

**Community Transport
Organisation**

**Aboriginal
Transport
Conference**

GULAYMALDHAANY "The Net Makers"

Dubbo

Date: 21-22 April 2004

Thank you to

Uncle Russell Ryan

for welcoming the conference delegates

to Wiridajuri Land

GULAYMALDHAANY

“The Net Makers”

Traditional net making was a vital activity in Aboriginal society which played an essential role in the food gathering task. All adult community members were capable of making nets and all were at times “gulaymaldhaany”, as well as being craftspeople and teachers of their skills.

While some were more skilled than others the gathering of food was an activity which benefited the entire community. It did not matter if one net seemed better than another, the important thing was that each net worked.

In the same way, contemporary transport providers are essential to the welfare and well being of today’s Aboriginal community, and while some services may be more highly regarded than others, the important thing is the actual provision of transport when it is needed.

AIM OF CONFERENCE

The primary aim of the Conference is to promote regular networking between providers of transport for Aboriginal people. In a relaxed and friendly environment, the conference will provide an opportunity for participants to

- **Identify** good practices,
- **Explore** strategies to achieve these
- **Establish** and **Maintain** networking relationships between Aboriginal transport providers and other relevant groups.

FORWARD

The Community Transport Organisation Incorporated (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 via the CTO Website and Bulletin Board
- Community Transport Industry Occupational Health and Safety Manual and Training
- Talking Pictures Booklet for Community Transport Drivers (translated into 21 languages)
- Annual Community Transport Conference
- Advocacy and Lobbying on numerous issues with Parliamentary Ministers and government departments
- Industry training and traineeships (to be implemented early 2004)
- Support and development of Information Technology
- Development of Best Practice Principles

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

- Aboriginal Community Transport groups
- Mainstream Community Transport groups
- Aboriginal Medical Services
- Aboriginal Home Care Services
- And many more services

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.

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 a lack of both time and resources they rarely have the opportunity to speak together, share ideas, resources and aspirations.

CONFERENCE SPONSORSHIP

Without the financial support of our sponsors the inaugural Aboriginal Transport Conference would not have been possible.

Major Sponsors

The Community Transport Organisation

P. O. Box 795,
Surry Hills, NSW, 2010
Phone 02 96992228

Contacts:

- Phil Drew, Manager
- Lyn Bright, Vice President

NSW Health Department

Locked Bag 961
North Sydney, NSW 2069
Phone 02 93919000

Contacts:

- Janet Anderson, Acting Deputy Director-General, Policy
- Simon Olsen, Statewide Coordinator, Transport for Health

Minor Sponsors

NSW Premiers Department

GPO Box 5341
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- Nicole Auciello
- Deb Nelson

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Locked Bag 5085
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Phone 02 8836 3185

Contact:

- Caroline Mason, Manager, Community Transport

CONFERENCE WORKING PARTY MEMBERS

Sharon Spurr
Mark Bloxsome
Rob Russell
Jeff Nelson
Gary Lawrence
Phil Drew
Lyn Bright

SUMMARY OF STRATEGIES FROM CONFERENCE DELEGATES

The majority of the regional workshops identified the following strategies in an aim to move forward in respect to transport provision for Aboriginal Communities.

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

- ❖ 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.
- ❖ State wide conference to become either a bi-annual event or to be incorporated into the Community Transport Organisation's (CTO) annual conference – 3 day conference instead of 2 days with the third day being nominated as Aboriginal Transport Conference.
- ❖ The Community Transport Organisation to investigate options to enable Aboriginal representation on the state wide Management Committee
- ❖ Funding be made available for Aboriginal specific positions and or programs
- ❖ NO MORE PILOT OR TRIAL project, programs. Need for stability which will only be obtained with permanent positions, programs supported with recurrent funding
- ❖ Partnerships need to be developed with an aim to share resources, information and a coordinated approach to transport provision.
- ❖ Flexibility in funding agreements, eligibility criteria and fees policies is seen as a priority
- ❖ 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.

Summary of Strategies, continued

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

Workshops / Facilitators

As one of the aims of the conference was to identify issues and future strategies on a local level CTO provided quite a bit of latitude to the facilitators in the running of the workshops.

The facilitators aimed to identify:-

- The 'big picture' issues in the region – there was only half an hour allocated to this issue as whilst it is exceptionally important it was not the main aim of the conference. 'Big Picture' issues raised at the conference will be passed on to the appropriate bodies for future action.
- Regional Needs / Issues
- Resources available in the region
- How could the region better utilize the existing resources to meet the current needs / issues
- Identify future strategies to develop / maintain networks which will follow through and develop on the outcomes of the Conference
- What would the participants like to see in their community? And how do they see this happening? What role would local providers play in reaching this goal?

REGIONAL WORKSHOP HUNTER REGION

Aboriginal Population

- How to obtain figures on Aboriginal population? Within regions?
 - ATSIIC – Chins
 - Centrelink – from Aboriginal staff
 - Department of Health – Warwick Thompson
 - Newcastle University
 - Aboriginal community organisations (provide mainstream services with a list of Registered Aboriginal Organisations)
 - Local government
 - A.B.S.

Needs/Issues

- NO SPECIFIC identified funding for Aboriginal transport programs – there are only 4 Aboriginal specific programs
- DADHC fund/identify Aboriginal \$'s to be administered through the Ministry of Transport for specific Aboriginal programs
- No dollars allocated to replace bus and cars, this needs to be addressed
- More flexible funding to make provision for 'shortfall' in client contribution for the replacement of cars and buses
- Flexible funding agreements i.e. contracts
- Training dollars i.e. car maintenance programs – O.H.&S – volunteers – first aid courses
- Distribution of transport services information to include the promotion of those services to the Aboriginal Community
- Partnerships/sharing of resources re planning long trips for individuals i.e. Dubbo to Newcastle for specialist appointments
- Koori workers to attend Regional Community Transport Forums to share information and also have the opportunities to raise concerns and use the Forum for 'Problem solving issues'
- State conference every 2 years with Aboriginal issues to be a standing item.

Existing resources within the region

- List of contacts needed – names, phone numbers, area that they cover, resources they have
- Organise network meeting with other transport service providers
Before June 30th 2004, form partnerships and look at options for sharing of resources

REGIONAL WORKSHOP

METROPOLITAN REGION

Big Picture Issues – Barriers to access and equity

- Accessing planning for \$\$\$\$
- Information – networking
- Flexibility – time and \$
- Cultural awareness
- Community expectations
- Support mechanisms
- Partnerships
- Isolation
- Department bureaucracy

Issues

- 1 on 1 – service provider > Aboriginal clients
- Aboriginal specific positions
- Real employment outcomes – take away token positions
- No equity in funding
- After hour services
- Community Care Team – Interagency – created because Aboriginal HACC Forum closed. N.B. Must Prioritize transport together
- Out of area transport
- Data information collection
- Health related transport e.g. oncology, cancer etc
- Stereotypes – racism
- Assumptions
- Education needed on both sides
- Taxis, pre-conceived ideas
- \$\$ allocation
- Relationships and communication between Aboriginal people and government need to be open at all times
- Out of hours, emergency services
- Funerals
- Boundaries
 - funding
 - LGA's
 - services
 - demographics
 - governing bodies – Aboriginal – need to be created and heard
- Don't reinvent the wheel
- Promote 'full' understanding of transport providers – Aboriginal specific
- Funding flexibility – target group
- Up skilling of drivers
- Misinformation – understanding of guidelines

Metropolitan Region - Workshop Continued

Resources

- Community Transport
- Taxi
- Local council
- Public transport
- Local Lands Council
- Walomi Aboriginal Community Transport – new service
- Community centres
- Aged care facilities
- Neighbour Aid services
- Aboriginal Health
- A.M.S.
- Hospital – mainstream
- Aboriginal organisations
- Ambulance
- Individual 1 on 1
- Hire cars, buses
- Downtime of government vehicles
- Volunteers
- Rotary/benevolent/church
- Aboriginal night patrol
- Community workers
 - multi skilling
 - knowledge
 - efficiency
 - networking, strength
- Aboriginal Liaison Officers (where positions exist)
- Prison/bus hire
- RTA, Aboriginal Unit
- C.D.E.P.
- Clubs
- Community, Family, Friends, Neighbours
- Pre-school, Macs Centre
- Shopping centre, courtesy bus
- Nursing homes
- P.C.Y.C.
- Army/state emergency services
- After death transport vehicle
- Star Casino, courtesy bus

Metropolitan Region - Workshop Continued

Strategies

- Metro-regional transport
- Open forums
- Directories
- Communication
 - faxes
 - letters
 - phone calls
 - web links!!
- Calenders
- Health worker journal
- Memorandum of Understanding
- Transport interagency
- State gathering committee meets quarterly (3 months)
- Newsletters regional
- Aboriginal representative on CTO Board
- Yarn-ups
- Open days
- Information days
- Partnerships
- Metro-transport Forum
- Cab charge
- CTO Conference – 3rd day Aboriginal specific
- Mobility co-ordinator
- Resources link-up
- Transport folder – information
- Transport Development Worker

REGIONAL WORKSHOP

NEW ENGLAND REGION

Facilitator Judy Duncan

Regional Needs/Issues

- \$ \$ \$ more of
- Recurrent funding for vehicle repair/replacement
- Funding for new vehicles, bus/car, wheelchair access
- Coordinated 'mapping' of transport routes
- Health Related Transport i.e. renal – before, during, after
- Accommodation - availability, cost, inconvenience- reduced respite options
- Post-operative care
- Taxis prices increased - - funding hasn't increased
- Coordinated hours for identified ATSI positions
- Proactive approaches to target Aboriginal clients from mainstream services
- Being able to take siblings/carers/others
- State regional meeting – sharing information and ideas (bi-annual, rotate areas)
- Limited ATSI people with cars licences, registration/insured cars
- ATSI people aren't always able to access mainstream services

Issues

- Issues of distance – kilometres
- Road conditions – 4 wheel drive territory – untarred, impossible to use when wet
- Limited mobile phone coverage
- Funding body looking at stats 'bums on seats' not true costings
- Getting Aboriginal volunteers
- MDS stats don't reflect cost factors
- Educating/training volunteers
- No out of hours community care services
- Scheduling coordinated appointments - times
- Restricted funding 'criteria'
- Cancelling of appointments – no notice!!
- Costs medical appointments
 - reduced bulk billing
 - \$ required up front
 - IPTASS turnover
 - fee contribution
- Not all towns have wheelchair accessible taxis (or no taxi)
- Limited public transport options
- Insurance companies won't allow drivers to start at 8am, risk assessment high
- Health to come to the party – ambulances, appointment times
- Reliability of volunteers (they choose what they do)
- Can have issues with auspicing bodies
- Amalgamations of LGA's????? impact/consequences
- Factions with Aboriginal communities
- Border issues (LGA's and state lines)

New England Region - Workshop Continued

Good News

- Armidale – 1 paid Aboriginal Driver
- Excellent regional networks
- Aboriginal Liaison Officer (Tamworth Base) receives taxi vouchers from Community Options for HACC eligible discharge and renal units
- TAP program – fortnightly discharge meetings – pilot – Narrabri Moree
- Aboriginal local church group – volunteers – drive to medical appointments
- Pilliga Land Council contract – 7 volunteer ATSI drivers
- Moree Thulgan-gar – 2 accredited Aboriginal drivers
- Compac
- Taxi vouchers
- Walcha – Tablelands – Health Related Transport
- HACC Aboriginal Transport \$
 - Elders group Walhallow – Hunter Valley
 - Group activities – Cherburg, Gunnedah, Quirindi
 - Social/recreationally generally
- Seniors week activities
 - working with other agencies i.e. Land Councils.

Resources available in region

- Ambulances – renal car – travels e times per week
 - School bus routes
 - Brokerage buses in local towns
 - Local taxis
 - Community Transport groups
 - P.C.Y.C. buses/community organisations buses/ Local councils
 - Electric scooters to hire in shopping centres
 - Regional networks
 - Volunteer driver schemes
 - Health Related Transport
 - Project vehicles – wheelchair access vehicles and cars
 - Rostered bus routes
 - Train - Angel flight
 - Westpac Air Rescue
 - Planes
 - IPTASS
 - Tamworth Aboriginal Hostel (O/N accommodation)
 - Department Education transport to/from schools
 - Coming 12 seater bus taxi
 - Vehicle hire businesses
 - Community advocacy/sense of belonging
 - Goffers (batter scooter)
 - RSL club – taxi vouchers to members
 - Courtesy buses – leaving pubs/clubs etc
 - Foot patrol in Armidale at night and Moree
 - Aboriginal Day Care Centres transport from CT's etc
- We come up with creative/innovative solutions – think outside the square

New England Region - Workshop Continued

Better Utilisation of Resource

- Communication
- Regional networking/meetings/local/state/federal
- More Aboriginal workers/hours – ground level
- Flexibility in funding criteria's
- Mapping of transport routes
- 'Connecting up' with other towns
- Publicity/promotion of issues/needs
- Collective advocacy
- \$ \$ \$ \$ \$
- Increase in volunteers
- Partnerships/collaborative working relationships with other services/organisations

Future Strategies

- Strategic planning
 - Make use of existing resources e.g. HACC Development Officers
 - Develop working party groups
 - Continue quarterly regional meetings
 - Community needs – survey, questionnaires, feedback
 - Feed information back into regional meetings
 - Include 'transport' on general community care meetings/forums
 - Lobby/advocate – stand up and be counted!!
 - Local media promotion/publicity – positive!!
 - Community development/partnerships
 - Operate at local, regional and state levels
 - More Aboriginal representation – identified positions in Ministry of Transport – 2% of Aboriginal Staff ?????? and also at local levels
 - Aboriginal involvement in management committees/advisory committee
 - More coordinated approach to discharge
 - Encourage Aboriginal volunteers
 - More communication – two way – between funding bodies and services – accountability/transparency
- Better understanding by funding bodies of issues facing rural/remote communities.

REGIONAL WORKSHOP

NORTH COAST REGION

Facilitator Greg Randall

Big Picture Issues

- Restrictive Criteria
 - HACC guidelines
 - CTO guidelines
 - Health guidelines
 - Management committee
- Renal/dialysis transport
- Co-ordinated approach to transport
- Funding (recurrent)
- Opportunities to be involved in community transport
- Planning
- Service development
- Implementing and monitoring
- Support for Aboriginal employees
- Fees/donations/contributions
- Funding from all relevant government bodies
- Vehicles
 - obtaining
 - purchasing
 - maintaining
- Employment of full time drivers – CDEP workers as drivers

Needs

- Flexible, responsive transport to meet whole of community
- More Koori transport workers
- Training program e.g mentoring drivers licence
- Systems management
- Cross-cultural training for committee and staff before Koori staff employed – to be ongoing
- Aboriginal transport workers be employed in Community Transport organisations across the state
- Accountability tied to monitoring process
- NCOSS to work with Transport Workers – policy development
- Recommendation – CTO adapt action plan around improving utilisation of mainstream community transport services

North Coast Region - Workshop Continued

Better utilising existing resources

- Forming partnerships
- Create opportunities
- More inclusive networking
- Community development
- Local networking
- Memorandum of Understanding or Policy to bind funding bodies
- Departments, service providers – accountability
- Culturally appropriate accountability

Available resources

- Community transport
- A.M.S.
- C.D.E.P.
- Home Care
- Church groups
- Public and private
- Local Aboriginal Land Councils
- Attorney General
- Drug and alcohol
- Aboriginal co-ops
- Health
- TAFE
- Hospitals
- Police
- Clubs – courtesy bus
- Taxi
- Aged Care – retirement village

REGIONAL WORKSHOP

SOUTH COAST REGION

Facilitator Sharon Spurr

Issues

- Better coordination between NSW Health and Transport operators
- AMS's to receive funding for transport (Health Related Transport) specific transport dollars
- Permanent part time "Paid" Aboriginal Driver for community transport organisations
- Funding for specific 'Culturally Awareness' training ongoing – no one offs – continuation
- Flexibility with 'fee' for service
- No 'pilot' projects – recurrent funding
- MDS data does not reflect work involved "Big" issue
- Indigenous specific funding (re-current) report and accountability for outcomes
- Report indigenous specific data "differently" and separately – not currently collected through MDS
- Indigenous state forum event 1 – 2 years
- Inequity in 'Fee for Service" between mainstream and Aboriginal organisations.
- Greater promotion of Health Related Transport funding to Koori organisations
- Clarify what transport funding is available from the government e.g. Health Related Transport, High needs, Community Transport Program etc

Regional Issues/Needs

- Mainstream mentoring or buddy system for Aboriginal NGO's – skill up and then hand over
- Full time positions – admin and co-ordinators
- Flexibility with funding sources regarding transport \$\$'s
- Transport and HACC and Health Forum – quarterly to discuss Indigenous transport, health and HACC issues
- Encourage AMS's to attend regional forums – information sharing to gain knowledge of HACC issues and concerns (transport providers)
- Regional Transport Forum – Aboriginal service providers to attend – AMS, CT operators
- Funding agreements to better cater for needs of the whole community
- MDS data – needs to reflect work undertaken e.g. funerals not recorded on MDS, flexibility needed
- Validation process did not pick on Aboriginal Transport consumers
- Aboriginal Development Worker in Southern Region (Illawarra)
- Regional Transport Worker to be employed in Southern Region (transport issues and concerns)

REGIONAL WORKSHOP

SOUTH WEST REGION

Facilitator Cynthia Breed

Regional Needs/Issues

- Building up a rapport with the Aboriginal Community
- Flexibility of hours and funding to cover (e.g. 14 hours per week funded)
- Cultural awareness training as part of funding agreement
- Could we have feedback and action from the bureaucracy from this conference?
- Media coverage to show good news story!!
- Education to all service providers about servicing all cultures
- What happened to the validation – actions from this in relation to Aboriginal issues
- Insurances are an issue in the share of vehicles across services

Resources available – Aboriginal specific services

- Albury – Injamurra C/T - 20 hours
- Wagga – Wiradjuri C/T – 14 hours
- Tumut – Tumut Community Transport (Newsflash!!) – 16 hours

Existing Resources – taxis, buses, accessible transport

- What existing resources!?!??
- There are Community Transport Services throughout the South West Region who need to ensure service delivery to the Aboriginal Community
- Working partnerships with all agencies including Health

Future Strategies

- Aboriginal Employment Strategy state wide
- Area Health Service – Transport for Health funding – proportion of \$ for Aboriginal Health Related Transport
- Lobby to Area Health Service for transport co-ordinators position
- Promote and expand existing service – utilising joint (Aboriginal and non Aboriginal) assets
- Integration of shared resources (braking down barriers)
- Continuation of state Aboriginal CTO conference
- Compliance to service guidelines – re fees for service

REGIONAL WORKSHOP

WESTERN REGION

Facilitator Christine Corby

Big Picture Issues

- Funding/resources, existing services poorly funded e.g. vehicles/wheelchair access, adequate salaries, paid drivers
- No client restrictions
- Retain volunteers – provision for paid drivers
- Younger volunteers (ageing volunteers)
- Service delivery/flexibility – after hours care/on call
- More coordination hours required
- Capital replacement costs
- Unmet needs to be documented
 - strategies to address needs e.g. funding
 - reporting system for unmet needs
 - evidence based documentation
- Services audit
- Government bodies recognising funding obligations e.g. Health

Policies

- Flexibility of policies – service delivery
- Funding formulas reviewed (PSP)
- IPTASS
 - AMS model rolled out across region = transport services – eligibilities to change
 - change kilometres/eligibilities i.e. nearest closes specialist (200km restriction)
 - Nearest specialist services
 - Remove client contribution
 - Review kilometre rates
- Aboriginal representation from each region to state CTO body
 - local forums nominate regional representative to state body
- Amend constitution to reflect these points
- This CTO conference should be held bi-annually
 - funded by State Health/CTO???
- At these Bi-annual meetings election of two Aboriginal representatives to state CTO meeting
 - election by Aboriginal Service Providers.

Western Region - Workshop Continued

Regional Needs

- Pressure applied to Countrylink on existing services
- Daily service/public transport to Dubbo from Narromine, Wellington, Goodooga Weilmoringle, Lightning Ridge, Walgett, Coonamble, Gulargambone, Gilgandra Bourke, Cobar, Nyngan, Coolah and Dunedoo
- Quarterly review of service provision to identify service meets the needs of the communities
 - at review identify travel needs, specialist service, gaps
- School bus/commissioned
 - school children transport scheme
- Duty of care to volunteers
 - More drivers (two per trip)
 - Overnight accommodation – more \$\$'s
- CTO community centre – restrooms, refreshments and staff on site
- Information brochure on what's available e.g. Library, Tenterfield
- Arrange meeting with CEO of MAHS/FWAHS to discuss community centre
- Funding of trailers/cargo barriers etc.
- Formalise 'Renal' ambulance service delivery to renal hubs
- Assistance for capital costs e.g. vehicles – dependant on needs of community

Strategies

- Local community meetings/forums
- Needs gap survey for communities
- Community transport network computerised system in each transport service and more publicity of the 1800 phone number
- Medical specialist to accommodate rural patients, 10am to 2pm appointments
- Review hospital discharge planning for regional/rural patients – in Dubbo and Orange
- Shire funded community centre for rural/regional patients
 - In Dubbo and in Orange
 - Other funding bodies??
- Document (data) unmet needs at a local level
 - record at regional level to disseminate
- Require feedback report prior to the 30th June 2004.

104 Delegate from the following organisations attended the conference

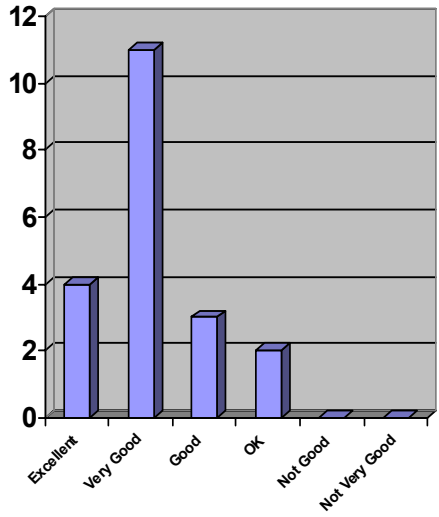
Organisation	Address	Suburb	Post Postcode
Aboriginal Access Program	12a Dudley St,	Alexandria	2017
Aboriginal Access Program - Campbelltown	PO Box 1009,	Campbelltown	2560
Aboriginal Corporation Enterprising Services	PO Box 394,	Walgett	2832
Allira Child Care	151 Fitzroy St,	Dubbo	2830
Bankstown Community Transport	PO Box 283,	Georges Hall	2198
Biripi Aboriginal Medical Services	PO Box 616,	Taree	2430
Blacktown CT	PO Box 4105,	Marayong	2148
Bourke Aboriginal Health Service	PO Box 362,	Bourke	2840
Bundjalung HACC Services	PO Box 1328,	Grafton	2460
Bungree Aboriginal Assoc.	PO Box 422, L 17, 323	Toukley	2263
Carers NSW Incorporated	Castlereagh St	Sydney	2000
Carrathool Shire HACC services	PO Box 151,	Hillston	2675
Cessnock CT	PO Box 341,	Cessnock	2325
Clarence CT	3 Wharf St,	Maclean	2463
Community Transport Group Port Stephens Inc	PO Box 152,	Nelson Bay	2315
Coolah Shire Transport	Po Box 120,	Coolah	2843
Coonamble LALC	PO Box 385,	Coonamble	2829
Coonamble LALC	PO Box 385,	Coonamble	2829
Cowra Community Transport	PO Box 4,	Cowra	2794
CTO	,		0
DADHC - Coffs Harbour	PO Box 550,	Coffs Harbour	2450
DADHC - Dubbo	PO Box 1022,	Dubbo	2830
DADHC - Head Office	83 Clarence St,	Sydney	2000
DADHC - Wollongong	PO Box 998,	Wollongong	2520
Dubbo Community Transport	PO Box 523,	Dubbo	0
Euro Care Services	PO Box 99,	Moruya	2537
Flexible Care Services Inc	PO Box 199,	Harden	2587
Gilgai Aboriginal Centre	PO Box 66,	Mt Druitt	2770
Gunnedah Community Transport	PO Box 63,	Gunnedah	2380
Guriwal Aboriginal Corporation	PO Box 93,	Matrville	2036
Home Care Service of NSW Wiradjuri Branch	PO Box 2429,	Wagga Wagga	2650

Inner West Community Transport	PO Box 2233,	Burwood	2134
IWACC	PO Box 181,	Petersham	2049
Lake Cargelligo CT	PO Box 75,	Lake Cargelligo	2672
Maitland Community Transport	Unit 3/4 27 John St,	Telarah	2320
Ministry of Transport	,		0
Nangana Home Care	,		0
NCOSS	66 Albion St,	Surry Hills	2011
Newcastle CT	10 Cowper St,	Carrington	2294
Ngambaga Bindairry Girrwa CS	PO Box 381,	Macksville	2447
Northern Rivers Community Transport	PO Box 1788,	Lismore	2480
NSW Health	73 Miller St,	North Sydney	2059
NSW Premiers Department	PO box 865,	Dubbo	2830
Nyngan & Districts CT	PO Box 268,	Nyngan	2825
Partnership for Aboriginal Care	PO Box 2067	Port Macquarie	2444
Shellharbour Community Transport	PO Box 155,	Shellharbour City Ctr	2529
Shoalhaven Aboriginal Aged & Disability	PO Box 21,	Nowra	2541
Shoalhaven Community Transport	PO Box 672,	Nowra	2541
South West Community Transport	PO Box 617,	Narellan	2567
Tablelands Community Support Options	PO Box 48,	Uralla	2358
Tablelands Community Transport	PO Box 20,	Uralla	2358
Tamworth Respite Care	PO Box 40,	South Tamworth	2340
Thubbo AMS	133 Bourke St,	Dubbo	0
Thulgan-gar Aboriginal HACC	PO Box 1145,	Moree	2400
Tumut Talbingo CT	PO Box 730,	Tumut	2720
Tweed, Byron and Ballina CT	U9, 14 Middelton St	Byron Bay	2481
UK Community Transport Assoc. Vice Chairman	C/- PO Box 20	Uralla	2358
Upper Hunter CC	PO Box 455,	Scone	2337
Walgett AMS	PO Box 596,	Walgett	2832
Warren CT	PO Box 185,	Warren	2824
Wee Waa Community Transport Services	PO Box 446,	Wee Waa	2388
Wellington Aboriginal Corporation Health Ser.	PO Box 236,	Wellington	2820
Western Sydney Community Forum	62 Railway Pde,	Granville	2142
Wollongong Community Transport	Locked Bag 8821,	South Coast Mail Ctr	2521
Wyanga Aboriginal Aged Care Program	PO Box 1296,	Strawberry Hills	2012

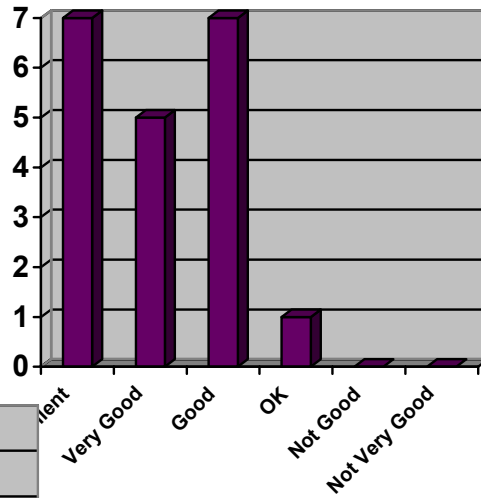
CONFERENCE

EVALUATION

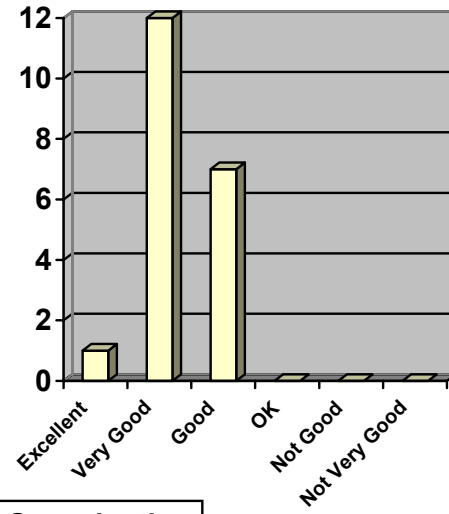
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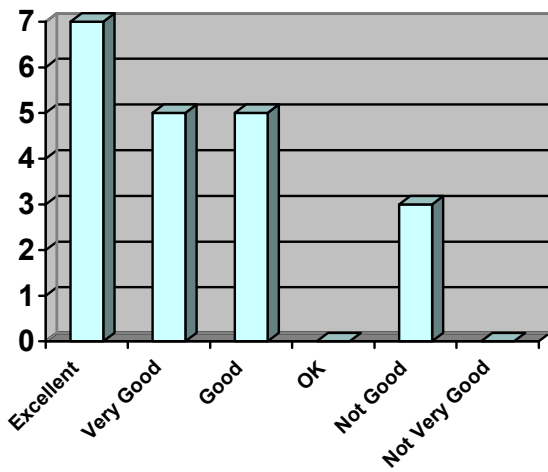
Overall



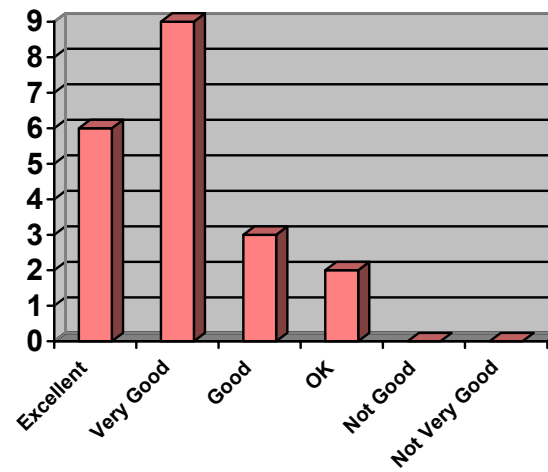
Organisation



Opportunity re: issues/needs



Venue



Value

Conference Evaluation

What delegates found MOST valuable about the Conference:

- Information sharing
- Networking opportunities, discussing solutions, liaising, listening and gaining some valuable ideas, very resourceful
- Increased awareness of services available
- Knowledge of what is happening around the state
- Workshops and guest speakers – Ministry of Transport, Simon, Peter Gibbs

What delegates found LEAST valuable about the Conference:

- Catering could be improved
- Negativity about mainstream services
- Not enough representation from DADHC on state level to take back concerns from HACC service providers. More invitations to NSW Health to attend – transport is a health issue

Other Comments:

- The Dubbo Expo Centre was comfortable and private, good location
- More workshops and fewer lectures
- Valuable conference, have it ongoing forever. Well structured, lots of relevant info, good to see biannually
- To have media coverage
- Local community to be invited on a day (especially CT users) and community members, local mayor etc to formal dinner
- Would have been good to post out registration packs/agendas earlier, or have them on website
- Not great vegetarian food
- Bit of a hassle booking in/organising accommodation
- A lot of flies. Use of fly spray near the food is health issue
- One evaluation saying “never hold at this location again”