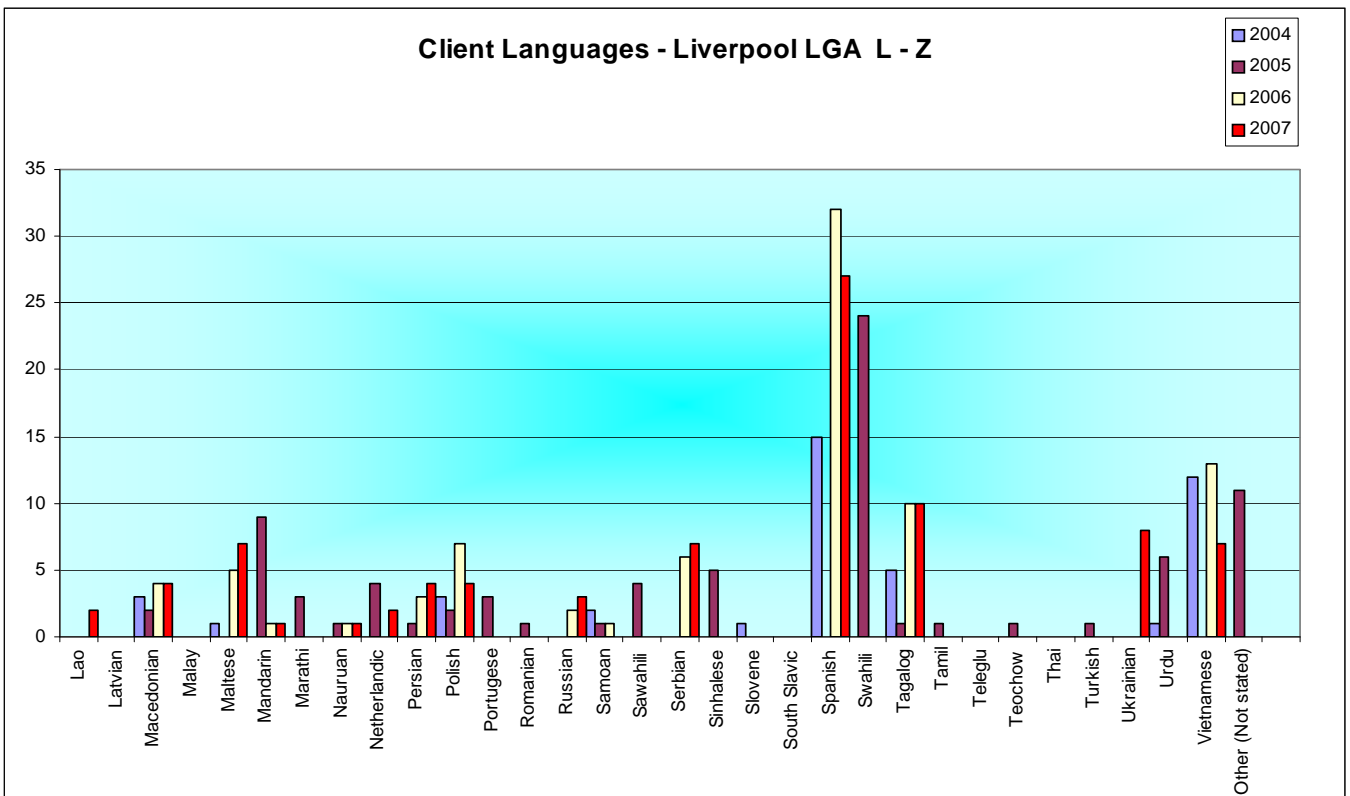
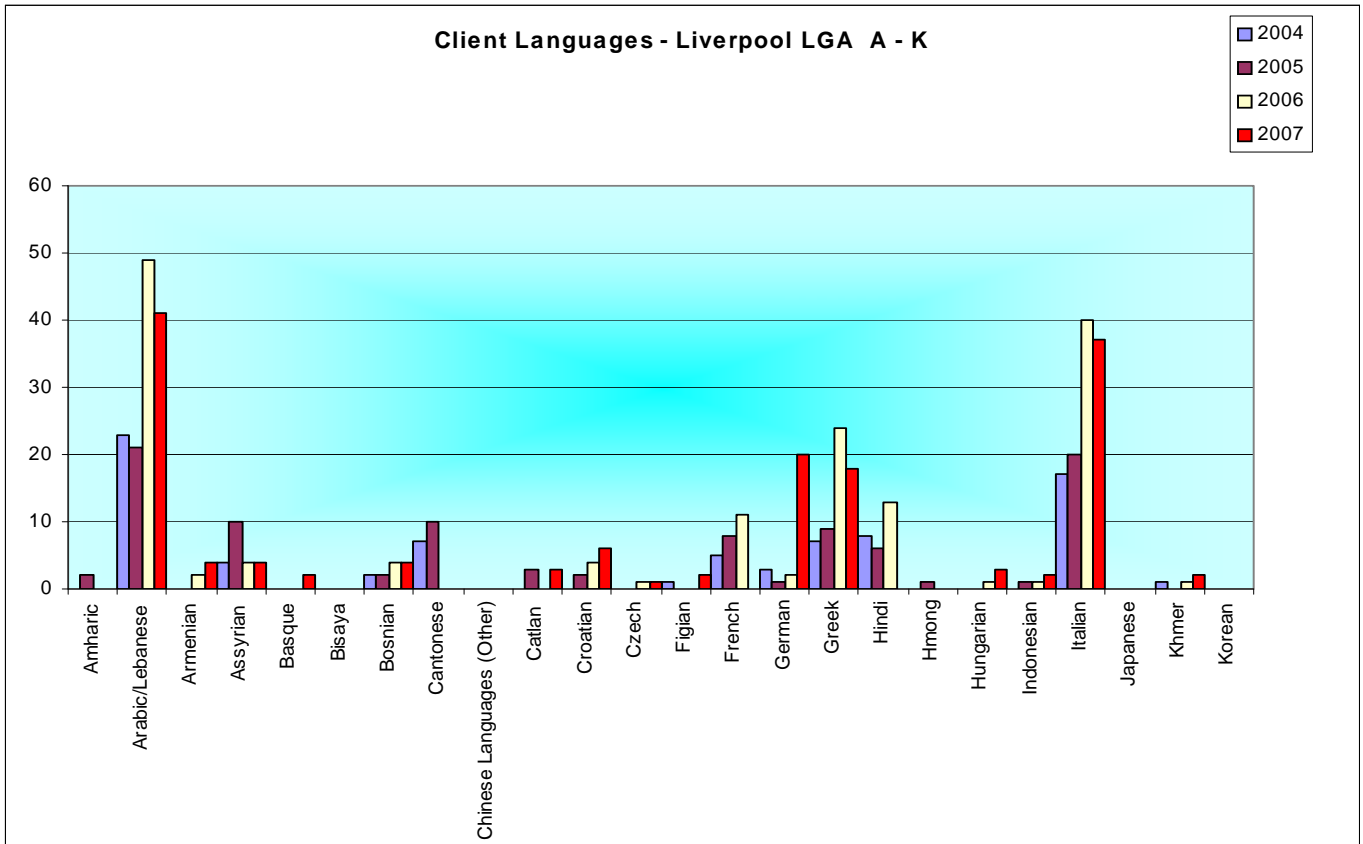
## Client Profile & Key Statistical Data – 2007

Client Language Groups in the Fairfield LGA have remained consistent. However, there is a marked increase in the Khmer and French Communities.



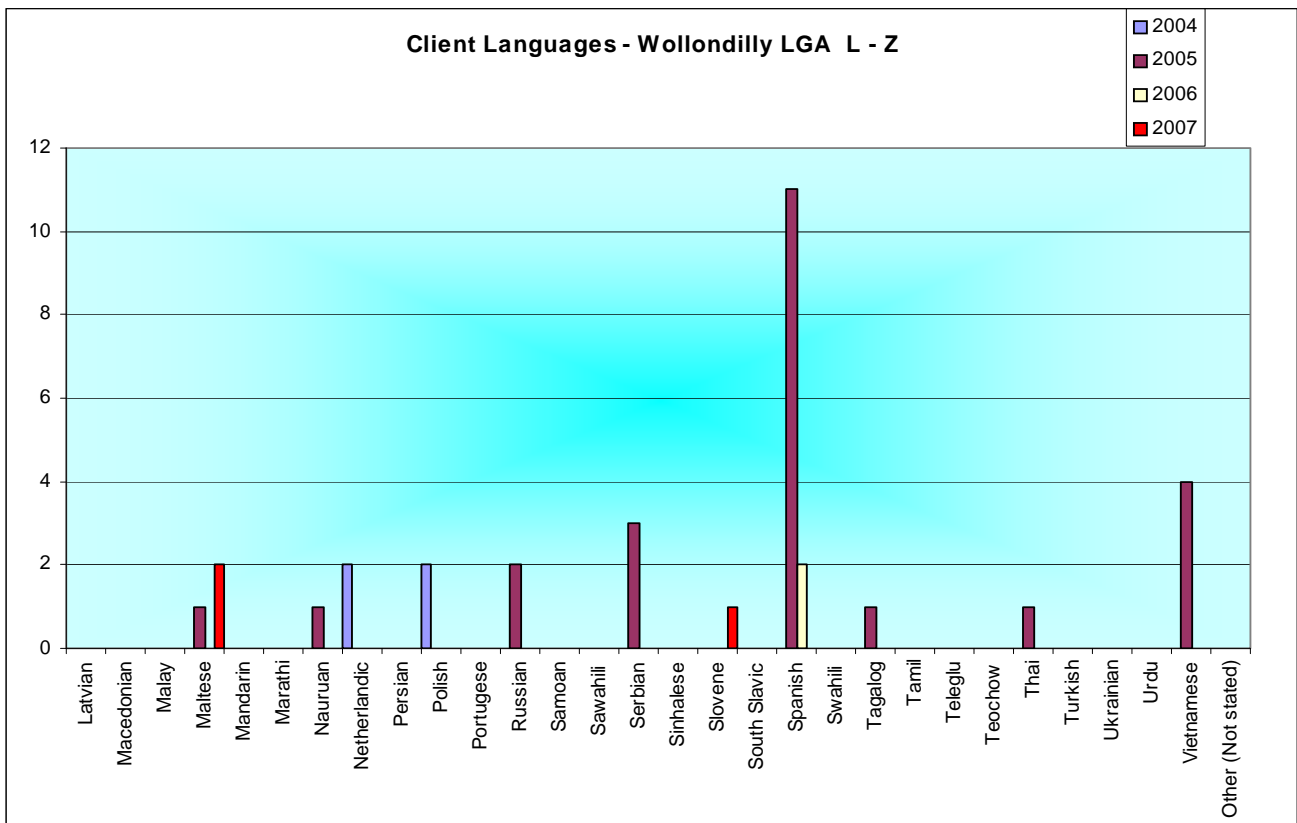
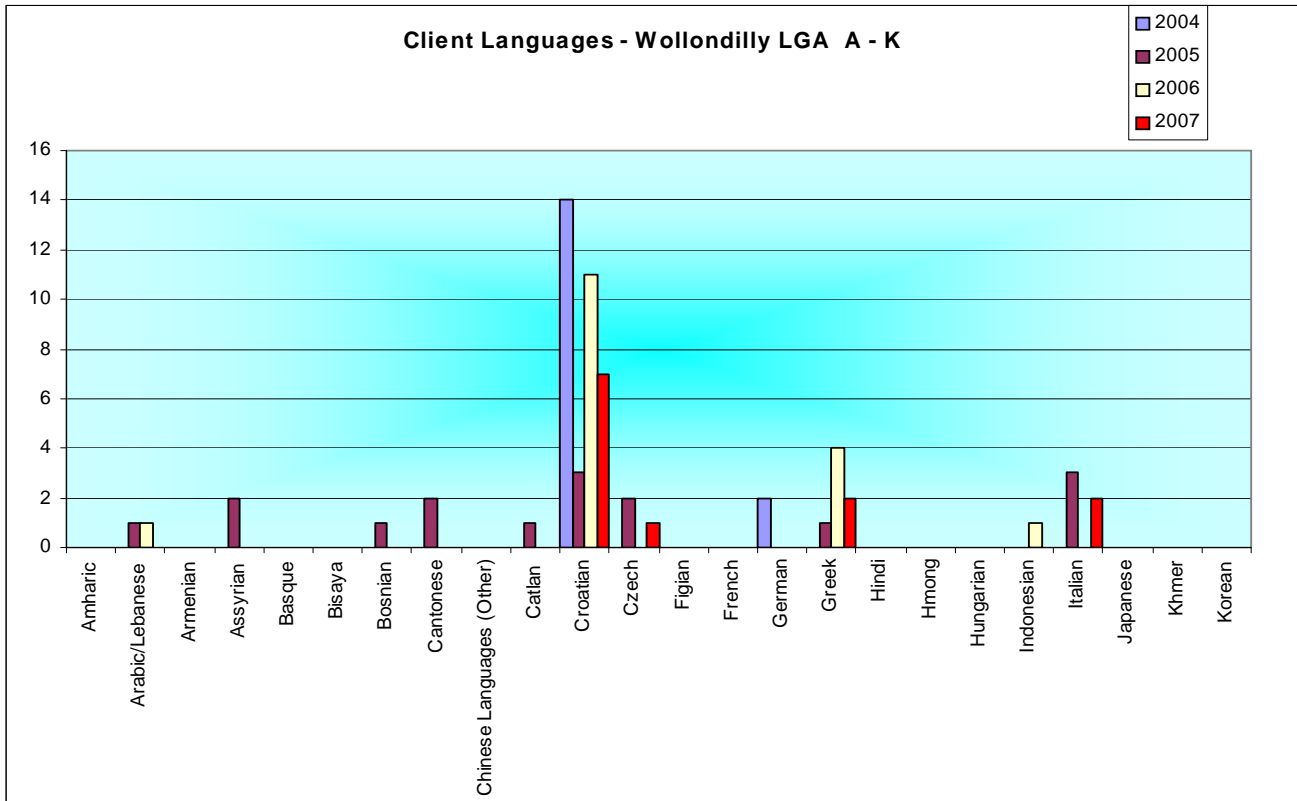
## Client Profile & Key Statistical Data – 2007

Liverpool LGA Client Language Groups remained consistent and show an increase in the German, Croatian and Ukrainian communities.



## Client Profile & Key Statistical Data – 2007

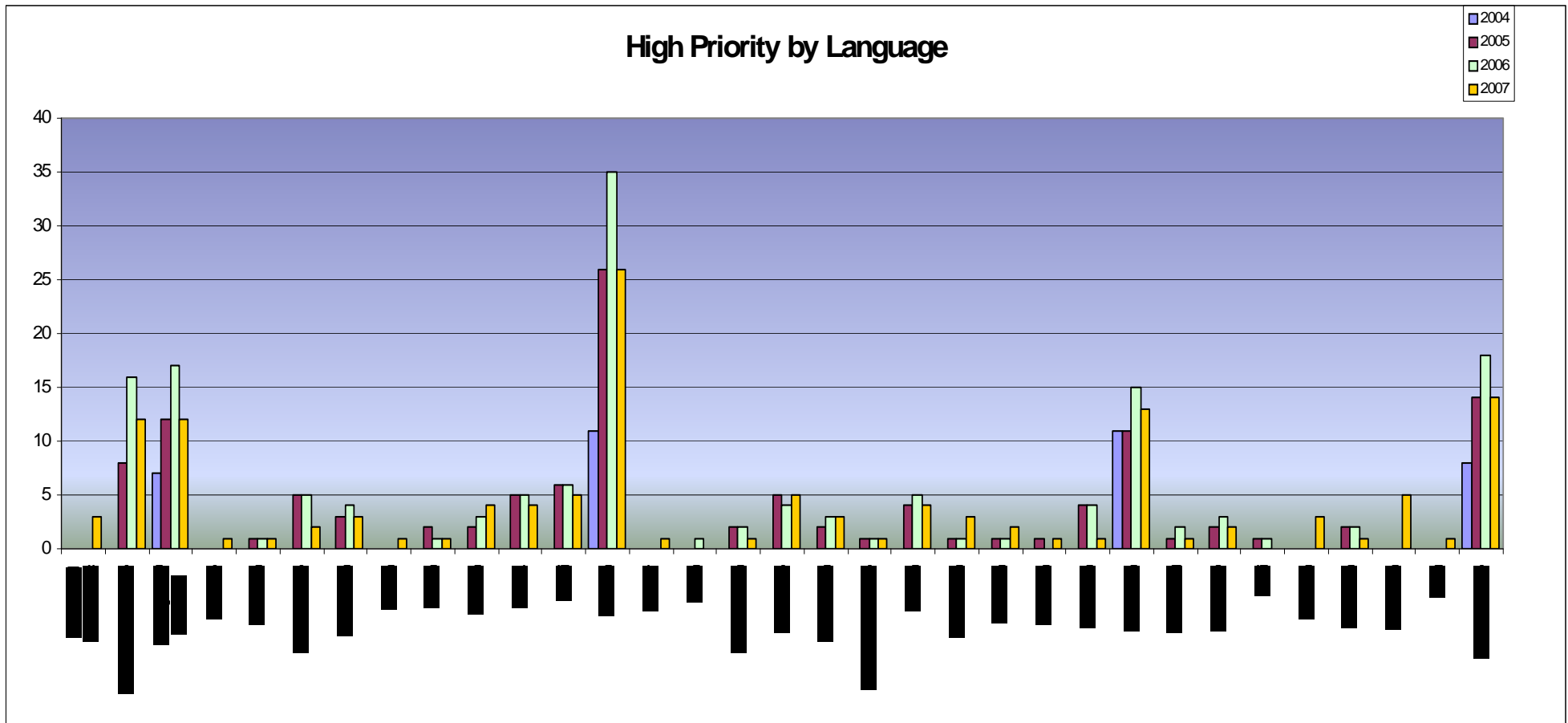
Wollondilly LGA language groups have remained consistent during 2007.



## Client Profile & Key Statistical Data – 2007

In order to provide appropriate community access, The Organization has endeavoured to provide **translated materials** to their target groups and this is **identified by \*\*** next to each translated language. These translations have been maintained in 2006.

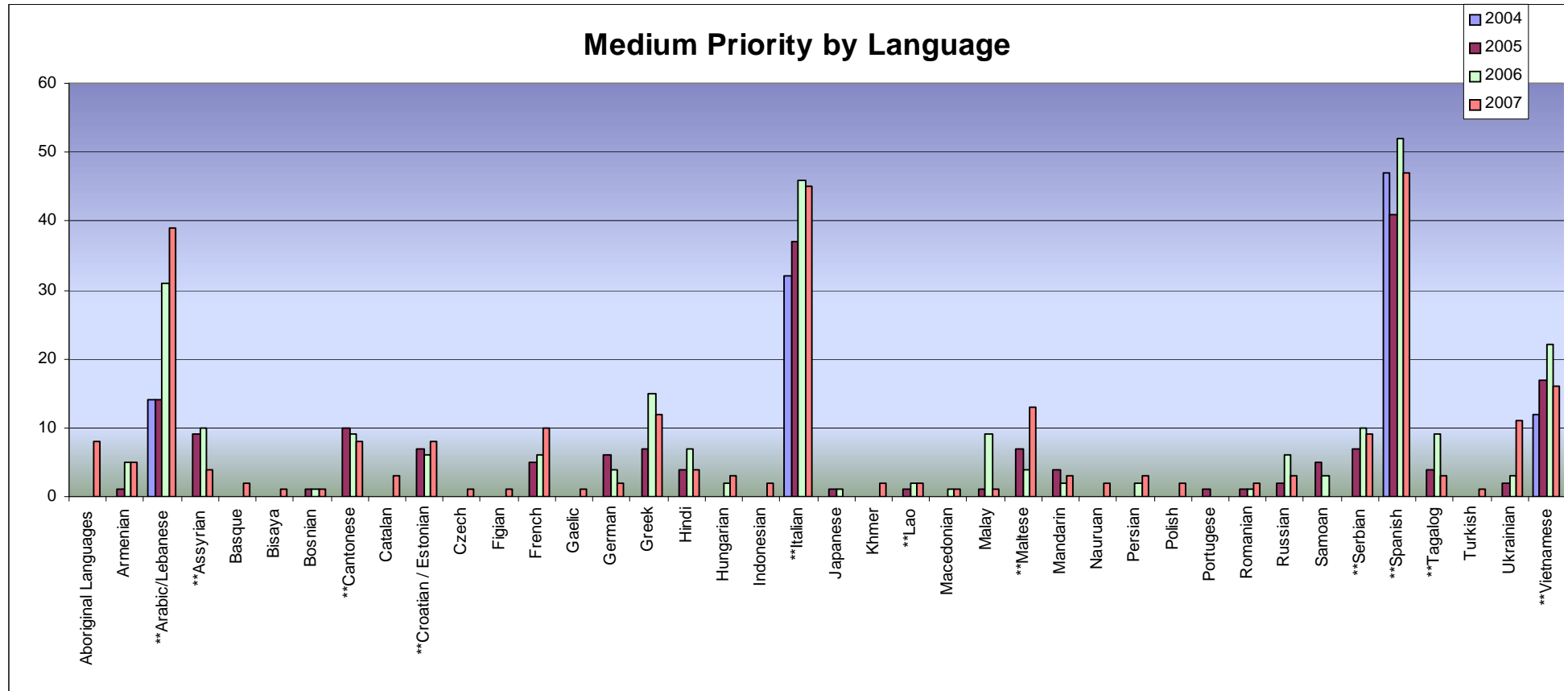
The number of languages in The Organization's High Priority Clients has remained consistent. In 2007, 24% of High Priority Clients speak languages other than English.



\*\* Translated literature available

## Client Profile & Key Statistical Data – 2007

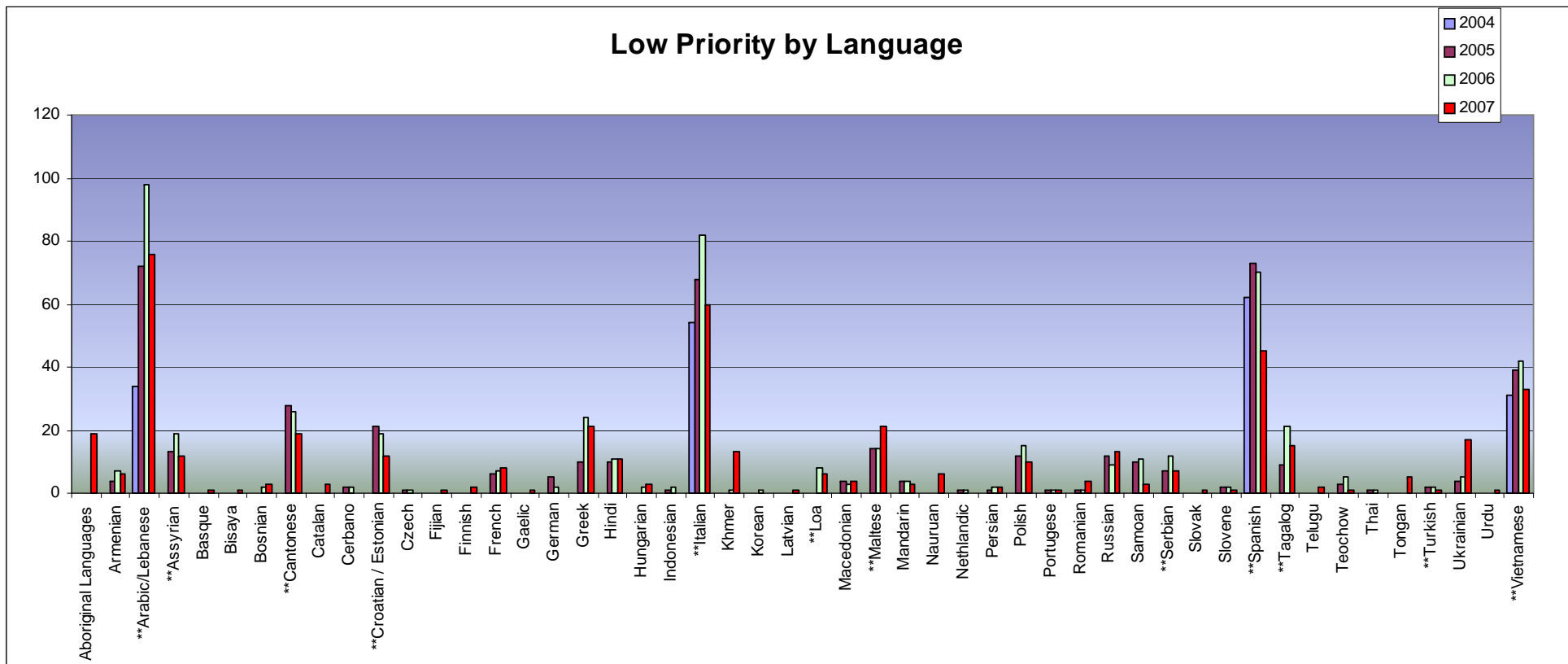
Language groups have been maintained in 2007, however there is a marked increase in the Arabic Speaking Community in the Medium Priority Area,



\*\* Translated literature available.

## Client Profile & Key Statistical Data – 2007

The number of Low Priority Clients speak languages other than English has been maintained in 2007.

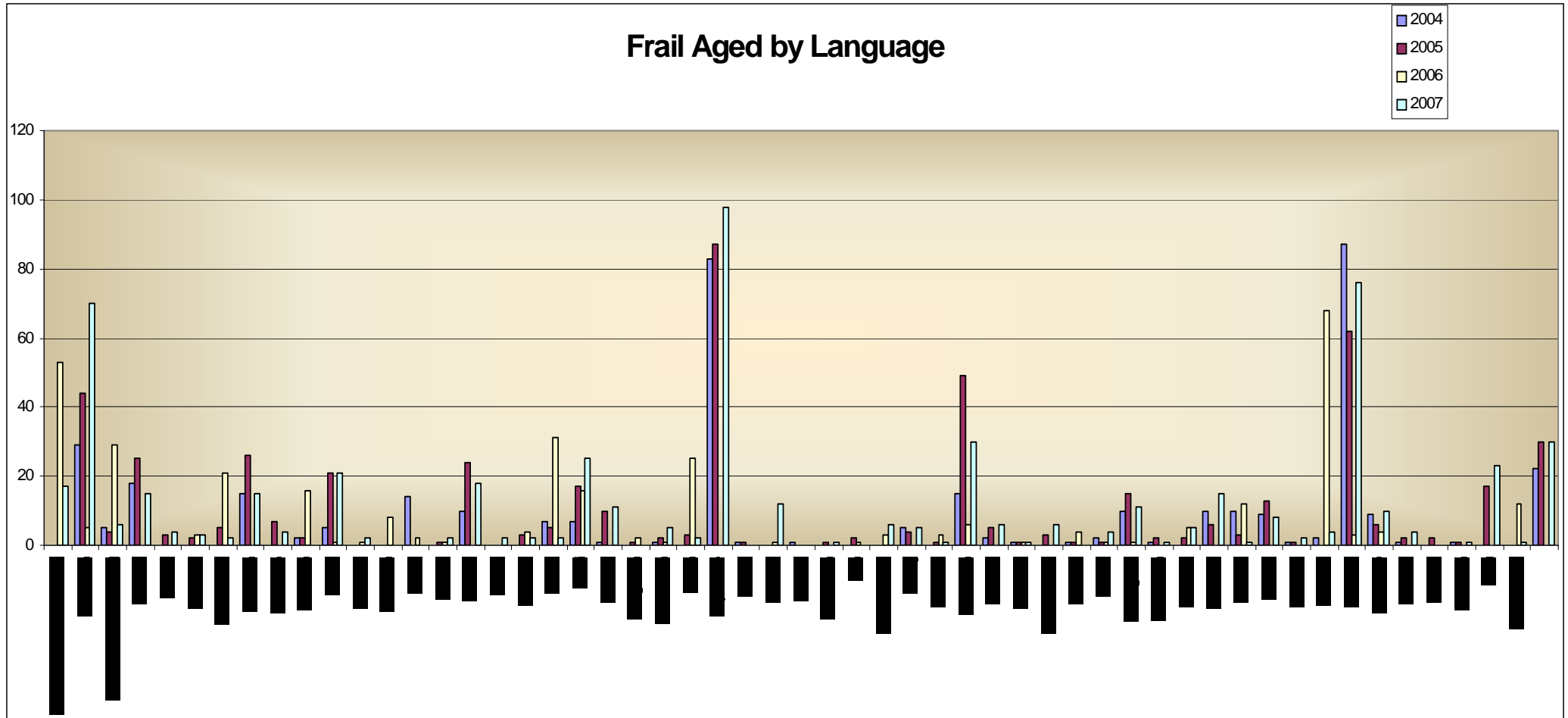


\* Translated literature available.

## Client Profile & Key Statistical Data – 2007

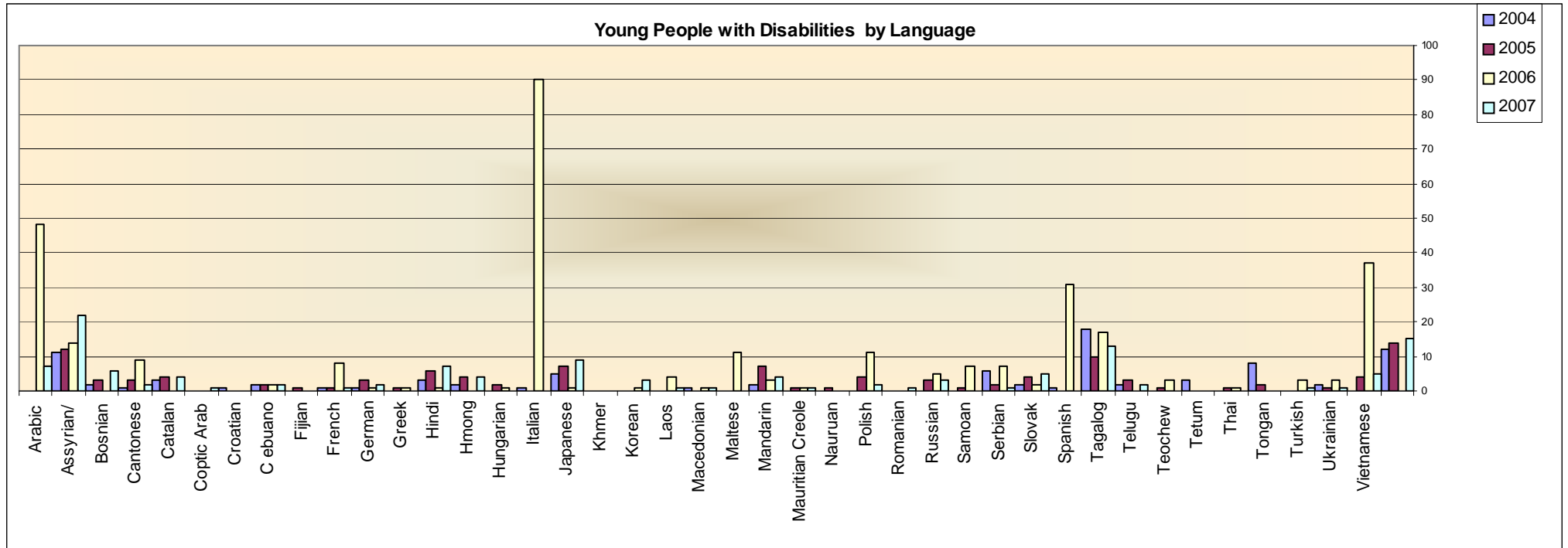
Languages, other than English, spoken by The Organization's target groups are as follows:

Frail Aged Clients have 51 Language Groups (other than English), which is an increase of 8 from 2006. 21% of Frail Aged Clients are CALD Clients.



## Client Profile & Key Statistical Data – 2007

Young People with Disabilities have 35 Language Groups (other than English) and constitutes 21% of the Total Target Group. This is a decrease of 30% from last year.





### GLOSSARY OF TERMS:

- ABS                      Australian Bureau of Statistic
- CALD                     Culturally & Language Diverse
- DVA                      Department of Veteran Affairs
- HACC                     Home & Community Care
- LGA                       Local Government Area
- NGO                      Non Government Organisation
- SWCT                    South West Community Transport Inc.
- YDA                      Young People with Disabilities