



# **South West Community Transport Inc**

## **Organisational**

### **And**

## **Service Delivery Questionnaire**

### **April 2008**

**South West Community Transport Inc**  
**Organisational and Service Delivery Questionnaire**  
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**AIM**

The aim of undertaking the Service Delivery and Organisational surveys was to assist South West Community Transport to expand, improve and or change the manner in which it functions.

The process of consulting with community organisations / sector has been incorporated into the South West Community Transport Strategic Plan as a Bi-annual activity.

South West Community Transport undertakes a client consultation every two years, the aim of which is to obtain client feedback on service delivery, identifying client's needs and to ascertain the ability of South West Community Transport to meet those needs.

The Board of Management of South West Community Transport believes that each of these consultations, operating on alternative years, will assist the organisation in achieving its goal of maintaining flexibility and viability within the organisation whilst meeting the needs of the needs / local community.

**SUMMARY**

**Service Delivery Questionnaire**

Of 253 Surveys posted to various agencies in Macarthur, Liverpool/Fairfield 24 were returned. While the information gleaned from this feedback is useful it is disappointing that a larger return was not achieved.

Of the services that did respond it is pleasing to note that Advocacy/Information services had the highest response rate showing that clients are using "one stop" information services and that those services are referring to Community Transport. It is also interesting to note that only one Neighbour Aid service responded.

Medical Transport (approx 95%) was considered the highest priority service type for Community Transport with Social Transport, Shopping and Individual transport (approx 83%) being the next highest service type. Access and Group transport (approx 77%) were considered the lowest priority for service. It should be noted that the percentage differences were not extreme and therefore should not be considered as evidence of the need to drastically change current service provision responses.

All respondents indicated a high level of satisfaction when communicating with staff at Community Transport and are pleased to be able to join in training provided by the service. Over 90% of Services indicated that they would be highly likely to refer clients to Southwest Community Transport and no respondent indicated that they would not refer clients to the service.

## **Organisational Questionnaire**

Respondents showed overwhelmingly that the main strength of Community Transport is its team of professional, courteous staff that are flexible and responsive to need. The way in which the Executive Officer drives the service was also commended noting that Community Transport rigorously critiques its practice and changes or develops processes to ensure that its service remains responsive to changing need. The service was also recognised as a leader in best practice.

Most of the weaknesses identified by respondents can be largely contributed to lack of resources leading to increased waiting time for assessment, notice needed to provide service, inability to cater to all medical needs out of area (incl. regular treatment e.g. dialysis). The cost of the service was also noted as a weakness as was the lack of volunteers from Culturally & Linguistically diverse backgrounds. Community Awareness of what the service can provide and to whom was also mentioned.

Over the next 12 months over 90% of responses indicate that the service should continue to lobby for increased funds to expand the service while keeping a personalised focus. Increasing access for all parts of the target group with specific emphasis on CALD and younger people with disabilities was also seen as a priority as was engaging with Dept of Health regarding health related transport.

Over the next 5 years over 90% of respondents indicated that continued growth of the service in line with population growth & diversity should be a priority. Some respondents wished a service where clients would be able to book for service the day before. Providing service to more remote areas and taking the lead in negotiations with stakeholders regarding health related transport was also seen as priority areas for increased consideration.

Overall the service is seen as providing a high quality range of services that respect client rights and advocate for client need. The service promotes itself well in a non discriminatory way to the community and the client group and has effective referral processes with other agencies. There was a small indication that the service could provide more options to better meet the needs of the community however taken in context with the rest of the document this may be resolved by increased resources being made available.

### ***Recommendations***

While questionnaire indicate a high level of overall satisfaction with the service there is always room for improvement and it is recommended that the service:

- 1. continue to lobby for increased funding to expand the service to ensure the service keeps pace with population growth and diversity in the region with particular emphasis on “out of area” transport.*
- 2. utilise every opportunity to encourage people to be assessed by the service prior to experiencing a transport need, particularly families and younger people with disabilities*

3. *utilise every opportunity to promote the service and what it can provide including the ability to negotiate the cost of service to the community with particular strategies for younger people with a disability and CALD*
4. *develop strategies to increase the number of CALD volunteers*
5. *over the next 12 months Community Transport establish itself as the driver of A non emergency health related transport working group which includes other services and Dept of Health with continued involvement over the next 5 years to ensure that Dept of Health engage with the Macarthur/Liverpool & Fairfield Communities regarding the effective provision of non emergency health related transport..*
6. *develops strategies to record the number and source of referrals to SWCT as well as the number and destination of referrals from the service. This data to be used to strategically target areas of low referral activity within the services promotion plans.*
7. *Vary consultation process to use a combination of posted questionnaires and random telephone surveys. Telephone surveys could be conducted by a student or volunteer to ensure respondents feel comfortable to give honest feedback. Consultation would need to be included in yearly planning schedules to ensure student/volunteer availability.*
8. *It may be appropriate for Community Transport to investigate ways of building more effective relationships with Neighbour Aid services as this service type often is called upon to cater to transport needs. Neighbour Aid has the potential of being a valuable advocate for Community Transport. Attendance at regional Neighbour Aid meetings may be appropriate to build effective and supportive partnerships between the services which would enhance work regarding the provision of non emergency health related transport.*
9. *examine other funding options to enable the service to provide subsidised transport to Day Program, Packaged Care Client and other clients who are transport disadvantaged.*

### **Consultation Process**

A total of 253 surveys were posted to various Aged & Disability, Health, Welfare and Community support organisations in the South West Sydney areas of Fairfield, Liverpool, Campbelltown, Camden and Wollondilly LGAs. Twenty four (24) 9.5% completed surveys were returned and the following statistics are based on that 9.5%.

# Service Delivery Questionnaire

**1. What category best describes your service?**

1	Social Worker	1	Nursing Agency	1	Counsellor
2	Transport	1	Physiotherapist	2	Home Care
1	Neighbour Aid	1	Family Support	0	ACAT
1	MOW	0	Discharge Planner	5	Day Care
2	Disability Agency	6	Advocacy/Information	9	Other
0	OT				

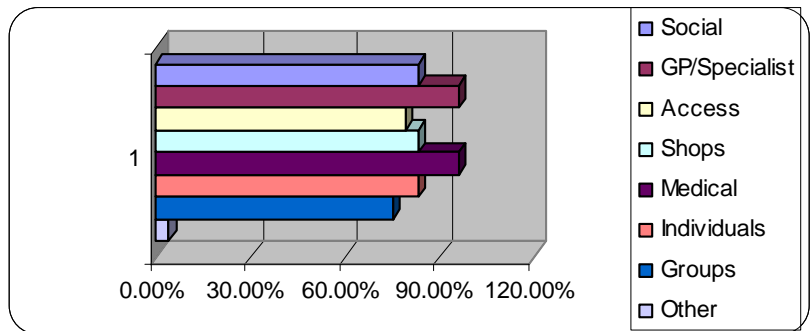
If other please describe your Agency:-

- Information and Referral
- Commonwealth Health Org
- Local Council
- Welfare Agency
- Age & Disability Agency
- Podiatry
- Early Childhood Intervention Service

\*A number of the agencies cover more than one category.

**2. What type of transport do you think South West Community Transport (SWCT) should provide? (You may tick more than one answer)**

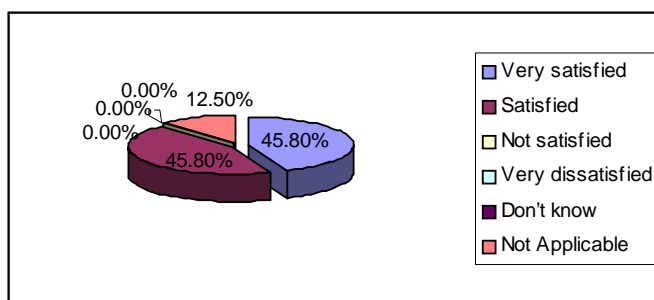
20	Social	83.3%
23	GP/Specialist	95.8%
19	Access	79.2%
20	Shops	83.3%
23	Medical	95.8%
20	Individuals	83.3%
18	Groups	75.0%
1	Other	4.2%



If other please specify .....

**3. When speaking with SWCT have you been....**

11	Very satisfied	45.8%
11	Satisfied	45.8%
0	Not satisfied	0.0%
0	Very dissatisfied	0.0%
0	Don't know	0.0%
3	Not applicable	12.5%



Comments:

- Very polite and helpful staff
- Calls are returned promptly
- Never a problem, always very professional and helpful
- Have always received courteous treatment & found employees very helpful

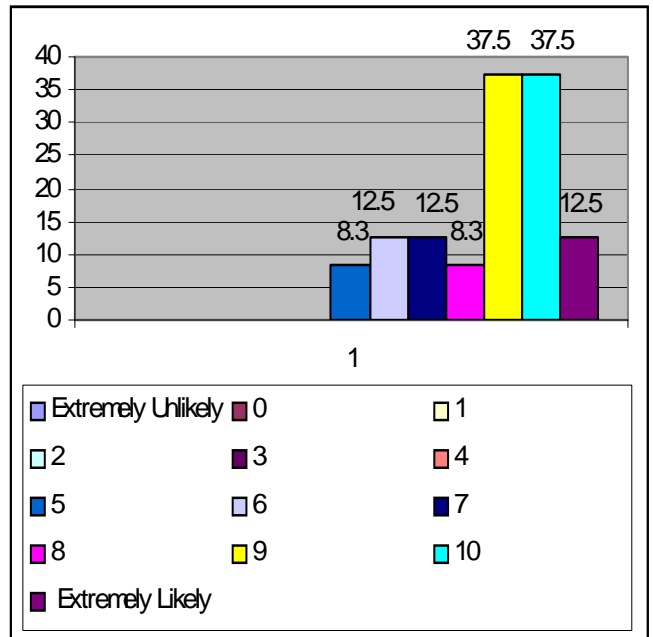
**4. As a service provider is there anything we could do to provide your agency with a better service**

- Pickup to drop off journey too long. NSEB find difficult to cancel.
- Feed back after referral
- No
- Increase transport, out of area, lower costs.
- You do well, love opportunity to join in your training
- Provide transport to YPWD to support them to access Day Programs
- Last year when "stop work" meeting was held there was no transport arranged for the ladies return home. Ladies thought I knew and would organise transport.
- Transport for young families with children who have a disability
- More vehicles
- We often suggest service to our families when they have difficulties attending appointments due to no transport of their own & difficulty accessing public transport, the families do not always have success when trying to access transport assistance
- Negotiate an agreement with package providers to be able to provide package clients with transport if needed

**5. How likely would you be to recommend our service to your clients?.**

Please circle:-

			%
Extremely Unlikely	=	0	
0	=	0	
1	=	0	
2	=	0	
3	=	0	
4	=	0	
5	=	2	8.3
6	=	3	12.5
7	=	3	12.5
8	=	2	8.3
9	=	9	37.5
10	=	9	37.5
Extremely Likely	=	3	12.5



**Comments:**

- Hard to access the service

# Organisational Questionnaire

# South West Community Transport Inc Organisational Survey Questionnaire

April 2008

## 1. What do you see as the strengths of South West Community Transport?

- Providing transport for people needing access to medical, consultations, community programs
- Giving vulnerable people independence
- Professionalism
- Reliability
- Courteousness
- Affordability
- Good telephone manner
- Regularity
- Providing transport to need. Absorbing increase in ageing population
- Staff – polite, helpful, responsive
- Passion of Executive Officer to pursue all avenues finding & networking to ensure SWCT can meet needs of clients.
- Well run, organised & managed
- Provides regular group services
- Critiques its practice, changes to meet needs of diverse client groups. Leader in good practice.
- Provision of community transport to aged, frail & pwd in a courteous manner with care
- Affordability, accessibility, respect shown to passengers
- Easy to contact when last minute changes necessary. Polite & friendly staff, great service
- Good front line response
- Covers wide area, diversity of transport modes
- Service & reliability
- Offer important service that we could not do without
- Good results within funding restraints

**2. What do you see as the weaknesses of South West Community Transport?  
Please feel free to make any suggestions.**

- Referral process
- Delay picking up clients
- Waiting list
- Not able to accommodate all client's requests at short notice
- Costs - \$14 too much for round trip
- Limited out of area resources
- Volunteers for NESB clients
- Waiting lists due to insufficient funding
- More individual transport and medically related transport
- Not enough resources to meet demands
- Lack of one-on-one transport options, particularly health related transport
- To have funds to meet needs of client groups
- None
- Don't cover all areas as required. Don't work with all services in community
- Length of time to access clients
- Community awareness of whom service is targeted at, need always ahead of capacity including pwd
- Waiting time to access – length of time required to book ahead
- Need more vehicles & volunteers
- Rising costs of petrol
- Often not flexible across boundaries or for ongoing medical, eg: dialysis, ongoing rehab.
- Limited options for time & area. Not enough vehicles to meet needs
- Time frame of pickups

**3. What would you like to see South West Community achieve over the:-**

Next 12 months .....

- Continue good service
- Extend hours
- Easier access
- Continued good service
- Continue to promote service
- Continue with good service
- More vehicles
- More resources, funding, drivers
- Reduce waiting lists
- More individual transport, medically related transport
- Expand service to YPWD who access day programs
- Increase capacity for health related transport. Creation of lobby group to lobby SSWAHS
- Continue to promote to CALD communities through a targeted promotion. Similar to Vietnamese initiative
- Promote more as a service to all providers with clients with various needs
- Increase number of buses
- Better links to local services
- Target carers of frail aged & pwd
- Not to run like public transport service, stay personalised
- Expand services
- Maintain & enlarge service
- More support for isolated people & pwd. More social support activities. Transport for dialysis & respite, working with post school options for funding & transport to PSO
- Increase options for families
- Increase volunteers

Next 5 years .....

- Bigger organisation with response to service
- More staff, support people and administration
- More out-of-area transport
- More resources and funding. More drivers
- Grow to accommodate expansion of population in SWS growth corridor
- The issue of HRT is addressed fully in Macarthur. SWCT is key agency in statewide group for quality, quantity & responsiveness improvements
- Continue to change to meet ever changing needs. Diversity is core business that community transport continues to train, review & increase meeting needs of its diverse communities
- Fully Govt subsidised transport for your passengers, ie: at no cost to them
- Go to remote parts of shires, more effective & equitable service
- Providing transport for other sections of community other than HACC, focus is on transport needs for disadvantaged

- Not to run like public transport service
- Expand services
- Growing to the point that calls could be made for appointments the day before
- Continue to grow and expand the service
- More funding and buses

**4. How would you rate the following.**

a) Promotion of South West Community Transport	<b>(24)</b>				
2 Poor	3 Fair	13 Good	3 Excellent	3 Don't know	
8.3%	12.5%	54.1%	12.5%	12.5%	
b) Services provided in a non-discriminative manner.	<b>(24)</b>				
1 Poor	1 Fair	10 Good	9 Excellent	3 Don't know	
4.2%	4.2%	41.7%	37.5%	12.5%	
c) Advocacy on behalf of the client group.	<b>(24)</b>				
0 Poor	5 Fair	8 Good	3 Excellent	8 Don't know	
0%	20.8%	33.3%	12.5%	33.3%	
d) Cooperation with other Community Agencies	<b>(24)</b>				
1 Poor	4 Fair	9 Good	8 Excellent	2 Don't know	
4.2%	16.7%	37.5%	33.3%	8.3%	
e) Follow-up referrals	<b>(24)</b>				
1 Poor	0 Fair	7 Good	9 Excellent	7 Don't know	
4.2%	0	29.2%	37.5%	29.2%	
f) Appropriate referrals to other relevant services	<b>(23)</b>				
1 Poor	2 Fair	3 Good	1 Excellent	16 Don't know	
4.3%	8.7%	13.0%	4.3%	69.6%	
g) Quality of services provided	<b>(24)</b>				
0 Poor	2 Fair	12 Good	8 Excellent	2 Don't know	
0	8.3%	50.0%	33.3%	8.3%	

h) Respect for client confidentiality (24)

<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	4 Good	10 Excellent	10 Don't know
0	0	16.7%	41.7%	41.7%

i) Respect for client rights (24)

<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	3 Good	10 Excellent	11 Don't know
0	0	12.5%	41.7%	45.8%

j) Quality of transport provided to clients (23)

<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	13 Good	6 Excellent	4 Don't know
0	0	56.5%	26.1%	17.4%

k) Range of transport options provided to clients (24)

3 Poor	4 Fair	11 Good	4 Excellent	2 Don't know
12.5%	16.7%	45.8%	16.7%	8.3%

l) Meeting the needs of the clients of South West Community Transport (24)

4 Poor	2 Fair	10 Good	5 Excellent	3 Don't know
16.7%	8.3%	41.7%	20.8%	12.5%

**5. Of areas you rated low, what could be done to improve them?**

- Increase out of area service
- Not enough transport
- Increase transport and lower costs
- More resources for out of area
- Other languages
- More transport
- Transport for YPWD to access day programs
- More tailor made solutions for transport
- Costs too high
- More equitable access system. Better links with agencies. More service in funded areas
- The service (CDAC) has never received referrals for clients 65yrs and over with disabilities, perhaps SWCT may not know enough about our service.
- In every case is a lack of appropriate funding, transport is biggest & most important issue facing the aged & disabled in SWS
- Flexible options

**6. Any other comments**

- Robyn helpful and reliable
- Great service in Macarthur area, adapt buses
- SWCT one of the best
- Join with other transport agencies to lobby HRT
- Need more transport. Appreciate commitment to always move forward