

## South West Community Transport 3 year Organisational Work Plan 2008/9 to 2011/12

<b>OBJECTIVE 1: Improve and expand customer access and options</b>							
Work Plan Index	ANTICIPATED OUTCOMES	STRATEGIES	KEY PERFORMANCE INDICATORS	KEY PERSON	P'FOLIO	YEAR	21st May 2010 update.
WP 1.1.1	Service provided is in response to stakeholder identified need and by developing increased capacity, flexibility & viability of the service	Planning is designed to consider stakeholder feedback, community demographics and building service capacity	Bi-annual planning days are held	E.O.	Quality	2009 & 2011	Ongoing
WP 1.1.2			Client profile is compared to community demographics, Identification inconsistencies and strategies developed to address	E.O.	Quality	2009	Recommendation - 2010 SWCT Triennial Plan for SWCT - costing
WP 1.1.3			Review of Actions undertaken as result of telephone survey to ensure effective	Board	Quality	2008/09	Completed
WP 1.1.4			Telephone Survey conducted on an annual basis for taxi clients	E.O.	Quality	ALL	2010 survey yet to be undertaken - poss Volunteer role
WP 1.1.5			Client feedback is gathered on an annual basis and used in service development processes	E.O.	Quality	ALL	Ongoing
WP 1.1.6			Organisational survey findings are acted upon	Board	Quality	2008/09	a) Hours of operation extended b) Work with taxi industry ongoing c) Lobbying for drop off zones at medical facilities ongoing d) 2011 consultation to be undertaken via telephone survey

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WP 1.1.7		Stakeholders with special needs are consulted & service development directed by needs	Maintain at least one focussed Working Party	E.O.	Quality	ALL	Currently have 2 working parties for Travel Training and Taxi Voucher projects To be undertaken 2010 YPWD working party to be developed with new project CALD working party to be developed to support 5 bi-lingual workers
WP 1.1.8			CALD action plan is implemented	E.O.	Quality	2008/2010	Incorporated into organisaitonal strategic and work plan
WP 1.1.9			CALD action plan is reviewed	Board	Quality	2010/2011	Incorporated into organisaitonal strategic and work plan
WP 1.1.10			SWCT Promotional video is produced	E.O.	Quality	2009 - 2010	Main video completed - shorter version in production
WP 1.1.11			SWCT video in community languages is produced	E.O.	Quality	2010/11	2010/2011 task
WP 1.1.12			Budget allocated to CALD Media Plan	Board	Quality	2008/09	Link with 2010 / 2011 CALD bi-lingual project
WP 1.1.13			Encourage ongoing partnerships with Aboriginal HACC Services.	E.O.	Strategic	2008/09	Currently meeting with Gandangara with an aim to develop future partnerships
WP 1.1.14		Continue to provide and promote travel training	Existing clients of service will have access to Travel Training	T.T. Coordinator	Strategic	2009/10	Ongoing 3 year fixed funding received
WP 1.1.15		Implementation of Isolated Group Transport Project	Implementation plan developed	E.O.	Quality	2008/09	Ongoing

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WP 1.1.16			Services implemented	E.O.	Quality	2008/09 & 09/10	Ongoing Wollondilly car purchased Swimming Programs commenced Shuttle service under development Negotiations to commence with Mens Sheds in Wollondilly
WP 1.1.17			service effectiveness reviewed year 3	E.O.	Quality	2010/11	To be undertaken 2010
WP 1.1.18		Provide guaranteed care on vehicles	Development of system for paid carers on vehicles	E.O.	Quality	2008/09	Formula for provision of paid carers developed. Recruitment of Volunteer carers in progress
WP 1.1.19		Investigate options for increasing services	Lobby for increased services	E.O.	Quality	ALL	Ongoing Extension of hours funded Unmet need incorporated in HACC Planning Grids
WP 1.1.20			A Weekend service is provided	E.O.	Quality	2010/11	Service provided to elections - all other via Taxi Voucher project - Social Access Discussion paper developed and submitted at HACC Forums
WP 1.1.21							
WP 1.1.22		Investigate options for increasing services continued	Increased out of area transport is provided	E.O.	Quality	2009/10	Lobbying for increased funding to meet unmet need
WP 1.1.23			Taxi Voucher project expanded to places of worship	E.O.	Strategic	2009/10	Ongoing lobbying for increase in funding
WP 1.1.24			Service accessible from 7.30am to 7pm weekdays	E.O.	Strategic	2009/10	New funding received - Hours extended to operate between 7.15am to 7.30pm

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WP 1.1.25		Continue Development of effective taxi transport provision to SWCT clients	Process for implementation and access to authorised C.T. taxi drivers	E.O.	Strategic	2008/09	Ongoing lobbying with taxi operators
WP 1.1.26			Input from existing clients use of taxi's as detailed in telephone survey report have been actioned	E.O.	Strategic	2008/09	Ongoing Survey to be undertaken 2010/2011 by volunteer
WP 1.1.27			Training Video for taxi drivers developed	E.O.	Strategic	2009/10	Completed
WP 1.1.30			Review implementation, improvements & challenges	E.O.	Strategic	2010/11	Ongoing
WP 1.1.31		Continued provision of Taxi Voucher Project	Review implementation, improvements & challenges	E.O.	Strategic	2008/09	Ongoing - client survey undertaken in 2009 and recommendations implemented
WP 1.1.32		Develop strategies to reduce client cancellations	Reduction in individual cancellations based on organisational formula - develop process - develop formula client no vs passenger no. vs cancellations	E.O.	Strategic	ALL	All strategies to date have failed. Possible task for volunteer or medical student
WP 1.1.33		Increase service to Younger People with Disabilities	Issues raised in Younger People with Disabilities Report are researched and action plan developed	E.O.	Strategic	2008/09	YPWD Project to be implemented - recommendation commencement date following E.O. return from LSL
WP 1.1.34			Disability Action Plan implemented	E.O.	Strategic	2009/10	As per 1.1.33
WP 1.1.35			Disability Action Plan reviewed	E.O.	Strategic	2010/11	As per 1.1.33

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WP 1.1.36		Use promotion plan to promote increased weekend usage	Greater use of vehicles in evenings and at weekends	E.O.	Strategic	2008/09	No increase to date
WP 1.1.37			Review weekend utilisation of vehicles	Board	Strategic	2010/11	Minimal use on weekends
WP 1.1.38		Call for EOI's for bus usage	Annual EOI process open to groups and organisations	E.O.	Strategic	ALL	Ongoing
WP 1.1.39			EOI process/policy regarding management fee developed and implemented	E.O.	Strategic	2008/09	Completed
WP 1.1.40		Provide transport to Local State & Federal elections	Promotion of this service commenced	E.O.	Strategic	2008/09	Advertised in every newsletter
WP 1.1.41			Seek contribution from all candidates to fund transport. SWCT not to align with any candidate	E.O.	Strategic	at rel. time	Yet to be undertaken
WP 1.1.42			Review usage, promotional effectiveness and funding acquired after each election	E.O.	Strategic	at rel. time	See 1.1.41
Reco		Regularly evaluate office systems to ensure maximum efficiency	Bookings & Assessment teams regularly monitored with regard to time taken to process client requests	E.O.	Staff	ALL	Ongoing Assessment Unit restructured December 09 Booking Unit restructured May 10
WP 1.1.44		Clients are encouraged to be assessed by the service prior to having a need for transport	Number of times promoted when opportunity arises in media articles, consultations, guest speaking etc	Promotion	Strategic	ALL	Ongoing Recommendation - Due to unprecedented growth of service promotional project cease until increase in funding received

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WP 1.2.1	Increased referrals	Regular attendance at representational forums / meetings.	Regular attendance at forums in each of the target areas	E.O.	Strategic	ALL	Ongoing
WP 1.3.1	Increased referrals continued	Guest speaking	at least 12 Conducted per year	E.O.	Strategic	ALL	Since 1.7.09 21 presentations undertaken reaching approximately 413 people
WP 1.3.2		implementation of promotional plan	See Obj 3				See 1.1.44 recommendation
WP 1.3.3		Review referral data with a view to targetted service provider engagement	Service can identify number and source of referrals to SWCT and number and destination of referrals from SWCT	E.O.	staff	2009/10	2010 /2011
WP 1.3.4			Two services identified each year and intensively engaged to increase referrals	E.O.	Strategic	ALL	Commenced recording referral data March 10
WP 1.3.5			Review of above to ascertain results and develop approp strategies to address	E.O.	Strategic	ALL	See 1.1.44 recommendation
WP 1.4.1	One stop shop for transport	Promote SWCT as Best Practice provider	Majority of community transport options available from one area e.g. SWCT.	E.O.	Strategic	BY 2011	Ongoing
WP 1.5.1	Improved public, private and other sector transport provision	Lobby external providers	A major submission is delivered on transport need each year	E.O.	Strategic	ALL	Social Access Project discussion paper submitted to HACC Forums - previous submission to T&A unsuccessful Community Emergency Evacuation discussion paper submitted to T&A

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WP 1.5.2			Number of actions undertaken on behalf of clients regarding public transport issues	EO/TT	Strategic	ALL	Ongoing - predominantly via Travel Training Project
WP 1.5.3			Service establishes a community driven NEHRT working group to engage with Area Health Service regarding the provision of NEHRT and "Transport for Health" policy implementation (Org survey)	E.O.	Strategic	2008/09	Group implemented - unsuccessful Current group headed by Health - unsuccessful 10/11 lobby for reinstatement of Health group
WP 1.6.1	Service has access to a variety of funding/sponsorship options	Seek funding to service to cater to identified unmet need	Prioritized unmet need is included in HACC planning processes	E.O.	Strategic	ALL	Included in current plan in both Macarthur and Liverpool/Fairfield
WP 1.6.2			appropriate submissions developed to increase service hours from 7.30am to 7pm	E.O.	Strategic	2008/09	Completed
WP 1.6.3			appropriate submissions developed for expansion of Taxi Voucher project to include "places of worship"	E.O.	Strategic	2008/09	Ongoing
WP 1.6.4			appropriate submissions developed for weekend service taking into account admin component	E.O.	Strategic	2008/09	Yet to be undertaken
WP 1.6.5			Service explores sponsorship options regarding election transport, travel training, CALD promotion, newsletter promotion etc	E.O.	Strategic	ALL	Yet to be undertaken

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WP 1.6.6		Appropriate Non recurrent funded is sourced	For CALD promotional video	E.O.	Strategic	2009	Yet to be undertaken
WP 1.6.7		Investigate alternative options for funding to enhance the 'one stop shop' philosophy	Alternative funding options identified including funding / financial input from both government and public sector.	EO	Strategic	ALL	Yet to be undertaken