



Transport
for NSW

Legislative Assembly Committee on Community Services Inquiry into access to transport for seniors and disadvantaged people in rural and regional NSW

Report on Implementation of Recommendations

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1 Introduction

The Legislative Assembly Committee on Community Services has reported on its inquiry into access to transport for seniors and disadvantaged people (including but not limited to Aboriginal persons, persons with a disability and social housing tenants) in rural and regional NSW. The matters considered were:

- (a) Specific issues relating to the transport needs of seniors and disadvantaged people in rural and regional NSW;
- (b) Accessibility of current public transport services in rural and regional NSW;
- (c) Potential strategies to improve access, including better alignment between different modes of transport, available routes and timetabling generally;
- (d) Support that can be provided to seniors and disadvantaged people to assist with the costs of private transport where public transport is either unavailable or unable to meet the needs of these groups; and
- (e) Any other related matters.

The Report of the Committee, which was published in December 2016, included 19 recommendations to the NSW Government. The Government provided a response to each recommendation in March 2017. This document provides an update to the responses, as per Recommendation 19 of the Committee's initial report.

The Legislative Assembly Committee on Community Service's report follows a 2012 State and Regional Development Committee Report on Inter-Regional Public Transport. This report included 31 recommendations to enhance the standard of inter-regional public transport.

In response to these recommendations, Transport for NSW has delivered substantial improvements to rural and regional transport services. These include:

- Delivery of the new intercity fleet, which is scheduled for late 2019. The fleet will improve transit between regional areas and feature improved accessibility (including wheelchair access and accessible toilets) and improved customer information.
- Announcing the replacement of the regional rail fleet to replace XPT, Endeavour, and Explorer trains, and provision of a new rail maintenance facility in Dubbo, to better service rural and regional areas.
- Improving regional bus services by working with local bus operators to introduce a more robust contractual framework for rural and regional buses, including service connections and frequency
- Amending the Passenger Transport Act to improve the integration of community transport services into the passenger transport system
- Improving customer information by extending on-line transport planning tools to rural and regional NSW
- Continuing to upgrade rural and regional stations under the Transport Access Program
- NSW Trainlink regional coach trials to enable day return services to major centres

Ongoing improvement of rural and regional transport is a key focus of the Future Transport Strategy 2056 which has a core objective of access for all, no exemptions. The supporting plans to this strategy help bring life to this outcome and also outline the practical measures Transport for NSW will deliver. The supporting plans include: the Disability Inclusion Action Plan 2017-2022; the Older Persons Transport and Mobility Plan 2018-2022; and the Social Access Plan.

2 Updated response to the recommendations

The Government's updated response to the Legislative Assembly Committee on Community Service's inquiry into access to transport for seniors and disadvantaged people in rural and regional NSW is set out in more detail below.

2.1 Recommendation 1

That Transport for NSW work with NSW Health and the Department of Education to develop structures and approval to share transport assets.

Response: Supported in principle

The NSW Government fully supports its agencies working together to optimise use of transport services in rural and regional NSW. This works best through improving the ability of government funded services to carry each other's clients, rather than sharing assets. A coordination model that provides visibility of travel arrangements across a given area will be developed to facilitate shared service arrangements. The introduction of the Centralised Trip Allocation and Booking System will assist in tracking services delivery and making better use of existing assets to meet demand.

Transport to health services

In 2017, Transport for NSW commenced contract administration on behalf of the Ministry of Health, of 25 Ministerial Approved Non-Government Organisation Grants that provide health related community transport services. The Ministry of Health has engaged Transport for NSW to administer the grants until 30 June 2020.

Transport for NSW roll out of the Centralised Trip Allocation and Booking System (CTABS) across NSW will be completed by 28/09/2018 and has enabled 84 contracted service providers to use advanced technologies to support service delivery.

Transport for NSW has moved into Phase II of the CTABS rollout to provide the functional capability for Health facilities (and Customers) to book transport on line at the same time that they are making their appointment. The Phase II system improvements and additional capabilities are due to be finalised by first quarter 2019.

Continued work with Local Health Districts (LHD) and Community Transport service providers (CTSP) and the peak body (Community Transport Organisation) will be conducted to embed and enshrine workable arrangements for the efficient use of government funded assets for the life of their contracts with Transport for NSW to meet the needs of transport disadvantaged customers and in particular those in isolated areas.

Community Transport Organisations contracted to assist with the project development of asset utilisation across multiple customer interfaces.

Provision of CTABS has allowed us to better measure and track asset utilisation and capacity in rural areas. There have been opportunities identified to use this information to increase asset utilisation, for example by transporting customers in vehicles with spare capacity. There are projects currently under design with the CEO Western LHD and FSP Innovation centre, which aim to provide a robust evaluation and case studies of best practice and effective asset utilisation for diverse customer needs in isolated areas.

Assisted School Travel Program

As noted in the 2017 NSW Government response, the Department of Education does not own or operate transport assets, but has contracts with approximately 650 service providers to

provide assisted school transport services. Transport for NSW is working with the Department of Education to improve the Assisted School Travel Program. The potential benefit of Transport for NSW administering assisted school transport service contracts on behalf of the Department of Education is currently under discussion. The future direction of the Assisted School Travel Program under the NDIS is yet to be determined.

2.2 Recommendation 2

That Transport for NSW evaluate the effectiveness of the new area manager roles after two years.

Response: Supported

Transport for NSW's Rural and Regional Service Delivery and Performance area managers are responsible for managing rural and regional bus services, and contracted community transport services in seven regions across NSW. Transport for NSW will continue to work with the area managers to support opportunities for service growth and development in rural and regional areas.

The Area Managers continue to play an invaluable role as community liaison officers providing the conduit with local knowledge between local area stakeholders and Transport for NSW. The Area Managers are involved in many of the rural and regional pilots, playing a pivotal role in understanding local conditions and operators. In addition, they have provided valuable input to the Rural and Regional Planning and Development team particularly in relation to the Tweed Heads & Wagga Wagga transport pilots.

The Area Managers are responsible for the Transport Access Regional Partnerships Grants Program (TARPGP) projects that catalyse and support local initiatives. TARPGP supports initiatives to improve services and outcomes for transport disadvantaged groups in the community.

The TARPGP provides funding for people who are affected by specific circumstances that leave them with limited or no access to private transport, and difficulty accessing conventional public transport due to:

- Limited access to a car or regular public transport services (e.g. people in isolated towns, people without a licence etc.)
- Lack of mobility, and
- Socio-economic circumstances.

110 TARP Projects have been approved since 2016.

In the future, the Area Managers will be working with contracted community transport service providers to further the objectives and outcomes of the Aboriginal Engagement Plans.

The Area Managers will also be assisting with transport options for isolated customers by working with the contracted providers to extend the use of the spare capacity and functional capabilities of CTABS, within the program limits.

The Area Managers will be supporting the research and development projects mooted under Future Transport as required and appropriate.

Performance of the Area Managers will be monitored on an ongoing basis.

2.3 Recommendation 3

That Transport for NSW evaluate the rollout of the Centralised Trip Allocation and Booking System after two years. This evaluation should assess the impact that internet black spots in rural areas can have on the system.

Response: Supported

The state-wide rollout of Centralised Trip Allocation and Booking System (CTABS) was completed in 28 September 2018. Benefits have been accruing at the local service provider level where evidence of improved effectiveness has been documented by the following:

- Reduction in cancellation rate from 20 per cent per annum to 6 per cent per annum
- Reduced per km unit costs (averaging in excess of 20 per cent)
- Vehicles have been re-located where the spatial assessment have identified the primary location of customers who need wheelchair access
- Some offices have now become completely paperless
- Most customers receive automated notifications and reminders of their appointments (note that this is not available in small organisations with few trips which liaise directly with customers)
- Greater driver and customer tracking that provides safety and surety

An evaluation of the program will be created by the assessment of the aggregated data including 12 months continuous information. As the rollout has only just been completed, it is not expected that a full scale evaluation will be provided before the end of 2019. Individual case studies may be completed in the interim where appropriate.

Work is being done to transition the hosting services to Amazon Web Services (AWS). It is expected that the new hosting service will improve system speed and stability and enable mobile device management offering better support for service providers with system updates and improvements.

Transport for NSW is also implementing pre and post inspection opportunities on the vehicle tablets to improve vehicle safety and compliance with standards.

Automated notification services are being offered to a range of new providers and we are rolling out the capabilities for customers and health facilities to make booking requests on line.

2.4 Recommendation 4

That Transport for NSW publish the timeframe for the completion of all access upgrades to bus stop and train station infrastructure, with progress reports provided on a regular basis.

Response: Supported in principle

Transport Access Program

The Transport Access Program website currently provides information on each ongoing project. Project information is clearly articulated, and includes information on 'Current Work'. Where applicable, there may be an opportunity to reposition, or further emphasise, expected project timeframes.

Timeframes for announced projects under the Transport Access Program are detailed in the Determination/Planning Approval Reports published on Transport for NSW's website.

The Transport Access Program is continuing to work with all delivery agencies (Transport for NSW, Sydney Trains) to ensure the Program website consistently reflects the current status of all active projects, both in Sydney and across Rural and Regional NSW. Information on Transport Access Program upgrades can also be obtained by calling 131 500.

To date, over \$2 billion has been committed to the Transport Asset Program by the NSW Government with 90 per cent of all journeys now accessible.

The Transport Access Program has seen the delivery of several major rural interchanges:

- **Albury Interchange** - Jun 17 (New pedestrian crossings, kiss and ride zones, new entry ramps, regrade existing coach bay access, new tactiles, reconfigured toilets, lowered ticket counter)
- **Coffs Harbour Interchange** - Jun 17 (New access ramp, upgrade drop off and pick up area, revised customer carpark layout)
- **Orange Interchange** - Jun 17 (Improved pedestrian and accessible connectivity between transport modes, designated kiss and ride/taxi zones, designated coach bays, New Family Accessible Toilet, lower ticket counter)
- **Tamworth Interchange** - Jun 17 (Regrading and repaving to enable compliant level access to the station, lower ticket counter, provision of tactiles and provision of compliant toilets)
- **Wagga Wagga Interchange** - Jun 17 (Lower ticket counter, Install tactiles, reconfigure traffic circulation, provision of accessible parking, provision of a kiss and ride facility, provision of a coach parking bay)
- **Dubbo Interchange** - Sept 16 (Re-configuration of the car park, footpath improvements, extension of existing canopy to include additional coach bays, kerb & gutter works)

Bus Stops

The responsibility for bus stop infrastructure rests primarily with Local Government. Transport for NSW supports local government to meet their objectives through the Country Passenger Transport Infrastructure Grants Scheme (CPTIGS).

In 2017-19, 57 applications covering 416 projects for \$1,997,780 were approved to upgrade 252 bus stops and install 164 new bus shelters to meet DSAPT requirements. In addition, 2 Special Infrastructure Projects were approved totalling \$153,512 - the Woodburn Interchange Covered Bus Shelter (\$98,523) and the Parkes Interchange Waiting Room (\$55k).

The next biennial round for CPTIGS funding is due to commence in July 2019.

Additionally, to support with the delivery of accessible bus stops, Transport for NSW has prepared a draft set of Bus Stop Guidelines. The guidelines outline principles for the location, placement and design of bus stops, including rural bus stops. The overall aim of the project is to improve access, including access for persons with disabilities, and other outcomes at bus stops. The purpose of the guidelines is to facilitate discussion with key stakeholders, including local Councils.

It is proposed to use the draft Bus Stop Guidelines to have discussions with local Councils about how to improve bus stops.

2.5 Recommendation 5

That Transport for NSW evaluate ways that access to public transport can be improved for seniors and disadvantaged people with companion animals in rural and regional NSW.

Response: Noted

Companion animals are classified as pets for public transport travel purposes and therefore the following rules apply: <https://transportnsw.info/travel-info/using-public-transport/travelling-with-animals-pets>

Recognised assistance animals are permitted on all services.

2.6 Recommendation 6

That Transport for NSW make longer access ramps available at rural and regional train stations where there is a significant height difference between the platform and the train carriage, to ensure people using wheelchairs can safely get on and off trains.

Response: Supported in principle

Provision of ramps

Due to the variances between platforms, portable boarding ramps are provided to assist customers from the platform to the train. Portable ramps have been rolled out to Sydney Trains and Intercity stations. There are currently two lengths of boarding ramp utilised by station staff, 165cm and 125cm, to assist managing the variation between different platforms. Sydney Trains is also currently investigating other ramp alternatives.

All trains operating on the Sydney and Intercity networks are accessible for customers using mobility devices with direct assistance using a platform to train boarding ramp. The age of legacy rail infrastructure and its configuration means that there will be continued reliance on direct assistance.

During the reporting period, an extended boarding ramp trial has been completed at Armidale station to address gap and slope issues for XPLOER trains. The 205cm ramp was developed and tested for assurance prior to being operationally trialled at Armidale station. The trial had no negative feedback.

Investigation is also being undertaken to replace the existing four fold ramps used on Endeavour trains with a bi-fold ramp to provide a more stable and light weight solution for customers and staff respectively.

Alternative solutions

Transport for NSW has commissioned a study to better understand the problem of the platform train interface in the context of the Regional Rail network to support the procurement process for the new Regional Rail fleet. This study will consider a range of options for improving the vertical and horizontal gap between the platform and the train, taking into account significant variations in both platform heights and floor levels on trains. The resulting report from the study will inform the procurement of the new fleet concerning technology that can be used to help minimise this gap. Another outcome of the research will be to inform Transport for NSW as to stations where infrastructure investment will provide the greatest customer benefit.

Flow on tasks from the research include developing an understanding of locations where major planned track maintenance is required in the next 10 years to identify opportunities for reconstruction/realignment at platforms; investigation of heritage constraints at stations and co-ordinating with the Transport Access Program so that platform train interface issues are considered in upgrade proposals.

Transport Access Program

The Transport Access Program is an initiative to provide a better experience for public transport customers by delivering accessible modern, secure and integrated transport infrastructure.

To date, over \$2 billion has been committed to the Transport Access Program by the NSW Government with 90 per cent of all journeys now accessible. Planning is currently underway for accessibility upgrades at least 11 more train stations in 2018-19. Regional locations

identified include Hazelbrook, Wyee, Blayney, Mittagong, Hawkesbury River, Taree and Milthorpe.

2.7 Recommendation 7

That Transport for NSW publish the timeframe for the introduction of the train access ramps, with regular progress updates.

Response: Supported in principle

Customers can obtain information about boarding ramps and boarding assistance zones in the Sydney Trains Accessible Travel brochure and on the transportnsw.info website which provides information about accessible facilities at stations. The Transport Access Program is continuing to work with all delivery agencies to ensure the Program website consistently reflects the current status of all active projects, both in Sydney and across Rural and Regional NSW. Information on Transport Access Program upgrades can also be obtained by calling 131 500. To date, over \$2 billion has been committed to the Transport Asset Program by the NSW Government with 90 per cent of all journeys now accessible.

There have also been significant advances in smartphone apps. Accessibility applications are now available specifically designed for customers with a disability to utilise the network. Mobile phone applications such as NextThere and abil.io provide information about accessibility across the train network, including information about ramp gradients and stations with short platforms where known. These apps are available in rural and regional areas.

For booked services, customers are advised to inform NSW TrainLink in advance if special assistance is required. These details will be recorded and passed on to on-board staff. Customers can advise NSW TrainLink of their needs by calling 13 22 32 (NSW TrainLink general enquiries number), 133 677 (National Relay Service for hearing and speech impaired customers) or visiting their nearest Sales Agent to make their booking. Information on NSW TrainLink facilities can also be found on the Transport for NSW transportnsw.info website.

2.8 Recommendation 8

That Transport for NSW, NSW Health and the Department of Family and Community Services staff dealing directly with customers receive training on the transport needs of seniors and people with disability in rural and regional areas so they can provide appropriate support when required.

Response: Supported

Transport for NSW is also working collaboratively with NSW Trains and disability service provider Northcott to improve the training in disability awareness of customer service staff. This will include improved understanding of communication techniques and the broader understanding of how to assist all customers.

The Department of Family and Community Services no longer deals directly with customers with a disability as these functions have been transferred to the Commonwealth under the NDIS.

In response to the NSW Government's Disability Inclusion Plan, the Health Education Training Institute is promoting to NSW Health staff a set of eight online training modules specifically developed to build the knowledge, communication skills and confidence of health staff when providing services to people with disability. This includes education and awareness-raising about disability inclusion principles. In 2017 more than 16,800 of these online courses were undertaken by NSW Health staff.

In some Local Health Districts (Districts) staff members from health transport units collaborate with other agencies to improve access to medical appointments through transport assistance and provide ongoing informal education to hospital and community health staff about health-related transport needs.

For example, Northern NSW and mid-North Coast Local Health Districts have developed culturally appropriate education sessions for Aboriginal organisations and staff about the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS). The aim is to increase the number of Aboriginal clients claiming IPTAAS in those Districts. To date 15 presentations have been made and these have been well-received.

2.9 Recommendation 9

That Transport for NSW evaluate the wheelchair accessible taxi program to ensure that wheelchair accessible taxis are made available in areas where there is the greatest need.

Response: Supported

In response to the changes arising from the emerging Point to Point industry, a review of the Taxi Transport Subsidy Scheme was conducted in 2017. The Transport Disability Incentives and Subsidies review involved consultation sessions with users of the Taxi Transport Subsidy Scheme, the taxi industry, point to point providers and disability stakeholders.

The Review process included a discussion paper that identified the focus of the review and considerations for a revised Taxi Transport Subsidy Scheme that might include other point to point providers. The findings from the review are currently under consideration by Transport for NSW.

A round of applications for Wheelchair Accessible Taxi (WAT) interest-free loans targeting rural and regional areas was recently made available for WAT operators.

2.10 Recommendation 10

That Transport for NSW, subject to evaluation, expand the Driving Change program to provide more opportunities for Aboriginal people in rural and regional communities.

Response: Supported

Driving Change

Transport for NSW further expanded the Driver Licensing Access Program in the 2017/18 financial year, providing \$1.7m to RMS Aboriginal Engagement. RMS reported that 817 learner licences and 534 provisional licences were achieved across more than 50 communities.

RMS reporting indicates that since the program commenced in July 2015 achieve 2,311 learner licences; 1,463 provisional licences and more than 6,000 hours of on road supervised driving. Transport for NSW has provided a total of \$4.39M to RMS for program delivery over this three year period.

The significance of underrepresentation of Aboriginal people in the licensing system and importance of this program is reflected in its inclusion in the NSW Road Safety Plan 2021 as an action to 'Increase access to licensing, safe and legal driving and improve social outcomes by expanding support and mentoring programs for disadvantaged people'.

Transport for NSW will continue to explore ways to improve road safety outcomes among Aboriginal people by supporting them to meet the GLS requirements, leading to reduced crash

and injury rates. The Driver Licensing Access Program will be expanded again for the 2018/19 financial year including leveraging funding from the State Insurance Regulatory Authority.

Linkages between programs will continue to be improved. Driver Licensing Access Program providers are required to provide support to participants to access other services such as the Safer Drivers Course and Work Development Order scheme. Transport for NSW provides 1,000 free places under the Safer Drivers Course Disadvantaged Initiative. The requirements to access this Initiative have been expanded and business rules will be strengthened to facilitate referral of Driver Licensing Access Program participants to the Safer Drivers Course Disadvantaged Initiative.

Bus Driver Development

Rural and Regional Service Delivery and Performance has been running bus driver development projects for several years. Since 2011, 18 Transport Access and Regional Partnerships (TARP) projects have produced 189 Medium Rigid and Light Rigid licences which includes over 40 participants receiving their Bus Driver Authority.

Four new bus driver licencing projects were recently approved under the TARP and participant registration is underway. Locations include Hunter, Central West, Broken Hill & Bourke, and Brewarrina Walgett.

2.11 Recommendation 11

That Transport for NSW publish travel information in paper format. It should be in locations where it is easily available to people who do not have access to online information, such as community centres and doctors' surgeries in rural and regional areas.

Response: Supported

NSW TrainLink makes paper timetables available at all stations. Rural and regional bus operators are required to publish their timetables on their websites. Operators that use predominantly web-based timetables are required to provide timetables in other formats on request, free of charge to the customer.

It is also possible to request printed timetables by phoning 131 500 and they will be posted to the customer. Consideration is being given to the best way of providing public transport service timetables and information at Service NSW centres throughout NSW, to assist those people unable to access online information at home.

A range of information is printed by Transport for NSW to support people who do not have access to online information. This includes publications relating to ticketing, Opal cards for seniors and pensioners and accessible travel on Sydney and inter-city train services.

Information is sent to community centres and doctors' surgeries in rural and regional areas on request to ensure printed resources are provided where they are needed. Service NSW, doctor's offices, and community centres may also access and print relevant information for customers as requested.

2.12 Recommendation 12

That Transport for NSW area managers inform people in each of their respective areas about the transport services and subsidies that are available, with information made available both online and in printed form.

Response: Supported in principle

Transport for NSW re-launched the Regional Excursion Daily (RED) tickets and produced and distributed fliers for this event which was an initiative of the Area Managers who supported the distribution to key locations.

Customers contact the Area Managers directly in order to receive information regarding services or problems they may have in accessing services in their local area.

2.13 Recommendation 13

That Transport for NSW area managers work with the local communities and stakeholder groups within their areas to promote awareness of the First Stop Transport travel training service.

Response: Supported

First Stop Transport is a guide which aims to support new users to access the public transport network. It provides advice on safety and accessibility. First Stop Transport also provides resources and accreditation for 'travel trainers'.

Travel trainers support new users to access public transport, particularly seniors, travellers with an intellectual or physical disability, and users from CALD backgrounds, who may need more support.

Travel training is available in 3 Rural or Regional areas:

- Northern Rivers – Lismore, Kyogle, Richmond Valley
- Lower Hunter/Central Coast – Central Coast, Lake Macquarie, Newcastle
- Illawarra – Wollongong, Shellharbour

Transport for NSW has engaged a Culturally and Linguistically Diverse (CALD) officer to engage with Multicultural communities and advance the awareness and practice of travel training across NSW.

Further information about travel training providers can be found at <http://firststop.transportnsw.info/contacts-for-travel-training.html>.

2.14 Recommendation 14

That Transport for NSW consider introducing a fuel card system for people living in very remote locations where there is no access to public or point to point transport services.

Response: Noted

The Future Transport 2056 Regional NSW Services & Infrastructure Plan and supporting plans commit Transport for NSW to consider reducing the cost of driving in remote areas.

Transport for NSW does not currently have a fuel card system in place, but may provide fuel subsidies to transport disadvantaged groups in specific circumstances. For example, the Rural and Regional Service Delivery and Performance branch at Transport for NSW has provided an estimated \$13,620 in fuel subsidies under the Aboriginal Funeral Transport program between December 2015 and July 2017 (note that 17-18 data is pending vendor report).

2.15 Recommendation 15

That Transport for NSW extend the Taxi Transport Subsidy Scheme to include other point to point transport providers such as Uber.

Response: Supported in principle

In response to the changes arising from the emerging Point to Point industry, a review of the Taxi Transport Subsidy Scheme was conducted in 2017. The Transport Disability Incentives and Subsidies review involved consultation sessions with users of the Taxi Transport Subsidy Scheme, the Taxi Industry, disability stakeholders and point to point providers. The findings from the review are currently under consideration by Transport for NSW.

The Review process included a discussion paper that identified the focus of the review and considerations for a revised Taxi Transport Subsidy Scheme that might include other point to point providers.

2.16 Recommendation 16

That NSW Health further simplify the process of submitting claims under the Isolated Patients Travel and Accommodation Assistance Scheme, particularly the way attendance at medical appointments is confirmed.

Response: Supported

The Ministry of Health review of IPTAAS looked at opportunities to further reduce the complexity of the scheme for patients and reduce claim processing times. The Ministry of Health are still considering the outcomes of this review.

A number of recommendations from the review will be implemented from 1 October 2018 which will simplify the Scheme including:

- removing the co-payment for both patients and escorts
- reducing the evidence required to confirm medical appointment attendance
- reimbursement of booking fees, and
- remove the requirement for medical certification of the need for an escort.

The impact of these immediate changes will reduce the complexity of submitting a claim, as well as reduce processing times.

2.17 Recommendation 17

That NSW Health make information about the Isolated Patients Travel and Accommodation Assistance Scheme widely available to ensure those who may be eligible to claim are aware of the scheme.

Response: Supported

EnableNSW (part of HealthShare NSW) has initiated its IPTAAS communications strategy for 2018-19. The strategy aims to increase awareness and knowledge about IPTAAS in rural and regional areas including the general public, general practitioners and specialists. It will consider the needs of specific groups including Aboriginal communities and people from culturally and linguistically diverse backgrounds. The communications strategy is linked to promoting the new IPTAAS online claiming system launched in April 2018.

2.18 Recommendation 18

That Transport for NSW, NSW Health and the Department of Family and Community Services monitor the impact of the National Disability Insurance Scheme and My Aged Care to ensure that people are not disadvantaged when accessing transport services.

Response: Supported

Transport for NSW is finalising the release of an additional subsidy to support NDIS participants through the transition to a new model. This fare subsidy will average \$10 per trip, from a \$3 million boost which will be made available to community transport providers until the end of June 2020. This will result in approximately \$20,000 in additional funding in each local government area.

This is in line with the goals of Transport for NSW's Disability Inclusion Action Plan 2017-2022. Community Transport Service Providers are expected to be paid the allocation for supporting NDIS customers by October 2018.

Engagements with the Federal Department of Health regarding the My Aged Care portals have allowed a provision for transport to be provided in the event of an emergency where clients may not have had sufficient time to get through the eligibility assessment process.

The NSW Government has approved funding for community support for people with disability not eligible for funding through the National Disability Insurance Scheme. NSW Health hosts the new Safe and Supported at Home Program (SASH) which provides transport to medical appointment via tailored ComPacks Program model.

2.19 Recommendation 19

That Transport for NSW provide a report by October 2018 to the Committee on Community Services detailing the progress made in implementing all of the Committee's recommendations.

Response: Supported

Transport for NSW has produced this report to outline our progress on the recommendations for the Committee. This report brings together updates from across the cluster.