



**Development of
Aboriginal Community Transport
in
New South Wales**

Community Transport Organisation

The Community Transport Organisation (CTO) is a peak body that represents approximately 130 not-for-profit providers of Community Transport across New South Wales.

It aims to provide representation, services and activities for community transport groups which serve to alleviate transport disadvantage in the state of NSW.

The CTO, amongst other activities, provides support to both members and industry groups in numerous ways some of these being:

- Sharing of information and ideas
- Occupational Health and Safety Manual and Training
- Talking Pictures Booklet for Drivers (21 languages)
- Annual Community Transport Conference
- Advocacy and Lobbying
- Industry training and traineeships
- Support and development of Information Technology
- Development of Best Practice Principles
- Any many more activities which support our industry!!

In 2003 CTO acknowledged the need for improved communication between groups providing transport to local Aboriginal communities. These included:

- Aboriginal Community Transport groups
- Mainstream Community Transport groups
- Aboriginal Medical Services
- Aboriginal Home Care Services

CTO acknowledged the multitude of 'Big Picture' issues confronting the provision of transport services to Aboriginal communities e.g.

- planning,
- equity in funding,
- cultural appropriate auspicing of services etc.

In this instance it was felt that to hold, yet again another conference which merely identifies and talks about these issues, would be duplicating previous events.

Thus CTO decided, in conjunction with the Aboriginal Working Party, to bring groups together who are already providing, in the majority of cases, very successful transport services for their local Aboriginal Communities.

However, due to geographic barriers, a lack of time and resources they rarely have the opportunity to speak together, share ideas, resources and aspirations.

To address this need the CTO allocated financial resources for an inaugural Aboriginal Community Transport State-wide Conference which was held in Dubbo on the 21st and 22nd April, 2004.

Financial support was also received from several government departments.

SUCCESS OF DUBBO

**OVER A 100 ABORIGINAL
WORKERS INVOLVED IN
PROVIDING TRANSPORT TO
THEIR COMMUNITIES, IN ONE
FORM OR ANOTHER, ATTENDED
THE DUBBO CONFERENCE**

Outcomes of Conference

The following strategies were identified by conference delegates in an aim to move forward in respect to transport provision for Aboriginal Communities in NSW.

The following list of strategies are NOT in order of priority and by no means identify all the Needs, Issues and Future Strategies that were identified in workshops from each region

Strategies from Conference and current status

The need for the momentum of the conference to be continued at local/regional levels via Regional workshops, meetings or forums between Aboriginal Service Providers including Aboriginal Medical Services and Mainstream transport providers.

Current Status:-

Each C.T. Regional Forum has, as a standing item,
Aboriginal Community Transport on their agendas

Very little activity other than this has been achieved to date

Strategies from Conference and current status

State wide Aboriginal Conference to become either a bi-annual event or to be incorporated into the Community Transport Organisation's (CTO) annual conference

Current Status

CTO now holds a 3 day annual conference instead of 2 days incorporating Aboriginal Transport Issues Forum and Activities

Strategies from Conference and current status

The Community Transport Organisation to investigate options to enable Aboriginal representation on the state wide Management Committee

Current Status:-

CTO has changed it's constitution to incorporate two Aboriginal positions on the Management Committee

Strategies from Conference and current status

Funding be made available for Aboriginal specific positions and or programs

Current Status:-

Since 2003 there has been an increase in the number of Aboriginal Transport Development Workers funded under the Home and Community Care Program.

These positions are located mainly in the North Coast areas of the state and further lobbying needs to be undertaken to expand these positions across the state

Strategies from Conference and current status

NO MORE PILOT OR TRIAL project, programs.
Need for stability which will only be obtained with permanent positions, programs supported with recurrent funding

Current Status:-

To date the government departments seem to have listened to the community and provided recurrent funding for Aboriginal workers / projects

Strategies from Conference and current status

Partnerships need to be developed with an aim to share resources, information and a coordinated approach to transport provision

Current Status:-

Aboriginal Transport Workers auspiced by mainstream services are working to achieve this goal. Further work needs to be undertaken for this to be achieved in a productive manner across the state

Strategies from Conference and current status

Flexibility in funding agreements, eligibility criteria and fees policies is seen as a priority

Current Status:-

This is a governmental issue and little if any work seems to have been undertaken to address these issues.

Strategies from Conference and current status

Two way information sharing on services /resources available both mainstream and Aboriginal specific and planning/funding processes. This could be achieved via regional meetings, newsletters, service provider directories etc.

Strategies from Conference and current status

Current Status:-

Aboriginal Community Transport is a standing agenda item at all Community Transport Regional Forums

The Aboriginal Transport Network (ATN) has been created, providing an opportunity for Aboriginal Community Transport Workers from across the state to meet (Bi-monthly) to, amongst other activities, identify culturally appropriate best practice standards. This group also disseminates information in their local regions.

Other forms of information sharing have yet to be successfully explored

Strategies from Conference and current status

Training and up skilling for administrative staff, drivers and management committee members, volunteers is required.

Cultural Awareness training to be linked to funding agreements, on-going, not one off training.

Current Status:-

CTO obtained funding from the Ministry of Transport to provide Aboriginal Cultural Awareness Training to all Community Transport groups across the state in the hope that the training would be taken in-house for all staff.

Strategies from Conference and current status

Accountability linked to funding process,
Departments and Service Providers.
Culturally appropriate accountability.

Current Status:-

Ministry of Transport employed a State-Wide
Aboriginal Transport Officer. It is our
understanding that the above issues fall
within her role

Strategies from Conference and current status

- Numerous issues in relation to Health Related Transport were identified. An example of these are;
 - Renal,
 - Oncology
 - Coordinated approach to Discharge process
 - Proportion of Transport for Health funds to be allocated specifically for Aboriginal Health Services
 - Ambulances
 - Review of IPTASS

Current Status:-

The C.T. industry as a whole in NSW are experiencing problems with Health Related Transport.

To our knowledge there has been no move to address the above issues for Aboriginal communities

Strategies from Conference and current status

MDS data collection needs to be flexible and able to identify unmet needs. Current process not reflective of cost factors or the work being undertaken e.g. funerals.

Current Status:-

MDS2 implemented in 2007 –
implementation appears to have reduced
flexibility for all!!!!!!

Strategies from Conference and current status

- In rural regional centres there is a need for:
- Accommodation taking into consideration availability, cost, inconvenience, reduced respite options
 - Community Centres providing restrooms, refreshments and staff on site.

Current Status

Yet to be addressed as a state-wide issue

Where to from here?

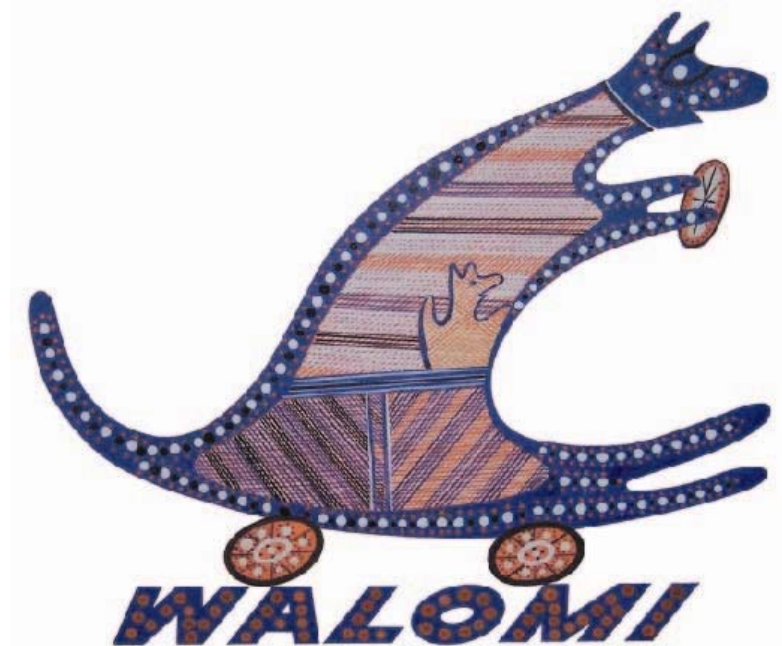
At the 2007 CTO Annual Conference the need to revisit the issues impacting on the delivery of Aboriginal Community Transport in NSW was identified as a need.

CTO is currently lobbying for funding to support a 2009 Aboriginal Community Transport Conference.

WATCH THIS SPACE!!

Walomi Aboriginal Community Transport

Development and Growth



Walomi Aboriginal Community Transport

Walomi

Is an Aboriginal word from the Dharug language of NSW, It means;

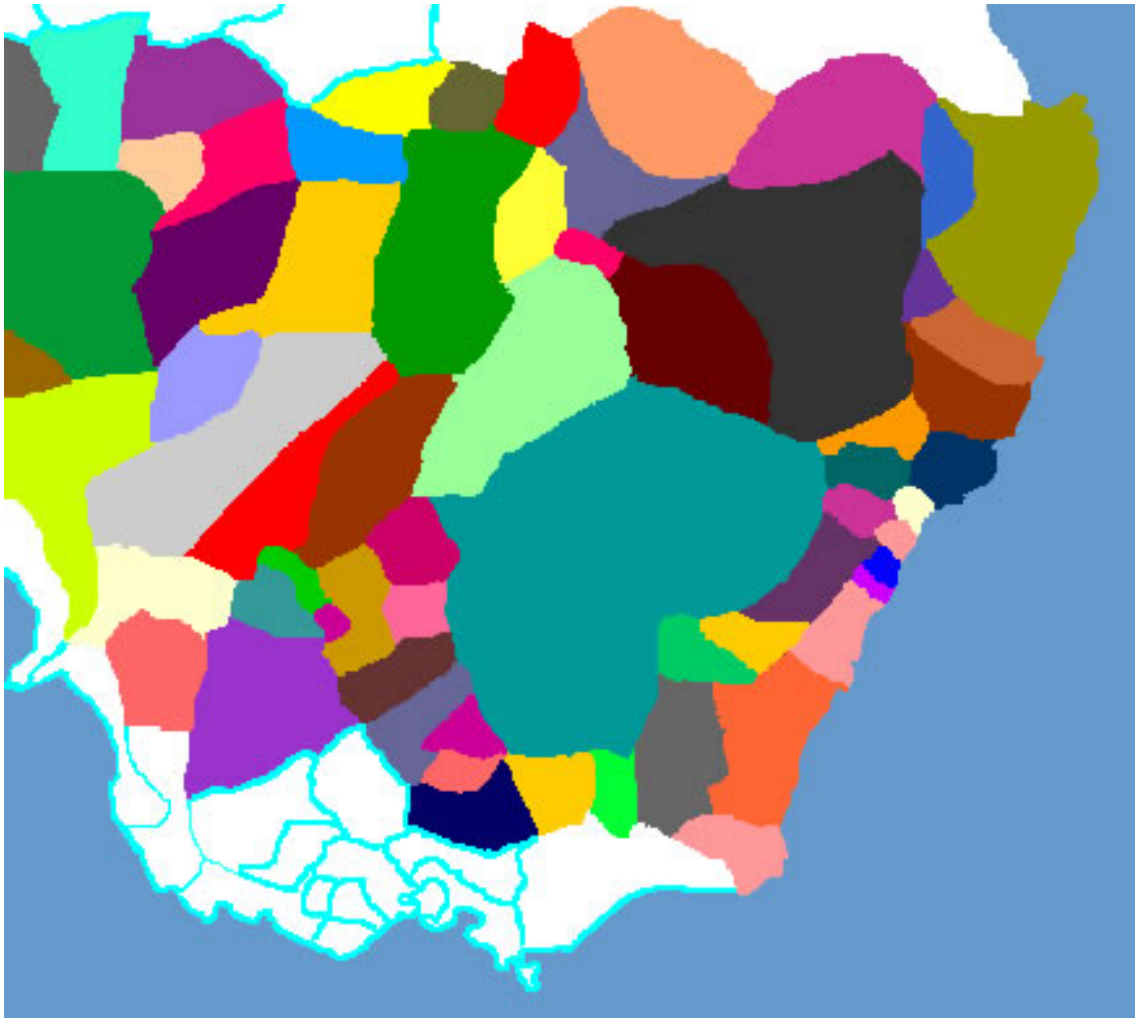
“Where are we going”



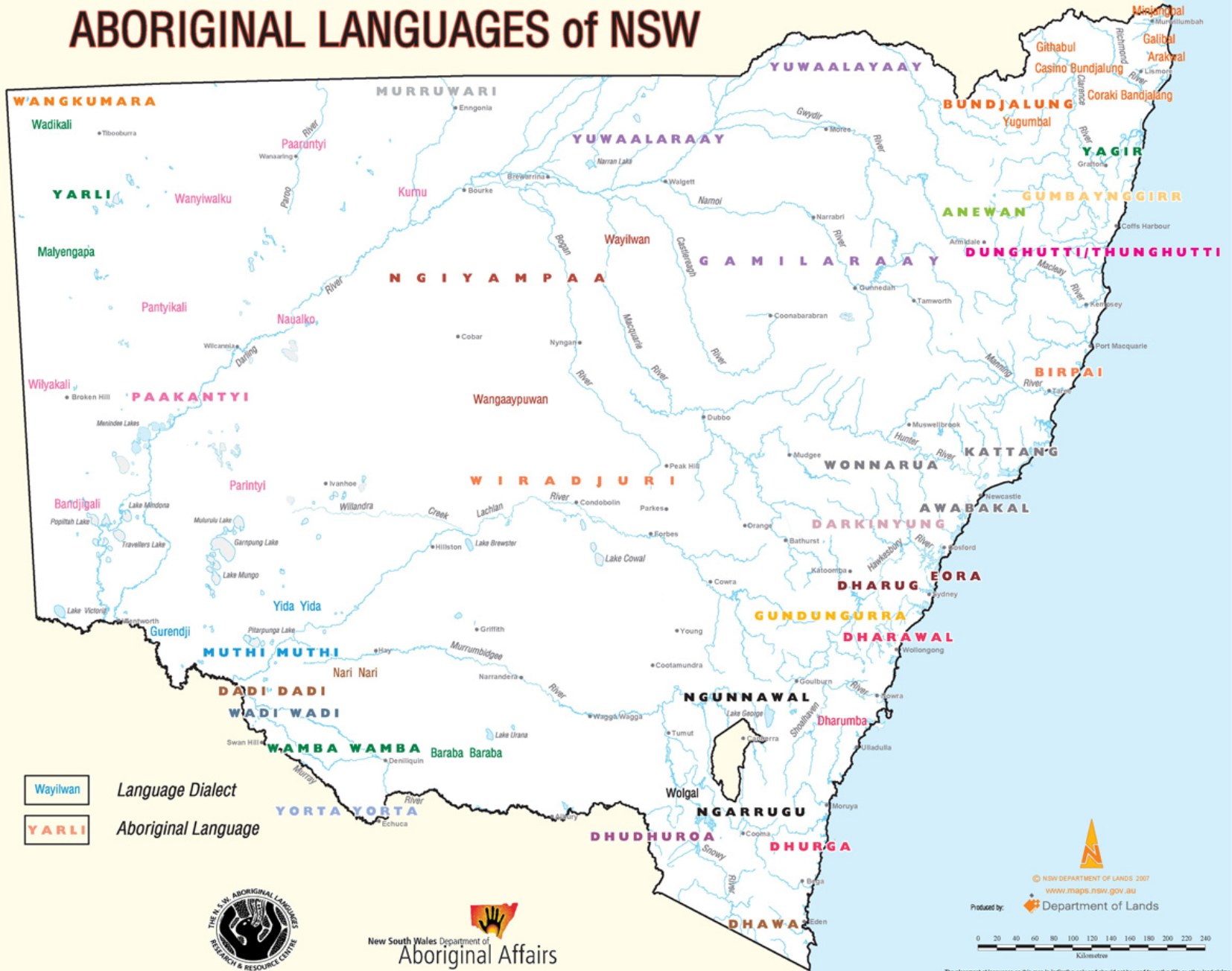
Walomi Aboriginal Community Transport

- The aim of my presentation is to provide you with an insight into an Aboriginal specific transport service.
- The structure of Walomi is unique, to our knowledge, in that it is an Aboriginal Community Transport service developed to ultimately become independent within its own right.





ABORIGINAL LANGUAGES of NSW

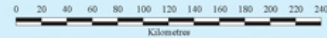


New South Wales Department of
Aboriginal Affairs



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The placement of languages on this map is indicative only and should not be used for native title or other land claims.

Walomi Aboriginal Community Transport

Where did we come from?

In 2002 the Funding Body allocated funds for Aboriginal Community Transport in South West Sydney. They then held consultations with the Aboriginal Communities in this area.

Feedback from these consultations recommended that South West Community Transport auspice the funding for a 2 year period with the task of forming an Aboriginal Transport specific service.



Walomi Aboriginal Community Transport

With the support of South West Community Transport, Walomi began in 2005 the path to developing a culturally appropriate transport service.

This included:-

- Identifying an Indigenous Steering Committee
- Employing Indigenous Staff
- Purchasing of vehicles
- Promotion within the Indigenous Community



Walomi Aboriginal Community Transport

For Walomi the road we have traveled, to where we are today has had many twists and turns.

Some of the issues included;

- Recruitment of Indigenous staff
- Promotion of service to the community
- Gaining the trust of the community
- Maintaining a productive Steering Committee
- Developing partnerships with other Indigenous service providers



Walomi Aboriginal Community Transport

Current Status

Walomi currently has;

- 150 clients across six local government areas
- 4 vehicles
- 4 Indigenous staff members
- Providing approx 200 trips per month



Walomi Aboriginal Community Transport

Types of Transport Provided

Group Transport

Day Care

Individual Transport

Shopping

Visiting
Family &
Friends

Hospital

Social

Out of Area

Specialist
Appointments

Medical
Appointments

Funerals



Walomi Aboriginal Community Transport

What's important to remember when providing services to Aboriginal Communities?

- Flexibility
- Listening
- Understanding
- Empathy
- Squashing the myths



Walomi Aboriginal Community Transport

Benefits of providing culturally appropriate services to Aboriginal Community

- Indigenous staff acknowledged and are accepted as members within their community
- Flexible & culturally appropriate solutions
- Empathy with community issues
- Build strength within the community itself



Walomi Aboriginal Community Transport

Benefits of partnerships

- Shared resources including staff, vehicles & equipment.
- Sharing of experiences and knowledge
- Support and understanding
- Joint training initiatives
- Joint projects e.g. Taxi Vouchers and Travel Training projects



Walomi Aboriginal Community Transport

Future

During 2007 Walomi participated in the 24 month review undertaken by the Ministry of Transport and Department of Ageing, Disability and Home Care



Walomi Aboriginal Community Transport

Outcome of Review

Walomi is to become incorporated in it's own right within 12 to 18 months.



Walomi Aboriginal Community Transport

Walomi in the last 12 months has had a 210% increase in passenger numbers.

Walomi will continue to grow and expand it's service delivery.

Walomi looks forward to a exciting and innovative future.



Thank you for your time today.

Are there any questions?

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