COMMUNITY TRANSPORT SYMPOSIUM 2025

STATE OF COMMUNITY TRANSPORT SECTOR
HOLLY SNAPE
NATIONAL RESEARCH DONE BY COMMUNITY NETWORKS AOTEAROA
SURVEY SHOWED THAT THE CURRENT LANDSCAPE IS CHALLENGING - BUT THE CHALLENGES ARE NOT INSURMOUNTABLE
THE IDENTIFIED ISSUES ARE CONNECTED - EACH IMPACTS ON THE OTHER ONES
CHALLENGES
1 FINANCIAL SUSTAINABILITY AND FINANCIAL CONSTRAINTS
GOVERNMENT CONTRACTS
GRANTS
DONATIONS
ALL AREAS IMPACTED BY A CATASTROPHIC OR MEASURABLE OUTCOMES IS CHALLENGING
2 INCREASED DEMAND FOR SERVICES
AN AGEING POPULATION MEANS THE NUMBERS OF THOSE SERVICES ARE NEED AND ACCESSED ARE CHANGING
3 REGIONAL AND RURAL INEQUITIES
FEWER PUBLIC TRANSPORT OPTIONS AVAILABLE
GREATER DISTANCES NEEDED TO TRAVEL TO ACCESS SERVICES
4 CLIMATE CHANGE AND EXTREME WEATHER EVENTS
ROAD CLOSURES AND DELAYS - AND WILL ONLY GET WORSE
COMMUNITY TRANSPORT PROVIDES A LIFELINE FOR MANY
OPPORTUNITIES:
BIGGEST RISKS:
SUSTAINABLE FUNDING
MAIHARD FUNDING:
NEEDS TO BE REPLICATED ACROSS AOTEAROA
THE START OF THE SHIFT TO EVERY ENTERPRISE COMMUNITY SECTOR
THE WAY THAT PEOPLE VOLUNTEER HAS CHANGED
THE VOLUNTEER WORKFORCE IS AGEING
NEED TO THINK ABOUT HOW WE ENGAGE WITH & RETAIN VOLUNTEERS
ESSENTIAL SERVICES
VOLUNTEERS & PEOPLE RESOURCING
COLLABORATION & INNOVATION
CONTINUE TO ENGAGE & WORK TOGETHER AS A SECTOR - A COLLECTIVE VOICE TO ADVOCATE. WE CAN WORK TOGETHER TO ENSURE THE SYSTEM REMAINS AGILE, SUSTAINABLE, INCLUSIVE AND EFFECTIVE FOR ALL WHO NEED IT
"COMMUNITY TRANSPORT IS AN IMPORTANT PART OF BUILDING A STRONG AND RESILIENT COMMUNITY IN AOTEAROA"
WELCOME
PAMELA STOREY
3rd COMMUNITY TRANSPORT SYMPOSIUM
COLLECTIVE EFFORTS
THEME: ORGANISATIONAL SUSTAINABILITY - SECURING OUR FUTURE
WE ARE HERE FOR:
SHARE KNOWLEDGE
STRENGTHEN COLLECTIVE RESILIENCE OF COMMUNITY TRANSPORT
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COMMUNITY TRANSPORT: MAKING A DIFFERENCE ACROSS NEW ZEALAND
GIVE THOUSANDS OF HOURS OF THEIR TIME & MAKE A UNFATHOMABLE & LASTING IMPACT ACROSS AOTEAROA
COMMUNITY TRANSPORT IS NOT JUST A SERVICE - it is a lifeline
DOING THIS TOGETHER
THE COMMUNITY FILLS THE SPACE
DOOR-TO-DOOR SERVICES ACROSS AOTEAROA
NOT JUST ABOUT GOING FROM A->B BUT STAYING CONNECTED
EVERY CONVERSATION HAS THE POTENTIAL TO CREATE CHANGE. EVERY CONNECTION CAN SPARK INNOVATION
CLOSING PANEL
HOW TO STRUCTURE CROSS-SECTOR FORUMS?
Local councils could support by donating their facilities to help forums happen
Talk to MPs and local councillors (from government and opposition) about issues, gaps etc
Find opportunities for support/relationships/connections
Keep inviting people (and keep them on the mailing list, don't remove!)
Have recently returned community leaders from local government who attend these. Current ones there - invite people to those and attend
Make sure you have multiple people in the room and across sectors. Community transport isn't anything on its own - we also offer car parks/other. Look for opportunities to jointly apply to funders
If attending a forum: have a range of ideas you want to take away and connect with people who have those ideas
ADVOCACY - HOW TO AMPLIFY COMMUNITY VOICE?
Talk to MPs and local councillors (from government and opposition) about issues, gaps etc
Find opportunities for support/relationships/connections
Keep inviting people (and keep them on the mailing list, don't remove!)
Talk to MPs etc. Significant pressure in the health sector (what it looks like is changing). Collaboration needs to be clear
Elevate issues (same as bullet 1)
To conclude: be aware of a strong local and issues-informed. Need to listen from local to support people
There it is much power in a collective voice. Future: use opportunities to share stories, elevate voices, advocate for change (action funding etc. (formalised advocacy)
COMMENT: THERE ARE A LOT OF DISABLED COMMUNITIES BECAUSE OF DHB BOUNDARIES - DIFFICULT TRANSPORTING PEOPLE
ANGELA STRANGE
DR CLAIRE RUSSELL
HOLLY SNAPE
COMMENT: FORUMS ARE A GREAT NETWORKING TOOL. BUT IT DOESN'T HAVE BUDDY THE SAME EQUITABLE BASING. YOUR VOICE! THERE AND GOD AT COMMUNITY FORUMS - WE'RE ALL IN IT TOGETHER
NEED FOR CENTRAL FUNDING ACROSS THEM JUST EACH. PEOPLE TRAVELLING FROM OTHER PLACES & CULTURE WARRANTS - CAN THESE SERVICES BE SCOPED OF THE WHOLE'S CC? WHICH BOUNDARIES DO WE FOLLOW?
How do we ensure feedback gets to the right people?
E.G. A Chestnut Home is due for external review - Someone you met got a request
Has reinforced that the need is so great and will only get bigger will keep telling stories - Keep them coming in. Will share learnings with other regional councils across New Zealand
Always to advocate is unacceptable. Volunteers are available - Heart. Small will issues but can help - Establish issues - Add a voice - Find and talk to your local people
Patients need community therapy for their mental health and wellbeing
Volunteers for longer - Keep doing what you're doing. There are positive benefits for volunteering for your society
Will try to get in front of boarding CEOs/Trust. There have changed in some and have not engage with knowledge of what we do
Requires other territorial authorities to step up and for providers to tell their good news stories - Communicating the value that's been made
The conversations were moving keep going in order to keep that up. We have our own unique experiences and community but also a lot of shared opportunity. A collective approach to making change - There's power in numbers
WHAT'S ONE THING THAT YOU'VE HEARD TODAY THAT YOU'LL TAKE BACK TO YOUR WORK AND COMMUNITIES?
COMMUNITY TRANSPORT PAST, PRESENT & FUTURE
BRIDGET DORAN
PAST
COMMUNITY TRANSPORT IS WHAT PEOPLE THROUGHOUT HISTORY HAVE ALWAYS DONE
SCHOOL BUS 1920'S PHOTO
IN 1927 THE LYMESTONE WERE TRIALLED AS PUBLIC TRANSPORT - TO BREAK DOWN BARRIERS TO USING PUBLIC TRANSPORT
KEY CONCERN
NEED A STABLE CENTRAL FUNDING SOURCE
PEOPLE WITH DISABILITIES FACING BARRIERS
DISABILITY TRANSPORTATION AN OBVIOUS NEED
PRESENT
SAME BUT DIFFERENT
FORCED CAR OWNERSHIP
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2018 COMMUNITY TRANSPORT SYMPOSIUM
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FUTURE
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POWER OF COMMUNITY TRANSPORT
SWITCH TO ELECTRIC
CREATE A UNITED VISION FOR ACCESSIBILITY AND INCLUSION
SYSTEM PILLARS
SYSTEM INTERVENTIONS
ACCESSIBLE JOURNEYS FOR ALL
RESILIENCE
COST & CONVENIENCE CONNECTION
MEASURE WHAT MATTERS
ANALYSIS
ACCESSIBLE VEHICLES
ACCESSIBLE INFORMATION
ACCESSIBLE INFRASTRUCTURE
ACCESSIBLE MINDSETS
PROMOTION OF MARGINALISED PEOPLES VOICE
WHO IS NOT MAKING THE TRIPS THEY NEED TO TAKE?
WHY?
EMPOWERED ADVOCACY
COMMUNITY TRANSPORT
IN THE CONTEXT OF NZ POLICIES, FUNDING AND REGULATIONS
JAMES LLEWELLYN & BRIDGET DORAN
TO WHAT EXTENT CAN COMMUNITY TRANSPORT PLAY A GREATER ROLE IN THE WIDER PUBLIC TRANSPORT SYSTEM?
WHAT IS THE IDEAL INDUSTRY REGULATORY AND FUNDING FRAMEWORK ENVIRONMENT TO ACHIEVE THIS?
LAND TRANSPORT MANAGEMENT ACT - COMMUNITY TRANSPORT DOESN'T HAVE A DEFINED ACTIVITY
CHALLENGES:
SMARTPHONE VS CATHOLOGUE
GEOGRAPHIC COVERAGE: Some areas are not well served by public transport
REGISTRATION & RISK: Additional requirements and risks of becoming more like public transport
LEGALITIES: Need clarity around "hiring" (i.e. distinction between "hospital work" and "normal" use of vehicles)
BARRIERS FROM COMMUNITY TRANSPORT SECTOR & DRIVERS
SYSTEM: Made up of lots of different parts that are supposed to work together to provide something greater than the sum of those parts
APPROPRIATE: Challenges around these differing purposes to meet passengers demand
COMMUNITY TRANSPORT
PUBLIC TRANSPORT
BECOMING A GREY AREA - NEED TO FIND A WAY FOR THESE TWO WORLDS TO CO-EXIST WITHOUT MERGING TOGETHER
How do we make these happen?
WE NEED TO FOSTER CONNECTIONS AND BREAK DOWN SILOS
POLICY FRAMEWORK:
TRADITIONAL COMMUNITY TRANSPORT FILTERS FROM THE TOP
BUT LIKELY TO THINK OF IT AS BEING BOTTOM UP
CONNECTIONS BETWEEN THE TWO: Do we want the connections between these two models to become stronger and more numerous?
WHAT A POLICY FRAMEWORK COULD LOOK LIKE:
ACCESSIBILITY CHANGES IN COUNCIL
COMMUNITY HUBS WITH MOBILITY DELIVERY
WORKING TOGETHER TO CREATE NEW DELIVERY MODELS
CT INCLUDED IN REGIONAL TRANSPORT PLANS & PLANNING
INTEGRATION ACROSS SECTORS
HOW PUBLIC TRANSPORT WORKS IN DIFFERENT COUNTRIES
OVERSEAS, GOVERNMENT DECIDES WHAT COMMUNITY TRANSPORT IS GOING TO BE A CONTINUOUS SPECTRUM
IT'S ONLY THE TIP OF THE ICEBERG
THERE HAS ALWAYS BEEN, AND WILL ALWAYS BE, WORK TO MAINTAIN CATEGORIES
FLEXIBILITY
MONITORING THE BENEFITS OF COMMUNITY TRANSPORT...
STATISTICS
STORIES
SUBMISSIONS
IF WE HAVE THESE THREE THINGS, WE CAN BUILD AN ECONOMIC CASE & IMPROVE CONTEXT
LAWS & CHARTERS:
THESE ARE HELPFUL AND NECESSARY... BUT NOT SUFFICIENT.
NZ has been part of the United Nations Declaration of Rights of Disabled Persons since 1994 - it's not enough to have policy, it needs COMMITMENT
Vision:
RECOMMENDATIONS FROM PREVIOUS RESEARCH:
DEFINE VISION: Maximise the value of community transport
Promote voices of marginalised people
Maximise existing resources
Connect those most disadvantaged
Waikato Community Transport
COMMUNITY TRANSPORT SYMPOSIUM 2025
CONVERSATION WITH A COUNCILLOR
ANGELA STRANGE
ACKNOWLEDGEMENT OF VOLUNTEERS' WORK
VOLUNTEERS ARE THE BACKBONE OF COMMUNITY TRANSPORT
EXTENDED HOURS = HIGHER COSTS = LOWER KM VEHICLES
VOLUNTEER'S POOR MENTAL ENERGY LEVELS
EVOLVING CLIENTELE
SHIFTING DEMOGRAPHICS
HEALTH CARE
CREW TASTE A MAORI CULTURAL EXPERIENCE WITH MEAL
BALANCED TIME TOGETHER OR LEARNING
DRIVERS
CONNECTIONS
HISTORY OF COMMUNITY TRANSPORT IN WAIKATO
SUBMITTED BY A GRASSROOTS VOLUNTEER
WAIKATO REGIONAL COUNCIL'S SUPPORT:
COMMUNITY TRANSPORT FUND CREATED
PROGRAMME ROLE ESTABLISHED
INCREASED FUND TO COVER PAYMENT (CONSULTATION)
PAYMENT WITH LIFT
CONSULTATION
SERVICES WE PROVIDE
CENTRAL BOOKING SYSTEM
LOVE TO EXTEND & ENHANCE PARTNERSHIP WITH MAORE FOR BASED TRANSPORT
POLITICAL SUPPORT:
POLITICAL SUPPORT IS IMPORTANT
WHERE IS GROWING POPULATION SO COMMUNITY TRANSPORT BY REGIONAL POLITICIANS
POLITICAL CHAMPION
RAISE AWARENESS
SECURE RESOURCES
BUILD UNDERSTANDING OF SECTOR
COMMUNITY TRANSPORT VS PUBLIC TRANSPORT:
COMMUNITY TRANSPORT FILLS THE CARE WHERE PUBLIC TRANSPORT IS NOT VIABLE / PRACTICAL
SERVICES
CLERKY/DISHERD
REMOTE RESIDENTS
WITH ADVANCED FLEXIBLE SERVICE
GOAL
COMPLEMENTARY TO PUBLIC TRANSPORT
REACH ALL TRANSPORT NEEDS FROM TUAKANA -> TAPUI COMMUNITY
COMMUNITY TRANSPORT TOUCHES ALL AREAS!
COLLABORATION WITH NZTA & CENTRAL GOVERNMENT:
COUNCIL
NZTA
WRC
ADVOCACY
LOOK TOGETHER TO BUILD ALIGNMENT & CONSISTENCY THROUGHOUT WE
COLLABORATIVE OR POLICIES & FUNDING
KEEP SHARING THE GOOD NEWS ABOUT PUBLIC TRANSPORT
TELL YOUR STORY! TELL IT LOUD & PROUD!
PROVIDER STORIES
WAKA EASTERN BAY COMMUNITY TRANSPORT
PIONEERING AN ALTERNATIVE TRANSPORT SYSTEM
SPLASHED AUGUST 2024
WHY:
Affordable
Accessible
Many other
Don't to drive
Made possible because of whole Rotorua's collaboration
Partnership
Volunteers
Relies on funding & people willing to give their time...
BUILDING TRUST
Making a difference in people's lives
AMAZING PEOPLE
Connections
Consistency
Emergency
Independence
Future:
a fleet!
We need:
Volunteers
Vehicles
Drivers
Funding
FRIENDS OF MORRINSVILLE COMMUNITY COMPANY TRUST
SET UP 28 YEARS AGO
Stories
Donut
Food
Food Services
Locality
Relationships
Volunteers
Base services
Vehicles
Challenges
Funding
Donations
Set up in 1990
Took over from Red Cross service
Vehicles
Drivers
Volunteers
Funding
Partnership
Relationships
Connections
Community
Independence
Need to find new volunteers
Need to find new vehicles
Need to find new drivers
Need to find new

WELCOME

PAMELA STOREY

3RD COMMUNITY TRANSPORT SYMPOSIUM

COLLECTIVE EFFORTS

DOING THIS

TOGETHER

THEME: ORGANISATIONAL SUSTAINABILITY - SECURING OUR FUTURE

We are here to:

- SHARE KNOWLEDGE
- STRENGTHEN COLLECTIVE RESILIENCE OF COMMUNITY TRANSPORT
- SHARE IDEAS
- LEARN FROM EACH OTHER

THE COMMUNITY FILLS THE SPACE

INCREASED TO $500,000

Deep Commitment & Passion

REGIONAL TRANSPORT FUND

29 PROVIDERS

COMMUNITY TRANSPORT: MAKING A DIFFERENCE ACROSS NEW ZEALAND

Volunteers: MAKE THE MAGIC HAPPEN

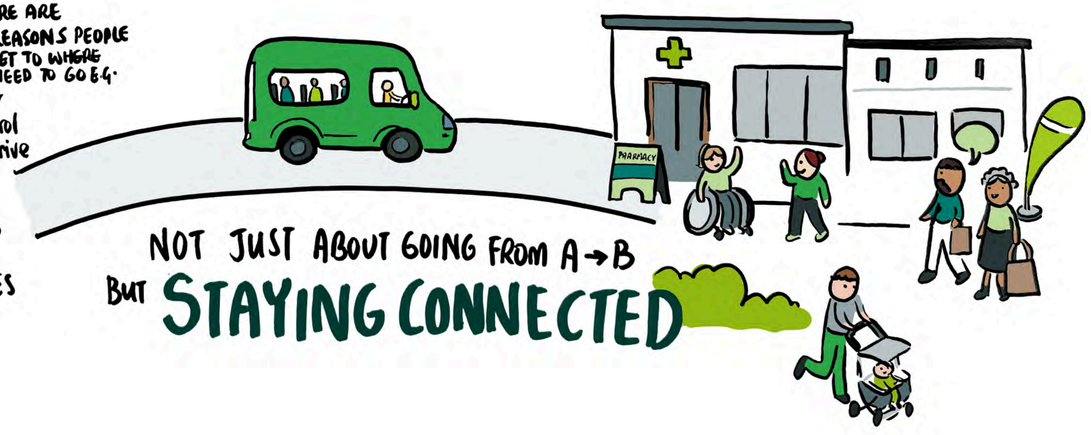
GIVE THOUSANDS OF HOURS OF THEIR TIME & MAKE A MEASURABLE & LASTING IMPACT ACROSS AOTEAROA

COMMUNITY TRANSPORT IS NOT JUST A SERVICE... it is a lifeline

THERE ARE MANY REASONS PEOPLE CAN'T GET TO WHERE THEY NEED TO GO E.G.

- No car
- No petrol
- can't drive

DOOR-TO-DOOR SERVICES ACROSS WAIKATO



NOT JUST ABOUT GOING FROM A→B BUT STAYING CONNECTED

EVERY CONVERSATION HAS THE POTENTIAL TO CREATE CHANGE. EVERY CONNECTION CAN SPARK INNOVATION

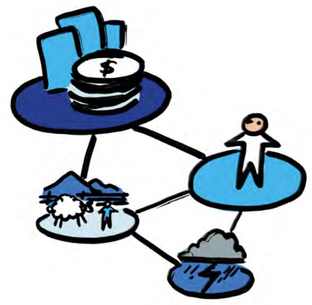
STATE OF COMMUNITY TRANSPORT SECTOR

HOLLY SNAPE

NATIONAL RESEARCH DONE BY COMMUNITY NETWORKS AOTEAROA

COMMUNITY NETWORKS AOTEAROA
Te Hapori Tuhononga o Aotearoa

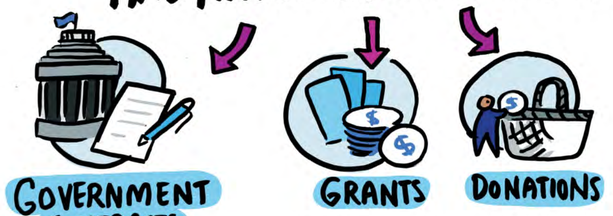
SURVEY SHOWED THAT THE CURRENT LANDSCAPE IS **CHALLEGING** ... BUT THE CHALLENGES ARE NOT INSURMOUNTABLE



THE IDENTIFIED ISSUES ARE CONNECTED - EACH IMPACTS ON THE OTHER ONES

CHALLENGES

1 FINANCIAL SUSTAINABILITY AND FINANCIAL CONSTRAINTS



GOVERNMENT CONTRACTS

Shift in how the government funds the sector

GRANTS

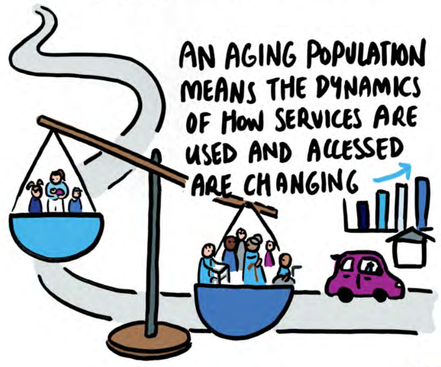
Less funds but a growing amount of community organisations

DONATIONS

Cost of living crisis

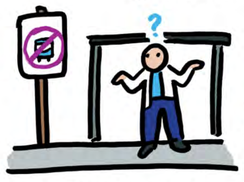
ALL AREAS IMPACTED & A GREATER EMPHASIS ON MEASURABLE OUTCOMES IS A CHALLENGE.
Our stories are the beating heart... but they're hard to measure.

2 INCREASED DEMAND FOR SERVICES



AN AGING POPULATION MEANS THE DYNAMICS OF HOW SERVICES ARE USED AND ACCESSED ARE CHANGING

3 REGIONAL AND RURAL INEQUITIES



FEWER PUBLIC TRANSPORT OPTIONS AVAILABLE

GREATER DISTANCES NEEDED TO TRAVEL TO ACCESS SERVICES

4 CLIMATE CHANGE AND EXTREME WEATHER EVENTS

ROAD CLOSURES AND DELAYS... AND WILL ONLY GET WORSE

COMMUNITY TRANSPORT PROVIDES A LIFELINE FOR MANY

OPPORTUNITIES:

FLEXIBLE AND ON-DEMAND TRANSPORT MODELS

DATA AND TECHNOLOGY USE

STRONGER PARTNERSHIPS WILL ALLOW GREATER SUSTAINABILITY

HYBRID AND ELECTRIC VEHICLES = REDUCED COSTS

ADVOCACY - SECURING LONG-TERM FUNDING

BIGGEST RISKS:

SUSTAINABLE FUNDING

THE SHORT-TERM FUNDING CYCLE MAKES LONG-TERM AND STRATEGIC PLANNING DIFFICULT

WAIKATO FUNDING:
AN AVAILABLE AND DEDICATED FUNDING SYSTEM.

CAN'T SUSTAIN ALL COMMUNITY TRANSPORT NEEDS BUT PROVIDES CORNERSTONE FUNDING.

NEEDS TO BE REPLICATED ACROSS AOTEAROA

THE STORY IS THE SAME IN EVERY DIFFERENT COMMUNITY SECTOR:
The way that people volunteer has changed

- INCREASE IN COMPLIENCE OBLIGATIONS
- THE VOLUNTEER WORKFORCE IS AGING
- YOUNGER PEOPLE = PROJECT BASED (Have a win and move on)

NEED TO THINK ABOUT HOW WE ENGAGE WITH & RETAIN VOLUNTEERS. HAVE CONVERSATIONS WITH FUNDING PARTNERS TO CONTINUE TO PROVIDE **ESSENTIAL SERVICES**

VOLUNTEERS & PEOPLE RESOURCING

COLLABORATION & INNOVATION

CONTINUE TO ENGAGE & WORK TOGETHER AS A SECTOR - A COLLECTIVE VOICE TO ADVOCATE. WE CAN WORK TOGETHER TO ENSURE THE SYSTEM REMAINS ACESSIBLE, SUSTAINABLE, INCLUSIVE AND EFFECTIVE FOR ALL WHO NEED IT

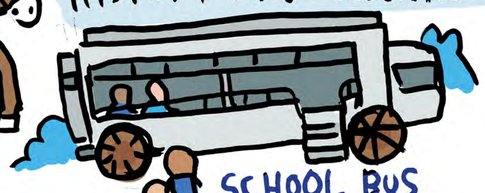
"COMMUNITY TRANSPORT IS AN IMPORTANT PART OF BUILDING A STRONG AND RESILIENT COMMUNITY IN AOTEAROA"

COMMUNITY TRANSPORT PAST, PRESENT & FUTURE

BRIDGET DORAN

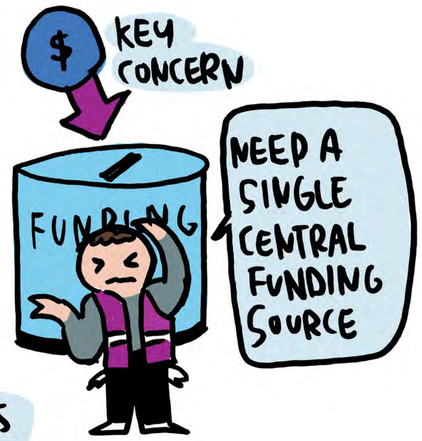
PAST

COMMUNITY TRANSPORT IS WHAT PEOPLE THROUGHOUT HISTORY HAVE ALWAYS DONE



SCHOOL BUS 1920'S PIOPIO

IN 1927 FOUR LIMOUSINES WERE TRIALLED AS PUBLIC TRANSPORT → BREAK DOWN BARRIERS TO USING PUBLIC TRANSPORT



PEOPLE WITH DISABILITIES FACING BARRIERS

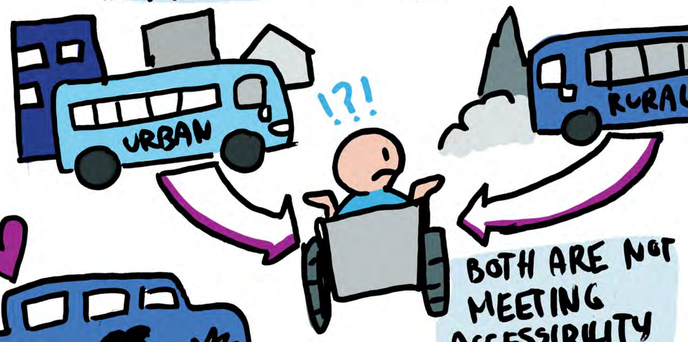
WAITO TRANSPORT SERVICE ARTICLE 2005

DISABILITY TRANSPORTATION AN OBVIOUS NEED

PRESENT

SAME BUT DIFFERENT

FORCED CAR OWNERSHIP



BOTH ARE NOT MEETING ACCESSIBILITY NEEDS

NEED FOR STRONGER ADVOCACY GROUP

2019 COMMUNITY TRANSPORT SYMPOSIUM

VOLUNTEER DRIVEN COMMUNITY TRANSPORT IS UNRECOGNISED BUT ESSENTIAL

COST OF A ROUNDABOUT IS ROUGHLY THE SAME AS THE ENTIRE COMMUNITY TRANSPORT BUDGET

FUTURE

CREATE A UNITED VISION FOR ACCESSIBILITY AND INCLUSION

ACCESSIBLE JOURNEYS FOR ALL

SYSTEM PILLARS

- RESEARCH
- GOVT & COMMUNITY CONNECTION
- MEASUREMENT & ANALYSIS
- PROMOTION OF MARGAMILISED PEOPLES VOICE

SYSTEM INTERVENTIONS

- ACCESSIBLE VEHICLES
- ACCESSIBLE INFORMATION
- ACCESSIBLE INFRASTRUCTURE
- ACCESSIBLE MINDSETS
- EMPOWERED ADVOCACY

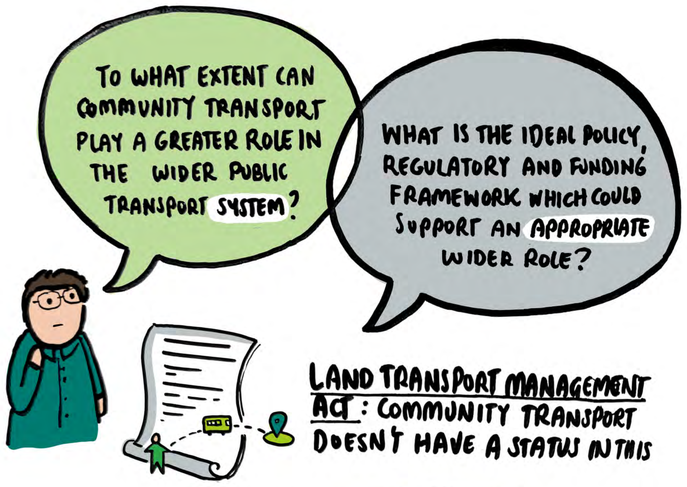
WHO IS NOT MAKING THE TRIPS THEY NEED TO TAKE?

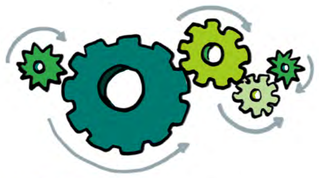
WHY?

COMMUNITY TRANSPORT

IN THE CONTEXT OF NZ POLICIES, FUNDING AND REGULATIONS

JAMES LLEWELLYN & BRIDGET DORAN





SYSTEM: MADE UP OF LOTS OF DIFFERENT PARTS THAT ARE SUPPOSED TO WORK TOGETHER TO DELIVER SOMETHING GREATER THAN THE SUM OF THOSE PARTS

APPROPRIATE:

CHALLENGES AROUND THESE BECOMING SIMILAR TO MEET PASSENGER DEMAND

BECOMING A GREY AREA - NEED TO FIND A WAY FOR THESE TWO WORLDS TO CO-EXIST WITHOUT MERGING TOGETHER

How do we make this happen?

WE NEED TO FOSTER CONNECTIONS AND BREAK DOWN SILOS

CHALLENGES:

GEOGRAPHIC COVERAGE: Some areas are without transport

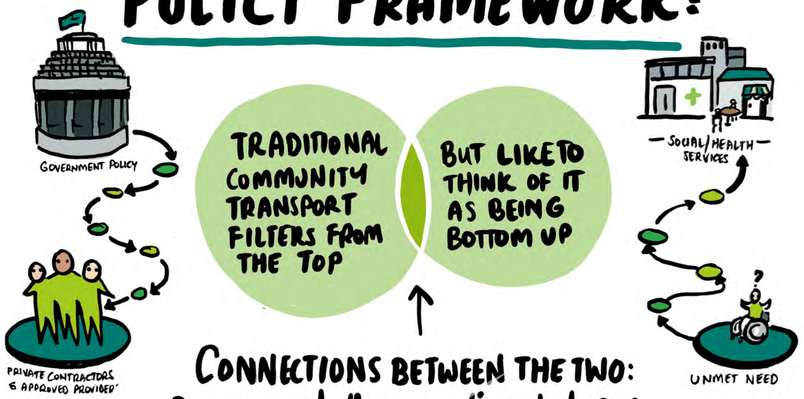
JOURNEY PURPOSE IS CHANGING

REGULATION & RISK: Additional requirements and risks if becoming more like public transport

LEGALITIES: Need clarity around things (E.g. What happens when operators want to charge instead of take donations?)

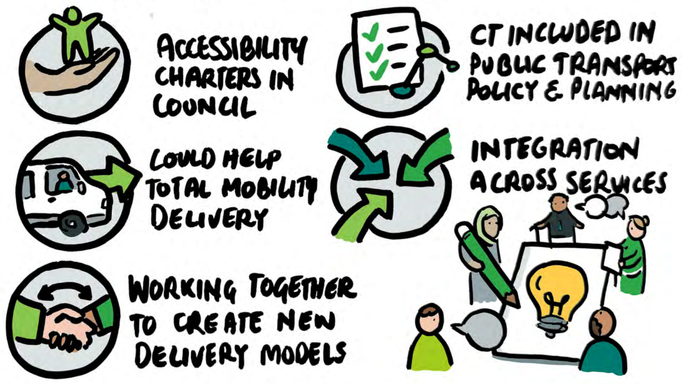
APPETITE FROM COMMUNITY TRANSPORT SECTOR TO DO MORE

POLICY FRAMEWORK:



CONNECTIONS BETWEEN THE TWO: Do we want the connections between these two models to become stronger and more numerous?

WHAT A POLICY FRAMEWORK COULD LOOK LIKE:

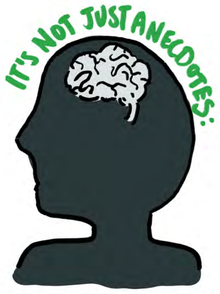


HOW PUBLIC TRANSPORT WORKS IN DIFFERENT COUNTRIES:

OVERSEAS, GOVERNMENT DECIDES WHAT COMMUNITY TRANSPORT IS GOING TO BE & CONTRACTS SERVICES

THIS HAS PROS & CONS, BUT IN NZ WE WANT TO MAINTAIN GRASSROOTS FLEXIBILITY

IT'S NOT JUST ANECDOTES:



DEMENTIA - BENEFITS OF COMMUNITY TRANSPORT THROUGH SOCIAL INTERACTION - SAVES SCOTTISH GOVERNMENT £2 MIL ANNUALLY

MONITORING THE BENEFITS OF COMMUNITY TRANSPORT...

STATISTICS
STORIES
SUBMISSIONS

IF WE HAVE THESE THREE THINGS, WE CAN BUILD AN ECONOMIC CASE & APPLY NZ CONTEXT

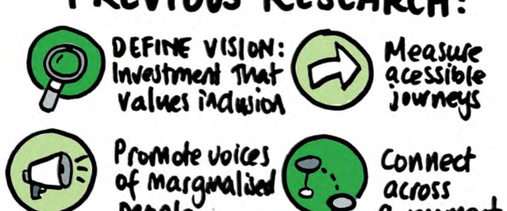
LAWS & CHARTERS:

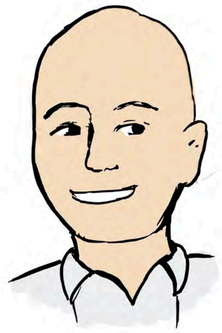
THESE ARE HELPFUL AND NECESSARY... BUT NOT SUFFICIENT.

NZ has been part of the United Nations Declaration of Rights of Disabled Persons since 1996 - IT'S NOT ENOUGH TO HAVE POLICY, IT NEEDS COMMITMENT

Vision:

RECOMMENDATIONS FROM PREVIOUS RESEARCH:





LAUGHING YOGA

NEIL TOLAN

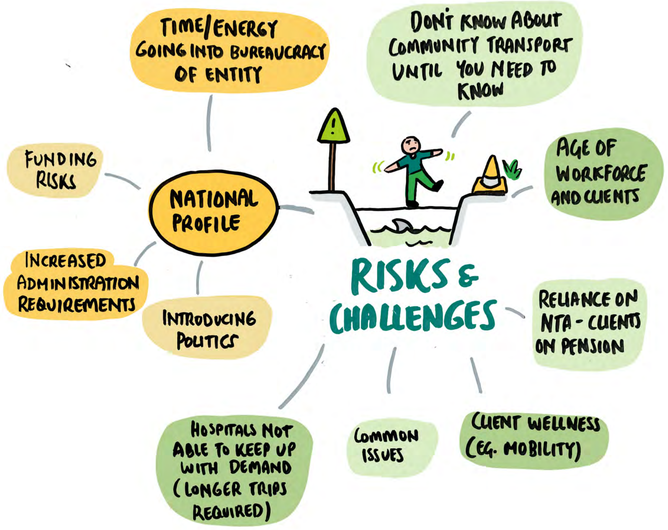
BABIES LAUGH APPROX **140** TIMES PER DAY

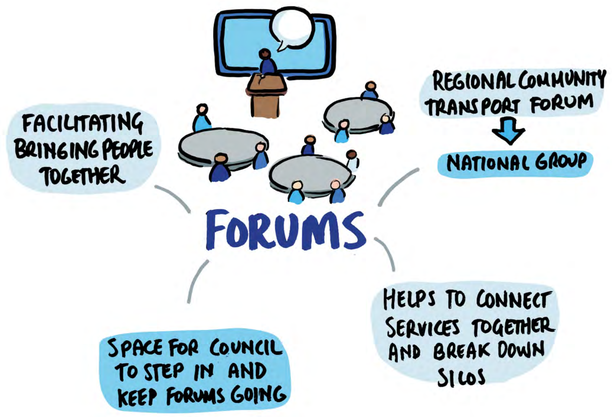
KEEP LAUGHING

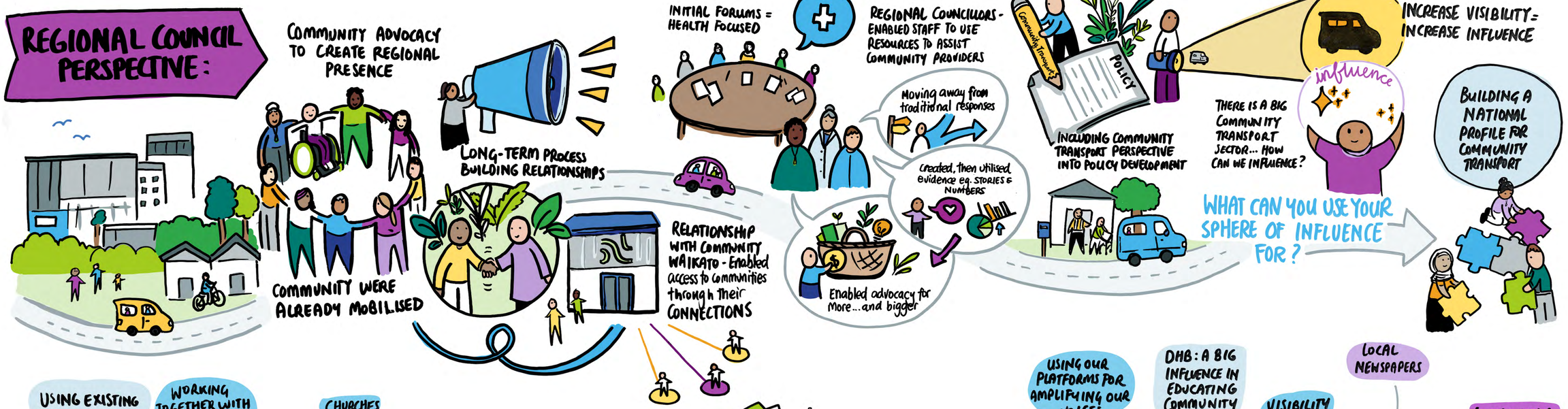
YOUR BODY DOES NOT KNOW IF YOU ARE PRETENDING OR NOT!

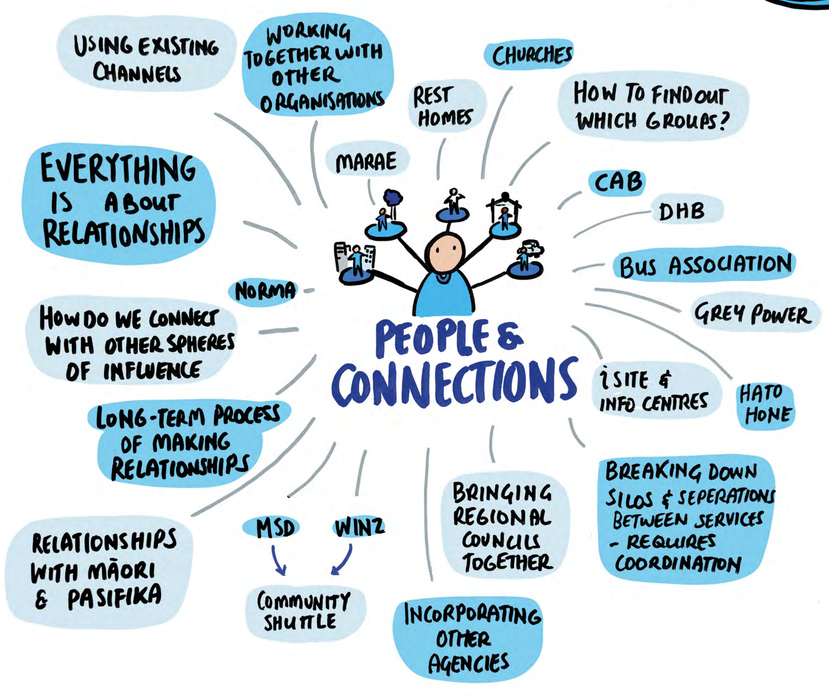
BUILDING A NATIONAL PROFILE
FOR COMMUNITY TRANSPORT

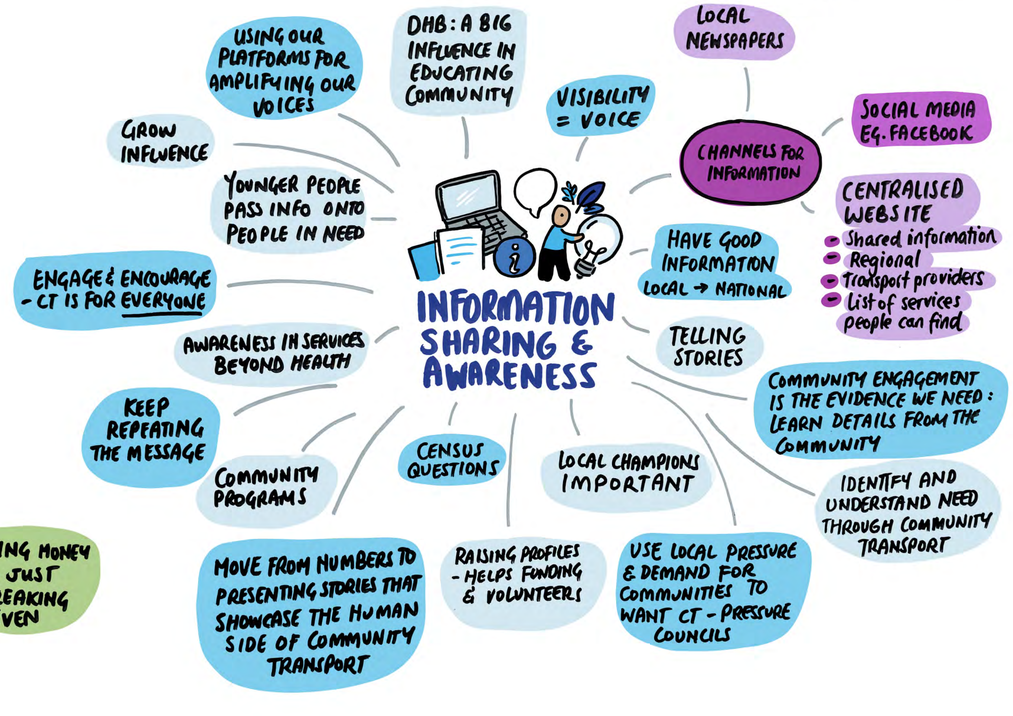
AMANTHA BOWEN & NIGEL KING











RISK ON THE ROAD

SERVING OUR COMMUNITIES WITHOUT COMPROMISING OUR SAFETY

CHERYL DES LANDES & JULIE TAVERNER

Hato Hone St John

services:

DISABILITY SUPPORT

HEALTH CARE

COMMUNITY

62 LOCATIONS

950 VOLUNTEERS

105 SHUTTLES

APPROX 500 CLIENT TRIPS PER DAY

SEEING MORE CROSSOVER HERE - INCREASED RISK

RELIES ON FUNDRAISING GRANTS AND DONATIONS

WHAT IS RISK?

RISK IS...

- DANGER
- CONSEQUENCE
- LIABILITY
- DAMAGE
- INJURY
- LIFE
- ACCIDENTS
- POTENTIAL HARM
- COST
- HEALTH & SAFETY
- LAWSUIT
- IDENTIFYING
- EXPOSURE
- MANAGEMENT
- MITIGATION
- CHANCE OF SOMETHING GOING WRONG
- LIKELYHOOD x CONSEQUENCE x EXPOSURE
- OPPORTUNITY
- REWARDS
- NOT JUST PHYSICAL
- POTENTIAL FOR SOMETHING TO GO WRONG
- BLAME
- UNEXPECTED
- MONEY
- SYSTEMS
- ENSURE SAFETY OF SELF AND OTHERS
- RISK
- ISSUES
- WHAT COULD GO WRONG?
- HURT
- TAPU
- CHANCE OF SOMETHING CAUSING HARM

RISK IS THE POSSIBILITY OF SOMETHING BAD HAPPENING

RISK APPLIES TO:

YOUR ORGANISATION · YOUR PEOPLE · YOU · FINANCIAL · REPUTATION · HEALTH ETC...

IT'S IMPORTANT TO LOOK AT RISK FROM DIFFERENT PERSPECTIVES

WHO TAKES THE MOST RISK?

GOLDILOCKS

LITTLE RED RIDING HOOD

THE THREE LITTLE PIGS

3 LITTLE PIGS RETROSPECTIVE

- What do we do that just about hangs together, but could topple over at any minute?
- What do we do that is pretty solid but could be improved?
- What do we do that is rock solid?

YOU: THE EMPLOYER CARRIES THE RISK

LOOK AT WHERE THE RISK IS

THINK ABOUT HOW RISK IS PRESENTED AND WHO OWNS IT - ACCEPTING RISK CAN MEAN YOU ARE SUBJECT TO THE HEALTH & DISABILITY CODE OF RIGHTS (Eg: Health Transfers)

CODE OF RIGHTS

MANAGING RISK AROUND WORKFORCE - LONG DAYS ETC - MAKING SURE THEY'RE FIT & HEALTHY & ABLE TO BE ON THE ROAD DRIVING VULNERABLE PEOPLE

THINK ABOUT WHO OWNS THE RISK

- OUR RISK
- THEIR RISK
- SHARED RISK
- THE 'GREY ZONE'

YOU CAN ONLY OWN RISK THAT YOU CAN CONTROL OR PUT MEASURES IN PLACE TO CONTROL...

CAN USE:
- POLICE VETTING
- DRIVER ASSESSMENTS
- FIRST AID TRAINING

TO HELP MANAGE DRIVER RISK

HAVE CREATED PASSENGER GUIDELINES - Helps to say NO

DANGER ZONE:

RIDE SHARE

DISABILITY SERVICE

(Keeping a distance between these is a safety net)

There is no one 'right answer' - every situation is different

SOMETIMES KEEPING YOURSELF & OTHERS SAFE IS ABOUT SAYING NO

CAN YOU TAKE THIS PERSON HOME? YES!

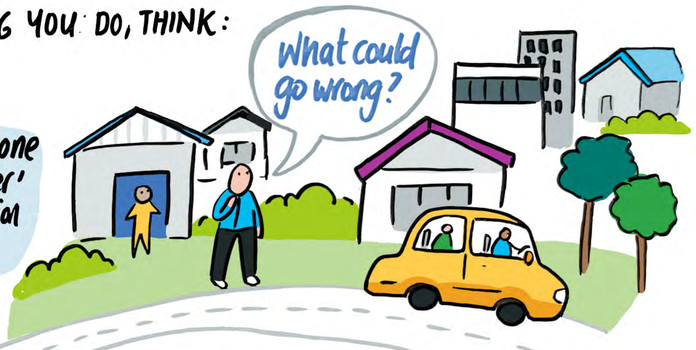
ONCE YOU ACCEPT RISK, YOU'RE ACCOUNTABLE FOR IT

WE NEED TO PUSH BACK AS A COLLECTIVE - Create behaviour change

EXCUSE ME, I NEED TO CALL MY TEAM LEADER...

RISK IS NEVER GOING TO GO AWAY

ANYTHING YOU DO, THINK:



KEY TAKEAWAYS:

WHAT IS YOUR KEY TAKEAWAY FROM TODAY?

- TAKE CONTROL OF YOUR OWN RISKS
- GREAT INFO
- BE AWARE OF RISK
- RISK IN SAYING YES
- TRAIN PERSONNEL IN RISKS AND RESPONSES
- SOMETIMES YOU HAVE TO BE CRUEL TO BE KIND
- SAFETY IS EVERYTHING - SAFETY FOR YOURSELF AS WELL AS THOSE YOU ARE SUPPORTING
- ONCE YOU ACCEPT AN ACTION, YOU OWN THE RISK
- SOMETIMES PEOPLE NEED A RIDE THAT YOU CAN'T PROVIDE
- CLEAR BOUNDARIES FOR RISK OWNERSHIP
- CONTINUED COMMUNICATION NEEDED WITH VOLUNTEERS
- RISK IS EVERYWHERE
- THE IMPORTANCE OF COMMUNICATION
- ONLY OWN RISK THAT YOU CAN CONTROL
- SOME EXPECTATIONS ARE SOMETIMES NOT OUR OBLEGATION
- RISK IS RELATED TO WHAT THE SERVICE IS DESIGNED TO DO
- RISK COMES FROM SEVERAL PLACES & BETWEEN AGENCIES - NO EASY ANSWER
- IT'S A TRICKY ONE
- ASSESS THE RISK & SAY NO TO RISK
- EXPECTATION VS REALITY MISMATCH
- GENERATE ROBUST PRACTICES AROUND HEALTH & SAFETY
- IT'S IMPORTANT TO MANAGE RISKS BEFORE AND AS THEY ARRIVED

KEY MESSAGES:

UNDERSTANDING YOUR PURPOSE CAN HELP YOU IDENTIFY RISK

IT'S GOOD TO IDENTIFY RISK, BUT NOT ALL RISK IS YOURS - YOU CAN'T CONTROL IT

AREAS OF RISK CAN REFER TO: YOUR PEOPLE, CLIENTS/CUSTOMERS, POLICIES, REGULATIONS, REPUTATION, FINANCIAL IMPLICATIONS

THE 'GREY ZONE' - DON'T TAKE RESPONSIBILITY FOR SOMETHING YOU SHOULDN'T

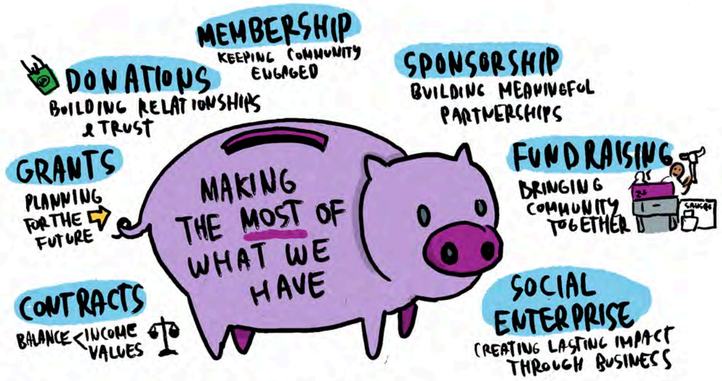
RISK NO

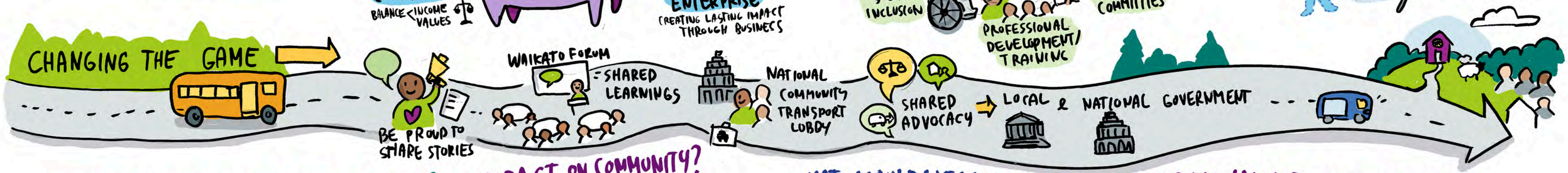
SAYING NO ISN'T UNKIND

STRENGTHS FOR THE COLLECTIVE GOOD

WHAT CAN SUCCESS LOOK LIKE?

BRIDGET DORAN & SARAH GIBB





WHAT ARE WE DOING THAT WORKS?

1 BOOKINGS & SYSTEMS

- GOODMANS BOOKING SYSTEM
- EFTPOS SYSTEM - HELPS CLOSE THE GAP
- STREAMLINED OPERATIONS - MULTIPLE FUNDING STREAMS
- FLEXIBLE WAIKATO WIDE SERVICE
- LONGEVITY & USE OF EXISTING TRUSTS HELPS STABILITY

IMPACT
- DEPENDABLE, EASY TO ACCESS SERVICE
- BUILDS CONFIDENCE IN THE SYSTEM

2 VEHICLES & DRIVERS

- DRIVERS VALUED & CELEBRATED
- VANS, SHUTTLES, ELECTRIC VEHICLES HOIST VANS & MORE
- SOME GROUPS - NO ISSUE ATTRACTING VOLUNTEERS ASSIST WITH SCHOOL, ERRANDS & MEDICAL TRIPS

IMPACT
- LIFELINE SERVICE
- CALLED ESSENTIAL
- INCREASED MOBILITY
- MORE INCLUSIVE/SUSTAINABLE TRANSPORT OPTIONS

3 VOLUNTEERS & HUMAN CONNECTION

- YOUNGER VOLUNTEERS WITH TAILORED SHIFTS
- RECRUIT FROM ROTARY, LIONS, U3A GREY POWER
- QUARTERLY LUNCH WORKSHOPS WITH DRIVERS
- REGULAR CONTACT & TRAINING
- COMPANION SUPPORT & MEAL DELIVERY

IMPACT
- VOLUNTEERS FEEL VALUED → RETENTION
- YOU ARE NOT ALONE! - CONNECTION
- REDUCED SOCIAL ISOLATION BUILDING COMMUNITY

4 COMMUNITY CONNECTION & SOCIAL INCLUSION

- SUPPORTING PEOPLE WITH NO ACCESS TO OUTSIDE WORLD
- REDUCING ISOLATION, BUILDING INDEPENDENCE
- COMMUNITY EVENTS - FORUM FOR VISIBILITY & FEEDBACK
- SOCIAL MEDIA + MEETINGS → COMMUNICATION & ENGAGEMENT
- WORD OF MOUTH STILL CRUCIAL

IMPACT
- PEOPLE FEEL SEEN HEARD & SUPPORTED
- SOCIAL WELLBEING & PURPOSE

5 SMART PARTNERSHIPS & STRUCTURES

- COLLABORATION - ACER CONCERN
- REGULAR INFO SHARING WITH OTHER ORGS
- UTILIZE EXISTING COMMUNITY GROUPS
- VOLUNTEERS & PASSENGERS SHARING INFO

IMPACT
- INCREASED TRUST, SAFETY & SERVICE REACH
- SHARED LEARNING = SMARTER SYSTEMS

IMPACT ON COMMUNITY?

WHAT WOULD WE LIKE TO DO? POTENTIAL IMPACT ON COMMUNITY?

1 EXPAND REACH & SERVICES

- REACH MORE RURAL & DISCONNECTED AREAS
- ADDITIONAL LIFESTYLE TRANSPORT → SHOPPING, SOCIAL
- COORDINATE TRANSPORT WITH HOSPITAL/MEDICAL APPOINTMENTS
- INCREASED FREQUENCY/FLEXIBILITY

IMPACT
- STRONGER EQUITY OF ACCESS
- REDUCED GAPS
- MORE HUMAN SERVICE

2 STRENGTHEN COLLABORATION & SHARED LEARNING ACROSS REGIONS

- CREATE A SHARED NETWORK
- MORE RESOURCE COLLABORATION
- USE OTHER COMMUNITY TRANSPORT SERVICES WHEN NEEDED
- REGULAR KNOWLEDGE SHARING
- REGIONAL SESSIONS - TECH, OPERATIONS, TESTING, WHAT'S WORKING

IMPACT
- SMARTER SYSTEMS
- RESILIENT NETWORK
- INNOVATION

3 REDUCE ADMIN BURDEN & STRENGTHEN OPERATIONS

- LESS TIME ON BACK OFFICE WORK
- GAIN OPERATIONAL SUPPORT ACROSS THE NETWORK
- ADRESS RESISTANCE TO TECH AND CHANGE
- BEST PRACTICES → IDENTIFY & ADOPT
- MORE FUNDING = MORE ENERGY

IMPACT
- TIME & ENERGY GOES TO COMMUNITY (NOT PAPERWORK)
- GREATER STAFF & VOLUNTEER WELLBEING & RETENTION

4 FUTURE PROOFING & CONTINUITY

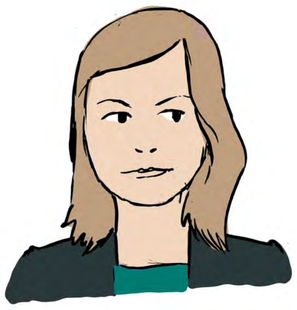
- EFFECTIVE SUCCESSION PLANNING
- CONFIDENCE THE SERVICE CONTINUES
- KEEP DOING WHAT WORKS - PROTECT WHAT'S EFFECTIVE WHILE GROWING

IMPACT
- LONG TERM COMMUNITY TRUST
- PROTECTS VUNERABLE COMMUNITIES FROM SERVICE LOSS
- ORGS EVOLVE WITHOUT BURNOUT

5 ATTRACT DIVERSE VOLUNTEERS & ENGAGE YOUTH

- DIVERSIFY VOLUNTEER AGES
- RECRUIT YOUNGER VOLUNTEERS & PASSENGERS
- ENSURE RELEVANCE FOR FUTURE GENERATIONS

IMPACT
- BUILDS A RESILIENT VOLUNTEER BASE
- KEEPS COMMUNITY TRANSPORT SUSTAINABLE AND CONNECTED TO THE NEXT GENERATION
- INCLUSION & CONNECTION



CONVERSATION WITH A COUNCILLOR

ANGELA STRANGE

ACKNOWLEDGEMENT OF VOLUNTEERS WORK

VOLUNTEERS ARE THE BACKBONE OF COMMUNITY TRANSPORT

CYCLONE

ROAD CLOSED

VOLUNTEERS PLAY A CRITICAL ROLE IN EMERGENCIES

ESSENTIAL SERVICES

SOCIAL ACTIVITIES

HEALTH CARE

MEANT VOLUNTEERS FACED

- EXTENDED JOURNEYS
- HIGHER COSTS
- WEAR ON VEHICLES

HISTORY OF COMMUNITY TRANSPORT IN WAIKATO

DEVELOPED FUND 0

ALLOWED FOR CREATION OF LEADERSHIP ROLES

GREW INTO A MORE STRUCTURED WIDESPREAD COMMUNITY NETWORK

ADVOCACY

FORUMS

DONATED TIME FOR 10 YEARS

COMMUNITY WAIKATO

HEALTH NZ

ONGOING WAIKATO REGIONAL COUNCIL SUPPORT

WAIKATO COMMUNITY TRANSPORT ORIGINATED AT A GRASSROOTS LEVEL

WAIKATO DHB

WRC

WAIKATO REGIONAL COUNCIL'S SUPPORT:

COMMUNITY TRANSPORT FUND CREATED

PROGRAMME ROLE ESTABLISHED

ROLE

WAS 200K

INCREASED FUND TO 300K PER YEAR (2024-2034 LONG TERM PLAN)

REQUEST TO LIFT TO 500K (2025-2026 ANNUAL PLAN)

GOODMAN BOOKING SYSTEM

SERVICES WRC PROVIDE

ZERO 0 FINANCIAL

VEHICLE SOFTWARE ACQUISITION

LOOK TO FURTHER EXPAND PARTNERSHIP WITH MARAE / IWI BASED TRANSPORT

POLITICAL SUPPORT:

POLITICAL SUPPORT IS IMPORTANT

GROWTH

SUSTAINABILITY

THERE IS GROWING RECOGNITION OF COMMUNITY TRANSPORT BY REGIONAL POLITICIANS

POLITICAL CHAMPION

- RAISE AWARENESS
- SECURE RESOURCES
- BUILD UNDERSTANDING OF SECTOR

COMMUNITY TRANSPORT VS PUBLIC TRANSPORT:

COMMUNITY TRANSPORT FILLS THE GAPS WHERE PUBLIC TRANSPORT IS NOT VIABLE / AVAILABLE

SERVES ELDERLY / DISABLED & REMOTE RESIDENTS WITH PERSONALISED FLEXIBLE SERVICE

COMPLEMENTARY TO PUBLIC TRANSPORT

GOAL

REACH ALL TRANSPORT NEEDS FROM TURANGI → TOP OF COROMANDEL

COMMUNITY TRANSPORT TOUCHES ALL AREAS!

COLLABORATION WITH NZTA & CENTRAL GOVERNMENT:

CENTRAL GOVT

NZTA

WRC

WORK TOGETHER TO BUILD ALIGNMENT & CONSISTENCY THROUGHOUT NZ

ADVOCACY

COLLABORATION ON POLICIES & FUNDING

KEEP SHARING THE GOOD NEWS ABOUT PUBLIC TRANSPORT

TELL YOUR STORY!
TELL IT LOUD & PROUD!

PROVIDER STORIES

WAKA EASTERN BAY COMMUNITY TRANSPORT

PROVIDING AN ALTERNATIVE TRANSPORT SYSTEM

OPENED AUGUST 2024

COMMUNITY TRANSPORT FILLS THE GAPS

NOT:
- Affordable
- Reliable
- Regular
- Door to door

- Reliable
- Cost effective
- Trustworthy
- Takes people to exactly where they need to go

Made possible because of Waka Kotahi's INNOVATION FUND

Volunteers

STARTED WITH 3

NUMBERS GROWING

Job Satisfaction

Accomplishment

AMAZING PEOPLE

RELIES ON FUNDING & PEOPLE WILLING TO GIVE THEIR TIME...

FUTURE:

a fleet!

CURRENTLY:
- Own a 5 seater
- Lease a 12 seater

BUILDING TRUST

Making a difference in people's lives

CONNECTION

LESS WORRY

NOT ISOLATED

INDEPENDENCE

FRIENDS OF MORRINSVILLE COMMUNITY CHARITABLE TRUST

I CAN SEE!

TELL stories

28

SET UP 28 YEARS AGO

400,000

LOOKING AT REPLACING VAN - HIGH MILAGE ETC (Need reliability)

TWO SERVICES

"DONNY" VAN

Purchased by Donny family in Morrinsville - takes farmers places

HEALTH SHUTTLE

Set up in 2010
Took over from Red Cross service

BOTH SERVICES TREATED AS SEPERATE TO ENSURE THEY REMAIN VIABLE

BOOKINGS:
Done through Morrinsville Community House
PAID SERVICE (Works for both parties)

18 VOLUNTEERS

Average volunteer age is 74

Without A-Team volunteers, transport to hospital won't happen

Hard to get and maintain volunteers

CHALLENGES:
- Early start times can be difficult
- Accessing services can be difficult
- Public transport doesn't work in rural areas

WE NEED:
- TO BE A RELIABLE SERVICE
- A CATCHPHRASE
- FUNDING

STORIES

Can ask for recommended donations but status would change if specified costs

DONATIONS

TE KUITI 4H COMMUNITY TRUST BOARD

REAL STORIES, REAL IMPACT

More than just transport
... IT'S A COMMUNITY LIFELINE

A SERVICE THAT CHANGES LIVES

SECURITY
DIGNITY
CONNECTION
INDEPENDENCE
PEACE OF MIND
SENSE OF BELONGING

EST 1992

CURRENTLY 1 VAN WITH HOIST - LOOKING AT PURCHASING CAR

A legacy of service + support

Need to ensure rural voices are HEARD!

BARRIERS

EARLY MORNING APPOINTMENTS

Makes recruiting volunteers difficult, early morning starts, roadworks, traffic etc

SHARING INFO ETC

Volunteers:

THE BACKBONE OF COMMUNITY BASED TRANSPORT

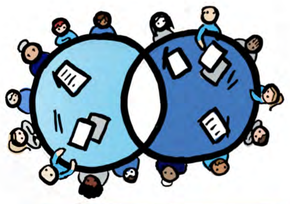
PARTNERSHIPS KEEP US MOVING

OUR WORK IS STRENGTHNED WITH COLLABORATION

WE NEED FINANCIAL SUPPORT

WE NEED TO HAVE A SEAT AT THE TABLE

CLOSING PANEL



HOW TO STRUCTURE CROSS-SECTOR FORUMS?

Local councils could support by donating their facilities to help forums happen

Talk to MP's and local councillors (those in government and in opposition) about issues, gaps etc.

Find opportunities for support/relationships/connections

Keep inviting people (and remind them they are here to listen, not grandstand)

Have recently restarted community health forum. Still have people who will attend these. Forums are there - invite people to them and attend

Talk to MP's etc. Significant pressures in the health service - what it looks like is changing. Collaboration needs to be deep.

Elevate issues (so not in isolation) so analysis can be done at a district level and issues addressed. Need to know how best to support people.

Make sure you have multiple people in the room and across sectors. Community Transport isn't anything on it's own - see who else can contribute. Look for opportunities (eg growing capacity with a rural school bus)

If attending a forum: Have a sense of what you want to take away and connect with people who meet your needs

There is so much power in a collective voice. Forums are opportunities to share stories, elevate voices, advocate for change/action/funding etc (formalised advocacy)

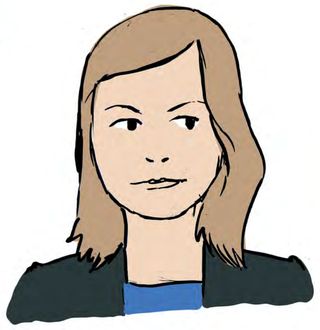
ADVOCACY - HOW TO AMPLIFY COMMUNITY VOICES?

COMMENT:

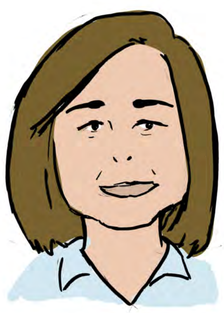
FORUMS ARE A GREAT NETWORKING TOOL, BUT IT DOESN'T HAVE TO STAY THE SAME FORMAT. BRING YOUR VOICE! THERE ARE LOTS OF COMMUNITY FORUMS - WE'RE ALL IN IT TOGETHER

COMMENT:

THERE ARE A LOT OF ISOLATED COMMUNITIES BECAUSE OF DHB BOUNDARIES - DIFFICULT TRANSPORTING PEOPLE



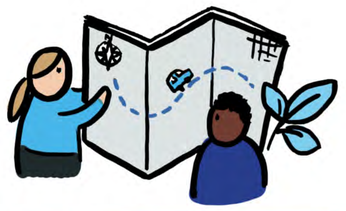
ANGELA STRANGE



DR CLAIRE RUSSELL

HOLLY SNAPE

Requires other territorial authorities to step up and for providers to tell their good news stories - demonstrating the value that's been made



NEED FOR CAPITAL FUNDING RATHER THAN JUST OPEX. PEOPLE TRAVELLING FROM OTHER PLACES E.G OUTSIDE WAIKATO - CAN THOSE SERVICES BE LOOKED AT FOR WAIKATO CT? WHICH BOUNDARIES DO WE FOLLOW?

HOW DO WE ENSURE FEEDBACK GETS TO THE RIGHT PEOPLE?

E.G. A channel where it can be collected - Sometimes you don't get a response

Has reinforced that the need is so great and will only get bigger. Will keep telling stories - keep them coming in. Will share learnings with other regional councils across New Zealand

Having no response is unacceptable. Integrators are available. Won't solve all issues but can help
- escalate issues
- add a voice

Find and talk to your local people

1. Patients need community transport for own mental health and wellbeing.
2. Volunteers live longer - keep doing what you're doing. There are positive benefits of volunteering for your society

Will try to get in front of booking clerks! There have been changes to them and have lost people with knowledge of roads etc (don't just rely on a map and know what to do if no mobile service available etc)

The conversations we're having keep growing in depth and demonstrate we are all in the same boat. We have our own unique experiences and community but also a lot of shared opportunity. A collective approach to making change - there's power in numbers

WHAT'S ONE THING THAT YOU'VE HEARD TODAY THAT YOU'LL TAKE BACK TO YOUR WORK AND COMMUNITIES?