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Department for Transport,  
Energy and Infrastructure





# Health Bus Initiative Yorke Peninsula – South Australia A State Government Partnership



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# Public Transport Division



The Public Transport Division - Department for Transport, Energy and Infrastructure brings together all the key functions of public transport, including service design, marketing, customer service, infrastructure and planning which assists in our role to ensure that ***all South Australians have access to affordable, accessible and safe public transport services***



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# Passenger Transport Services in Regional SA



- Country Bus Services
- Provincial City Bus Services
- Community Passenger Networks
- Hire Cars, Taxis
- Local, State and Commonwealth Government Owned Vehicles
- Community Service Groups



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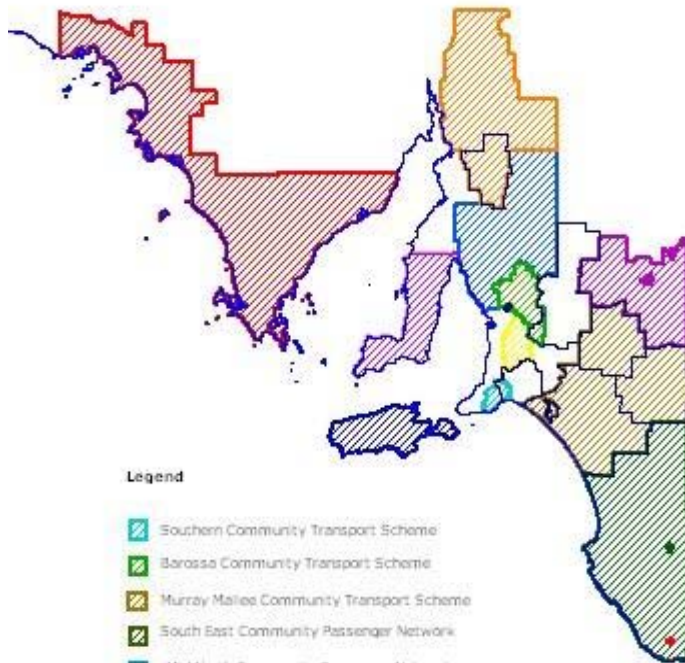
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# CPN/Integrated Services Coverage



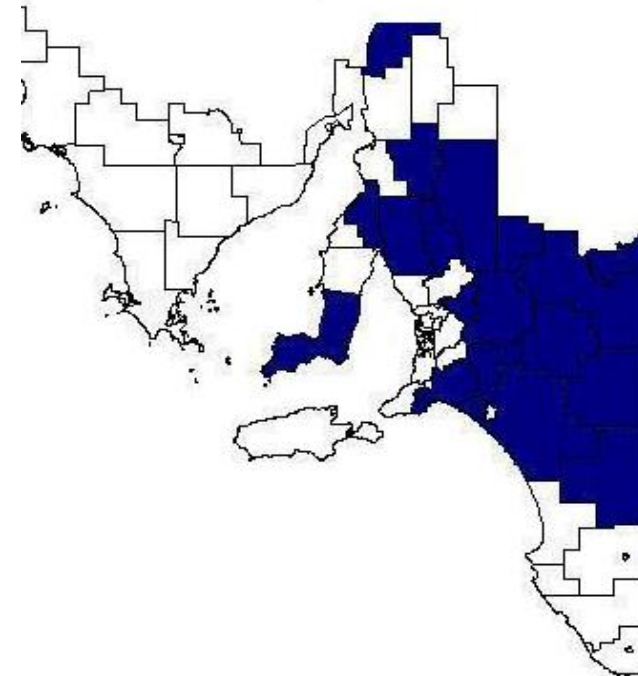
## CPNs



### Legend

- Southern Community Transport Scheme
- Barossa Community Transport Scheme
- Murray Mallee Community Transport Scheme
- South East Community Passenger Network
- Mid North Community Passenger Network
- Riverland Community Transport System
- Eyre Peninsula Community Passenger Network
- Upper Mid North Community Passenger Network
- Adelaide Hills Community Passenger Network
- Yorke Peninsula Community Passenger Network
- Kangaroo Island Community Passenger Network

## Integrated Transport Plans



Note: Does not cover all medical services, or services in LGAs originating from Studies in adjacent LGAs



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# The SA Experience – Integrated Transport

- Regional passenger transport in SA was previously fragmented based on agencies trying to meet needs of particular client groups
- Resulted in inefficient utilisation of resources and high level of unmet need for those not within particular client group
- Integrated model developed to encourage a coordinated whole of government approach to the delivery of services to regional SA.



# Objectives of Integration



- Addresses access needs of the whole community
- More efficient and effective use of resources and vehicles
- Support privately operated transport services under contract with the Minister for Transport to encourage innovation and sustainable services
- Agencies become purchasers of services rather than direct service providers



# Integrated Transport Plans



- Integrated Transport Plans have been established across regional SA to provide regular, affordable and accessible transport options
- Transport Plans include
  - access to specific services, eg Health & Education which are purchased by partnering Agencies
  - general services to broader community into, out of and within towns (particularly between towns and to key Regional Centres)



# Special (Medical) Services to Adelaide

- First Special (Medical) Service introduced in October 2002
- Accessible, door-to-door transport for people unable to access general transport services
- Operating in
  - Tailem Bend/Murray Bridge
  - Yorke Peninsula
  - Clare/Burra
  - Upper North



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# Proposed “Health Bus” Service



- Success of Special (Medical) Services identified opportunities to investigate a broader network of services in partnership with Country Health SA (CHSA)
- In July 2006 CHSA sought PTD’s assistance to explore the potential benefits of a bus network modelled on the Special (Medical) Services and utilising the Community Passenger Networks.
- This has been a significant step in taking a whole of government approach to service delivery in regional SA



# Proposed “Health Bus” Service



- The “Health Bus” service is part of CHSA’s “Patient Journey Initiative” and could, if successful, incorporate the Patient Assistance Transport Scheme (PATS)
- PATS provides partial re-imbursment of costs of travel and authorised accommodation for clients travelling further than 100 kms (each way) to nearest specialist medical treatment.



# Proposed “Health Bus” Service



- Based on identified travel needs and patterns of PATS clients a proposed strategy for a health bus network was developed
- Based on the integrated model the services would be provided by commercial operators under contract with the Minister for Transport
- Services would be funded by CHSA and contracts managed by DTEI in a partnership arrangement



# “Health Bus” Trial



- A trial of the “Health Bus” began in August 2007
- The “Health Bus” replaced the existing Special (Medical) Service (operating twice a week), increasing frequency to five days a week and coverage of the whole Peninsula
- Bookings and information are coordinated by the Yorke Peninsula Community Passenger Network and the PATS Booking Service (both freecalls)
- A Steering Committee was established to oversee the implementation of the trial



# “Health Bus” Trial



- Service is available to people needing to access approved medical appointments in Adelaide and cannot access conventional public transport services.
- Cost of service is \$10 return - carers travel free
- Medical appointments in Adelaide must be made between 10:30am – 2:00pm
- Service is wheelchair accessible and door-to-door where possible. Alternatively CPN links clients with bus service using CPN vehicles



# “Health Bus” Trial - Patronage

Month	Trips	Passengers	Clients	Carers	Companions
Aug	15	107	75	31	1
Sept	19	124	84	33	7
Oct	19	128	93	28	7
Nov	30	257	182	56	19
Dec	10	137	83	43	11
Jan 08	19	130	87	28	15
Feb	17	163	108	40	15
<b>Total</b>	<b>129</b>	<b>1046</b>	<b>712</b>	<b>259</b>	<b>75</b>



# “Health Bus” Trial - Patronage



Service	Frequency	Avg Patronage/Month
Murray Mallee	5d/wk	77
Clare/Burra	4d/wk	64
Yorke Peninsula	2d/wk	64
Upper North	1d/wk	36
Health Bus	5d/wk	149



# “Health Bus” Trial - Feedback



- 85% of clients were “very satisfied” and 25% “satisfied” with the quality and cost of service
- 98% of telephone feedback was positive
- The trial increased access in the region assisting an additional 20% of passengers previously “unsupported” in their medical travel needs
- 401 passengers used the service in the first 12 weeks compared to 523 in the next 12 weeks
- Passengers feel more supported, more independent and enjoy the social connection and sense of community associated with the bus



# “Health Bus” Trial



Where to from here?

- The trial has been extended until 30 June 2008 to enable more detailed investigation of potential statewide implementation
- The “Health Bus” trial is a significant step towards a whole of Government approach to service delivery and the provision of effective, efficient and appropriate services to regional communities



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# Yorke Peninsula Community Transport

- Part of the Community Passenger Network through DTEI
- Currently have 240 volunteers and 2320 clients
- Covering 3 Council Regions
- 10 cars
- 5 days per week Community Bus Network (including 2 day per week medical)



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# Health Bus - Region



- Planned to run through Copper Coast and Yorke Peninsula
- Provide links from Barunga West (around 100 km return)
- After 4 months – Barunga West excluded and clients returned to full reimbursement under PATS



# Yorke Peninsula Residents



- Available to ALL Residents
- Medical or Allied Health Appointment
- No Reimbursements from PATS unless
  - Doctors letter
  - Below Minlaton



# Bus Companions



- Very Important part of the Health Bus Service
  - Welcomes / assists clients onto the Bus
  - Checks travel information is correct
  - Contact details
  - Advising time of arrival & departure
  - Providing directions & support
- Outgoing personality, fit, agile, calm and able to ‘think on their feet’



# Challenges



- Developing Daily communications – in several directions
- Immediate increase in co-ordination and administration within the office
- Developing an extension of existing IT support
- Small % Volunteer Base have reservations



# Positives



- Working together across Govt Departments - good for the regions and clients
- The Patient Journey Initiative
  - Developed greater understanding towards regional clients
  - Growing willingness in staff to adapt
- Positive comments from clients

