

**South West Community Transport Inc.**

# **Client Profile & Key Service Data 2009**

**Prepared by**

**Julie Gee**

**Transport Planning & Research Consultant**

**September 2009**



Prepared for

**South West Community Transport Inc.**

PO Box 617

Narellan NSW 2567

Ph 4629 6888

Web [www.swct.com.au](http://www.swct.com.au)

Prepared by

**Julie Gee**

**Transport Planning & Research Consultant**

ABN 75 002 033 850

97 Braeside Street, Wahroonga NSW 2076

Mob 0414 94 54 71 Ph 02 9943 0898

Email [juliegee@optusnet.com.au](mailto:juliegee@optusnet.com.au)

**September 2009**

## INTRODUCTION

South West Community Transport (SWCT) provides services to people living in the south-western Sydney Local Government Areas (LGA) of Camden, Campbelltown, Fairfield, Liverpool and Wollondilly who are:

- Frail aged 65 years and over;
- People under 65 years with a disability;
- Carers of these groups; and
- Transport disadvantaged clients.

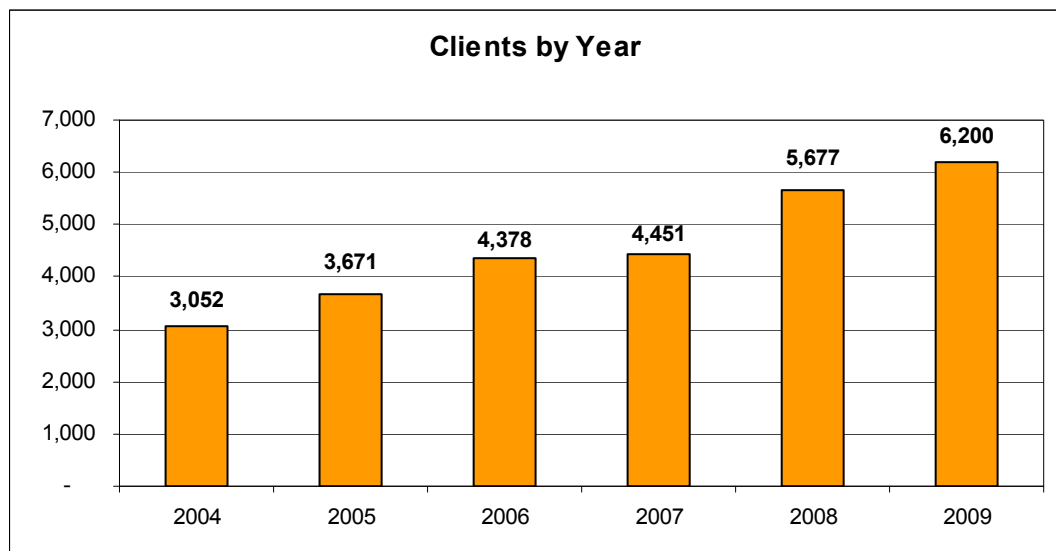
This report summarises the characteristics of the SWCT clients and services provided for the financial year 2008 - 2009, and includes some comparisons with previous years.

## CLIENT PROFILE

This section summarises a range of demographic characteristics for current SWCT clients.

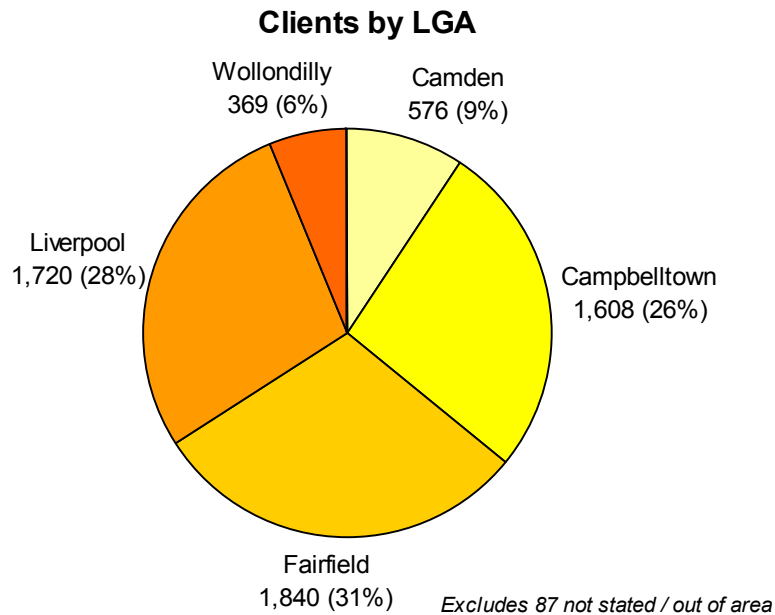
### Number of Clients

The current number of SWCT clients is 6,200, an increase of 9.2% from 2008. Since 2004 the number of SWCT clients has more than doubled.



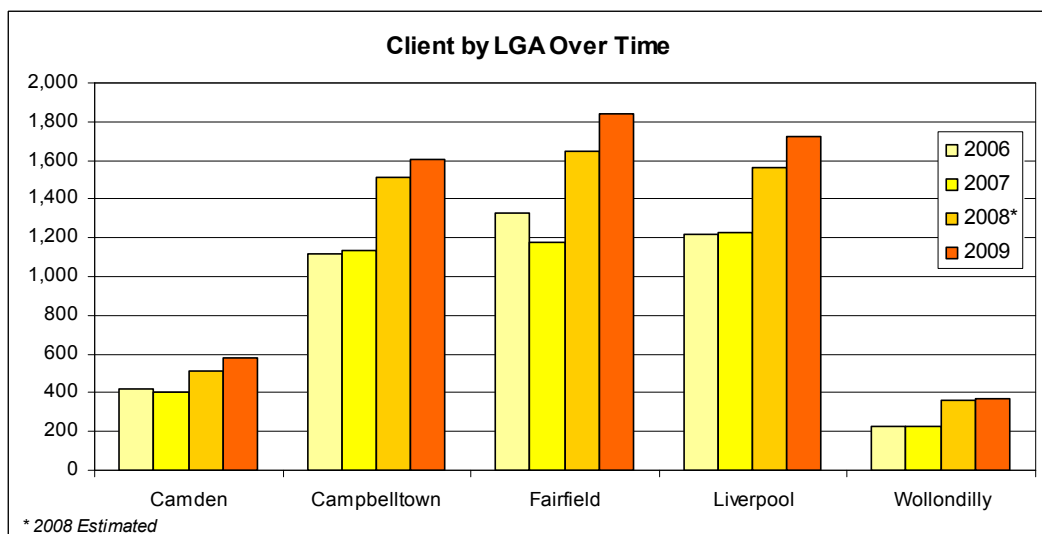
**Home LGA of Clients**

The current 6,200 SWCT clients live across the 5 LGAs of Camden, Campbelltown, Fairfield, Liverpool and Wollondilly. Most clients reside in Fairfield, followed by Liverpool and Campbelltown, as presented in the following graph.



The 87 people excluded from this graph are Carers living outside the SWCT area that care for someone living in the region.

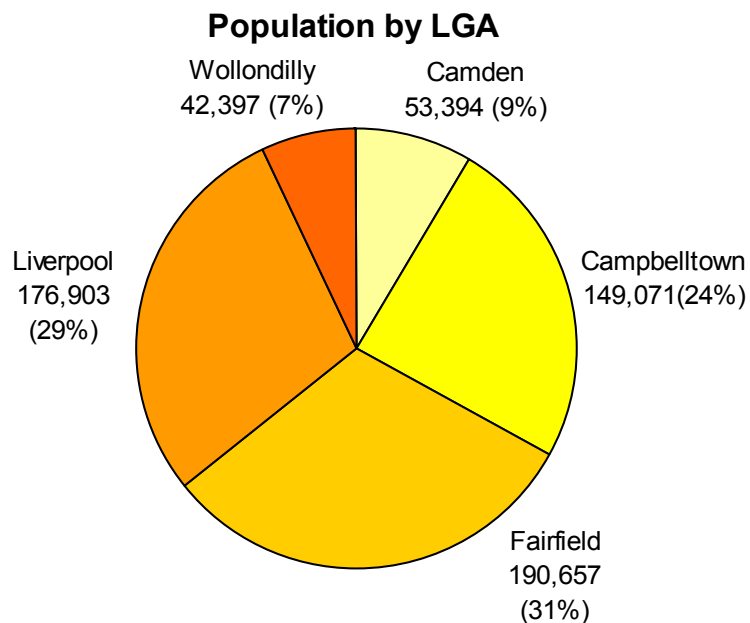
The graph below shows that the pattern of where SWCT clients live has been fairly consistent over time.



The key suburbs where clients live in each LGA are presented in the following table:

Camden	Campbelltown	Fairfield	Liverpool	Wollondilly
Camden	Campbelltown	Fairfield	Liverpool	Tahmoor
Narellan	Macquarie Fields	Cabramatta	Casula	Thirlmere
Elderslie	Ingleburn	Smithfield	Lurnea	Bargo
Mount Annan	Minto	Fairfield West	Prestons	Picton
South Camden	Leumeah	Bossley Park	Sadleir	Buxton

The latest available estimate of the population in these five LGAs is 612,422<sup>1</sup>, with approximately 31% living in the Fairfield LGA, followed by 29% in Liverpool, and 24% in Campbelltown, as presented in the following graph. The LGAs where clients live is very similar to the breakdown of the total population - for example 9% of SWCT clients live in the Camden LGA, and 9% of the total population live in that LGA, while 26% of clients live in Campbelltown LGA, compared to 24% of the total population.

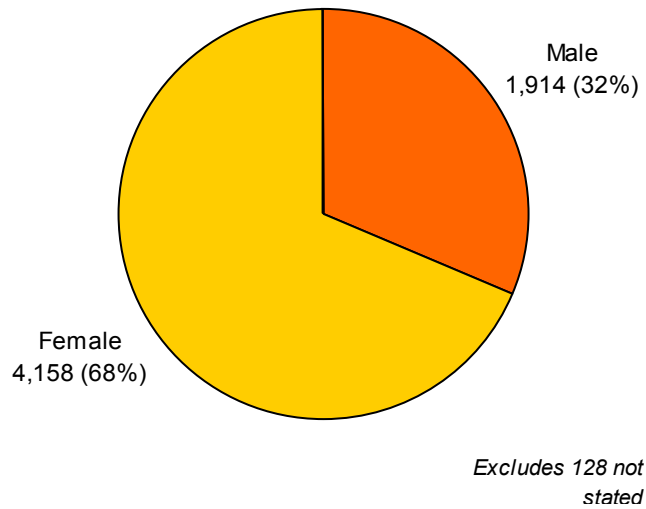


### Gender of Clients

The following graph presents a gender breakdown of SWCT clients. Around one-third (32%) of current clients are male, and this proportion has remained fairly stable over the past few years.

<sup>1</sup> ABS Regional Population Growth, Australia, 2007–08 (cat. no. 3218.0)

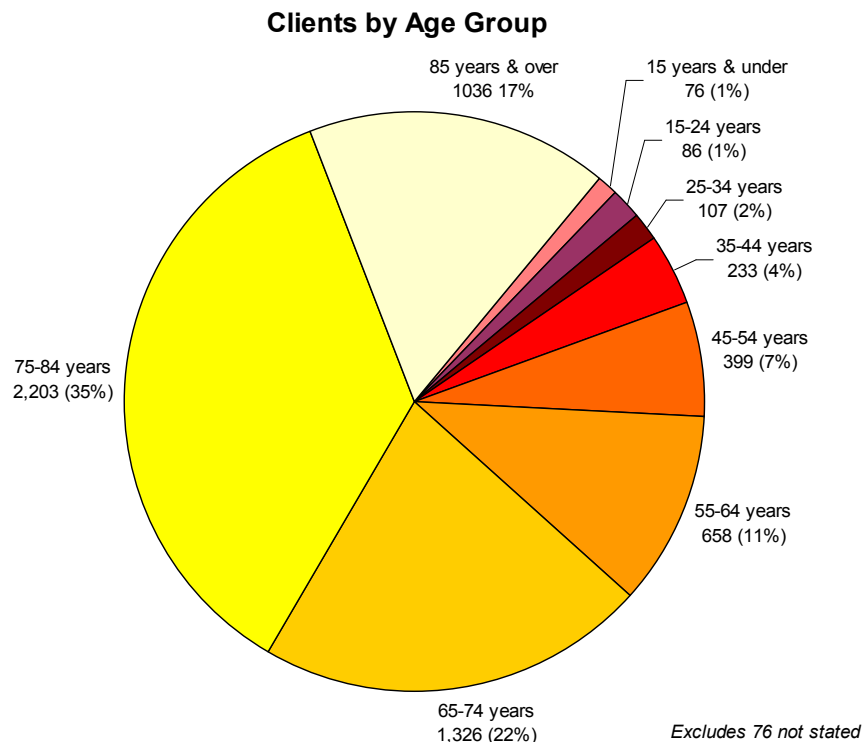
**Gender of Clients**



**Age of Clients**

Around three-quarters (74%) of all SWCT clients (4,565 people) are aged 65 years and over. This age profile has remained fairly constant over time, and is consistent with other Community Transport organisations. It also reflects that the majority of funding for SWCT is through the Home and Community Care Program (HACC).

The following graph presents current SWCT clients by all age group.



**County of Birth**

SWCT clients are very culturally diverse, with half of all clients born outside Australia. In total SWCT clients identified 99 different countries as their birthplace. The following table summarises the number of clients for each country of birth.

<b>Country of Birth</b>	<b>Number of Clients</b>	<b>% of Clients</b>
Australia	3,047	49.9%
UK	483	7.9%
Italy	365	6.0%
Vietnam	141	2.3%
Iraq	126	2.1%
Malta	121	2.0%
Egypt	117	1.9%
Fiji	84	1.4%
Lebanon	78	1.3%
Philippines	76	1.2%
Germany	74	1.2%
Greece	68	1.1%
Poland	66	1.1%
Uruguay	65	1.1%
Chile	60	1.0%
Croatia	60	1.0%
India	59	1.0%
Yugoslavia, Federal Republic of	53	0.9%
China (excludes SARs and Taiwan)	50	0.8%
New Zealand	49	0.8%
Netherlands	45	0.7%
Cambodia	44	0.7%
Former Yugoslav Republic of Macedonia	44	0.7%
Estonia	43	0.7%
Mauritius	39	0.6%
Argentina	36	0.6%
Ireland	36	0.6%
Sudan	33	0.5%
Iran	31	0.5%
Sri Lanka	30	0.5%
Hungary	29	0.5%
Russian Federation	28	0.5%
Austria	24	0.4%
Ukraine	23	0.4%
Laos	22	0.4%
Adélie Land (France)	21	0.3%
Czech Republic	21	0.3%
Samoa	21	0.3%
Other*	320	5.2%
<b>Total**</b>	<b>6,109</b>	<b>100.0%</b>

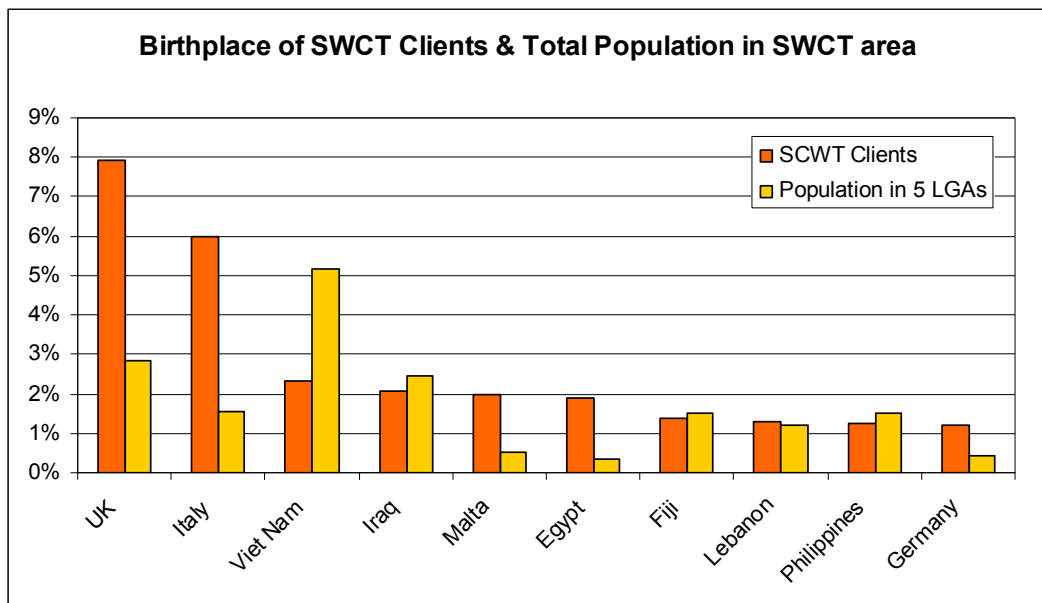
\* Includes Afghanistan, Armenia, Aruba, Australian External Territories, Bangladesh, Belarus, Bolivia, Bosnia and Herzegovina, Brazil, Bulgaria, Burma (Myanmar), Canada, Cook Islands, Cyprus, Denmark, East Timor, Ecuador, El Salvador, Ethiopia, Finland, France, Gibraltar, Honduras, Hong Kong, Indonesia, Israel, Japan, Jordan, Kenya, Korea (South), Kuwait, Latvia, Lithuania, Luxembourg, Macau, Malaysia, New Caledonia, Nicaragua, North Africa, Norway, Pakistan, Paraguay, Peru, Portugal, Romania, Seychelles, Singapore, Slovakia, Slovenia, Solomon Islands, South Africa, Spain, Switzerland, Syria, Taiwan, Thailand, Tonga, Trinidad and Tobago, Turkey, USA, Vanuatu

\*\*Excludes 91 not stated/inadequately described

Over the past few years there has been an increase in the number of SWCT clients born in: Egypt, Fiji, Greece, Iraq, Italy, Lebanon, Malta, Philippines and Viet Nam.

A lower proportion of SWCT clients were born in Australia (50%) compared to the total population (57%) in the 5 LGAs of Camden, Campbelltown, Fairfield, Liverpool and Wollondilly.

The following graph compares the 10 most common countries of birth for SWCT clients compared to the population as a whole <sup>2</sup>.



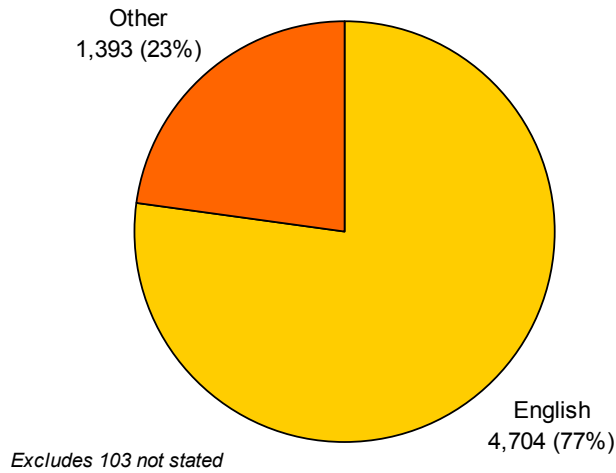
Some interesting differences are apparent reflecting that people from the UK and Europe traditionally arrived in larger numbers after World War II and are now in the older age groups that utilise Community Transport the most. People from Asia and the Middle East are more recent arrivals to Australia, and therefore do not make up such a large proportion of SWCT clients, however it might be assumed that they will compromise a more significant proportion of the client base in future years.

### Language Spoken at Home

Around three-quarters of all SWCT clients speak only English at home, as displayed in the following graph.

<sup>2</sup> 2006 Census of Population and Housing, Cat. No. 2068.0

Language Spoken at Home



Nearly 1,400 people spoke a language other than English at home, with most speaking Italian, followed by Arabic, Spanish and Vietnamese. There are 20 clients who speak Aboriginal languages at home. The following table presents the languages spoken by SWCT clients.

Language Spoken at Home	Number of Clients	% of Clients
English	4704	77.2%
Italian	207	3.4%
Arabic (including Lebanese)	198	3.2%
Spanish	143	2.3%
Vietnamese	110	1.8%
Greek	58	1.0%
Assyrian (including Aramaic)	54	0.9%
Cantonese	50	0.8%
Croatian	50	0.8%
Maltese	44	0.7%
French	42	0.7%
Hindi	39	0.6%
Khmer	36	0.6%
Ukrainian	36	0.6%
Serbian	35	0.6%
Russian	31	0.5%
Tagalog (Filipino)	29	0.5%
Polish	24	0.4%
Aboriginal Languages	20	0.3%
Lao	14	0.2%
Mandarin	14	0.2%
Macedonian	13	0.2%
Armenian	12	0.2%
Hungarian	10	0.2%
Other*	124	2.0%
Total**	6,097	100.0%

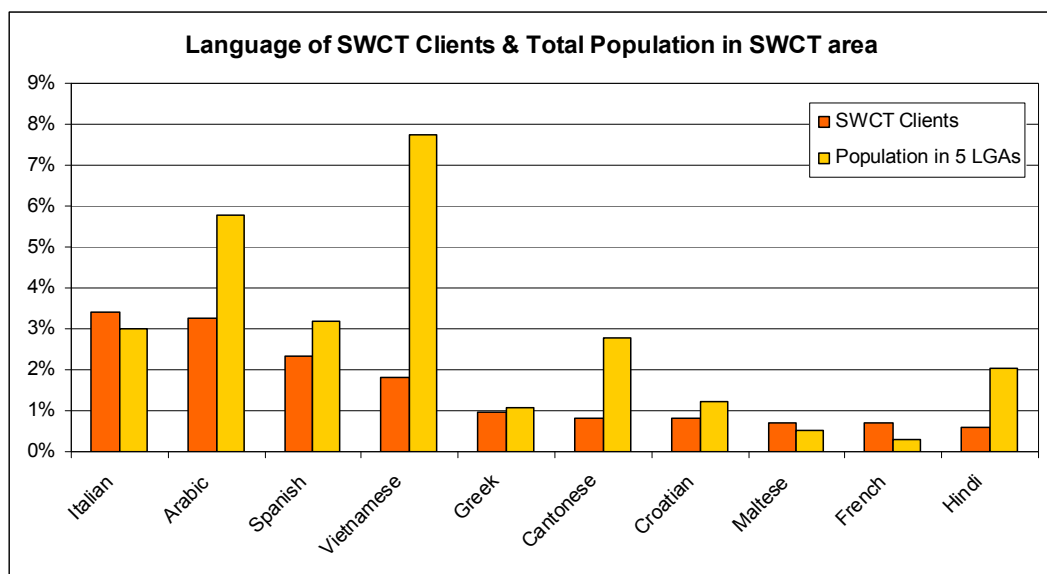
\*Other includes Afrikaans, Amharic, Basque, Bengali, Bisaya, Bosnian, Catalan, Czech, Danish, Estonian, Fijian, Finnish, Gaelic (Scotland), German, Hakka, Indonesian, Korean, Kurdish, Latvian, Malay, Mauritian Creole, Nauruan, Netherlandic, Non Verbal (incl. sign language), Persian, Portuguese, Punjabi, Romanian, Samoan, Slovak, Slovene, Swahili, Tamil, Telugu, Teochew, Tetum, Thai, Tigrinya, Tongan, Turkish

\*\* Excludes 103 not stated/inadequately described

The main languages that have experienced growth over the past few years for SWCT clients are: Arabic, Italian, Spanish and Vietnamese.

A higher proportion of current SWCT clients spoke English only at home (77%) compared to the total population in the SWCT area (63%)<sup>3</sup>. The following graph compares the top 10 languages spoken at home by SWCT clients compared to all people living in the area.

Some significant differences are evident, and it is possible that over time a higher proportion of SWCT clients will speak Arabic, Vietnamese, Cantonese and Hindi. Assyrian is not displayed in the following graph as comparable data was not available from ABS.



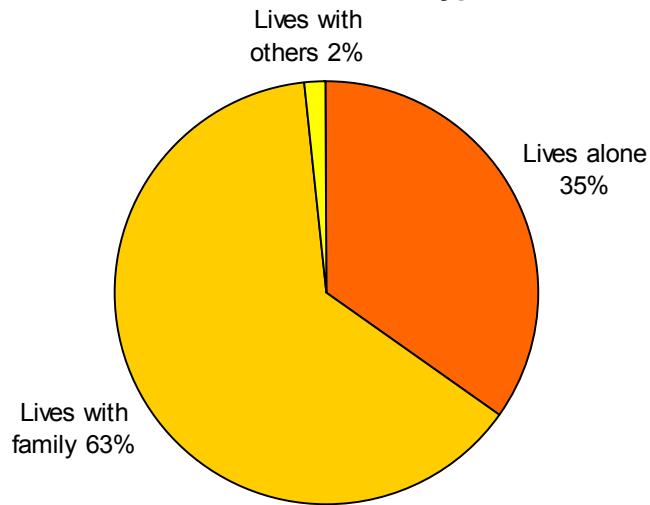
### Living Arrangements

Approximately 65% of clients live with another family member (63%) or with someone else (2%). However just over a third (35%) live alone, and for these clients, Community Transport plays a vital role in reducing social isolation.

The following graph presents SWCT clients by household type, and this pattern has remained stable over time.

<sup>3</sup> 2006 Census of Population and Housing, Cat. No. 2068.0

**Client Household Type**

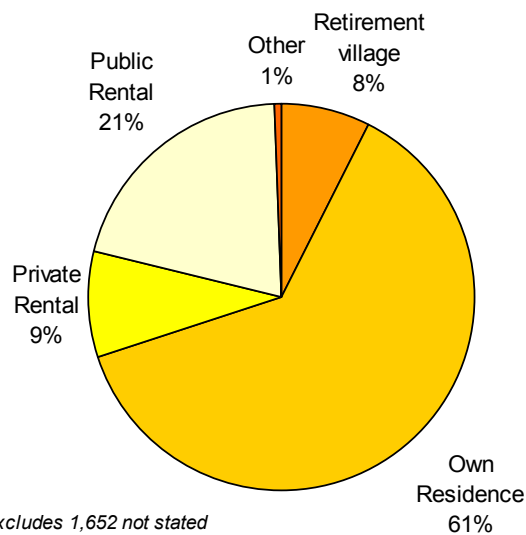


*Excludes 1,431 not stated/adequately described*

**Accommodation Type**

The graph below presents a breakdown of SWCT clients by the type of accommodation in which they reside. Most SWCT clients live in a property that they either own or are paying off (61%). A total of 30% of clients are renting – 9% in private accommodation and 21% in public housing. Less than 10% live in independent accommodation in retirement villages.

**Client Accommodation Type**



*Excludes 1,652 not stated*

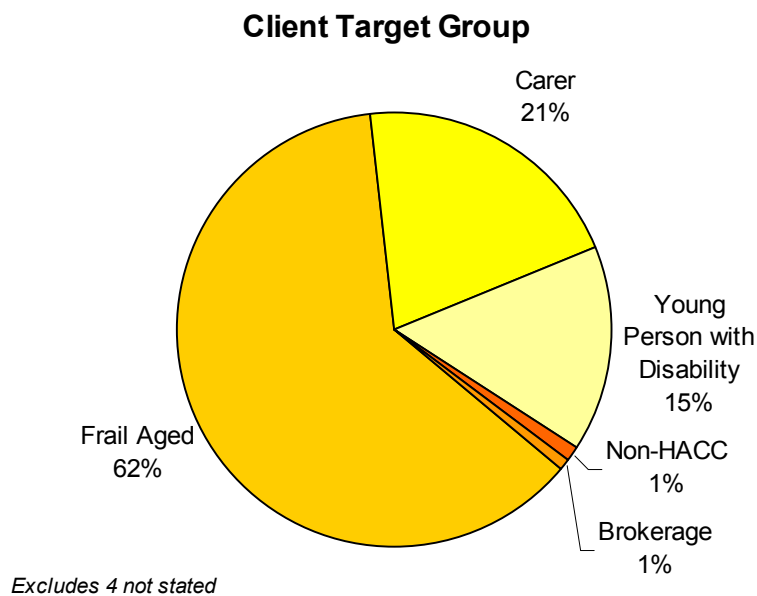
The pattern of accommodation type for SWCT clients has been constant over the past few years.

## CLIENT TRAVEL CHARACTERISTICS

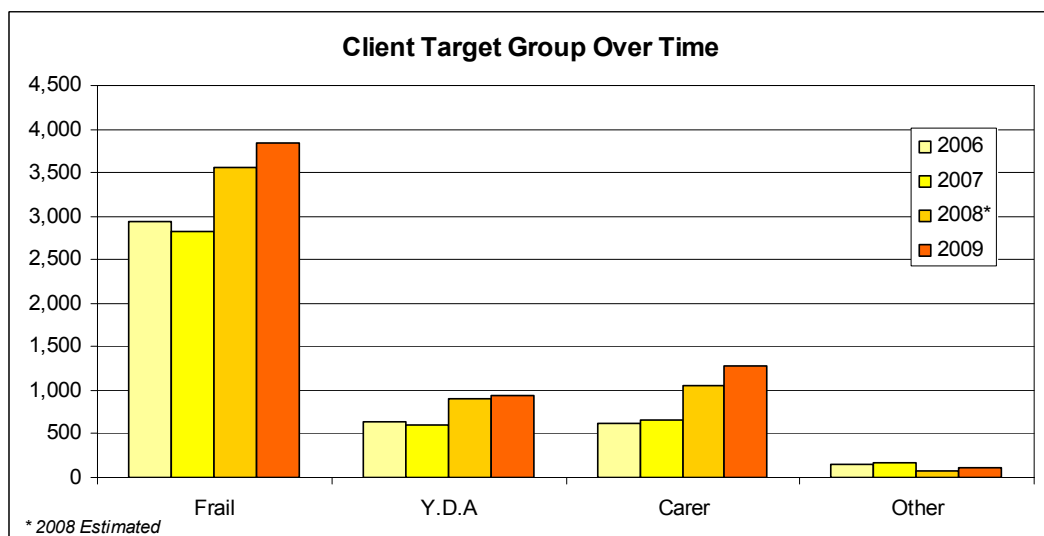
This section summarises the travel related characteristics of the current SWCT clients.

### Target Group

Most clients are classified as frail aged 65 years and over (62%), with only 15% of clients being under 65 years with a disability (YDA). The other main category is “Carer” comprising 21% of current clients.



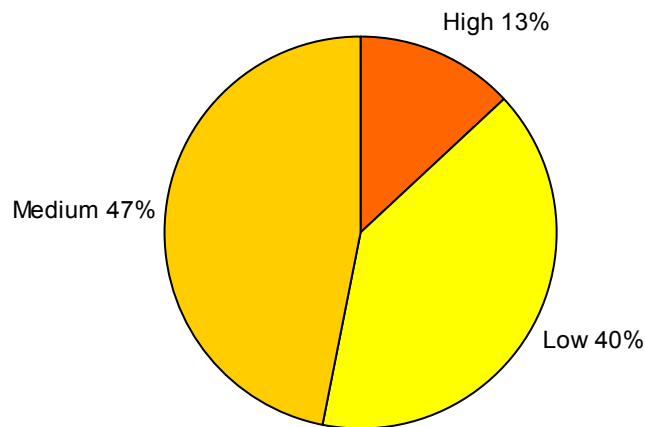
The relative size of the 3 main client target groups (Frail Aged, YDA, Carer) has been consistent over the past few years, and each is growing in size.



**Priority Level**

SWCT clients are classified into 3 priority rankings “low”, “medium” and “high” based on the client’s mobility and access to alternative transport. At present 13% of clients are defined as “high” priority and 40% are in the “low” category.

**Client Level of Priority**



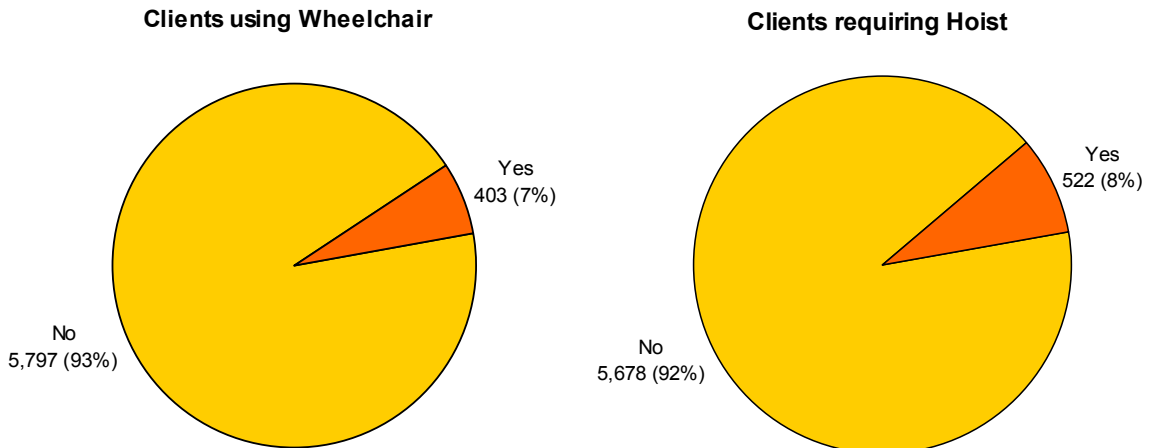
*Excludes 69 not stated*

The graph below presents client priority type over the last 4 years. The number of “high” priority clients has increased slightly each year, however the largest increase in client numbers has been for “low” and “medium” priority clients.



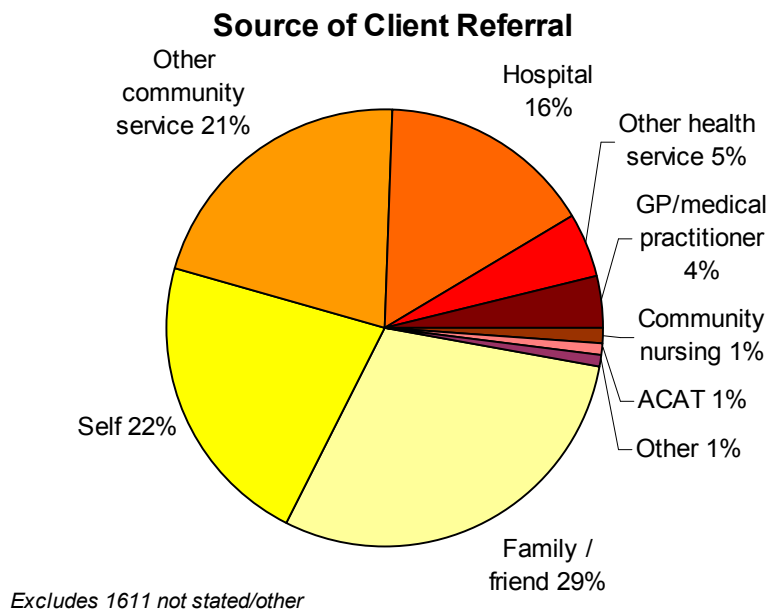
**Client usage of Wheelchair & Hoist**

Another measure of a client’s level of mobility is whether they use a wheelchair or require transport in a vehicle with a hoist. From the following graphs it is evident that only a small proportion of all SWCT clients either use a wheelchair or require a hoist to access or egress Community Transport vehicles.



**Client Referrals**

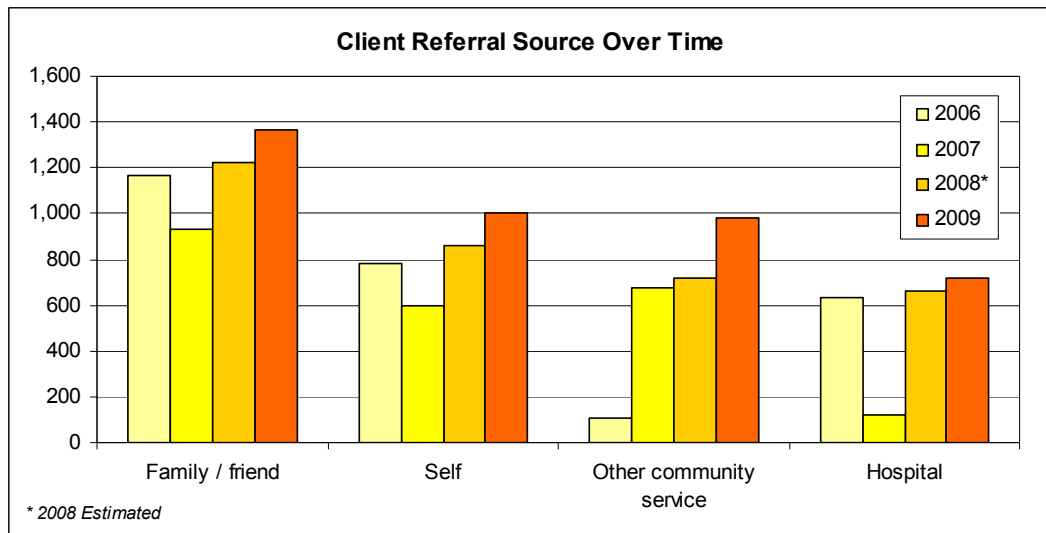
The source of client referrals to SWCT is presented in the following graph.



For the current client base, around 1400 (29%) of clients were referred to SWCT by family members, significant others and friends. The next largest type is self-referral (22%) - around 1000 of the current clients contacted SWCT for transport on their own behalf.

Health services of different types – hospitals, GPs, community nurses, and allied health professionals – are also important resources for client referrals.

Over the past few years, the number of referrals from the 4 most common sources has generally been increasing, as shown in the graph below.

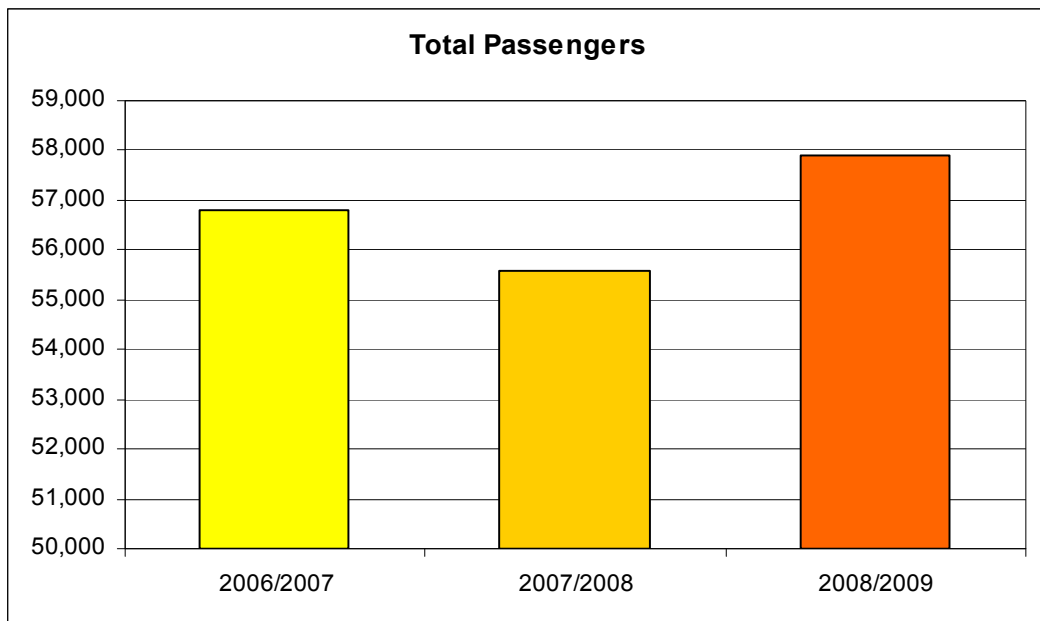


## SERVICE DATA

This section presents information on the transport provided during the 2008/09 to the 6,200 clients described in the previous sections.

### Passenger Numbers

During 2008-09 SWCT carried 57,910 passengers in total. This equates to an average of 9.34 trips for each of its 6,200 clients. The following graph presents the total passengers carried over the past 3 years. Between 2007/08 and 2008/09 there was an increase of 4.2% in the number of passengers carried.

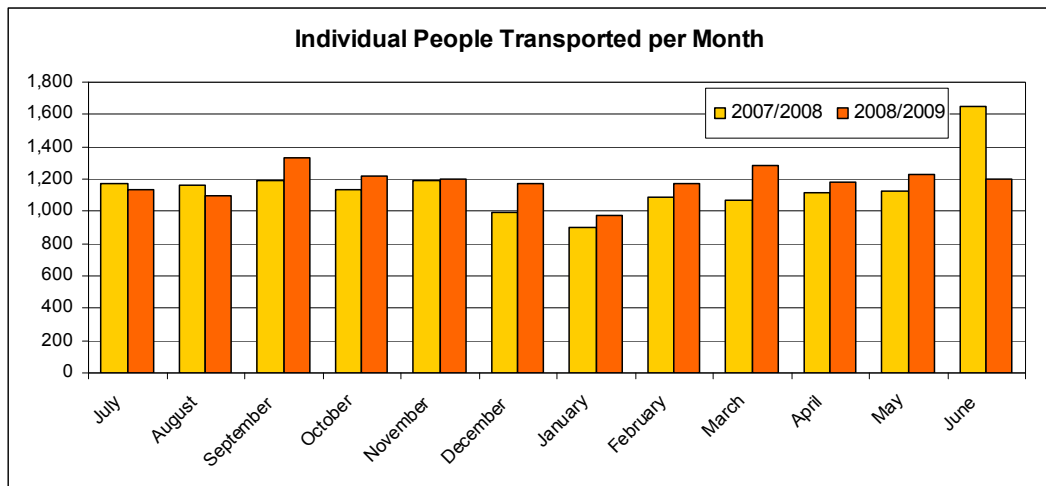


The number of passengers carried per month over the past 3 years has followed a similar pattern, as shown in the following graph.



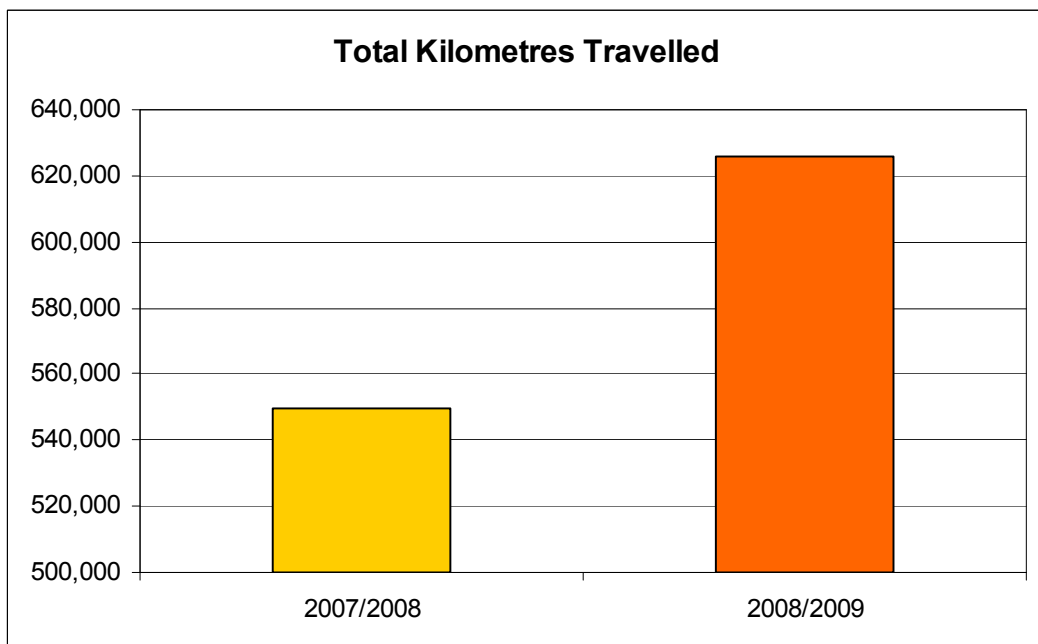
On average 4,826 passengers were transported each month during 2008/09, up from an average of 4,633 per month during 2007/08.

Another measure of services provided is the count of individuals transported each month. In the following graph the number of people who travelled each month is displayed – the numbers are much lower than the total passengers carried, as clients can make more than one trip per month.



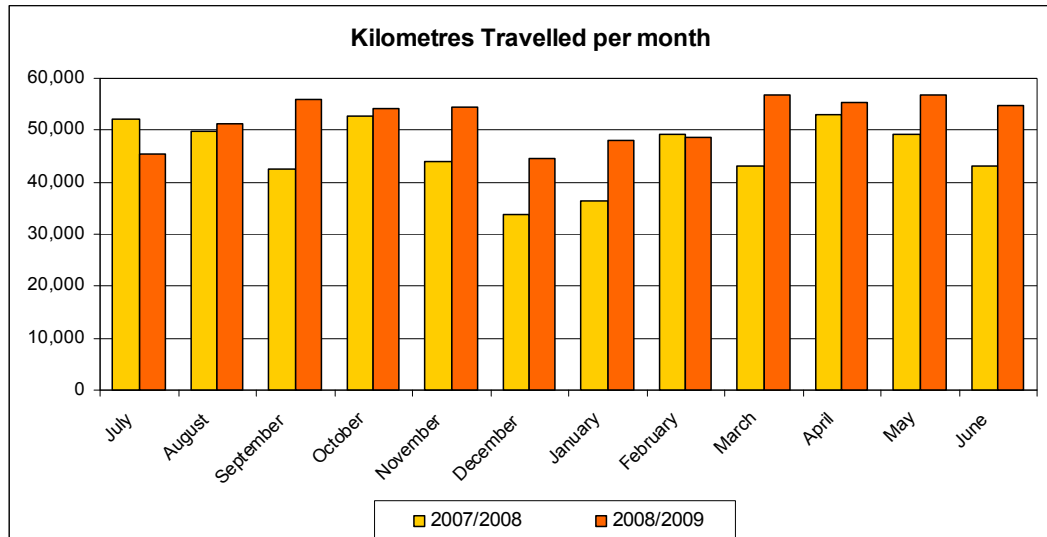
### Kilometres Travelled

During 2008/09 SWCT transported its clients a total of 625,828 km, up from 549,390 km for 2007/08, an increase of 13.9%.



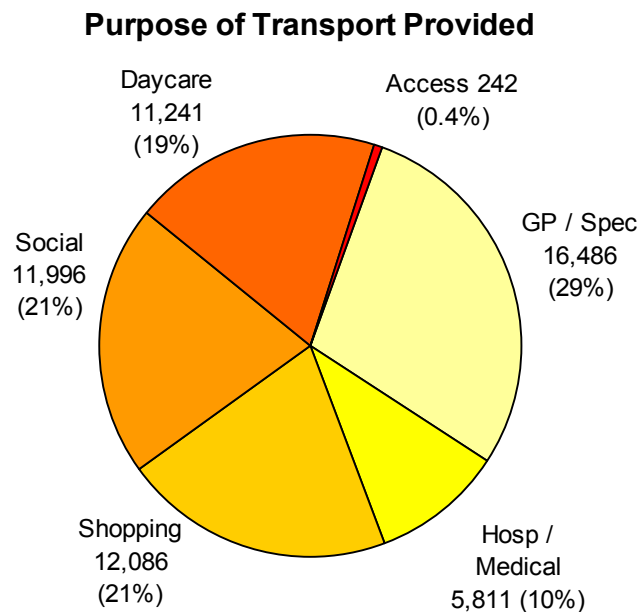
On average each passenger travelled 10.8 km (625,828 km / 57,910 passengers).

The kilometres travelled each month for the past 2 years is presented in the following graph. In 2008/09 the average number of kilometres travelled per month was 52,152, up from 45,782 in 2007/08. During 2008/09 there was an increase in the kilometres travelled compared to 2007/08 for all months except July and February.

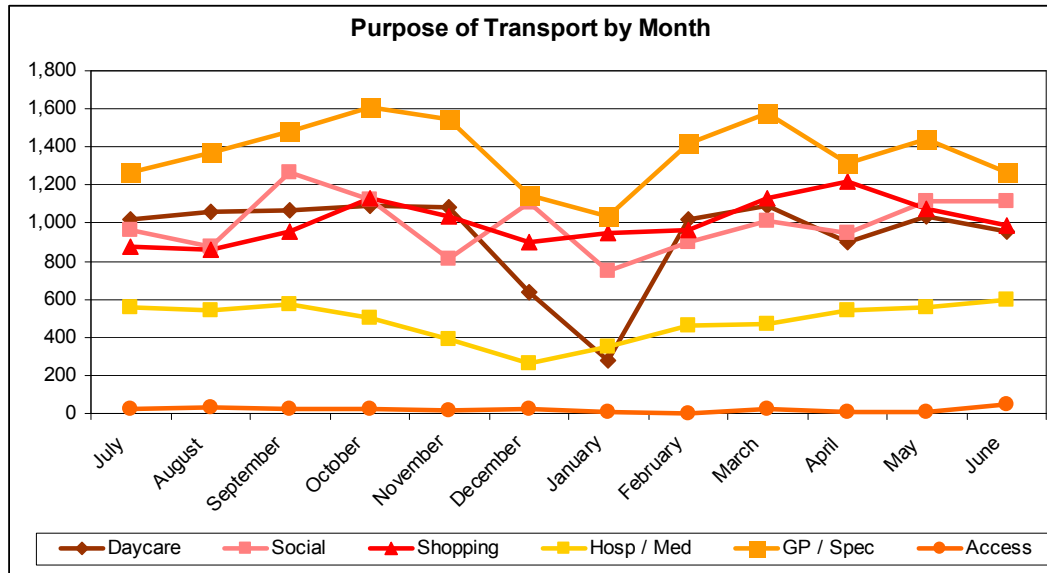


**Purpose**

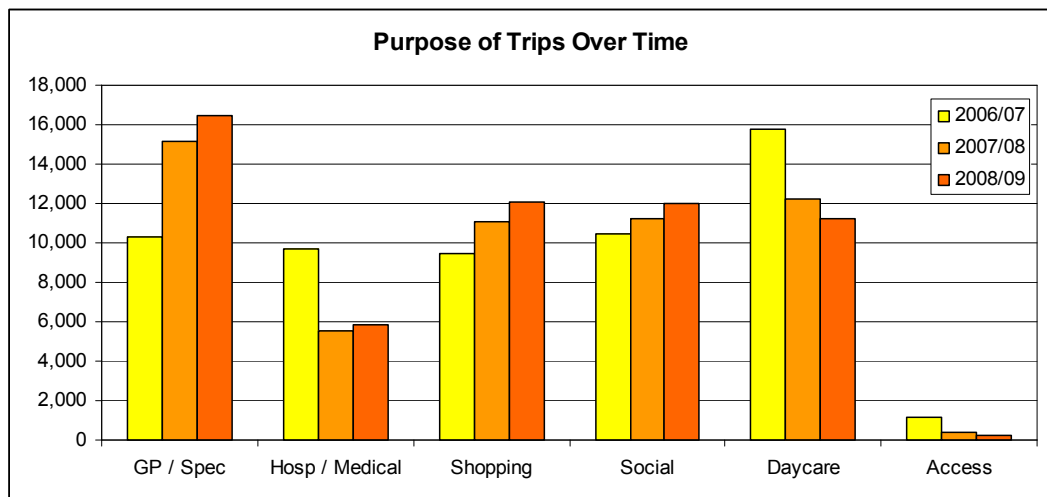
Approximately 39% (23,000) of trips in 2008/09 were for clients attending doctor’s (GPs, Specialists) and other hospital / medical related appointments. A similar proportion/number of trips were for shopping, social and daycare purposes, with only a very small number of clients requiring general access transport.



Transport by purpose on a monthly basis is presented in the following graph, revealing that some purposes decline around December / January (GP / Specialist, daycare), others are more consistent in their pattern throughout the year (shopping, hospital / medical, access), while social transport appears to fluctuates month by month.



The purpose share for transport provided over the past 3 years is presented in the following graph.



Transport to doctor's appointments has been increasing over time. From 2007/08 to 2008/09 the number of trips for this purpose increased by 9%, with a total increase of 60% since 2006/07. Hospital / medical transport has been lower for the past 2 years compared to 2006/07 due to a change in DADHC's reporting requirements related to the implementation of MDS Version 2.

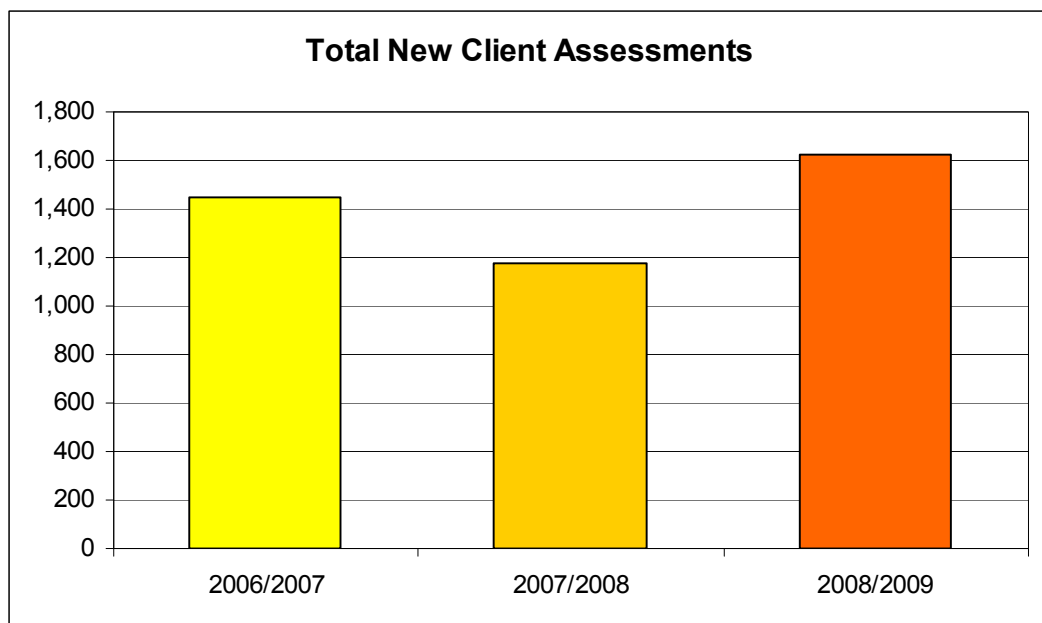
Daycare and general access transport have also declined in the past 3 years, with the number of daycare trips declining by nearly 30% and access by almost 80%. Again this

is related to the implementation on MDS(2), as well as daycare receiving funding to purchase their own vehicles.

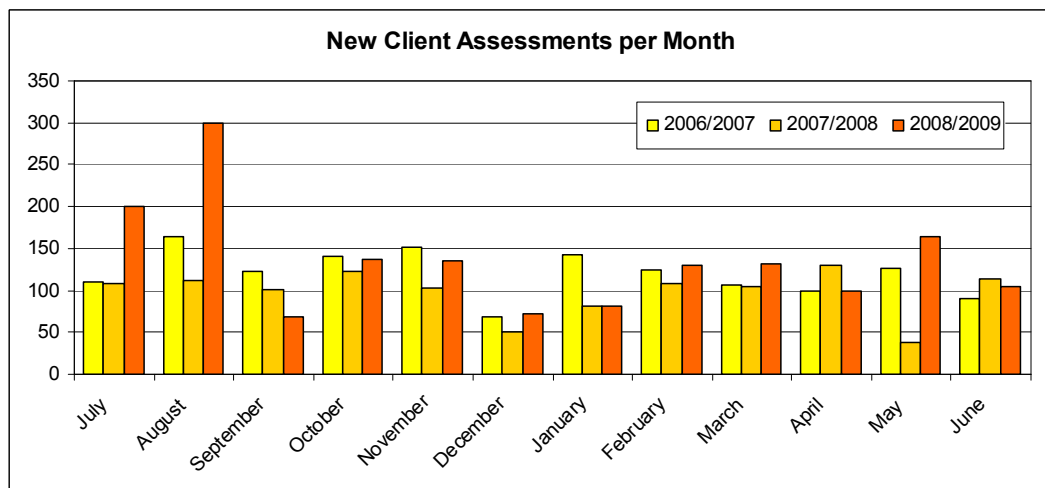
The number of shopping trips has increased by 30% since 2006/07, and by 9% since 2007/08. In the past year social transport trips increased by 6%, with a total increase of 15% since 2006/07.

**Client Assessments**

During 2008/09 SWCT undertook 1,625 new client assessments, up from 1,174 in 2007/08, and 1,446 in 2006/07.



The following graph presents a breakdown of the new client assessments completed each month over the past 3 years.

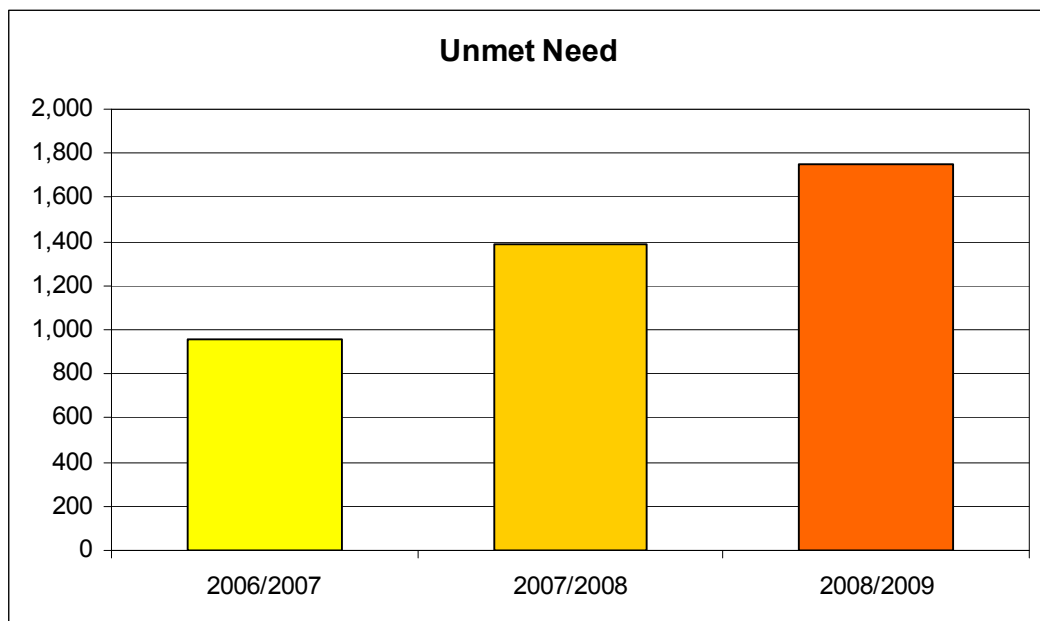


During 2008/09 SWCT completed 550 reassessments of existing clients, averaging around 45 a month. In comparison, 199 reassessments were completed in 2007/08, at an average of 17 per month.

The reassessment process is vital to ensure that services are provided to those that need them most, and to remove clients from the database that have not used services within the previous 2 years, or no longer need services.

### Unmet need

The level of unmet as presented in the following graph, has been increasing over the past 3 years due to an increase in client numbers and a decline in client mobility. However, this increase in unmet need has coincided with an increase passengers transported and kilometres travelled.

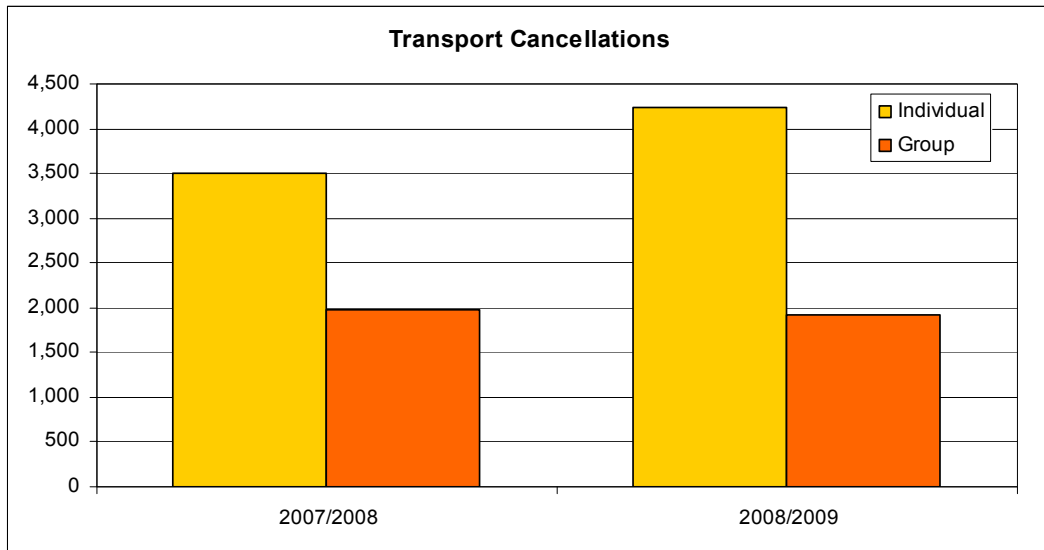


During 2008/09 37% of unmet trips were resolved with a solution (client booking time and/or date changed to suit availability of SWCT vehicles/drivers), compared to 44% in 2007/08.

### Cancellations

SWCT collects data on transport cancelled by individuals and groups, as they have a major impact on passenger numbers and other measures of service.

The graph below compares cancellations in 2007/08 and 2008/09 that took place the day before, on the day of booked transport, at the pick-up point or there was no one at the pick-up point.

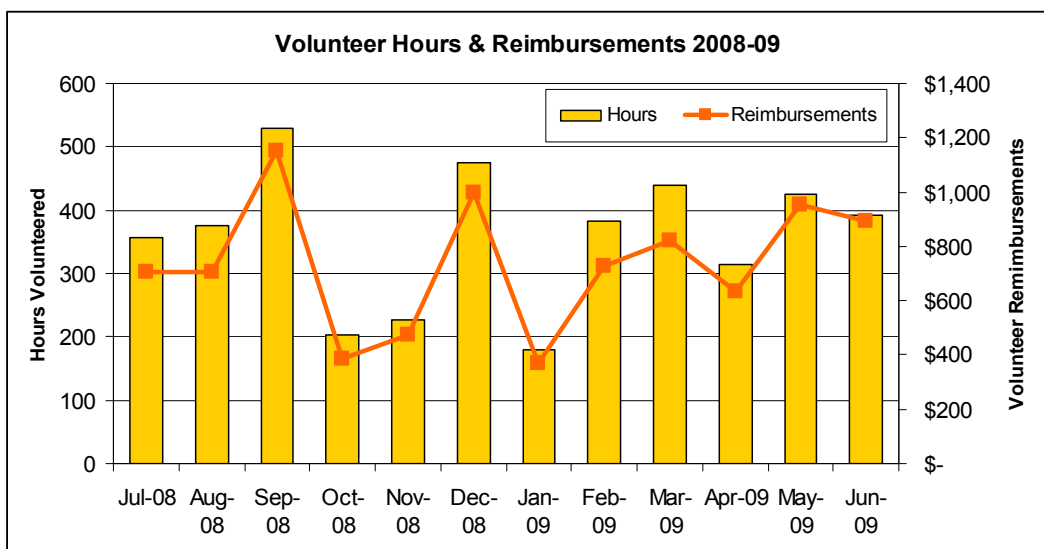


On average 353 individual clients cancelled their transport every month during 2008/09, compared to 292 during 2007/08. In addition an average of 160 group cancellations occurred each month in 2008/98, down from 164 a month in 2007/08.

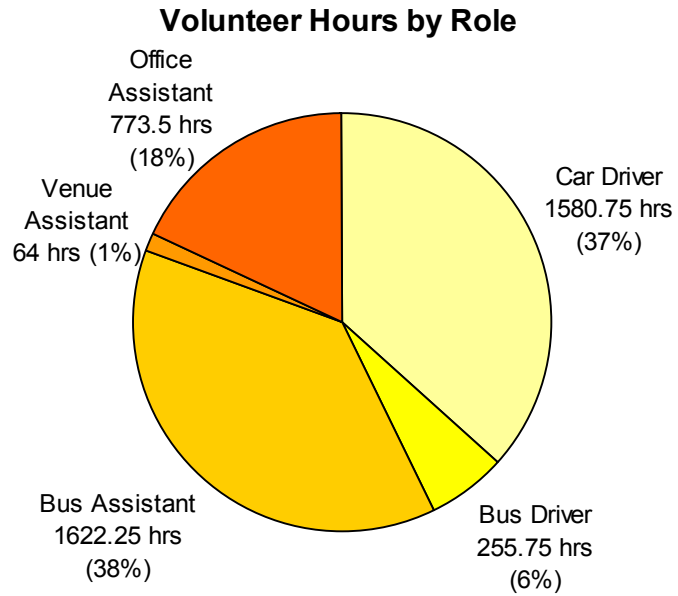
### Volunteer Contributions & Reimbursements

SWCT has a committed team of volunteers who take on roles as car and bus drivers, as well as providing assistance on buses, at venues and in the SWCT office. Without them SWCT would not be able to provide as many services to its large client base.

During 2008-09 volunteers worked a total of 4,296.25 hours for SWCT, up slightly (2%) from 4,219.5 hours in 2007-08. In return during 2008-09 volunteers were reimbursed a total of \$8,822.13 (primarily for kilometres travelled in their own vehicles to access SWCT vehicles). In the graph below the monthly contribution of hours is represented by the “gold” bars and the reimbursements paid per month are shown by the orange line.



Most hours by volunteers during 2008-09 were contributed by bus assistants (38%), followed by car drivers (37%), and office assistants (18%). Only a small proportion of volunteer hours were for bus drivers (most bus drivers are paid employees) or venue assistants.

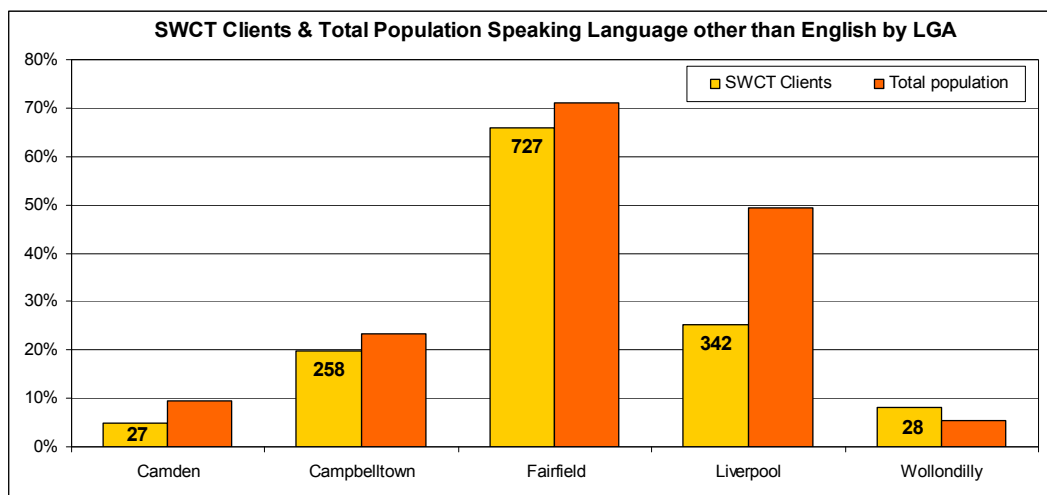


## CALD CLIENTS

This section presents some data on SWCT’s CALD clients, defined as clients that speak a language other than English at home.

### CALD Clients by LGA

The graph below presents the proportion of SWCT that speak a language other than English at home, compared to the proportion for the total population in each LGA. The number of SWCT clients in each LGA that speak another language are also presented in the graph.



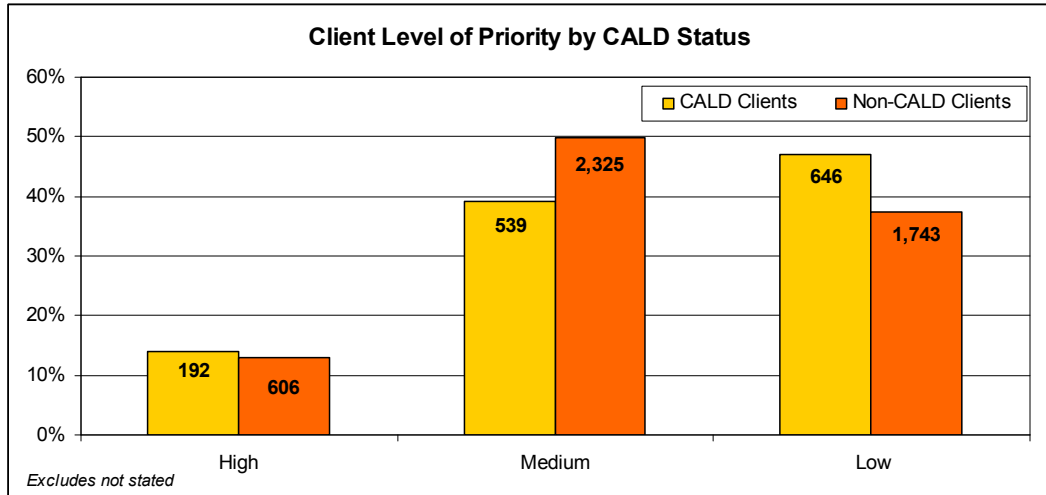
The proportion of SWCT clients living in each LGA that speak a language other than English at home varies markedly, from 5% in Camden to 66% in Fairfield. A smaller proportion of SWCT speak another language compared to the total population in all LGAs except Wollondilly – for example 66% of SWCT clients living in Fairfield are from CALD backgrounds compared to 71% of the total population living in that LGA .

Within each LGA the major languages other than English spoken at home by SWCT clients are:

Camden	Campbelltown	Fairfield	Liverpool	Wollondilly
Italian	Arabic (inc. Lebanese)	Italian	Italian	Croatian
Serbian	Spanish	Arabic (inc. Lebanese)	Arabic (inc. Lebanese)	Estonian
Maltese	French	Spanish	Spanish	Greek
French	Vietnamese	Vietnamese	Greek	Serbian
Spanish	Ukrainian	Assyrian (incl. Aramaic)	Hindi	Slovene
n/a	Tagalog (Filipino)	Cantonese	Maltese	n/a

**CALD Status by Priority**

The proportion of CALD and non-CALD clients by priority rankings “low”, “medium” and “high” are presented in the graph below. The number of clients in each category is also provided.



The graph shows that a slightly higher proportion of CALD clients (14%) are classified as “high” priority compared to non-CALD clients (13%). However in terms of actual numbers, there are 192 CALD clients in the “high” category compared to 606 non-CALD clients.

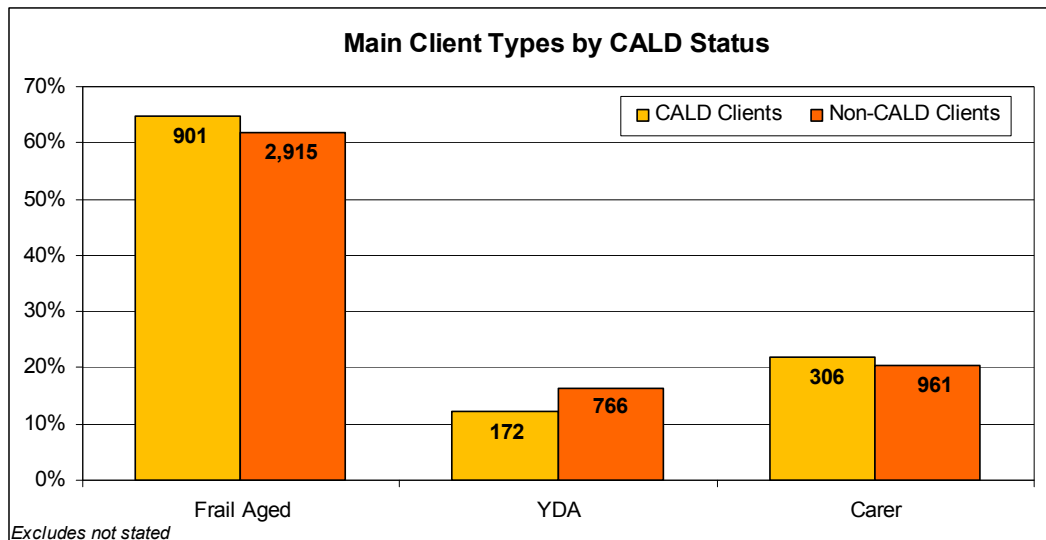
By contrast 47% of CALD clients are classified as “low” priority compared to 37% of Non-CALD clients, although there are nearly 3 times as many non-CALD low priority clients (1743) compared to CALD (646).

The table below presents the main languages spoken by CALD clients by level of priority.

High	Medium	Low
Italian	Italian	Arabic (incl. Lebanese)
Arabic (incl. Lebanese)	Arabic (incl. Lebanese)	Italian
Vietnamese	Spanish	Spanish
Spanish	Vietnamese	Vietnamese
Assyrian (incl. Aramaic)	French	Greek
Greek	Croatian	Assyrian (incl. Aramaic)

**Client Type by Language Spoken**

SWCT clients fall into 3 main categories: Frail Aged 65 years and over, Young People with a Disability (YDA), and Carer. The breakdown of client type by CALD status presented in the following graph.



A slightly higher proportion of CALD clients are in the “Carer” and “Frail Aged” categories, whilst a higher proportion of non-CALD clients are “YDA”. The number of clients in each category is also provided in the graph.

Finally, the main languages spoken by each client group are provided in the table.

Carer	Frail Aged	YDA
Italian	Italian	Arabic (incl. Lebanese)
Arabic (incl. Lebanese)	Arabic (incl. Lebanese)	Vietnamese
Vietnamese	Spanish	Spanish
Spanish	Vietnamese	Italian
Assyrian (incl. Aramaic)	Greek	Hindi
Greek	Croatian	Khmer

## GLOSSARY OF TERMS

ABS	Australian Bureau of Statistics
CALD	Culturally & Linguistically Diverse
DADHC	Department of Ageing, Disability and Home Care
LGA	Local Government Area
SWCT	South West Community Transport Inc
YDA	Young People (under 65 years) with Disabilities