



Present: Sarah Gibb (Community Waikato), Dianne Burgess (Te Awamutu Health Shuttle), Desiree McKenzie (Te Kuiti Community House), Brent Nielsen (Age Concern), William Hughes (Life Unlimited), Sybil Woolmore, Val Sparks (Paeroa Community transport), Wayne Thomson (North Waikato Transport Trust), Moetu Togia (South Waikato District Council), Dallas Honey (Waikato DHB), Laurie Franks (Tairua Care and Friendship), Jason Sebastien (NZ Red Cross), Lisette Balsom (Waikato Regional Council), Andrew Wilson (Waikato Regional Council), Carol Foothead (Waikato Regional Council), Paul Dunphy (Akina Foundation).

Apologies: Ngaire Atmore (Hamilton City Council), Sheryl Batt (North Waikato Transport Trust), Kim Jacobs (St Johns), Anne Marie Spicer (Hauraki District Council), Amanda Banks (CCS Disability), Gerri Pomeroy (CCS Disability), Kim Linklater (Wintec), Lotta Bryant (Wintec).

North Waikato Community Health Shuttle operations

- Wayne Thomson described the operations of the North Waikato Transport Trust.
- The Trust owns two vehicles- a van for Huntly area to the hospital, and a Toyota Isis for local requirements
 - The van has a hoist, defibulator, fire extinguisher, foot stool for someone in leg cast, and small wheelchair to help get people on board via the hoist if required
- Wayne and a few others got together a few years ago and identified the need for a shuttle. A stocktake was done of known transport services available- *listed in the accompanying powerpoint.*
- A vision and mission was established as shown in slide 3. Others are welcome to use this format or wording should they wish.
- The Trust is as defined in the Charitable Trusts Act- they have trustees.
- The Trust has a coordinator who works 9-3 weekdays.
- The service is donations-based, otherwise would lose charitable status, would need certificate of fitness, and drivers would need taxi licences etc.
- To generate funds, the Trust runs a number of events.
 - One is a fashion parade where the Trust receives tickets sales and raffles, and St Johns Op Shop supplies clothes which can be purchased with these sales going back to St Johns.
- The Trust also sends in its balance sheet with any funding applications so sponsors are able to see transport financials.
- The Trust is audited by an outside source.
- As shown on slide 6, the Trust operates as far north as Te Kauwhata. Can go to Meremere but this community normally goes North to Auckland for health services.
- The Service operates from whenever the first client needs to be taken somewhere in the morning
- The vehicles are given a check over before they are taken out each shift
- Recruiting and training of drivers- slides 9-10 outline the processes undertaken
 - Every driver has first aid and defib training
- Volunteers are thanks through events throughout the year
- Local businesses provide support through discounted goods and services for the Service

- Census statistics show population growth in the area, with largest numbers of people being transported from Huntly, and the largest age group 61-80 years. A number of slides in the presentation show a detailed breakdown of demographics of clients.
- The Trust has a software programme that keeps statistics on clients and use. They received this programme via St Johns from the CEO of Palmerston Airport.
- The Service requires at least 24hours' notice from clients but can be flexible.

Some learnings from the Trust:

- The Trust has a 'buddy' system for drivers- someone always accompanies them as a second witness to any events
- Drivers are told not to give out personal phone numbers to clients as they are then used as personal shuttle services

At the conclusion of Wayne's presentation, a number of Forum participants expressed interest in going to see the North Waikato Transport Trust in action. *Community Waikato and Waikato Regional Council to action*

Sarah noted that on the Rural Transport Forum website (accessible through the Community Waikato website), all volunteering information, templates and agreements are available. The Forum had previously agreed to use these Volunteering Waikato templates as a base.

Brent Nielsen offered a St John resource: Volunteer agreement. This will be sent out with these minutes.

Regarding older drivers, it was noted that the AA is currently offering free seniors refresher lesson for over 75s. Age Concern also provides senior driving refreshers for a donation in some districts- Thames Coromandel and Matamata.

Community Transport as a social enterprise- presentation from Paul Dunphy, Akina Foundation

- Enterprise is one of seven ways to raise funds.
- Social Enterprise is fairly new to New Zealand.
- Akina Foundation runs workshops on setting up and organising, and accelerating social enterprises.
- Akina has 22 staff across New Zealand.
- The model of running business needs to change to decrease inequality in the world.
- There is currently no legal definition in New Zealand of social enterprise. Akina are currently challenging the government to formalise and recognise this sector.
- Social enterprise sits in the middle of a spectrum between charity and business. It is about trading and making a social and/or environmental impact.
- A social enterprise must aim to be financially sustainable, but its primary purpose is to maximise community impact.

Types of social enterprise:

- Maori enterprise
- Start-ups
- Transitioning not-for-profits
- Joint ventures
- Community enterprises

Examples of social enterprises:

- Overseas: 2.5 billion people without adequate access to sanitation around the world. Social enterprise set up to make money by selling subscriptions to toilet paper- this raises the funding to provide sanitation programmes in Africa.
- In New Zealand:
 - o Te Whangai Trust- helps vulnerable youth or longterm unemployed training and jobs in nurseries, and plants the plants raised for businesses who pay.
 - o Blueskin Energy: Expensive, sporadic electricity problem for this community. They purchased three windmills which now supply their power and they sell the surplus electricity back to the national grid. Profits support the local community.
 - o Patu Aotearoa: Personal trainer who is taking fitness programmes to people in their communities to overcome health challenges.
 - o Red Cross Op Shops: trade to raise funds to deliver community impact they aim to.
 - o CCS Disability Action "Journeying Together" initiative. CCS sell their audit concepts around New Zealand as income generators for their organisation.

Three models of social enterprise:

- Generate income to make impact
- Employment, education or training to make impact
- Product or service to make impact

Components

- Business model
- Impact model

Different models can therefore be used to raise funds. Social enterprises can be very successful. Op Shops in NZ for example are very successful. This presentation therefore provided an opportunity to think creatively about how organisations are set up.

Sarah identified Taumarunui as a community needing funding and finding this very difficult to source. Social Enterprise has therefore been identified as a possibility- in this case building tiny houses Taumarunui-style with triple-glazing. The town has a group of newly qualified carpenters and trades people needing work, and the funding generated will provide money for a community hub from which a local transport service could be run- this being the ultimate objective.

Procurement can also be used to make an impact. DHB for example can award contracts to transport providers based on community impact.

Social enterprises also compete in the marketplace, making them even more successful.

It was noted that underpinning the success of any social enterprise is the capacity of the community to support it.

Social enterprise in the case of community transport is about being creative with an asset that is already available in the community- a local transport service.

It was noted that being a social enterprise does not detract from a service provider's charitable status because any money made goes back to the community.

There are increasing expectations from funders that service providers need to be generating their own income.

Other matters

An issue around inequity for rural areas from local government to support transport services was raised. Waikato Regional Council staff clarified that WRC's regional rates do not include a transport component in districts where no public transport is provided.

The Regional Council noted strong interest in doing more for local communities in rural transport, and that it needs to understand better what is available in each community so as not to undermine where successful services are already occurring.

An opportunity for the Rural Transport Forum to note its interests and concerns to local government was identified as the current review of the Waikato Regional Public Transport Plan, undertaken by the Regional Council. The Regional Council will include the Forum as a key interest group to be consulted in drafting the revised Plan.

The Regional Council clarified how the Total Mobility scheme works. This scheme is substantially funded by the NZ Transport Agency, with the other proportion coming from local district councils. Local service providers who have the capacity to take people with disabilities who qualify for the Total Mobility scheme also need to be locally available, and this is not the case in all areas of the Waikato. There is an opportunity for the Forum to provide a collective viewpoint to district councils as part of consultation processes for Councils' Long Term Plans. A desire was expressed that the Regional Council lead the drafting of a collective view from the Forum and provide this to Forum members to use for submissions on councils' Long Term Plans.

In addition to the power of the Forum's collective voice, the Forum's collective purchasing power was also noted as an opportunity that can be taken up.

Other notices

- Manual hoist for sale, includes tie downs etc. Please contact Desiree at Te Kuiti Community House
- Stairs chair/hoist available- see Brent Neilsen from Age Concern

Next meeting

25 September 2017. Please email through any agenda item suggestions to Sarah Gibb or Lisette Balsom.