Western & South-Western Sydney Community Transport Organisations

Client Profile & Key Service Data 2010

Prepared by

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August 2011

Prepared for

Western & South-Western Sydney Community Transport Organisations:

- South West Community Transport
- Bankstown Canterbury Community Transport Inc.
- Southern Highlands Community Transport
- Great Community Transport Inc
- Community Wheels Inc.
- Peppercorn Community Transport

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INTRODUCTION

This report brings together data on clients and their travel patterns from 6 western and south-western metropolitan Sydney Community Transport (CT) organisations:

- South West Community Transport (SWCT)
- Bankstown Canterbury Community Transport Inc. (BCCT)
- Southern Highlands Community Transport (SHCT)
- Great Community Transport Inc. (GCT)
- Community Wheels Inc. (CWI)
- Peppercorn Community Transport (PCT)

The intention of the report is to provide:

- An understanding of the total community transport task in western and south-western Sydney[1];
- Give an insight into local and regional transport trends;
- Assistance with identifying opportunities for closer collaboration between community transport providers and to reduce duplication of services.

This report includes:

- A summary of the characteristics of the clients of each CT provider for the financial year 2009-10;
- An overview of the trips completed by each CT provider;
- A summary of service data in 2009-10 compared to previous years; and
- Estimates of the number of clients that may require CT services in the future based on the latest population projections.

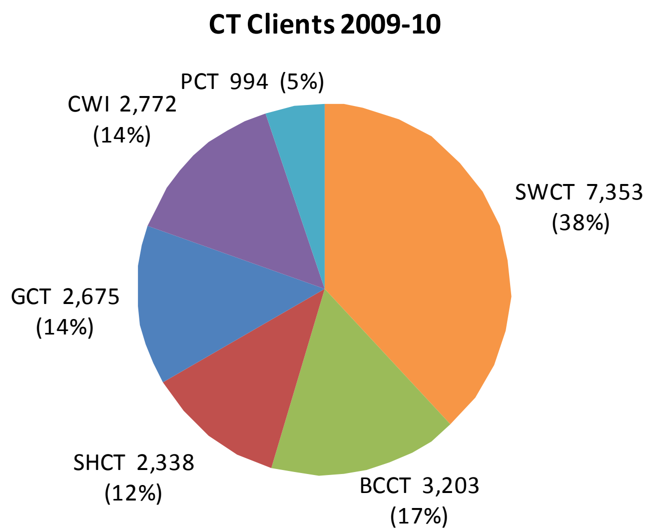
[1] Excludes data from western Sydney Community Transport providers Auburn, Blacktown and Hills

CLIENT PROFILE

This section summarises a range of demographic characteristics of the clients from the 6 CT providers in western Sydney for the year 2009-10.

Number of Clients

The total number of clients on the databases of the 6 CT providers for 2009-10 was 19,298. These are clients that have been assessed as eligible to receive CT services, though not all of them may have made trips during 2009-10.

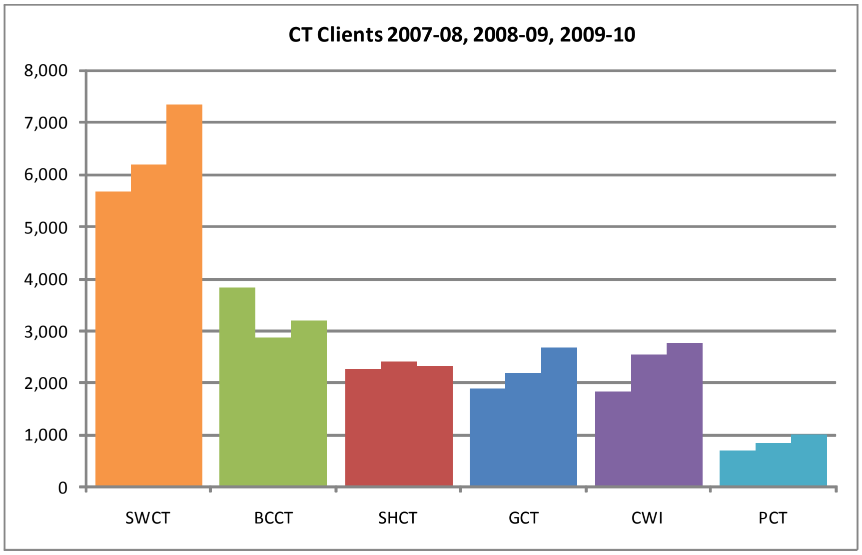


South West Community Transport (SWCT) has the largest number of clients – more than twice as many as the next largest provider, Bankstown Canterbury Community Transport (BCCT).

There are a similar number of clients belonging to Community Wheels (CWI) as to GREAT Community Transport (GCT), with slightly fewer at Southern Highlands Community Transport (SHCT). Peppercorn Community Transport (PCT) has least clients, with just under 1,000 people on their database.

The number of clients of each CT provider reflects both the total population living in their service area and its demographic characteristics, particularly the age profile.

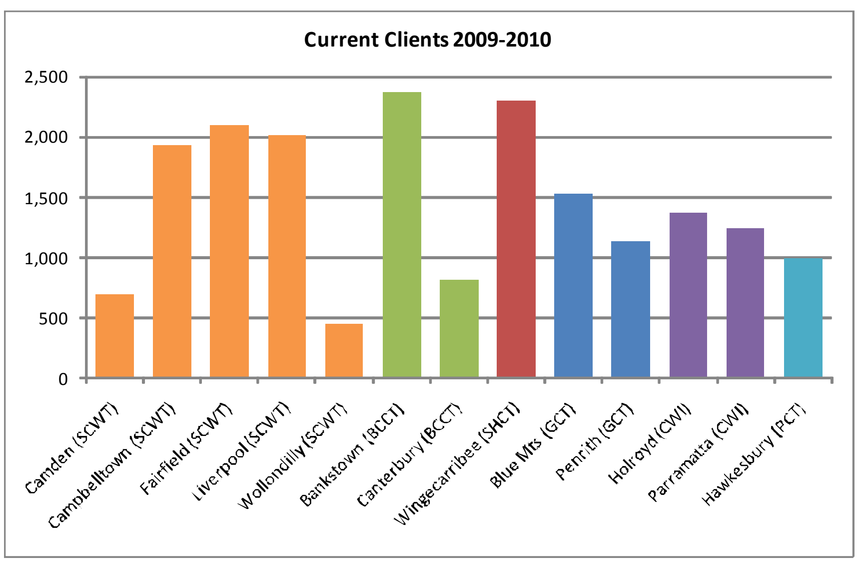
The following graph shows the change in client numbers for each of the 6 CT providers over the past 3 years. The first column in each group represents client numbers for 2007-08, the second column clients for 2008-09 and the third column are clients for 2009-2010.



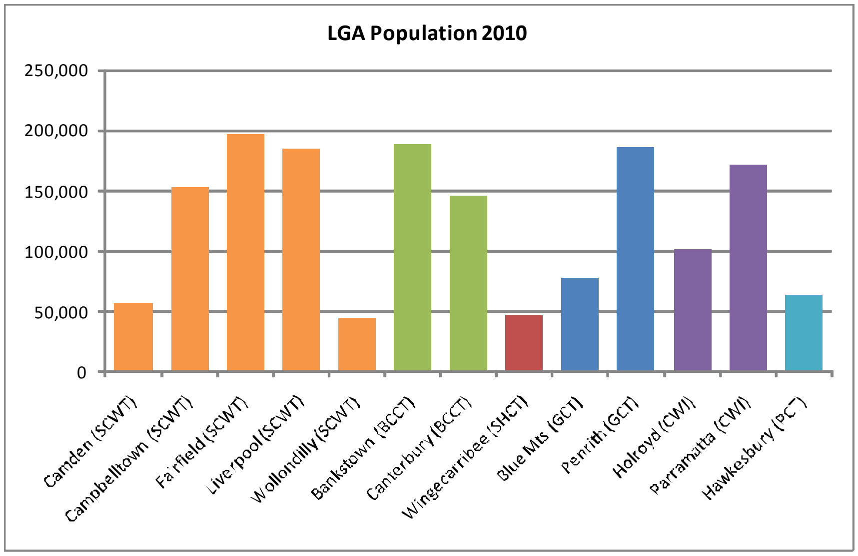
The number of clients at SWCT, GCT, CWI and PCT have increased over the past 3 years. Client numbers at BCCT show a decline followed by an increase, whilst for SHCT there was a slight increase followed by a small decline. An increase in client numbers is due to the addition of newly assessed eligible clients to a provider's database. A decline in client numbers may reflect that a provider's database has been reviewed and clients who are no longer eligible for services (e.g. changed address, deceased, required a reassessment) have been removed.

Home LGA of Clients

The current 19,298 clients of the 6 CT providers live across the following 13 LGAs as presented in the following graph.



The Australian Bureau of Statistics estimated the population as at June 30 2010 in these 13 LGAs was 1,620,286 [2], as presented in the following graph. The current clients of the 6 CT providers represent 1.2% of the total population in these LGAs.



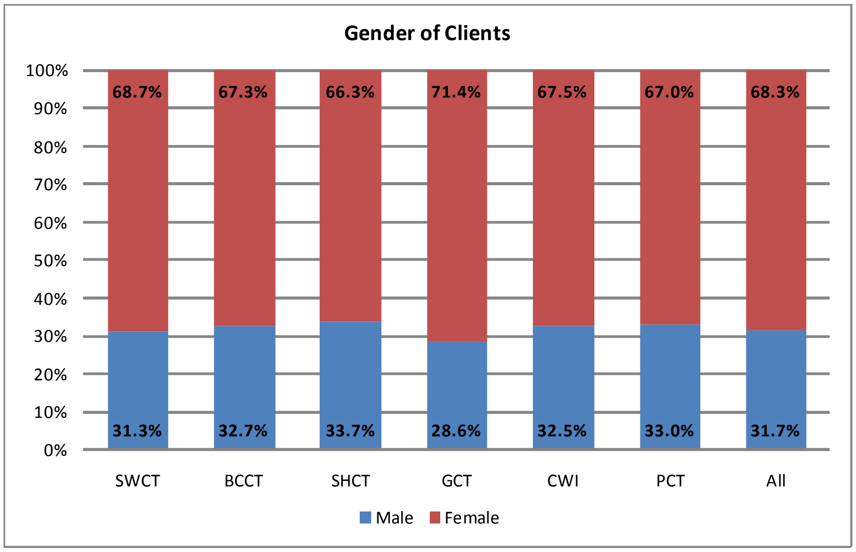
The pattern of client numbers follows the total population in the LGAs of Camden, Campbelltown, Fairfield, Liverpool, Wollondilly, Bankstown, Holroyd and Hawkesbury.

However there are proportionately fewer clients living in Canterbury, Penrith and Parramatta compared to the population in each LGA. Conversely there are proportionately more clients living in the Blue Mountains and Wingecarribee, which may be a reflection of the older age profile in these LGAs.

Gender of Clients

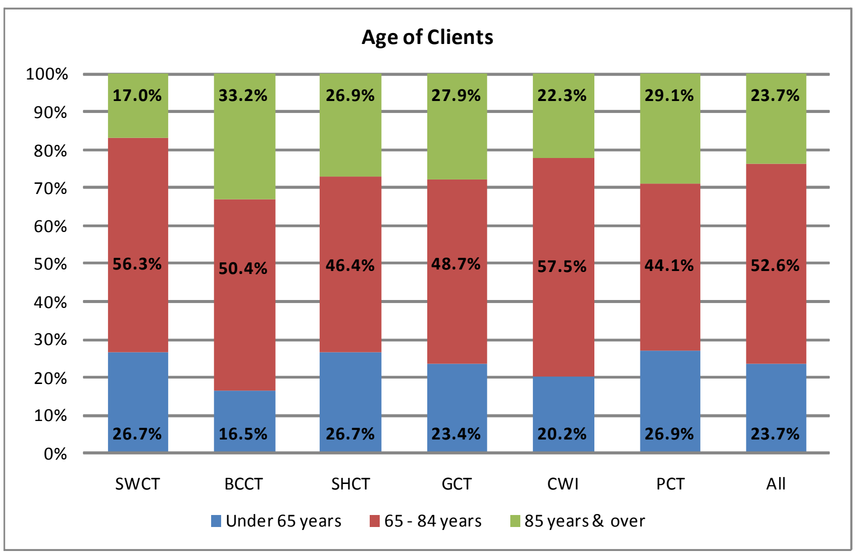
The following graph presents the gender breakdown of clients by CT. On average 32% of clients across the 6 CT providers are male, and this proportion has remained stable over the past 3 years.

[2] ABS Regional Population Growth, Australia (cat. no. 3218.0, released 30 March 2011)



Age of Clients

The following graph presents current CT clients by age group.

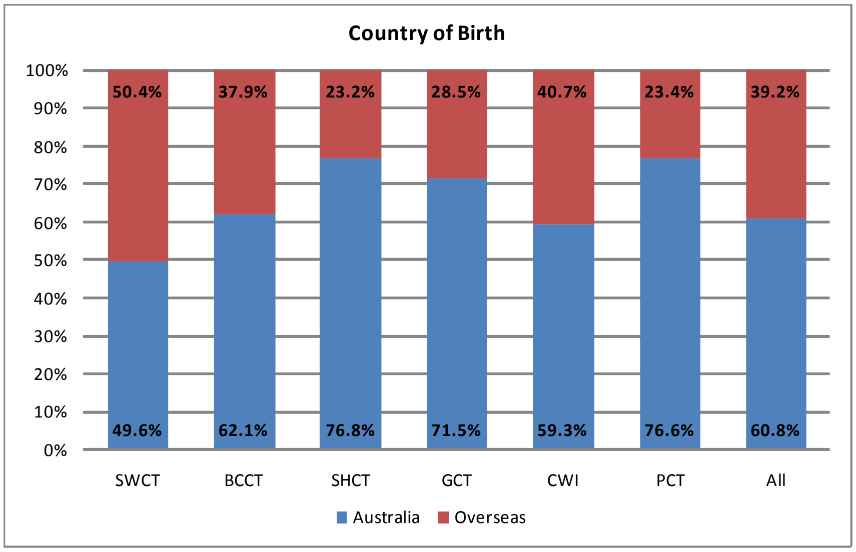


Just over three-quarters (76%) of all clients (approx. 14,300 people) are aged 65 years and over, and 24% are aged 85 years and over. This age profile has remained stable over time, and reflects that the majority of funding to CT providers is through the Home and Community Care Program (HACC).

SWCT, SHCT and PCT have the highest proportion of clients aged under 65 years. BCCT has the largest proportion of clients aged 85 years and over (33%).

Country of Birth

CT clients living in western and south-western Sydney are culturally diverse, with an average of 39% born overseas in over 100 different countries. The following graph summarises the proportion of clients born in Australia and overseas.



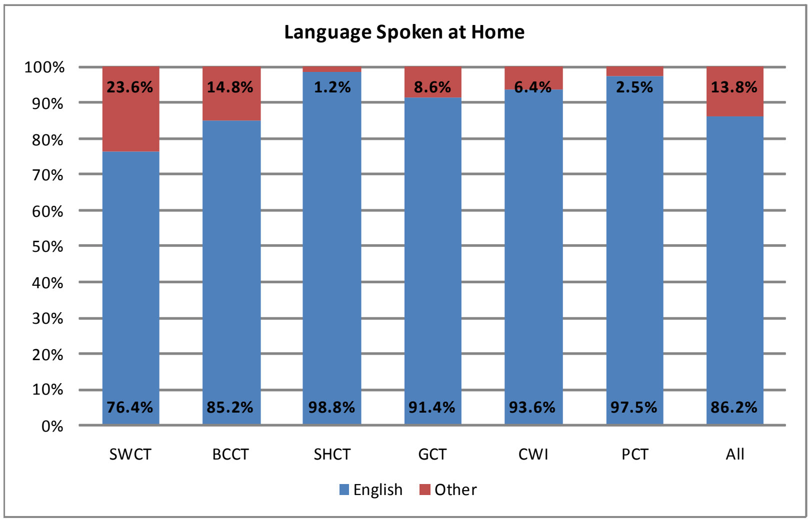
SWCT is the most culturally diverse of the 6 providers, with 50% of clients born overseas. SHCT and PCT have the smallest proportion of clients born overseas (23%).

The main overseas countries of birth for each CT provider are presented below.

SWCT	**BCCT**	**SHCT**	**GCT**	**CWI**	**PCT**
UK	UK	UK	UK	UK	UK
Italy	Greece	New Zealand	Germany	Malta	Netherlands
Iraq	Lebanon	Germany	New Zealand	Lebanon	Germany
Viet Nam	Italy	Netherlands	India	India	Italy
Malta	Egypt	USA	Malta	Sri Lanka	Malta
Egypt	Viet Nam	Serbia Montenegro	Italy	Italy	
Fiji	India	Italy	Egypt	China	
Philippines	Poland		Ireland	Egypt	
Germany	China		Netherlands	New Zealand	
Uruguay	Malta		Philippines	Greece	

Language Spoken at Home

Overall, 16% of clients of the 6 CT providers speak a language other than English at home, however there are some marked differences across the region as displayed in the following graph.

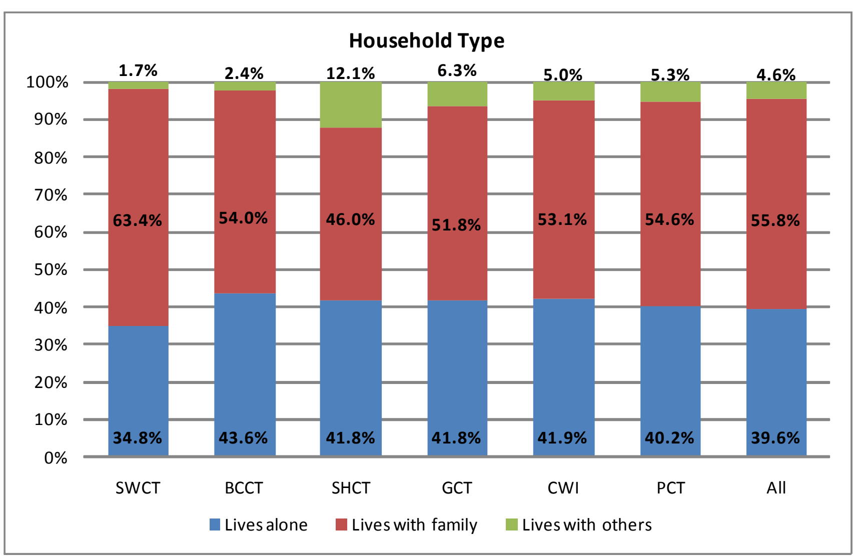


Only 1% of SHCT clients speak a language other than English at home, and 2% of PCT clients. In contrast a quarter of SWCT clients (24%) speak a language other than English at home. The list below identifies the major languages spoken at home by clients – due to small number of non-English speaking clients of SHCT and PCT they are excluded.

SWCT	**BCCT**	**GCT**	**CWI**
Arabic (incl Lebanese)	Arabic (incl Lebanese)	German	Arabic (incl Lebanese)
Italian	Greek	Italian	Cantonese
Spanish	Vietnamese	Arabic (incl Lebanese)	Italian
Vietnamese	Italian	Spanish	Spanish
Assyrian (incl Aramaic)	Cantonese	Maltese	

Living Arrangements

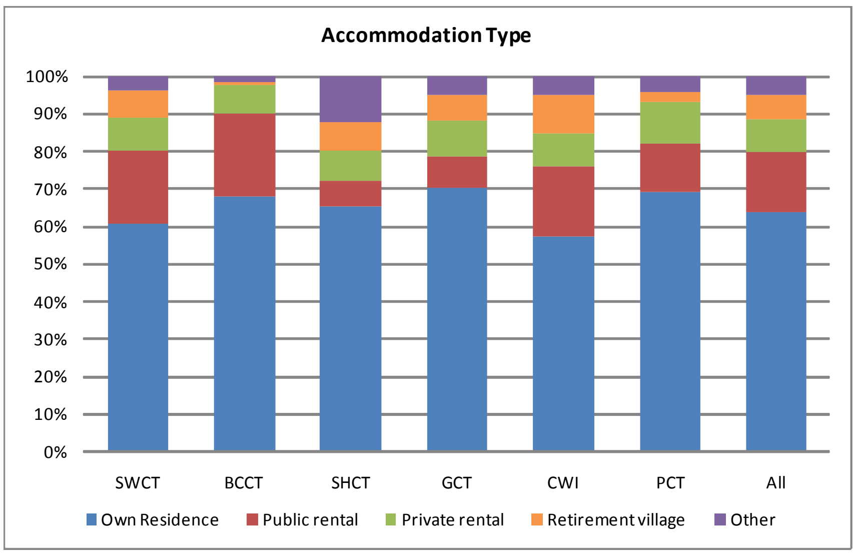
For the 40% of all clients that live alone, Community Transport plays a vital role in reducing social isolation. The following graph presents CT clients by provider and household type, and this pattern has remained fairly stable for all providers over the past 3 years.



Of all 6 CT providers, more BCCT clients live alone (44%) than any other. Almost two-thirds of SWCT clients live with family which may reflect the diverse cultural backgrounds of its clients. The largest proportion of clients living with others are from SHCT (12%).

Accommodation Type

The graph below presents a breakdown of clients by CT provider and the type of accommodation in which they reside. Most clients live in a property that they either own or are paying off (64%). A quarter of all clients are renting – 16% in public housing and 9% in private accommodation, and only 6% overall live in independent accommodation in retirement villages.



However there are some interesting differences between the various CT providers. For example:

- The highest proportions of clients living in their own residence are from GCT (70%), BCCT (68%) and PCT (69%);
- The highest levels of people living in public rental housing are the clients of BCCT (22%), SWCT (20%) and CWI (19%), while the lowest levels are for clients from SHCT (7%) and GCT (9%);
- The proportion of clients living in private rental accommodation is similar across all CT providers; and
- Very few BCCT clients live in retirement villages (1%) compared to 10% of the CWI clients.

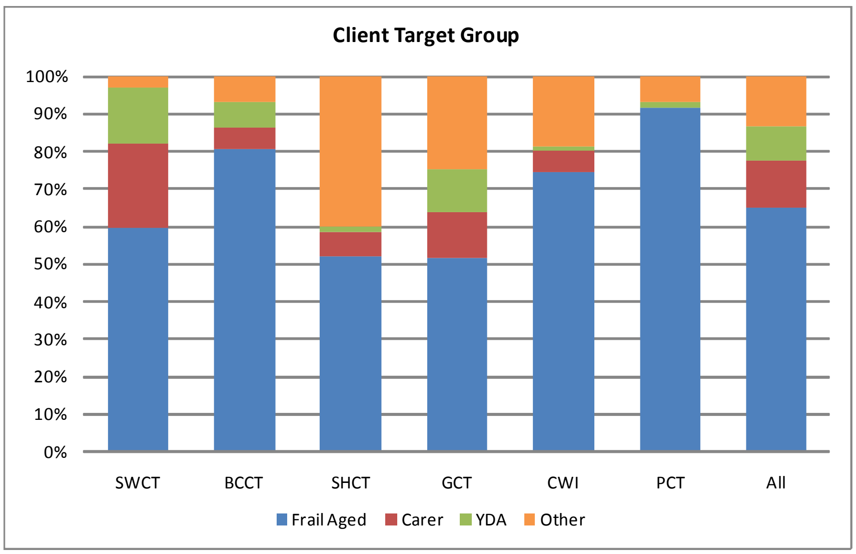
The breakdown of accommodation type for each CT provider has remained stable over the past 3 years.

CLIENT TRAVEL CHARACTERISTICS

This section summarises the travel related characteristics of the clients of the 6 CT providers.

Target Group

There are 3 main client target groups for CT – "frail aged, "young person with a disability" (YDA) and "carer". The "other" category includes a range of client types depending on the CT provider, including people classified as transport disadvantaged. The following graph presents a breakdown of client target group for each of the 6 CT providers.



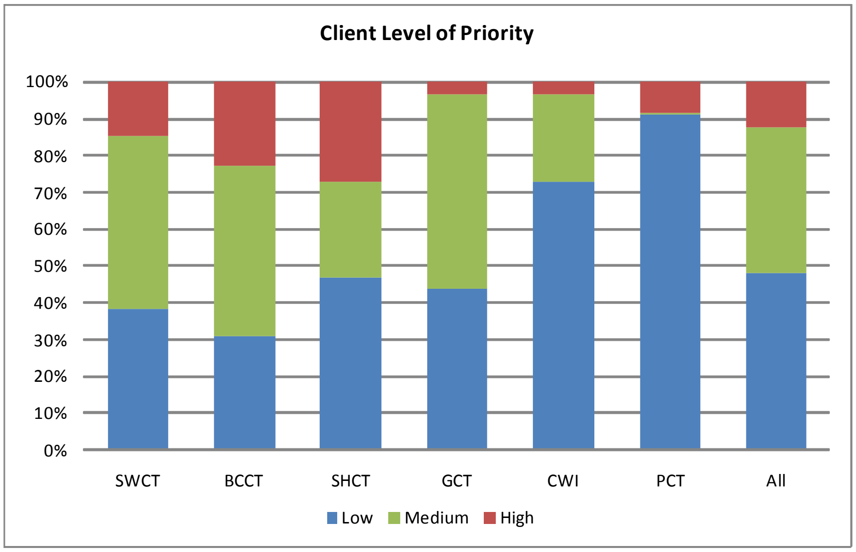
Across all CT groups the majority of clients are frail aged (65%). Only 9% of all clients were under 65 years with a disability (YDA), while 13% are classified in the other main target group of "Carer".

There are interesting differences apparent between providers. For example compared to the other providers, SWCT and GCT have the highest proportion of younger clients with disabilities as well as carers. BCCT, CWI and PCT have larger frail aged populations than the other providers, and there are a large proportion of clients in the "Other" category at SHCT and GCT. PCT does not have any clients identified as carers.

Over the past 3 years the numbers of clients in the 3 main target groups have generally increased. The exceptions are SHCT and BCCT, and this is related to a fall in total client numbers of these 2 providers.

Priority Level

CT clients are mostly classified into 3 priority rankings “low”, “medium” and “high” based on the client’s ability to access alternative modes of transport. The way priority is defined varies between each CT provider, and this is something that may be looked at in the future to develop a more consistent approach. The graph below presents the share of clients in each category.



Overall 48% of clients were classified as low priority, but this varied from a low of 30% of BCCT clients to a high of 91% of PCT clients. By comparison, SHCT and BCCT have the largest proportion of high priority clients.

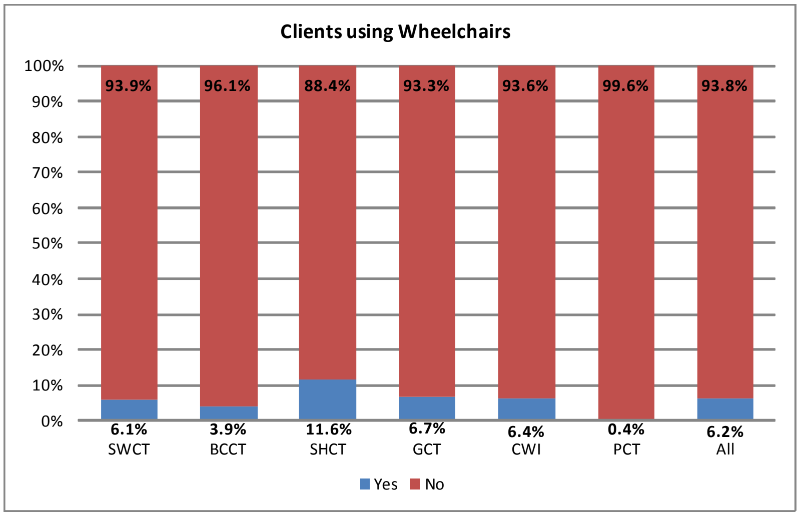
The breakdown of client priority by CT provider has varied over the past 3 years:

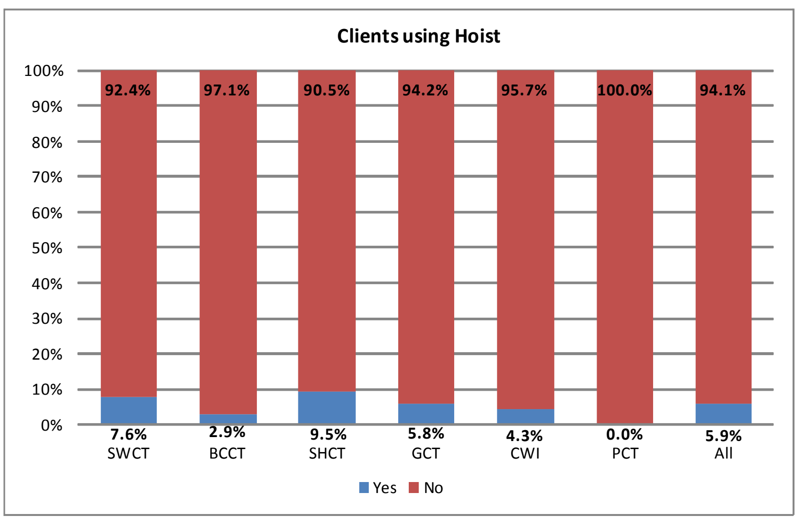
- SWCT – decline in proportion of low priority and slight increase in both medium and high clients;
- BCCT – fall in share of low priority and a rise in medium, with the proportion of high priority clients stable;
- GCT – increasing proportion of high priority clients and decreasing low priority;
- CWI – proportion of medium priority clients decreasing and medium priority increasing;
- PCT – breakdown has been stable over the past 3 years.

As a result of this analysis SHCT are reviewing how they collect this data, as it has been found that a significant proportion of clients have not been assigned a priority. This may mean that the data for SHCT in the graph above may not accurately reflect the proportion of clients in each priority level, or how priority levels have changed over time.

Client usage of Wheelchair & Hoist

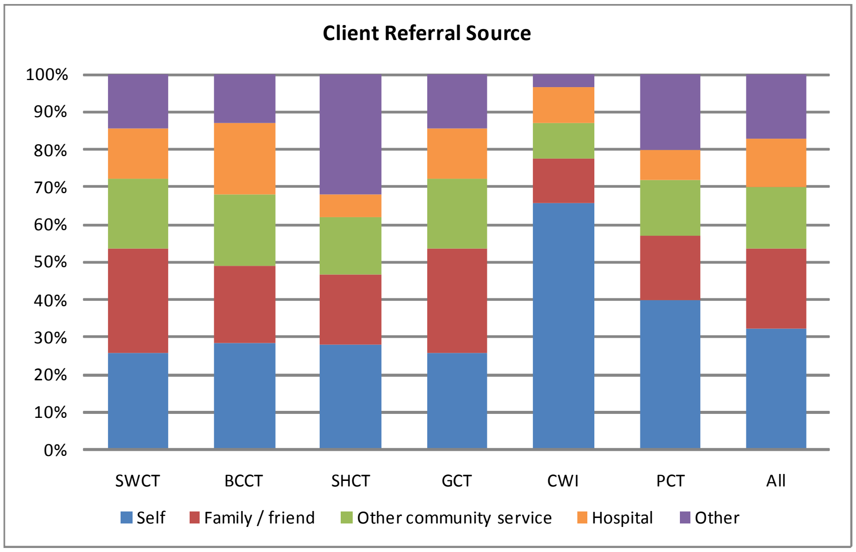
A measure of a client's level of mobility is whether they use a wheelchair or require transport in a vehicle with a hoist. From the following graphs it is evident that only small proportions of CT clients either use a wheelchair or require a hoist to access or egress CT vehicles.





Client Referrals

CT providers receive referrals from a range of sources. The following graph presents the source of client referrals for each CT provider for the 4 largest referral types – self, family/friends, other community services and hospitals. The Other category includes GPs and Specialists, ACAT teams, community nurses and other health services.



Overall a third of clients (32%) directly contact CT providers for services, while another 21% are referred by family, friends or significant others. The next largest category is "other" comprising 17% of clients, followed by other community services (16%) and public / private hospitals (13%).

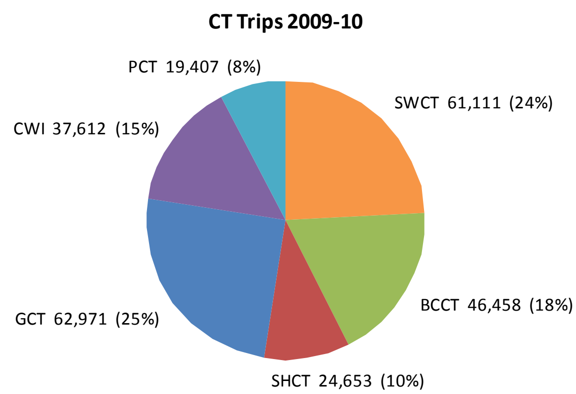
Over the past few years, the number of referrals from the 4 most common sources has been increasing for SWCT, GCT, CWI and PCT. For BCCT all referral sources except self referrals have been increasing. For SHCT the number of referrals from family and friends and hospitals has been increasing, while those from other community services and clients themselves have fallen slightly.

SERVICE DATA

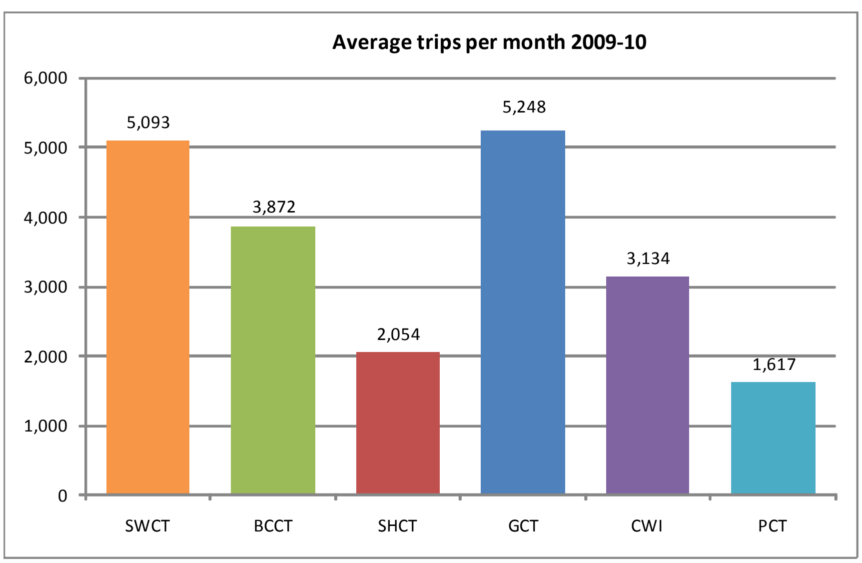
This section presents information on the transport provided during the 2009-10 to the clients described in the previous sections.

Passenger Trips

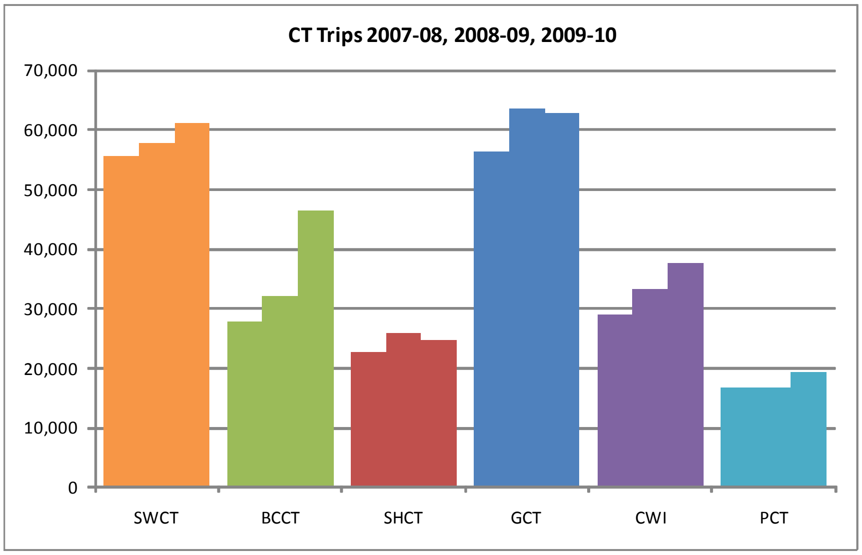
The following graph presents the total passenger trips completed by each CT provider during 2009-10. GCT and SWCT both undertook over 60,000 one-way trips, comprising 49% of all trips undertaken by the 6 CT providers. SHCT and PCT completed the fewest trips, however the number of trips by SHCT is considered lower than actually occurred, as it does not include all day care trips.



The average number of trips completed each month by the 6 CT providers is shown below.



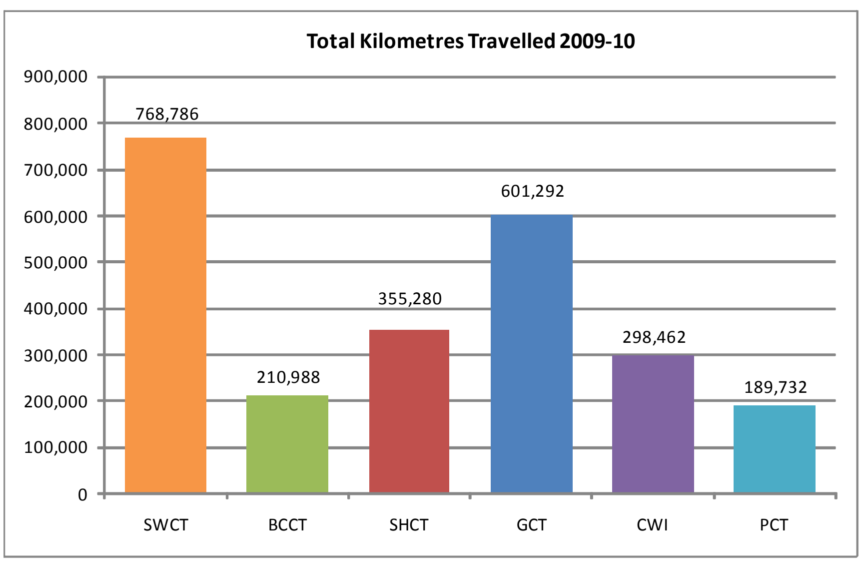
The number of passenger trips by each provider over the past 3 years is presented below.



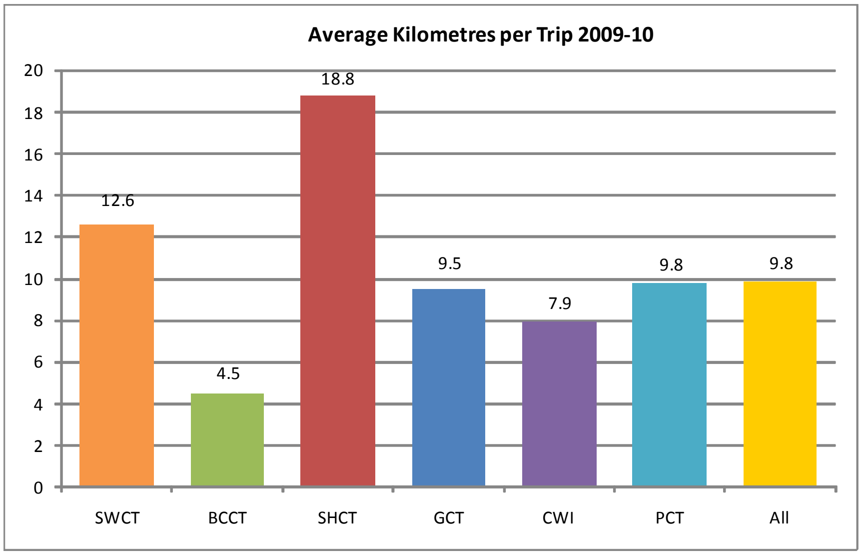
For all providers there has been an increase in trips over time, except SHCT where the slight decline was due to an internal reorganisation of resources.

Kilometres Travelled

The total kilometres travelled by each CT provider during 2009-10 are shown in the following graph. There are large variations apparent between the providers reflecting the number of trips undertaken, the geographic size of the provider's area and its population density, along with the availability of local services (medical, social, shopping, etc).

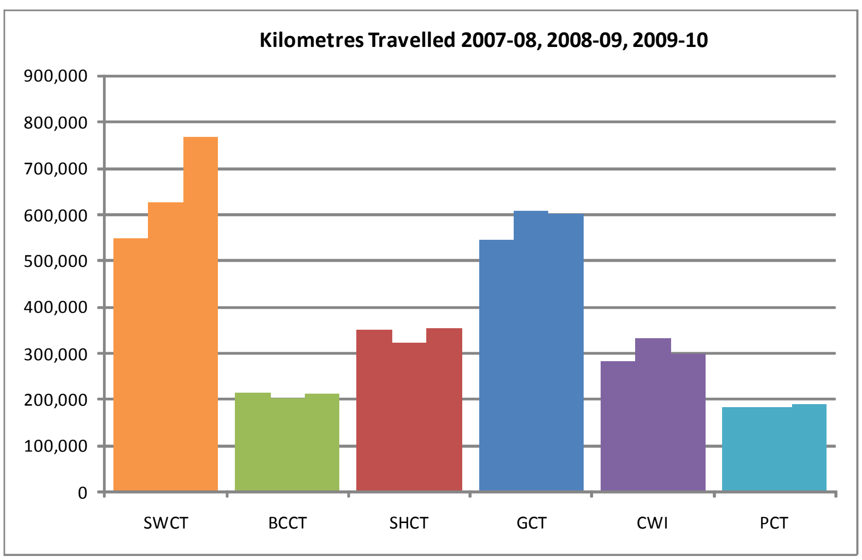


SWCT travelled the largest total distance even though they make slightly less trips than GCT. BCCT made the third greatest number of trips but due to a smaller and more densely populated area their total kilometres are low, due to shorter average trip distances.



Overall the average passenger trip in 2009-10 was 9.8 km in length, varying from an average of 4.5km for BCCT up to 18.8km for SHCT.

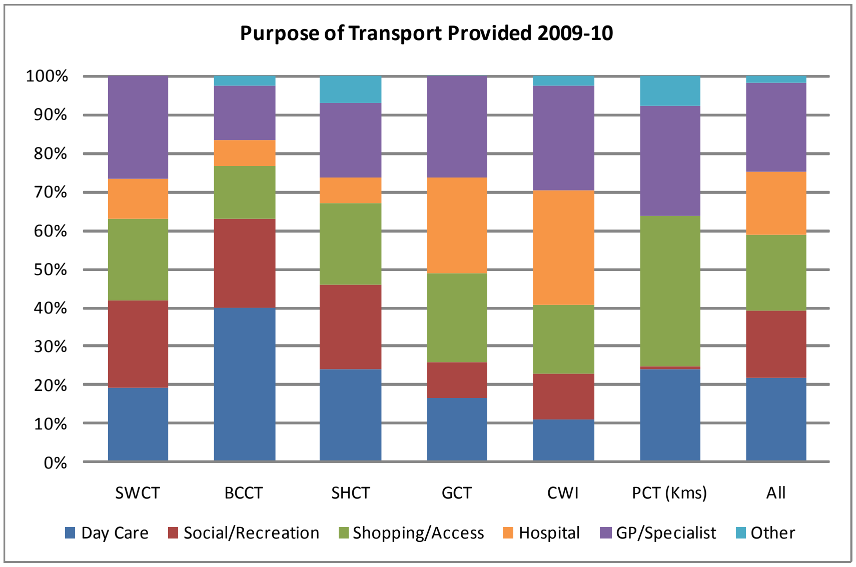
The average kilometres travelled by each CT provider for the past 3 years are presented in the following graph.



Total kilometres travelled by SWCT has increased markedly, whereas it has been more stable among the other providers.

Purpose

The breakdown of transport by purpose varies across the providers, as seen in the following graph.



Overall 23% of trips are to GPs/Specialists, 22% are to day care, 20% to shopping/access, 17% are for social/recreation and 16% to hospitals. Some of the patterns evident when comparing the providers include:

- BCCT undertakes more transport to day care (40% of trips) than the other providers and the smallest proportion of trips to GP/Specialists (14%);
- A quarter of trips by SHCT are for daycare purposes, with around 20% for each of the purposes of social, shopping and GP/Specialist;
- CWI (30%) and GCT (25%) provide more transport to hospitals and less transport for social/recreation;
- Social/recreation trips comprise around a quarter of trips by SWCT (23%), BCCT (23%) and SHCT (28%);
- BCCT (7%) and SHCT (7%) undertake a smaller proportion of hospital trips;
- PCT purpose data is based on total kilometres travelled, and based on distance they undertake the greatest proportion of trips for shopping / access (39%).

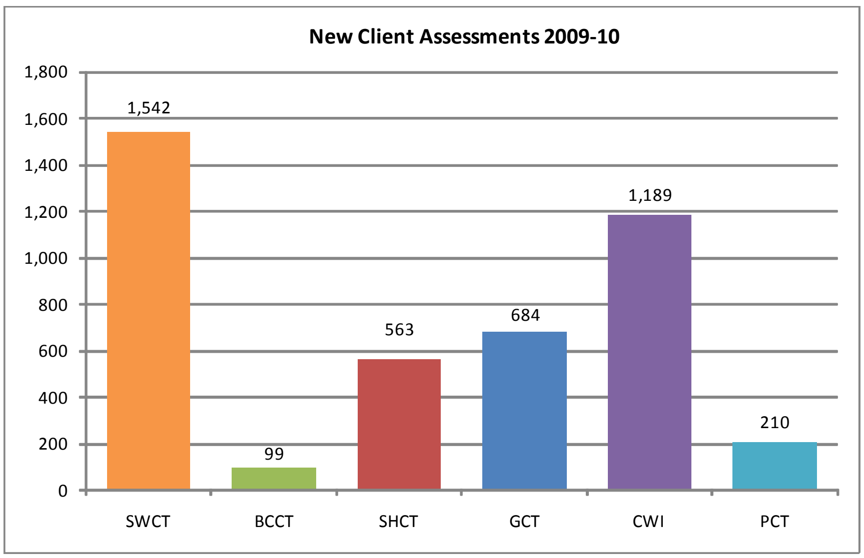
Over time there have been some interesting differences in the growth of trips by purpose:

- SWCT – trips for all purposes except day care have increased;
- BCCT – there has been an increase in day care trips, along with trips for social and to GPs/Specialists, while trips to shopping and hospital have been fairly stable;
- SHCT – there has been a significant increase in day care trips since 2007-08, and trips to shopping and GPs/Specialists have also increased, however there has been a decline in social trips;

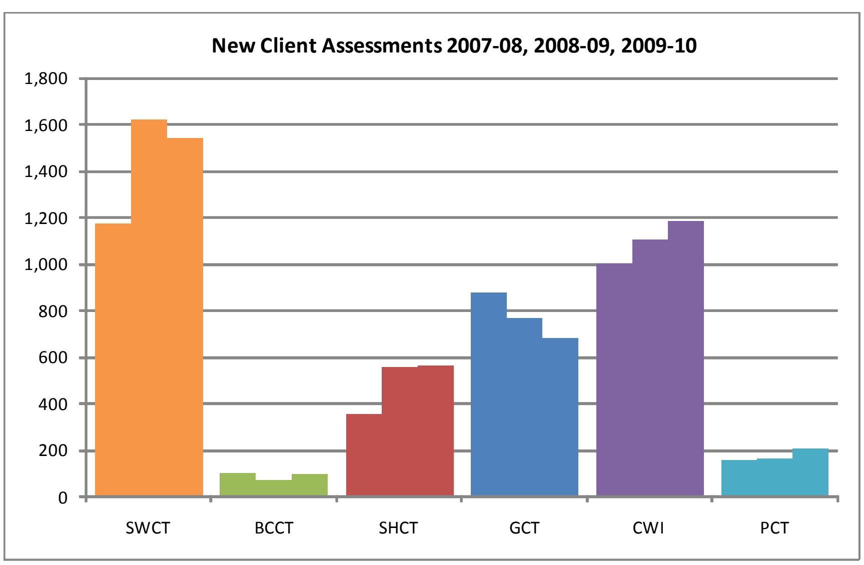
- GCT – generally the number of trips for all purposes has increased;
- CWI – trips for all purposes have increase, except to GPs/Specialists;
- PCT – there has been a decline in kilometres travelled to day care, while kilometres travelled for other purposes have been mostly increasing.

Client Assessments

The number of new assessments undertaken in 2009-10 varied markedly across CT providers.

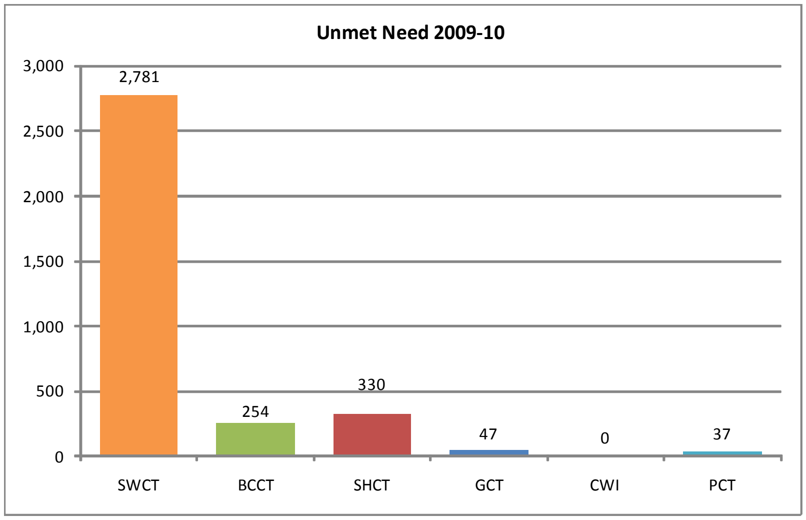


The following graph presents a breakdown of the new client assessments completed by each CT provider over the past 3 years. For most providers the trend is for an increasing number of assessments to be undertaken each year, except for GCT.



Unmet need

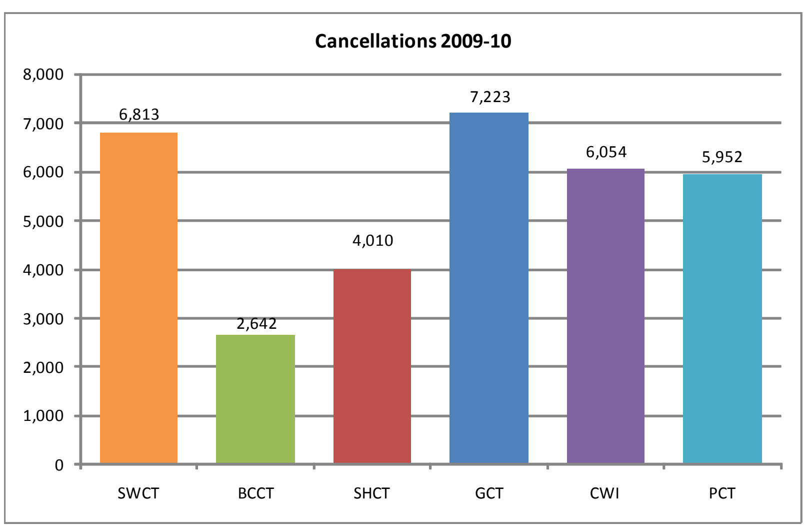
The level of unmet for 2009-10 by CT provider is presented in the following graph. CWI recorded no unmet need, while data for PCT is considered to grossly underestimate the actual number of unmet trips (estimated to be 800-1200).



Over the past 3 years unmet need has increased for SWCT and BCCT, whereas it has fallen for GCT and SHCT. CWI recorded no unmet for the past 3 years and data for PCT is considered unreliable.

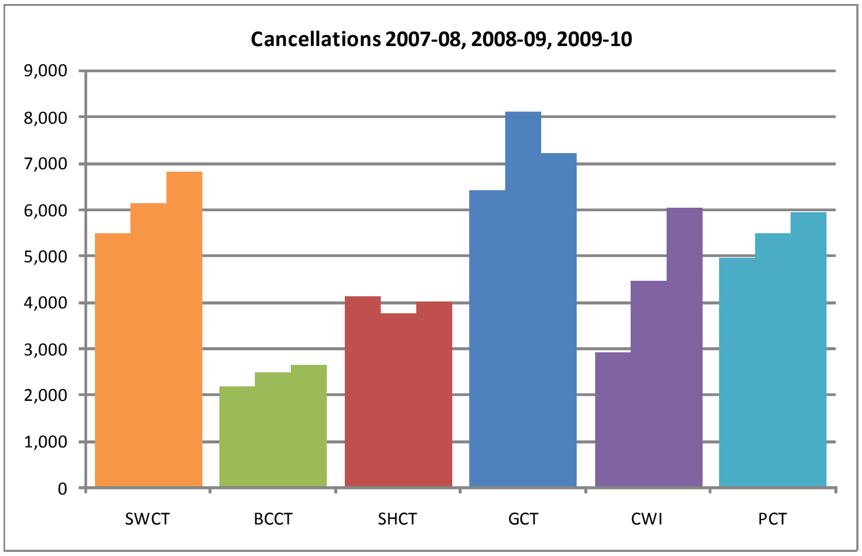
Cancellations

The CT providers collect data on transport cancelled, as it has a major impact on passenger numbers and other measures of service. The graph below compares cancellations recorded by each provider in 2009-10. In total there were nearly 33,000 trips cancelled during 2009-10.



Compared to the other CT providers, PCT has a very high number of cancellations compared to the number of trips they completed.

For the past 3 years the overall trend has been for an increasing number of cancellations.



PROJECTED CLIENT NUMBERS

The following analysis estimates the number of clients that may require CT services based on population projections from the NSW Department of Planning using the latest findings of the 2006 Census and the most recent fertility, mortality and migration estimates.

The table below presents estimated clients numbers calculated by using population projections for people aged 65 years and over in each CT provider region, as they are the largest category of CT clients.

Estimated Number of Clients by CT*

CT	Current 2009-10 **	Estimated 2016	Estimated 2021	Estimated Growth 2010-2021
SWCT	7,350	10,050	12,700	72.8%
BCCT	3,200	3,450	3,750	17.2%
SHCT	2,350	2,950	3,450	46.8%
GCT	2,700	3,350	4,000	48.1%
CWI	2,800	3,250	3,550	26.8%
PCT	1,000	1,250	1,500	50.0%
Total***	19,350	24,300	28,950	49.6%

** Calculated by applying NSW Department of Planning population projections for people aged 65 years & over to current client numbers by home LGA (estimates have been rounded to nearest 50).*

*** Clients on database during 2009-10*

**** Includes clients from other LGAs / not stated*

- Using projected population growth rates from the NSW Department of Planning, from a base of 19,300 clients in 2009-10, there could be around 28,950 clients by 2021 – an increase of 50% across the region as a whole
- Rates of estimated growth vary markedly between providers – from 17% for BCCT up to 73% for SWCT

Technical Information

- **Description** - Population projections for LGAs take into account findings from the 2006 Census and the latest data and expertise on fertility, mortality and migration.
- **Source** - NSW Department of Planning, NSW SLA Population Projections, 2006-2036 (Version 1.0).
- **Notes** - Data are final estimated resident population. Source is Australian Bureau of Statistics 2008, Population Estimates by Age and Sex, Australia by Geographical Classification (ASGC 2006), ABS Cat. No. 3235.0, SuperTable datacube, released 18/8/08, downloaded from

  http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/3235.02007?OpenDocument
- **Rounding** - Total population numbers in this workbook are rounded to the nearest hundred. Other population counts (e.g. age groups) are rounded to the nearest ten.
- **Accessed from NSW Department of Planning website** - May 2011

GLOSSARY OF TERMS

ABS	Australian Bureau of Statistics
ADHC	Ageing, Disability and Home Care
BCCT	Bankstown Canterbury Community Transport
CALD	Culturally & Linguistically Diverse
CT	Community Transport
CWI	Community Wheels Inc (Holroyd, Parramatta LGAs)
GCT	GREAT Community Transport Inc (Blue Mountains, Penrith LGAs)
LGA	Local Government Area
PCT	Peppercorn Community Transport (Hawkesbury LGA)
SHCT	Southern Highlands Community Transport (Wingecarribee LGA)
SWCT	South West Community Transport Inc (Camden, Campbelltown, Fairfield, Liverpool, Wollondilly LGAs)
YDA	Young People (under 65 years) with Disabilities