



**Date:** Monday 16 June 2025  
**Time:** 1:00pm -3:00pm  
**Location:** Rototuna Library, 30 North City Road, Hamilton, Waikato 3281  
or [Online \(MS Teams\)](#)

**Facilitator:** Sarah Gibb, Community Waikato

**Note taker:** Yvonne Mariano, Programme Administrator, Waikato Regional Council

**Attendees in person:**

**Amantha Bowen**, Community Transport Lead, Waikato Regional Council

**Martin Poppelwell**, Age Concern Waikato

**Vicky Philips**, Age Concern Waikato

**Rae Hooper**, Hato Hone St John: Health Shuttle - Hamilton

**Sharon Hamilton**, Paeroa Volunteer Drivers

**Val Sparks**, Paeroa Volunteer Drivers - Paeroa Community Support Trust

**Marnie Goodman**, Tairua Care & Friendship Club Inc

**Lorraine Austin**, Te Aroha Community Support (Health Shuttle)

**Robyn Humphrey**, Te Aroha Community Support (Health Shuttle)

**Patrick Tucker**, Te Aroha Community Support (Health Shuttle)

**Angela Mckee**, Te Kauwhata Community House

**Attendees via Teams:**

**Dale Clarke**, Bay of Plenty Regional Council

**Francis Radloff**, Cambridge Community House

**Brent Gilbert-De Rios**, Health NZ | Te Whatu Ora

**Andrew Gillgren**, Mai Lighthouse Tuakua/Pukekohe

**Bruno Lemke**, Nelson Tasman Transport Trust

**Alicia Leef**, North Waikato Transport Trust

**Desiree Brown**, Te Kuiti 4 H Community Board Trust

**Wai Crombie**, Waikato/Bay of Plenty Cancer Society

**Bridget Doran**, Waikato Regional Council

**Annette Meates**, Waka Kotahi NZTA

**Tony Marsters**, Whitianga Community Services Trust

**Purpose:** An opportunity to build relationships and share knowledge and information in support of rural transport initiatives and projects in the Waikato region.

**Meeting notes:**

- 1. Welcome and Introductions:** Sarah Gibb, opened with Karakia followed by acknowledgements for Volunteer Week and a round of introductions from both in-person and online attendees, including community transport providers, regional councils, and health and social service organisations.

## **2. Updates from March Symposium:**

- The March symposium was highlighted as a success, with over 80 attendees and valuable outputs, including graphic recordings, which are now available online - [Symposiums | Waikato Community Transport Forum \[CT Symposium 2025 \(https://www.waikatocommunitytransport.org.nz/assets/Community-Transport-Forum/CTSymposium2025.pdf\)\]](https://www.waikatocommunitytransport.org.nz/assets/Community-Transport-Forum/CTSymposium2025.pdf). The purpose of establishing these visuals is to encourage for use in funding applications and community engagement to promote a shared national vision for community transport.
- The symposium provided a valuable opportunity for in-depth discussions, covering topics such as economic scale and potential community partnerships – brokering relationships.

## **3. Partnership Case Study - Te Kūiti and 4 H Trust: Sarah Gibb and Desiree Brown**

- A presentation on 'What can success look like' and a detailed case study showcased the long-standing partnership between Te Kūiti Community House and the 4 H Trust. This partnership formalises administrative and coordination support through a service agreement, demonstrating a sustainable and replicable model for community transport delivery.
- The 4 H Trust has prioritized facilitating health appointments by integrating a coordinator role within the Community House to ensure effective support for community housing needs.
- Desiree Brown, as a Trustee, has taken on key responsibilities, including funding education, accountability, booking, rosters, and coordination. A formal service agreement has been established to recognize and support volunteers, ensuring they feel valued in their roles.
- Sarah Gibb encouraged the development of such partnerships and the exploration of direct collaborations, emphasizing the importance of shared responsibilities in these initiatives. Additionally, the service agreement can be shared, offering insights into organizational structures, funding strategies, and potential partnership models for stakeholders.

### ***Other Partnership Examples***

Participants shared additional examples of successful collaborations, including shared office space in Huntly, council partnerships in Nelson, and booking support through i-SITE, all of which help reduce administrative burden and increase community visibility.

#### 4. WRC Community Transport Update: Amantha Bowen

- **Community Transport Fund** - The regional fund has increased to \$500,000 and this had been approved and finalised, with the next round expected in November 2025. A policy review is underway to ensure the application process is fit for purpose and aligned with varying financial year cycles.
- **Legal and Policy Review** - A comprehensive legal review of community transport operations is being conducted to address potential criticisms, clarify compliance and governance responsibilities, and guide future policy and funding decisions. The findings will be presented to the committee and council in September, with outcomes shared with all providers.
- **MSD Employment Role Funding:** Amantha is currently exploring this funding and will provide updates as soon as more information is available.
- **Transport Review & NTA Developments:** An NTA manager role has been created, though an appointment is still pending. Improvements in this area are being awaited.
- **Passenger Use Survey:** A new passenger survey is being developed to gather data on transport usage and unmet needs. The survey will be available in both print and digital formats and aims to support advocacy and service planning.

#### 5. Anything else: Open to the Forum

- **National Travel Assistance (NTA) Discussion:** Concerns were raised about inconsistencies in NTA eligibility and access, particularly for patients just under the 50km threshold. The forum discussed the need for national consistency and better communication from Te Whatu Ora.
- **Risk and Volunteer Management:** Participants discussed the growing complexity of client needs and the strain on volunteers, especially when transporting clients with mobility or cognitive challenges. Emphasis was placed on the importance of clear policies, caregiver requirements, and shared responsibility through partnerships.
- **Data Collection:** For those seeking funding, data plays a critical role—tracking travel frequency is essential. A voluntary survey is available, which, if completed, can help demonstrate CT's value and be utilized by WRC and stakeholders.
- **Website and Resources:** The Waikato Community Transport website was promoted as a central hub for resources, templates, funding information, and provider directories. Attendees were encouraged to use and share the site to increase awareness and support.

- **Forum Support:** Amantha encouraged providers to reach out regarding any issues arising from this forum so they can be supported accordingly.

## 6. Closing Karakia & reminders (badges): Sarah Gibbs and Amantha Bowen

### Actions:

Topic	Discussion	Action & time frame	Person(s) responsible
Te Kūiti passenger guide template	A passenger guide template created by Te Kūiti Community House had been presented and discussed at the Forum	Distribute passenger guide template created by Te Kūiti Community House	Completed
4 H Trust Service Agreement	Discussion about service agreement to recognize and support volunteers, ensuring they feel valued in their roles	Circulate service agreement example from 4 H Trust	Completed
Passenger Survey	Discussion on the usage of passenger survey in gathering data.	Finalise and distribute passenger use survey	Amantha
Community Transport Fund Policy	Discussion on the Community Transport Fund policy	Review and potentially revise Community Transport Fund policy	WRC
Legal Review and Findings	Discussion on the legal review and findings	Complete legal review and share findings	WRC/ Taith Consulting
NTA eligibility; RFI; NTA manager appointment	Update on NTA eligibility; RFI; NTA manager appointment	Advocate for clarity and consistency in NTA eligibility; RFI; NTA manager appointment	Amantha Bowen / NGO Collective (Let's Drive Change)

MSD Funding and transport support options	Discuss the outcome of possibilities	Explore MSD funding and transport support options	Amantha Bowen
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### **Upcoming 2025 forum dates:**

22 September

8 December

Any queries, please contact Amantha Bowen or Kendra Corey at  
[communitytransport@waikatoregion.govt.nz](mailto:communitytransport@waikatoregion.govt.nz)